

## Product Information

# Mobile healthcare solutions

## Overview

Urgent and unplanned care services can ensure continuity and consistency of care is provided to all patients with the adoption of a mobile healthcare solution for clinicians working away from the care centre.

Patient contact and consultation information is passed securely between the centre and mobile clinician and, with only temporary storage on the mobile device, the information is accessible by authorised users for the duration of the visit. Access to current medication and allergy information, previous clinical assessments and relevant cautionary notes ensures patient safety is not compromised.

## Service benefits

- With the most up-to-date patient and clinical information available while with the patient, it allows for more informed decision making and helps achieve a better continuity of care.
- Encourages patient care notes to be entered real-time, ensuring a more accurate and up-to-date record of the encounter is stored.
- Reduces time taken and related cost in passing patient and visit details.
- Avoids breaches in patient confidentiality and the opportunity for misinterpretation associated with verbal message-passing.
- Assurance of successful case transmission through regular connection and status updates.
- Two-way communication with the mobile clinician improves safety of lone workers.
- A fully audited system provides a paper-trail of case history, helping to improve the accuracy of information stored.



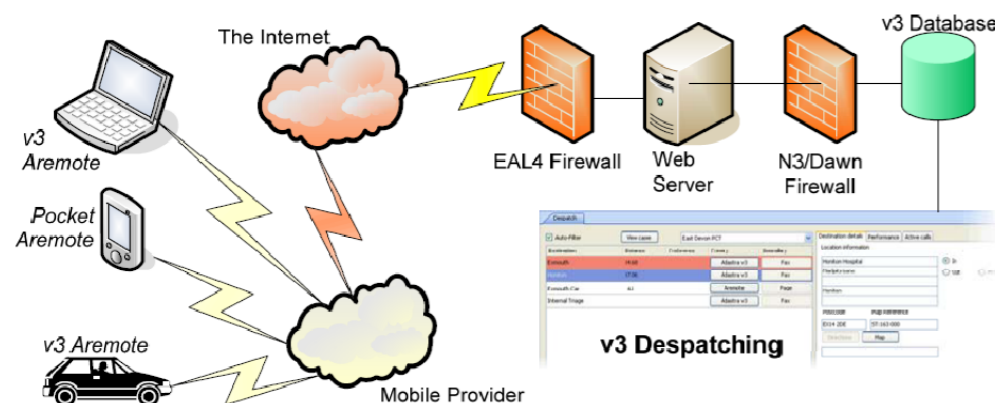
### Key features

- **Security** – Encryption of data transmitted to and from the mobile device provides added security of sensitive information. Flagging lost or stolen devices from the main database prevents unauthorised access to the mobile system.
- **Communication** – Adastra mobile solutions are not network sensitive. Customers may choose the most suitable network and package for their needs.
- **Status updates** – Connection status information is available at the despatching centre and on the mobile device, providing an almost real-time view of coverage and connectivity. Journey and workload status information logged by the driver, clinician or care worker in the community automatically updates the despatch desk to help monitor and manage visits.
- **Fit for purpose** – Size, weight, strength, durability and battery life are just some of the considerations that form the basis of our device recommendations.
- **Support** – Devices supplied by Adastra are supported by our network of regional engineers. Remote support also enables direct access to the mobile devices.
- **Navigation and tracking** – Destinations can be managed without any disruption to a journey as visit details are passed directly to a navigation device. Up-to-date access to route and journey information enables more efficient allocation of work.

### Mobile applications

Adastra offers a choice of two mobile healthcare applications, Aremote and Pocket Aremote. Both provide two-way communication between the despatch centre and visiting clinician, via a secure internet connection.

Both applications are an extension of the Adastra system, receiving visit details and updating patient records in real-time, where network coverage is available. Aremote and Pocket Aremote store key information temporarily in their own local database, meaning that important case information remains available to the clinician even when the device is out of coverage, allowing continued patient care where network connection is not available.



#### Aremote

Based on the 'On-line Clinician' functionality of the main Adastra system, Aremote provides a complete clinical solution for mobile doctors and emergency care practitioners. Aremote is available for use on a laptop, enabling the clinician to review a patient's case notes and medical history, and record their consultation findings while at the patient's home.

#### Pocket aremote

Pocket Aremote has been developed with the community nurse in mind and plays a key part in Adastra's iNurse solution. iNurse enables management of patient visits using a handheld Windows Mobile or BlackBerry device.

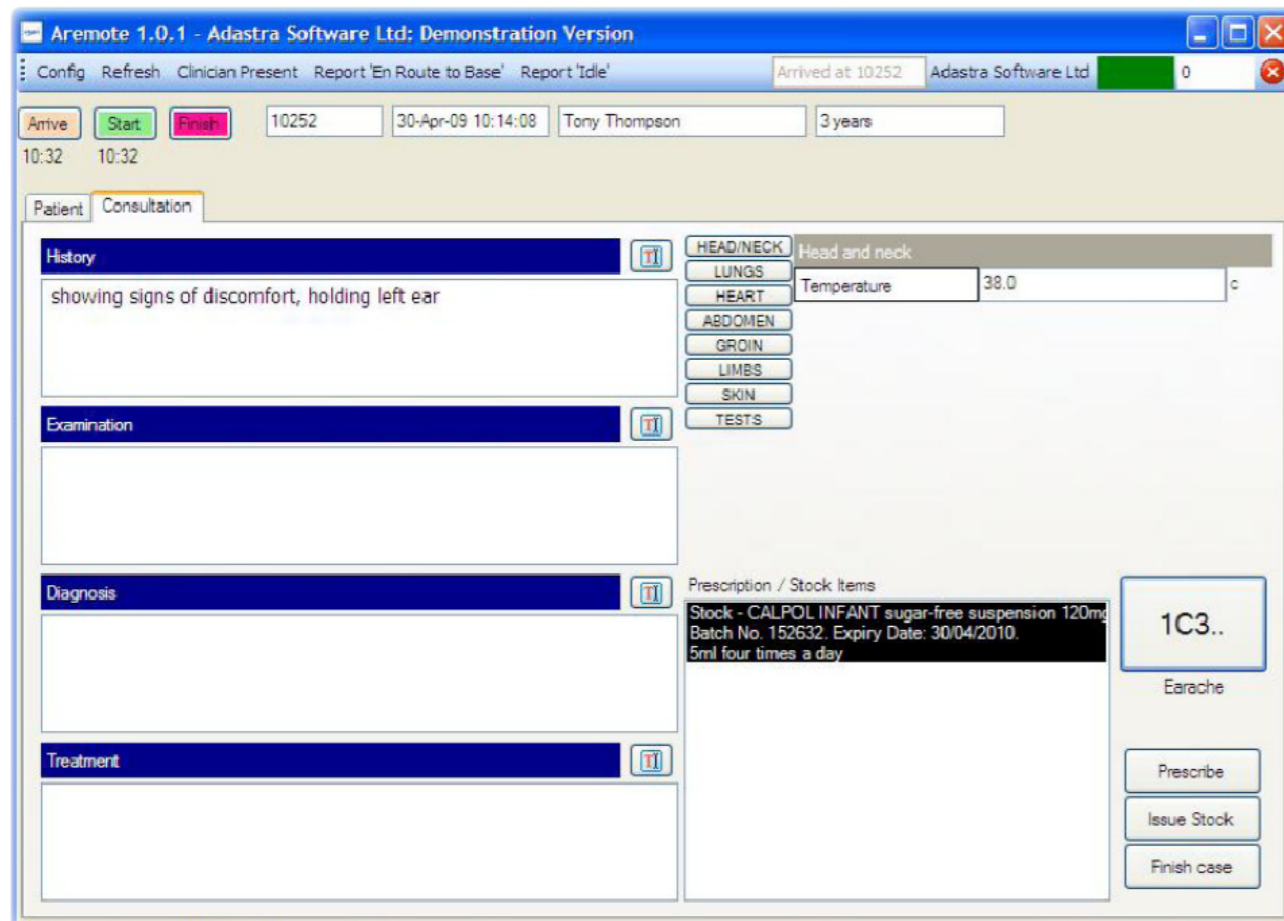
### Shared functionality

- **Availability of patient and case details** – Essential patient and case information supports delivery of appropriate patient care. This includes any available medical history and relevant patient advisory notes, alerting the mobile clinician to essential cautionary information.
- **Collection of visit and consultation details** – Start and finish times, clinical findings and treatment given can all be recorded to form part of the clinical record for the patient.
- **Audible alert** – An audible alert signals the arrival of new cases or messages received from the control centre, continuing intermittently while cases remain unacknowledged.
- **Case acknowledgement** – Case acknowledgement updates are automatically sent back to the main Adastra system, allowing centre staff to monitor the status of visits and ensure patient safety is not compromised.
- **Real-time connection status** – Visit management statuses provide an at-a-glance indication of the connection status of mobile devices. Visits can be tracked through the transfer process by real-time statuses of 'queued', 'arrived' and 'confirmed'.
- **Visit status updates** – 'En-route' and 'arrived' statuses recorded by the visiting clinician are automatically sent back to the control centre, providing assistance for visit tracking and workload monitoring.
- **Pre-defined fast text** – A predefined list of phrases, treatments or procedures may be configured to enable clinicians to add commonly used comments to their visit notes. These options can be used in conjunction with free text to allow quick, yet accurate visit information to be recorded.
- **Case outcomes** – A customisable list of visit outcomes may be defined per device or per service. Outcomes are associated with the next action to be taken on the case, eg. requesting further clinical contact, sending a message to the patient's own GP or closing the case if no additional patient contact is required.

### Aremote clinical features

Designed to allow a more detailed clinical consultation to be recorded, Aremote also offers the following:

- **Structured consultation** – Consultation fields follow the natural clinical sequence of history, examination, diagnosis and treatment. Read coded examination findings may also be recorded.
- **Medical history** – The same medical history screen as used within AdastrA provides access to view and update the known medications, allergies and conditions record for a patient, as appropriate. Consistent recording of this information ensures safer prescribing across the service.
- **Full prescribing** – A locally-stored copy of the Multilex drug database provides medication warnings to the visiting clinician, supporting them to safely and appropriately prescribe.
- **Stock issue** – Stock drugs carried by the visiting clinician or vehicle may be selected as part of the consultation notes. Updates to stock levels are synchronised with the main stock control system to enable a complete audit trail of drugs issued by the service.
- **Clinical coding** – A read code may be assigned to the consultation notes. Read codes available to the mobile clinician may be specified per device or for the service provided, as appropriate.



### Mobile Devices for Aremote

#### Panasonic Toughbook CF-19

The Toughbook is a ruggedised, swivel-screen laptop that withstands shocks, spills and dust, and is designed to endure use in extreme conditions. The body of the device is shock and shower resistant and passes a 90cm drop test.



#### Tempus CF-19 Lightweight Vehicle Docking

In addition, we recommend use of the Tempus docking solution to provide secure docking of the Toughbook while travelling between visits. The Tempus docking device has been Motor Industry Research Association tested for both impact and airbag deployment with a range of vehicles.

### Mobile Devices for Pocket Aremote/iNurse



#### Motorola MC55

The pocket application for iNurse has been designed for use with any touchscreen Windows Mobile smartphone, though we recommend the Motorola MC55.

The MC55 is a small, yet rugged mobile computer which runs the Microsoft Windows Mobile 6.1 operating system. Designed for a three to five year lifecycle, the MC55 offers a lifespan much longer than that of the average consumer-grade PDA. It therefore offers a robust solution for the mobile clinician or community worker.

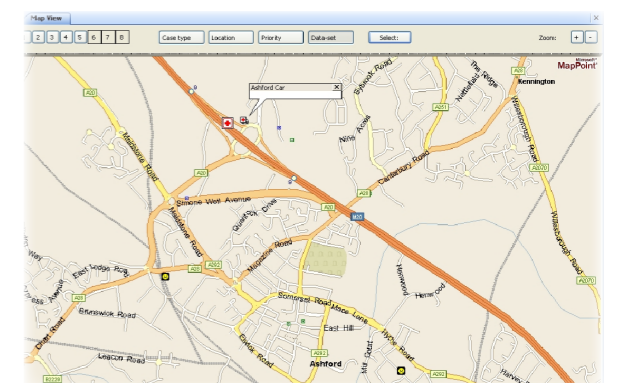
#### BlackBerry Smartphone

A separate version of the Pocket Aremote application has been specifically tailored for use with the BlackBerry Bold smartphone, providing all of the business benefits of BlackBerry while improving patient management efficiency of community teams with iNurse.



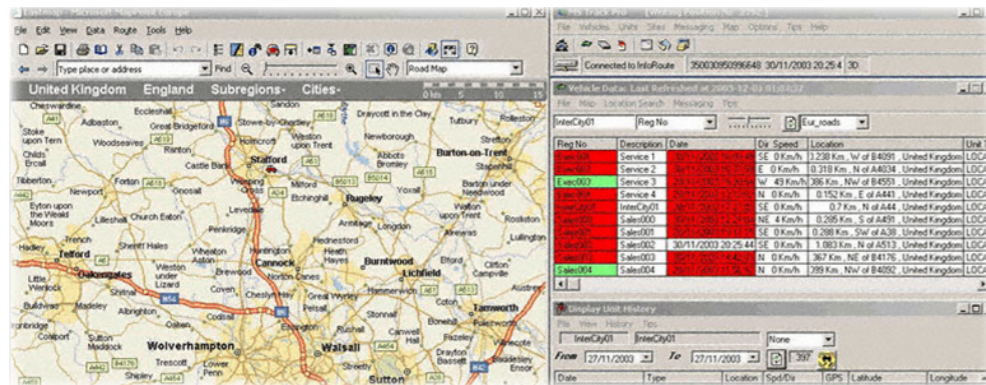
### Navigation and tracking

AdastrA integrates with three fleet tracking solutions, each of which enables real-time monitoring of vehicle position both from within the AdastrA system and separately via a third-party web application. Vehicle position information is displayed illustratively within the AdastrA Map View module and is translated to distance, supporting decision making when despatching vehicles to a patient's address and appropriate case allocation.



### Foretrack

Ninehundred Communications' Foretrack fleet tracking solution can be accessed from any PC running Internet Explorer. In addition to despatching support within Adastra, Foretrack provides vehicle speeds, heading, distance and driving behaviour. This information can be audited via automatically generated vehicle reports available by email or as downloadable Excel or PDF documents.

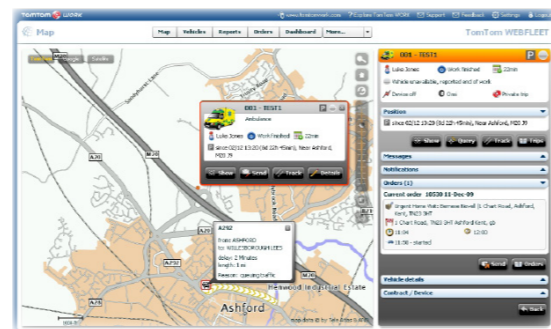


### Mobile Eye

The CarTel Mobile Eye fleet management system automatically connects to the internet to collect information from vehicles fitted with tracking units. This data is stored locally for subsequent analysis and reporting. Whilst online, customers can also see the positions of their vehicles in real-time via the MS Track Pro application.

### TomTom WORK WEBFLEET

Access to the TomTom WORK WEBFLEET fleet management application can be made from any PC running Internet Explorer. Interactive maps show real-time localisation and enhanced tracking of vehicles - anytime, anywhere. The exact position as well as recent movements can be viewed. A wide range of reports is available, including detailed information on trips, stops and speed profile.



In addition to vehicle tracking, WEBFLEET as part of TomTom WORK's Connected Navigation solution enables two-way communication between the control centre and driver using a satellite navigation device. Linking your Adastra system to a WEBFLEET account allows for visit details to be despatched to a TomTom WORK GO navigation device at the same time as sending case details to the visiting clinician using Aremote. Each GO device is associated with a vehicle to provide a complete visit tracking and management solution. Connected Navigation enables drivers to plan and expedite visits efficiently, enabling the clinician to concentrate on delivering patient care.

### When on the move

#### Computers in cars—warning!

The Road Traffic Act prohibits the use of devices fitted after the manufacture of the vehicle unless they are marked with the 'e-mark'. An e-mark is awarded to vehicles and equipment which have been tested to ensure that they do not radiate emissions which will adversely affect other approved equipment (eg. anti-lock braking systems). Anyone found operating a vehicle containing non-compliant equipment may be invalidating their insurance and could be prosecuted in the event of an accident. Advanced Health & Care cannot legally supply any equipment for installation in a customer's vehicle which does not carry an e-mark.

### Health and safety

Should the vehicle be involved in an accident or even need to stop suddenly the equipment, if not stowed securely or if in use, will become a hazardous object within the vehicle. Customers should consider the health and safety implications of operating and stowing equipment in a travelling vehicle and should seek the advice of their local Health and Safety representative.

### Security

If devices are shared between staff the opportunity for loss, theft and damage is increased. Customers should carefully consider how they manage this risk and ensure that, at the very least, devices are not left unattended. To help guard against breaches of patient confidentiality both Aremote and Pocket Aremote devices can be flagged as stolen by the controlling centre preventing the application from being restarted once shut down.



# Product Information

## For more information

### About Advanced Health & Care

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community carers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

The Advanced Health & Care suite of products includes: Adastra, iNurse, Crosscare, eFinancials Smart Business Suite, Saturn & StaffPlan.

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### Legal information

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