



# Insights

**ScottCare — The Leader in Cardiopulmonary Rehab  
Patient Monitoring**

April 2003  
Volume 1, Issue 1

## Upcoming Trade Shows

**3/28 – 3/29:** ISCHR  
Illinois  
**3/28-3/29:** ISCVPR  
Indianapolis, IN  
**3/30-4/2:** ACC 2003  
Chicago, IL  
**4/3 – 4/4:** MSCVPR  
Lewiston, ME  
**4/3 – 4/4:** OACVPR  
Columbus, OH  
**4/5:** WISCVPR  
Milwaukee, WI  
**4/4 – 4/5:** TACVPR  
Dallas, TX  
**4/4 – 4/6:** VACVPR  
Richmond, VA  
**4/11:** SACPR  
Birmingham, AL  
**4/12:** TSSCVPR  
Teaneck, NJ  
**4/22:** TACPR  
Chattanooga, TN  
**4/23-4/25:** CSCR  
Pacific Grove, CA  
**4/24-4/27:** SCMA  
Charleston, SC  
**4/26:** AHA/Missouri  
St. Louis, MO  
**5/3-5/4:** NYSACVPR  
Kerhonkson, NY  
**5/14:** WVACVPR  
Flatwoods, WV  
**6/13-6/15:** FACVPR  
Orlando, FL  
**10/16-10/19:**  
AACVPR  
Kansas City, MO

## Welcome to *Insights*

Thank you for choosing ScottCare as your cardiopulmonary rehabilitation telemetry provider, and welcome to the inaugural issue of ScottCare *Insights*. *Insights* will be issued quarterly and will provide a convenient means of communicating with our current and prospective customers. *Insights* will include a variety of topics, including: information on new ScottCare products and services; important AACVPR national and state activities; industry information; featured ScottCare customers; and, technical support and helpful hints to assist you in maximizing the value of ScottCare products for your program. We are also interested in any thoughts you may have to make *Insights* beneficial from your perspective.

Our #1 priority is your complete satisfaction with ScottCare's products and services. We are dedicated to the delivery of a first rate product that meets your needs and, more importantly, delivering fast, efficient and superior service to resolve any issues that may arise in the operation of our equipment. Our goal as an organization is to become and remain your vendor of choice and to ensure your satisfaction today and into the future. Please do not hesitate to contact me or any other member of our organization to address any issue you may have or to tell us how we can serve you better. Enjoy *Insights*, and thanks again for your support!

*Ken Zajackowski, President*

## Introducing TeleRehab Advantage

ScottCare introduces TeleRehab™ Advantage! The most technologically advanced system of its kind, Advantage provides customers with hardware and software flexibility to design a system configuration to meet specific program needs and budget requirements. Advantage features:

- Windows® XP based software providing increased network security and fully integrated monitoring, program management and outcomes modules on each workstation.
- Increased functionality to produce reports and access patient data while monitoring.
- Choice of hardware configurations — single or multiple workstations with single or dual displays.
- Choice of 1-16 telemetry channels per workstation with unlimited networking of workstations utilizing the same patient database.

- Channel upgrades in single channel increments.
- New digital, WMTS (608-614 MHz) telemetry transmitters. These waterproof transmitters weigh just four ounces, incorporate pacemaker spike detection and utilize standard ANSI/AAMI DIN style lead wires.
- TCP/IP based network protocol for scalability, flexibility, ease of expansion and controlled dissemination of information from both within or outside of your facility.
- Transtelephonic capability that can be added to expand your cardiopulmonary rehabilitation program to remote locations using the existing analog phone line.

ScottCare designed the Advantage so that current TeleRehab Bronze, Silver, Gold and Platinum users can access the power and flexibility of the Advantage system without having to invest in new telemetry. Contact [sales@scottcare.com](mailto:sales@scottcare.com) for more information on the Advantage upgrade path for your specific monitoring environment.

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## Technical Tips

**Question:** My Microtouch CRT Touchscreen (TS) on my monitoring unit is not responsive to my touch. What steps should I take to resolve this issue?

**Answer:** The most common cause is a result of static discharge, especially in colder climate areas of the country. It tends to occur when staff members are monitoring patients and touching the screen quite frequently.

Here are a few steps to try. Start at the Top Menu to perform these checks. If these steps do not correct the problem, contact ScottCare for further assistance.

1. Check to see if the TS works from the **Top Menu**. If the screen is still unresponsive to touch, go to Step 2.
2. Turn off power to the Central Unit (CU) and the TS monitor and then restore power after 30 seconds. Check to see if the TS works properly. If the screen is still unresponsive to touch, proceed to Step 3.
3. From the Top Menu of the Monitoring Screen go to **"Utility Programs" (F10)** and perform the TS calibration through the **(F3)** button (Platinum users) or **"Tele-Rehab Basestation setup" (F9)** and **Calibrate Touchscreen (F1)** (Gold users). If touching the first green dot in the upper left hand corner does not result in a green dot in the lower right hand corner, or it does not give you the second green

dot, we will need to calibrate the TS through manufacturer's procedures:

A. From the Utilities Menu, press **Shift + F10** to exit from the system and answer with a "Y" when it asks if you want to exit the system. (**GOLD USERS** – Proceed to Step C.)

B. Press **"Ctrl + Alt + Delete"** at the same time. A prompt will appear asking if you would like to shut down the server. Select **"S"**. Once the server is shut down, a **C:\>** will appear on the screen.

C. At the **C:\>** prompt, type the following:

1. **"cd\micro"** <ENTER>
2. You should have a **cd\micro** prompt.
3. Type **"mtconfig /c /i4 /b9600"** <ENTER>. It will prompt you if it was successful. If not, contact ScottCare.
4. Type **"microcal"** <ENTER>
  - a.) **Diagnostics** <ENTER>
  - b.) **Calibration** <ENTER>
  - c.) **YES** to continue, Touch Dots.

When it asks to do a Noise Check, Press **"esc"**, **"esc"**, **"Y"** to exit.

5. At the prompt, type **"mtsetup 1"** <ENTER>.

D. Type **"ECG"** to re-enter program.

E. Re-test responsiveness.



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## Tip of the Month: NuStep Users

The ScottCare system does not contain the most recent NuStep (model 4000) formula for MET calculations, and effective with our next software release, ScottCare will no longer support MET calculations for any NuStep product.

Only ACSM approved devices will have their formula incorporated into the ScottCare software for MET calculations.

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## A Message to all users of ScottCare TeleRehab Outcomes

The ScottCare Outcomes program provides a utility to administer and score the SF-36® Quality of Life Survey owned by Quality Metric, Inc. According to the Quality Metric policy, ScottCare pays a fee for the right to distribute their product, not for its use.

Quality Metric has implemented a new policy regarding the use of SF-36 Quality of Life Survey. Effective immediately, all users are obligated to contact Quality Metric directly to arrange for licensing. Please contact:  
Marie Perrone, Client Services Manager-  
Licensing Department  
Quality Metric, Inc.  
640 George Washington Highway  
Lincoln, RI 02852

Phone: 401-334-8800, ext. 232

Fax: 401-334-8801

[www.qualitymetric.com](http://www.qualitymetric.com)

Future versions of ScottCare TeleRehab Outcomes will offer the SF-36 Quality of Life Survey only as an option rather than a fixed part of the Outcomes program.

We are currently investigating more cost-effective alternatives that are also acceptable to the AACVPR as a part of its certification program and will keep you informed of our findings.

Questions or opinions on other quality of life surveys should be forwarded to:  
[insights@scottcare.com](mailto:insights@scottcare.com).



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(800) 243-9412  
[service@scottcare.com](mailto:service@scottcare.com)

### Customer Training Program

We often hear that users would like the opportunity to receive additional advanced training in the years that follow installation of our system. ScottCare is exploring training options, including regional workshops or other fee-based training to address advanced software functionality or training of new employees.

We are presently assessing levels of interest, location and costs and would like your input. Please email [insights@scottcare.com](mailto:insights@scottcare.com) and indicate if you would have an interest in attending a regional workshop or having additional fee-based training. Any other thoughts on this topic are appreciated.

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## Platinum Update — Version 1.1.36

ScottCare's latest software release — version 1.1.36 — for the Platinum DMS system is currently being shipped to users. This version includes the following features:

**1. Selecting available groups for monitoring** — This function allows the user to have a choice of which status patient they want to display on the monitoring list (i.e. Phase II patients only, Phase II and Inactive patients only, etc.).



**2. Interval measurements of P-R interval (or any other interval)** — This function allows the user to measure a P-R interval, or any other ECG complex interval in milliseconds.

**3. Auto updating of session summary data** — Edited information in the Modality Data section of single session report formats will result in automatic updating of key data in the Session Summary section.

**4. Show all strips function in multi-session reports** — When editing a multi-session report, there is an option to view all strips that have ever been flagged for multi-session. This function will only display if the taskbar is set for auto-hide.