



# Insights

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

July 2003  
Volume 1, Issue 2

## Upcoming

### Trade Shows

**September 30:**

KCRA

Lexington, KY

**October 16-19:**

AACVPR

Kansas City, MO

**November 13-14:**

LAEP

Baton Rouge, LA

## Medicare Reports

ScottCare has created Medicare CMS 700 and Medicare CMS 701 reports. These include all information from the reports created by Medicare.

If you are a Platinum or Advantage system user and would like access to these reports, please contact Tech Support at 800-243-9412 so that we can transfer the necessary information into your database.

## 100% Customer Satisfaction

We take pride in our customer service and consistently receive outstanding ratings in this category relative to our competition, however, we are aware that there will be instances in which our customers are not completely satisfied. While we will make every attempt to prevent these circumstances, when we are made aware of a problem we will attend to it in a timely manner and do everything we can to resolve the issue to our customer's complete satisfaction.

We often find that customers are reluctant to complain or seek assistance in resolving an annoyance or minor problem that ultimately can create a negative perception of ScottCare performance, but could have easily been rectified if they sought out assistance. I would ask your cooperation in contacting us with any issues you may have or to seek assistance from a member of our customer service team, for example, in customizing reports.

Again, do not hesitate to contact me or any other member of our organization to address any issue you may have; suggest product improvements; or, identify how we can serve you better.

— Ken Zajackowski, President

## Benefits of Upgrading to TeleRehab Advantage

Our current Bronze, Silver, Gold and Platinum users can now upgrade their ScottCare monitoring system to the TeleRehab® Advantage system and achieve the following benefits:

- Up to 16 channels telemetry per monitor with unlimited networking
- Windows XP operating environment – provides system flexibility, ease of use, and is the required platform for future product enhancements including an HL7 interface and a remote wireless solution
- Increased processing speed – P3 (Pentium) processor with a 1 GHz processing speed
- New 24-month warranty
- Several system configurations including single or multiple workstations, as well as dual monitors
- Fully integrated monitoring and program management increase program efficiencies through multitasking
- Integrated Outcomes package seamlessly generates single patient & group outcomes reports necessary for AACVPR program certification

Plus, TeleRehab Advantage has increased software functionality to allow:

**Immediate Access to Patient Files** – patient data can be updated & report generation can be performed while monitoring classes

**Full Disclosure** – automatically saves full disclosure for each patient to be viewed at any time, either during or post session, and current session data can be compared to previously saved strips while monitoring

**Ability to Print & Edit While Monitoring**

And, there are two ways to achieve this upgrade:

- Upgrade to the standard Advantage configuration (includes digital transmitters in the FCC protected WMTS 608-614 MHz bandwidth) and receive a trade-in discount for your existing system.
- Upgrade to the Advantage system keeping your existing transmitters and receivers.

For additional features of the Advantage system, please see the attached/enclosed brochure.

If you are interested in either of the upgrade options, please call us at 800-243-9412, ext. 116.

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## Questions & Answers



***1. On my Platinum system, my patient had new medications added to his personal data file. After the medications were updated, I closed out the program. When I went back into the patient's file, the medications that I recently entered were not saved in the patient's file. Why was my information not saved?***

This is a simple issue to resolve. The ScottCare program has two similarities to a Word document:

1. In the upper left hand corner, FILE, if selected, gives you an option to SAVE a document and CLOSE a document.
2. In the upper right hand corner, there is an "x" that if selected, gives you an option to SAVE changes.

Although the ScottCare program looks like a Word document, it DOES NOT parallel all options in Word. If you currently save changes that were made to a patient files via FILE or the "x" in the upper right hand corner, the changes may not be kept. We suggest saving the information in the following manner:

1. Once information has been edited for a particular patient, proceed directly to the next patient through the patient list drop down menu.
2. Once information has been edited for a

particular patient, select any Group Selection (i.e. Phase II, Phase III, Pulmonary).

***2. I am a Gold/Platinum user and would like to begin editing the session reports for patients who are loaded on the monitoring station computer. How can I access this information while I am monitoring a patient?***

You can begin editing all information from the single patient session report while the patient is active in an exercise session. Confirm that you have selected the correct patient for editing. Select the "ALT" key on the keyboard. (Note that options at the bottom of the monitoring screen will change.) Press F1 to begin editing the Patient's Report information. (You will note that the options at the bottom of the monitoring screen will change.)

- Press F1 to Edit Patient Information
- Press F2 to Edit Session comments
- Press F3 to Edit Session Summary Information
- Press F4 to Edit Session Modality Information
- Press F5 to Edit or Select Strips
- Press F6 to Select or Change a Report Style

### Tip of the Month

It's that time of the year when storms have a tendency to disrupt power lines. With any personal computer, power fluctuations can take their toll on your PC and its peripherals.

If you live in an area of the country that is prone to electrical storms, we suggest using a voltage protection device such as a line conditioner and an Uninterruptible Power Supply (UPS). The line conditioner will prevent damage to your computer system due to the power fluctuation and the UPS will continue to supply power to your computer to function for a short period of time.

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## Platinum Users' Tips for Printing Reports

When using Platinum DMS version 1.1.36 software, you may encounter printing issues related to MULTILINE TEXT BLOCKS (i.e. Medical Data, Educational Classes, Remarks, Goals).

If a single session report or multi-session report is printed that contains large amounts of Medical Data or Educational Classes, the report prints this information running into other areas of the report.

To eliminate overlapping data, customize your reports so that all multi-line text blocks are placed within a FRAME.

(If you are a current Platinum users and have not yet received the latest software update, Version 1.1.36, please contact customer service at 800-243-9412.)





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## Technical Bulletin: Transmitter Case

Some customers have noticed hairline cracks near the back screws on their transmitter cases. These cracks are a result of degradation of the plastic case material caused by chemicals found in cleaning solutions.

Many antibacterial cleaners attack the plastic of certain products. These plastics will not hold up to multiple cleanings with “phenol” based solutions, which are fairly common in hospital settings.

Because our transmitter cases are made of a 94HB ABS plastic, we DO NOT recommend using solutions that contain alcohol, which will make the plastic enclosures brittle and

susceptible to cracking. Instead, we suggest cleaning the enclosures with a mild soap (such as dish soap) and warm water, or a mixture of no more than one tablespoon of bleach with one gallon of warm water. Using one of these cleaning methods should prevent cases from becoming brittle and cracking.

Check product labels and avoid cleaners with active ingredients such as “phenol” or “5-Chloro-2 (2,4-dichlorophenoxy) phenol.” Soaking transmitters in a bath of cleaner is not recommended.

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## Outcomes Tips for Advantage & Platinum Users

To ensure that the TeleRehab® Outcomes program contains the most up-to-date patient data, remember to perform the following steps:

- Run TR EXPORT to collect the most recent patient data.
- Run the TELEREHAB OUTCOMES program.
- From the MAIN MENU click on Outcomes Data button.
- From the OUTCOMES DATABASE screen, click on Tele-Rehab Data button.
- A small window titled “Update Outcomes Database: Tele-Rehab Patients” will appear. Select YES.
- When the program returns to the Outcomes Database Screen, the most recent patient data has been updated into the Outcomes Database.
- Select Return to Main Menu to begin generating outcomes reports.

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## MET Calculations

ScottCare software supports MET calculations from the SIXTH EDITION of the ACSM Guidelines for Exercise Testing and Prescription. This is the **most recent** edition for the American College of Sports Medicine (ACSM).

As stated in the Sixth Edition of the ACSM Guidelines for Exercise Testing Prescription, it is important to understand that without the use of direct calorimetry using open-circuit spirometry, metabolic calculations are an *estimate* of a participant's maximal functional capacity.

During cardiac rehabilitation, indirect calorimetry is being utilized. Indirect calorimetry uses the estimate measurements of oxygen consumption (VO<sub>2</sub>) as derived from laboratory data to determine metabolic rate. The variability in measured VO<sub>2</sub> may have a standard error of an estimate as high as 7%.

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### Training Workshop

In our last newsletter, we discussed the concept of regional workshops or other fee-based training sessions that would promote additional training and asked for your input. So far, only a few interested parties have responded.

The amount of interest we receive will determine if this project is something worth pursuing.

If there is any interest in the idea of a regional training workshop, please respond by e-mail to Theo Jordanides at [theoj@scottcare.com](mailto:theoj@scottcare.com) or by phone at 800-243-9412, ext. 109.

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**User Profile: Michael E. DeBakey Heart Institute of Kansas  
Eric Larson, M.S., Program Director  
Cardiopulmonary Rehabilitation**



The Michael E. DeBakey Heart Institute is located in the beautiful, but desolate, high plains of western Kansas. The Institute has a full-service heart program that includes two full-time catheterization labs, interventional cardiology, nuclear medicine, open-heart services and cardiopulmonary rehabilitation to meet the needs of a region where heart disease is twice the national average.

The Institute serves a population of over 130,000 in 42 counties of western Kansas, covering 20,000 square miles. The Michael E. DeBakey Heart Institute currently utilizes the ScottCare Platinum DMS System with 16 channels of telemetry. Ten of their 16 channels are utilized for transtelephonic cardiac rehab, which is one of the largest and most productive transtelephonic programs in the country. They currently

have 15 satellite facilities, either located in rural hospitals or clinics that range from 30 to 230 miles from the Institute.

The reason for their decision to market and pursue transtelephonic cardiac rehab was that their compliance from Phase I to Phase II was at only about 10% in 1997, which matches the national average. Six years and 15 satellite facilities later, they have increased their compliance from Phase I to Phase II to 57%.

Program Director Eric Larson, M.S. says, "The utilization of ScottCare's Platinum DMS system has been the central force in our program. The report-generating components of their system, hands down, has decreased our expenses tremendously. We have literally cut out 1-2 hours a day of man hours. Their Outcomes package compares to other similar programs, but has the wonderful feature of being fully integrated with your DMS system; therefore, exporting is merely a touch of a button. I feel the most beneficial component of ScottCare's system is the option to customize reports to meet our needs. Of course, I can't forget the tremendous tech support available. We have had minimal problems, but when one does arise the issue is usually, if not always, resolved within hours."

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



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## Two Special Offers for ScottCare Users

**Add Monitoring Channels for \$499 per Channel** — ScottCare is currently offering 200 MHz/Analog transmitters and receivers, normally priced at \$3,000 per channel, for a special reduced price of \$499 per channel. If you have considered adding monitoring channels to your existing system, please take advantage of this offer to achieve an 83% cost savings for your organization.

**Exchange Transmitters Half Price** — 200 MHz/Analog transmitters, to replace or supplement your existing transmitters, are available for a reduced price of \$250 each.

Call 216-362-0550, ext. 116 to place your order.  
(Channels requiring the addition of a new system, 9<sup>th</sup>, 17<sup>th</sup>, and 25<sup>th</sup>, will be priced accordingly.)

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