



Insights

3rd Quarter, 2005

**ScottCare — A Leading Manufacturer of Quality Medical Devices
Serving Cardiopulmonary Professionals**

Upcoming Trade Shows

AACVPR
10/20-10/23/05
Milwaukee, WI

American Heart
Association
11/13 - 11/16/05
Dallas, TX

Customizing Assistance

Take advantage of the
customizing capabilities
for your system.

Customizing assistance
is now available online.

To access the online
videos for customizing,
please contact
Technical Support to
receive access.

Also, register now for
live on-line training.
Only 15 spots available
for each session.
These one-hour
sessions will be held at
2 p.m. Eastern time.
See page 2 for more
details on dates
and topics.

ScottCare's NICORE ECP system installed at leading cardiopulmonary rehabilitation programs

ScottCare's recently introduced NICORE™ ECP system has been installed at leading cardiopulmonary rehabilitation programs, including the Charleston Area Medical Center in Charleston, W. Virginia and Parma Community Hospital in Cleveland, Ohio. Both of these comprehensive rehab programs serve large patient populations and have invested in ECP to expand their services to reach patients suffering and debilitated by chronic Class III or IV angina and congestive heart failure that have exhausted other treatment options.

These patients, previously not well enough for rehabilitation, but in dire need of treatment, are increasing in number and provide an excellent opportunity for your cardiopulmonary rehabilitation department to expand its patient outreach and education. As important, at a CMS national average reimbursement of \$115 for each of 35 sessions, it provides an excellent means to improve the economics of your department in this period of depressed rehab monitoring reimbursement.

We are very excited to bring you this technology and would be more than happy to educate you on how ECP therapy can be beneficial to your program and work with you to make it a reality. Please contact Karen at 1-800-243-9412, ext. 128 for more information on this exciting opportunity.

— Ken Zajackowski, President

Special Lunch Meeting: October 22 at the AACVPR Annual Meeting -- ECP Therapy for Cardiac Rehab

Mark your calendars for Saturday, October 22 when ScottCare will host a special lunch meeting from 12:30-1:30 p.m. at the AACVPR Annual Meeting.

All ScottCare customers are invited to this event which will feature a cardiopulmonary rehab program director who will discuss how

External Counterpulsation Therapy (ECP) is right for your cardiac rehab program. The discussion will also cover how ECP works and ECP clinical outcomes.

Watch for more details about the lunch in the next issue of *Insights*.

SAVE THE DATE

ScottCare will be holding its Annual Customer Appreciation Reception

in conjunction with the AACVPR Annual Meeting in Milwaukee, WI.

While more specific details will follow, please keep Friday evening October 21 open. In addition to the food, libations and opportunity to interact on a casual level, we will also be honoring **Harry Shepherd**, our Director of Operations, who is retiring in September.

Hope you can make it!

More options for TeleRehab Advantage training! ScottCare offers continuous training programs



ScottCare wants your cardiac rehab program to be successful. That's why we offer multiple ways to get you the training you need to get the most out of TeleRehab™ Advantage. Whether you are looking to teach a new hire the basics or want to explore advanced features, there is a training program to fit your needs. And all of these programs are complementary for ScottCare customers.

Advantage Training Videos

Training videos available over the Internet give an audio/visual presentation of the Advantage software. Go to www.scottcare.com and click on "Customer Service" and then "Advantage Training Videos." You will be asked to log on. Please contact ScottCare Customer Service to acquire a username and password.

- Overview - 1hr.
- Utilities and Configuration - 15 min.
- Program Management - 15 min.
- Single Session Data - 15 min.
- Multi Session Data - 15 min.
- Customizing Reports - 15 min.
- Session Monitoring - 15 min.

Live Conference Call Training - Upcoming Sessions

All sessions will be available to Advantage users. Platinum and Gold customers may attend training sessions to view the latest features available in the Advantage System.

- The one-hour training will consist of a 30-minute presentation and 30 minutes of questions and answers.
- Reservations should be made through customer service. Once a customer has called to reserve a spot for the session, they will receive an email to confirm the day, time and what needs to be done prior to the session. Customers will need access to the Internet to attend training sessions.

Register now for live on-line training. Only 15 spots are available for each session. Training

will be held at 2:00 p.m. Eastern time and will last approximately one hour.

Tuesday, August 30: Single Patient Outcomes and SF-36 Surveys

Learn how to utilize the TeleRehab Gold Outcomes to create single patient outcomes reports. Single patient reports can provide a comparison of data from any two sessions on file for the selected patient. SF-36 surveys will also be reviewed.

Tuesday, September 13: Group Outcomes

Learn how to analyze groups of patients within the system over a selected period of time. The Statistical, Physiological and Behavioral and Risk Factor report forms will be reviewed.

Tuesday, October 4: Customizing - Monitoring Screens

This session will review how to customize the monitoring screen. Learn how to create modality and summary buttons. You will also learn how to customize the status line to flag individual patients who may need special attention.

Tuesday, October 25: Customizing - Report Form

Take advantage of personalizing your report forms by learning the basics to report customizing. Learn how to add and delete items from report forms as well as create new items not currently available in the system. Basic alignment and formatting techniques will also be reviewed.

**Want to learn more?
Please Call Customer Service at:
1-800-243-9412,
option 2**

New from ScottCare – Borg Scale Poster

Posters of the Borg Scale of Perceived Exertion

are now available to ScottCare customers at no charge.

To request your free poster, contact ScottCare at 1-800-243-9412, ext. 116 or email us at info@scottcare.com.

Borg Scale of Perceived Exertion		
6	Very, very light	How you feel when lying in bed or sitting in a chair relaxed. Little or no effort.
7		
8	Very light	
9		
10		
11	Fairly light	Target range: How you should feel with exercise or activity.
12		
13	Somewhat hard	
14	Hard	How you felt with the hardest work you have ever done. Don't work this hard!
15		
16	Very hard	
17		
18	Very, very hard	
19		
20	Maximum effort	

• TeleRehab™ Advantage Cardiopulmonary Monitoring System
• NICORE™ External Counterpulsation (ECP) Therapy System

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Advantage User Tips:

Monitoring a patient under the wrong name

In the event that an exercise session was recorded under the wrong patient name, it is recommended that you contact Scott Care technical support.

If you notice the patient name is incorrect shortly after the name is placed on the screen:

- Stop the recording, stop the display and remove the patient name.
- Add the correct name to the screen and begin recording the session.

In the event that the patient has been monitored for a considerable amount of time:

- Continue to monitor under the wrong name.
- After the completion of the session, contact ScottCare technical support for assistance in moving the complete session file and full disclosure to the correct patient.

Customizing features include Quick Lists

New customizing features in software 2.1.1 include quick lists. Quick lists can be created for any multi line text field to allow the addition of data from a predefined list. Quick lists are useful for current medications, allergies, medical history or even educational classes.

To create a Quick List:

1. Start the Server
2. Click on Configure
3. Click the Data Elements tab
4. Click the Multi Line Text button
5. Select Data Element – Multi Line Text
6. Select the item
7. Click the “Add Quick list”
8. Add items to the Quick list
9. Click “Keep List”
10. Click “Keep Changes”
11. Click “Apply”
12. Click “Ok”

To use a Quick List:

1. Locate the resource (ex: current meds) on a patient report form
2. Double click on the white text box to bring up the Quick List
3. Double click or check the checkbox the item(s) you wish to select from the Quick list

Click the comma (,) or arrow to add the items to the field. The comma will place all items all on the same line, while the arrow will place each item its own line.

To delete a Quick List:

1. Start the Server
2. Click on Configure
3. Click the Data Elements- Multi-line Text
4. Select the Data Element with the existing Quick list
5. Click the “Add Quick list” button
6. In the input field, a Quick list should appear
7. Click “Delete Element”
8. Click “Ok” in the Warning window.

Cleaning transmitters and lead wires

It is recommended to clean transmitters and lead wires with a mild cleanser. Cleaning the lead wires with alcohol may deteriorate the condition of the wires by breaking down the external coating and leaving the wires vulnerable. Be careful with baby wipes because some of the products have alcohol in them and will deteriorate the condition of the wires. Some customers use a spray bottle filled with a mild soap and water and spray a gauze pad or tissue to clean the lead wires.



ScottCare.com gets a new look

ScottCare is in the process of re-designing its web site --

www.scottcare.com.

The new site will be more user-friendly and feature: additional product information; service & support details; the latest company news; archives of the *Insights* newsletter and more.

Log on in early August to check out our new look.

Quotable Quotes

“Kind words do not cost much, yet they accomplish much.”

— Blaise Pascal

User Profile: Baylor Health Care System, Dallas, Texas

Julie Hartman, M.S., Program Director

Baylor Health Care System is a not-for-profit, faith-based network of hospitals, primary care centers and practices, rehabilitation clinics, senior health centers, affiliated ambulatory surgery centers, and the Baylor Research Institute. The Walter I. Berman Cardiovascular Prevention & Rehabilitation Center at the Jack and Jane Hamilton Heart and Vascular Hospital on the Baylor University Medical Center campus houses Baylor's cardiac rehabilitation program which is designed to help patients map out healthy lifestyles after treatment.

The program was founded in 1976 by Dr. Walter I. Berman, a cardiologist who started the program from the ground up. Based in downtown Dallas, the program's 4,400-square-foot facility is located in the Tom Landry Fitness Center.

Under the direction of Julie Hartman, M.S., Program Director and Exercise Physiologist, the Baylor program received its national certification in 2000.

Baylor works with Phase II patients on Monday, Wednesday and Friday and Phase III patients on Tuesday and Thursday. The Phase II program has an average of 300 patients per year. Approximately 40 patients participate in the maintenance program. The program offers exercise and education. All Phase II patients meet with a dietitian and social worker. The research associate works with tobacco users on a cessation program.

Baylor's facility is equipped with: treadmills, several different bicycles, NuSteps, weight machines and hand weights. The program also uses the walking track in the Landry Center. During the recovery period, patients receive medically supervised and monitored exercise sessions and lifestyle education.

Baylor Health Care System has six cardiac rehab programs, and the downtown facility was the first to use the ScottCare system. Baylor has used ScottCare's Platinum DMS since late 2000, and they recently installed Advantage. Baylor uses ScottCare's system for daily exercise reports which are customized with additional information.

"We love that we can edit and print them out quickly. We print the EKG strip right on the

report," said Hartman. "We have also customized printouts to include patient history, goals and medications. We use multi-session reports on a regular basis to send to physicians."

On Baylor's exercise card, the system prints the ScottCare information so Hartman and her staff don't have to write it out. Now with the HL7 feature, Advantage will talk to Baylor's Apollo database system which the whole hospital shares.

Hartman added, "ScottCare's customer service is great, and they respond quickly. When it was time to upgrade our system, we knew we wanted to stay with ScottCare. We saw demos of the Advantage system and liked its features."

Other aspects of Advantage that Hartman's staff likes are the touch screen, its ease of use, and the ability to customize reports. In addition to Hartman, the Baylor staff consists of: three nurses; two exercise physiologists; one social worker; one dietitian; a research associate; and two secretaries. The program also has 2-3 exercise physiology student interns who work at Baylor for 600 hours and are well trained and ready to enter the work force.

The program has changed over recent years to focus more on risk factors, education and research. "We've tried to become more proactive in our exercise prescription – increasing the workload so that patients are doing a decent amount of work in cardiac rehab and are in good shape when they get home," said Hartman.

Leap for Life is Baylor's wellness and disease prevention program that utilizes behavior change techniques to achieve better health. The program features a web site with risk assessments, calculators and educational information about exercise, nutrition and stress.



Contact Us

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Bottom Row (left to right):

Anne Lawrence, RN; Valerie Anderson, RN; Emily Malorzo, RD, LD; Middle Row (left to right): Tiffany McCullough, BS; Julie Hartman, MS; Top Row: Matt Hubbard, MS; Not pictured: Danielle Strauss, RN; Michelle Jones, LMSW

