



ScottCare — The Leader in Cardiopulmonary Rehab Patient Monitoring

Upcoming Trade Shows

September 3-4:

GACHPSM
Savannah, GA

October 7-10:

AACVPR
Long Beach, CA

July 15:

OKCVPR
Tulsa, OK

October 16:

MOKSACVPR
Kansas City, MO

October 26:

KCRA
Louisville, KY

The annual AACVPR conference is right around the corner. For more information, go to www.AACVPR.org.

ScottCare is once again planning a Friday night social. This is our chance to meet with you directly to learn more about your program, your needs and concerns, and to thank you for your continued support. Please plan on joining us!

Changes in Customer Service

As some of you may have noticed, we recently implemented changes to our phone system and customer service protocol (see page 2). The changes were intended to alleviate previous issues experienced in customer technical service but instead temporarily resulted in new challenges due to difficulties encountered in the system installation and configuration process.

We apologize for any inconvenience this may have caused you, and we are still working out kinks to ensure your calls get answered by a live person or will be returned in short order. Thank you for your patience. Alternatively, please feel free to email your questions or issues to service@scottcare.com. A technical support representative will automatically be forwarded your request for service and will contact you as soon as possible.

— Ken Zajackowski, President

Advantage HL7 Technology and Hospital IT

With efforts to automate, reduce cost and improve communication within the hospital, we are increasingly being challenged by customers to provide detail on our ability to configure our product to meet their IT department requirements; hit cost targets for personal computers; and run on their hospital network or backbone.

Please note that the equipment we sell, while appearing to be a PC or laptop, is not a computer, but is a medical device subject to GMP (Good Manufacturing Practices) and quality testing at the factory as a complete medical system.

As a medical device, customers should be aware that our system is not presently designed to run *on the hospital network*. We presently mandate that the system remain on our closed network so that we maintain its status as a medical device. This does not mean, however, that we cannot *integrate and communicate* with the hospital information system (HIS). That is the role of the Advantage HL7 interface module which enables our closed network to simultaneously be connected to the HIS and transfer data to and from the HIS.

The HL7 interface will allow the rehab clinician to automatically load patient data into Advantage from the hospital billing system (based on patient ID or social security #); notify billing when a session is complete; and transfer other data and reports (PDF format) via the hospital information system. The HL7 middleware that connects our system with the HIS has been used by other leading medical device manufacturers and has been successfully interfaced with all leading HIS providers, including McKesson HBOC, Meditech, Cerner and Eclipsys.

Please contact Lisa Kendall at 1-800-243-9412, extension 116 for more information on the Advantage HL7 Interface Module.

ScottCare's Customer Service Protocol

ScottCare is known for offering the highest level of customer service and support. In our continuous efforts for improvement, we have implemented a new phone system capable of handling larger volumes of incoming calls, while at the same time allowing for faster response time.

In order to assure the quickest possible support, please note the following:

- Dial **1-800-243-9412**
- Select **Option 2** for technical support. (Do not dial old service extensions 107 or 109). Please note that Option 2 is preferable to dialing a specific extension, as you will be connected to the first available service representative. In the event that a service rep is not immediately available, you will be directed to leave a voicemail and it will be automatically forwarded to the next available service rep who will return your call when they first become available (Do not leave a voice
- mail in other than the service voice mail unless specifically directed by a service rep, as it may not be retrieved on a timely basis if the rep is out of the office)
- In the event of a **true emergency** (e.g. system down while monitoring) please bypass voice mail by selecting "0" and indicate to the operator the nature of the emergency. She will prioritize your call and obtain immediate assistance **or** will ensure that a service rep calls you back immediately.
- For **after hours Technical Support** (before 8 a.m. or after 5 p.m. EST), please call 1-800-243-9412 to access our 24-hour Emergency Support. Allow the immediate voice recording to finish, and it will then prompt you for the emergency service option. A service rep will return your call as soon as possible.
- If your needs are not urgent, use our email support service@scottcare.com as a convenient alternative to telephone support.



Contact Us

Mail:

4791 W. 150th Street
Cleveland, Ohio 44135

Phone:

(216) 362-0550

E-mail:

info@scottcare.com

Web:

www.scottcare.com

Customer Service:

(800) 243-9412,
Option 2
service@scottcare.com

Free Technical Support

Just a reminder that ScottCare provides free technical support to all of our users, regardless of warranty period or service contract status. Feel "free" to call us with any questions, concerns or help you may need.

Tips for Customized Reports

Have you ever wondered how we get all those fields lined up so well in our reports? It's very easy to align and format fields in ScottCare reports, and you can do it to your customized reports as well.

In form layout view, you can select multiple data items simultaneously by holding down the SHIFT key while clicking on the items. Then click on ARRANGE at the top of the screen. You then have the option to align the selected data items, equalize their size, or distribute them uniformly across the report. You may also select a data item, then click TEXT at the top of the screen to view text formatting options. From here you have the option to change font style and size characteristics.

Important Tip: Be sure to save often while customizing to ensure your changes will not be lost. Simply click the SAVE FORM button on the left-hand side of the customizing screen to save your work.





Important Outcomes Steps

To carry your most recent patient information over to TeleRehab™ Outcomes, remember to complete the following 5 steps:

1. Run TREPORT to gather the information.
2. Next, double click the TeleRehab™ Outcomes icon on your desktop.
3. Under the Main Menu, click the Outcomes Database button.
4. Click the TeleRehab Data button which will then prompt you to "Update Outcomes Database: TeleRehab Patients."
5. After selecting yes, patient records will be imported and the selection list will be updated. The program will then return to the Outcomes Database.

Important Tip: Be sure to keep patient information, such as abbreviated diagnosis, general. Listing the diagnosis as additional information only, will not allow you to compare patients with the same diagnosis. Additional information regarding the diagnosis, such as the date the event occurred, may be listed in the medical history field or comments area.

In the event that a patient has more than one diagnosis, use a comma and space before typing the second (example: MI, CABG). This will allow you to view the patient under multiple lists when using Outcomes.

Advantage Users: The TREPORT process described above will be automated in a future Advantage software release.

Customizing Individual Reports

If you have questions regarding report customization or would like ScottCare to directly assist you in report customization, please call us at: **800-243-9412** and select Option 2 for service.

Budgeting? Call 800-243-9412, ext. 116

Give us a call to discuss upgrade paths available for bringing your existing Bronze, Silver, Gold or Platinum system to the new Windows XP based Advantage system.



Quotable Quotes

"Do a little more each day than you think you possibly can."

— Lowell Thomas

New Advantage Software Release Features Expanded Full Disclosure

How does that affect back-up discs?

Advantage software release Version 1.3 is designed to save a patient's full disclosure for each session. In other words, you now have the capability to look back at any full disclosure for each patient. Advantage users will receive the software and firmware update in the near future.

With this change in software, the Zip Discs that are used for back-ups will fill up more quickly. If you use the 100 MB Zip Discs and notice this problem, try using the 250 MB Zip Discs.

Tip: Keep track of used Zip Discs. Before using another disc, write the ending date on the disc that will no longer be in use. Therefore, if you need to search for a patient's prior information, it will make it easier to find that patient.



User Profile: University Hospital Health System, Augusta, GA

Lorraine Thomas, Staff RN

University Hospital Health System in Augusta, Georgia, offers a team of more than 40 cardiologists and cardiac surgeons who continue a long tradition of "firsts." University developed the area's first cardiac catheterization program in 1974, performed the region's first angioplasty in 1980, and transplanted the first heart in Georgia in 1984. Today, University operates the most innovative cardiovascular service, complete with state-of-the-art diagnostics and a renowned open-heart surgery program. Nearly 6,000 patients are treated in the cardiac catheterization facilities, and its team performs 700 open-heart surgeries each year.

University Hospital's Cardiopulmonary Rehab program is the largest one in the Augusta area. The comprehensive, three-phase program provides quality care and education for Cardiac and Pulmonary patients. Those who have had recent cardiac events, such as heart attacks, heart surgery and those suffering from COPD and asthma have a facility available to exercise comfortably and safely. Using education and exercise, patients learn how to cope with limitations, change their lifestyles to reduce the risk of problems and live as full a life as possible.

The program started in the early 1980s with a Phase I and II. Many of the current staff members have been working in Cardiopulmonary Rehab since 1995. From 1995 to 2000, the program was housed in a 1,500-square-foot facility with six treadmills, one stationary bicycle and two total weight machines. In 2000, the program moved into a 9,800-square-foot exercise facility with 31 pieces of aerobic equipment which includes treadmills, rowers, Airdyne bicycles, Ellipticals and NuSteps along with 13 selectorized strength training equipment and hand weights. The staff includes a Clinical Coordinator, three full-time and one part-time RN, two full-time RTs and three full-time exercise specialists.

Lorraine Thomas, RN, of the University Hospital Cardiopulmonary Rehab Center said, "Our growth has been tremendous in both the size of our facility and in our patient volume. When we moved into the larger facility, we were able to start a Cardiac Rehab Phase III. We also started working with the CHF clinic at University Hospital and developed a modified exercise program for patients with a diagnosis of CHF. We improved the efficiency of our Phase I program by promoting the Health View Channel and calling Phase I patients within two weeks after discharge. Pulmonary rehab also sponsors a weekend camp for children with asthma."

The program has grown from serving 20-22 Phase II Cardiac and Pulmonary patients per day in 1999 to serving 65-75 Phase II patients a day in 2004. The Phase III cardiac program has a membership of 160 patients while the pulmonary rehab maintenance class has 90. University Hospital has been a ScottCare user since January 2000. The staff is pleased with the ease in printing the daily reports.

"Before we had ScottCare, we did the cut and paste for monitoring and charting. Using ScottCare, we have saved time and used this time to increase the number of patients as well as give quality care," said Thomas. "The physicians have complimented us on the multi session reports which include a summary of all pertinent information for the exercise sessions that the patient has attended."

The staff also utilizes the single session Outcomes report, which gives a comparison of the patient's first and last sessions. These are sent to the physician and medical records when the patient has graduated.

Thomas added, "The ScottCare staff has been easy to work with and are always willing to assist. The technical staff has helped us problem-solve, develop forms and educated us as needed without making any of the staff feel inadequate or computer illiterate."

The staff is in the process of developing an exercise program for PAD and would like to accommodate patients who are in the Bariatric Surgery and the Weight Management programs.



University Hospital's Cardiopulmonary Rehabilitation team