



ScottCare — The Leader in Cardiopulmonary Rehab Patient Monitoring

Upcoming Trade Shows

April 16-17: Tri-Network
Sioux Falls, SD

April 16-17: TACVPR
Houston, TX

April 17: SACPR
Hattiesburg, MS

April 20: TACVPR
Cookeville, TN

April 22-23: CSPR
Long Beach, CA

April 24: WISCVPR
Wisconsin Dells, WI

April 24: TSSCVPR
Whippany, NJ

May 1: ASCPR
Tempe, AZ

May 7-8: RMCRA
Denver, CO

May 12-13: WVACVPR
Flatwoods, WV

June 18-20: FACVPR
Orlando, FL

Sept. 3-4: GACHPSM
Savannah, GA

October 7-10: AACVPR
Long Beach, CA

October 16:
MOKSACVPR
Kansas City, MO

October 26: KCRA
Louisville, KY

Technology — Good or Bad?

Often times the culture in a medical device manufacturer is to incorporate the latest and greatest technology and gadgetry into equipment with the good intention that it will provide the customer with everything they could possibly want. In doing so, we often miss those improvements or changes that can be made to our existing products and services, or new product ideas that would provide equal or greater benefit to you, the individuals who use the products on a daily basis. While we will continue to look at technology improvements (we just can't help ourselves!), we need your help with the other list of items.

As such, I would ask that any suggestions you have for new products, improvements to our existing products, new services, etc., be communicated to me. In order to motivate you, any individual who submits a suggestion will be entered into a drawing to be held quarterly starting at the end of June with the results published in our next newsletter. The winner will receive a **\$100 gift basket** from **Bath & Body Works**.

A few guidelines:

- Focus on improvements or suggestions for new products. If you are having a current problem that needs immediate resolution, email theojscottcare.com or call 1-800-243-9412.
- Email the suggestion to me at kenzscottcare.com, or forward via snail mail.
- Your suggestion will be given ample consideration, but it may or may not be adopted or available on current or prior models.
- Be nice!



As always, thanks for your support of ScottCare.

— Ken Zajackowski, President

Advantage Upgrade for Existing TeleRehab™ Users

All ScottCare TeleRehab™ users (Bronze, Silver, Gold and Platinum) can now upgrade to the new TeleRehab Advantage Software for about half the price of purchasing a complete new system. ScottCare will replace the existing computer, touch screen monitor and printer with new Advantage components.

Existing accounts will continue to utilize their existing transmitters and receiver box which will seamlessly integrate into the new Advantage components.

Please contact your local sales representative for additional information or to schedule a demonstration of the TeleRehab Advantage System.

Feel free to visit our web site at www.scottcare.com or contact ScottCare Corporate Sales at 800-243-9412 extension 116, should you have additional questions or comments.

A Message from the Service Manager

If you have tried to reach us for service recently, you may have experienced longer than expected delays. The overwhelming popularity of our newly launched TeleRehab™ Advantage monitoring system has created unusually heavy call volumes.

This is not an excuse but simply an explanation — one I felt you as a valued ScottCare customer deserves.

We are addressing the issue to make us more readily accessible when you contact ScottCare. We are hiring more service representatives in our call center. We also

are encouraging customers to leave their message, and someone will return the call ASAP. Other upcoming improvements will result in further increasing the high level of customer service you've come to expect from ScottCare.

Service to our customers is a priority at ScottCare, and I assure you that we will continue efforts to meet your high expectations and ours.

*Sincerely,
Theoharis Jordanides
Manager, Applications and Technical Support*

service@scottcare.com

Please feel free to take advantage of our email service line as another way to communicate your questions or concerns with ScottCare's service department.

Emails are opened immediately, so you can use this as an alternative means of communicating with service. Depending on the issue, responses will be addressed via email or a representative will call you back to walk you through the problem-solving steps.

Recommendations for System Backups

It is important to BACKUP your system files to provide an additional method of saving patient information saved to your hard drive. All information saved on your BACKUP DISK will allow you to easily restore a patient who may have been deleted from the system upon the completion of the Cardiac Rehabilitation program. It is suggested to number and date each backup volume so you will have an easier time accessing specific patient files in the future.

To ensure that all patient information is properly saved, it is recommended to back up your system at the end of each day. To complete the backup process, review the following:

1. The ScottCare TCP/IP Server must be running to backup your computer. The ScottCare TCP/IP Server is the minimized program idling at the bottom of your computer screen.
2. Once the icon is activated, select BACKUP.
3. Confirm that the correct drive is selected for your Zip Disk (Drive D).
4. ScottCare recommends you backup your system files according to the defaults as they appear on the screen.
5. Select DO BACKUP.

NOTE: Once BACKUPS are complete and you return to the SCOTTCARE TCP/IP SERVER icon, be sure to select START so that you can resume monitoring if needed. If you select QUIT you WILL NOT be able to monitor your patients.



Wait Before Saving Strips to Session Reports

The TeleRehab™ Advantage system needs 10 seconds to establish a monitored patient file after beginning a recorded session.

Therefore, it is important to always wait at least 10 seconds after starting a recorded monitoring session before saving your first strip. This will ensure that all strips are correctly saved to the session report.





Tips for Controlling Artifact

As you know, controlling artifact is critical in any cardiopulmonary monitoring application. Some types of artifact can cause the system to react as though it were seeing ectopy, and other types cause the system to identify as erroneous data generated when artifact is detected. However, most artifact can be controlled. *(Some patients generate artifact no matter what you do, however, those are normally few and far between.)*

Causes & Cures:

Patient Prep –

The greatest cause of artifact!

Inadequate contact between the patient and the electrodes. This condition is evident if artifact disappears when the transmitter is attached to a patient simulator where optimum contact is assured. Some causes of inadequate contact include the use of outdated pre-gelled electrodes where the conducting medium is dried out, or if there is inadequate preparation of the area where the electrode is to be placed.

Alcohol – A drying effect!

Although alcohol kills bacteria and cleans the area, alcohol tends to dry out the skin thereby increasing the skin's electrical resistance. If you are using alcohol as a prep medium, try roughing the area by rubbing

with a gauze pad or terrycloth towel to reduce skin resistance.

Electrode Placement – Watch those Muscles!

When electrodes are placed over the pectoral muscle and/or over the soft area under the rib cage artifact is created from muscle contraction. Try placing the electrode above the pectoral muscle just under the clavicle for the right arm and left arm leads, and the lower rib area for the Left Leg and/or Right Leg lead.

Transmitter/Cable Motion – Don't Move!

Obviously, when it comes to transmitters and cables, the less movement the better. Try keeping wires away from the skin and the transmitter in a location that is least likely to experience jarring. Some suggestions include clipped on a belt, worn in a waist or neck pouch, clipped to the back of a shirt collar.

As always, our service department is just a phone call away. If you are experiencing difficulties with artifact or would like more information about ways to reduce artifact please give us a call. Also, if you would like a sample of NuPrep™ prepping gel, please email sales@scottcare.com.

Advantage

Users:

Closing

Outcomes

When closing the TeleRehab™ Outcomes Program, be sure to close the program from the MAIN MENU of the Outcomes Program.

Please DO NOT close the program from the FILE – EXIT option as this is the incorrect procedure and will inhibit the functionality of your monitoring program.



Quotable Quotes

*“Knowledge comes,
but wisdom lingers.”*

— Alfred Lord Tennyson

Preventative Maintenance: Bronze, Gold, Platinum and Advantage

We recommend that your biomedical department perform a bi-annual or semi-annual preventative maintenance check on your computer systems. Preventative Maintenance should include, but is not limited to, the following:

1. Run Scan Disk Application
2. Run Disk Defragmenter Application
3. Remove cover from the computer to eliminate dust that has accumulated throughout the year.
4. Remove the cover from the computer to ensure the power supply fan and CPU fan is running properly.

For additional information on Preventative Maintenance, please refer to your ScottCare TeleRehab™ Service Manual.

User Profile: Huntington Hospital, Pasadena, California

Gail Cinexi, RN, BSN, Manager of Cardiology

Huntington Hospital, based in Pasadena, CA, offers acute medical care and community services ranging from general medicine to the foremost specialized programs. Founded in 1892, the non-profit, 525-bed hospital is a teaching facility affiliated with the University of Southern California School of Medicine and several accredited nursing schools and colleges.

Huntington's 27-year-old Cardiac Rehabilitation Program promotes health and wellness focusing on cardiac disease prevention. The outpatient cardiac rehab facility offers a positive atmosphere to help heart patients recover with the dedication and help of a highly-trained staff. The goal is to improve general fitness with an emphasis on cardiac conditioning, education about cardiac disease, treatment and prevention.

Under the direction of Gail Cinexi, RN, BSN, Manager of Cardiology, and Dr. John Easthope, Medical Director, the multi-disciplinary, professional staff includes: three registered nurses, a patient care associate, a registered dietitian and a clinical social worker who work to coordinate a patient's personalized program. The nurses supervise all exercise sessions and are certified in Advanced Cardiac Life Support techniques and exercise physiology. A medical doctor is available at all times.

"Our goal is to educate patients about managing risk factors and develop comprehensive home exercise and diet programs," said Cinexi. "We want each patient to be motivated to have set goals for heart health and rehabilitation."

The Heart Wellness Program includes: comprehensive history and screening by RNs; personalized consultation with a dietitian, heart-healthy nutrition counseling and cooking classes; individualized exercise programs to maintain lifestyle changes; inpatient and outpatient access to emotional assessment/counseling; stress management, group lectures and spouse support; and, mentorship from former heart patients.

With 300 patients, some who are long-term up to 15 years, the program serves patients

in phases I, II, III and IV. All phase II and III patients are seen by the dietitian. The staff works with 35-50 patients a day, Monday through Friday. A ScottCare customer since 1996, Huntington recently purchased TeleRehab™ Advantage (Option 3).

Huntington's administration is very supportive of the Cardiac Rehab Program. A group of the hospital's cardiac rehab patients is equally supportive and has donated funds towards the purchase of new equipment, such as the Advantage system, bicycles, treadmills and strength training equipment.

"ScottCare's product is very user-friendly, especially the touch screen," said Patricia Fowler, RN, BA, Patient Flow Coordinator. "The two monitor stations free up our staff to do other things. The ScottCare system is designed for quick input of patient information and can be tailored for our needs."

Fowler added, "The assistance given by the technicians through the telephone modem system for set-up and design, as well as problem-solving, has been excellent. It has already helped with streamlining our data collection."

Huntington Hospital, which uses MEDITECH for its integrated software solutions, hopes to interface it with the ScottCare system in the future.

"We have a very good and longstanding relationship with ScottCare and enjoy working with them," noted Fowler.



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service@scottcare.com

Huntington Hospital's Cardiac Rehab team:

(Back Row L-R) -

Elcio Almeida, CR tech;
Gail Cinexi, RN, BSN,
Manager of Cardiology;
Patricia Fowler, RN, BA,
Patient Flow Coordinator;

Dr. John Easthope,
Medical Director
(Front Row) -

Dana Woodward, RD;
Maral Mesrobian, RN;
Margaret Gallon, RN,
BSN; Marcia Penido,
LCSW.

