

solutions sheet



telecare office manager

the power behind your telecare service

What is TOM?

Telecare Office Manager (TOM) is an exciting software package that revolutionises the management of telecare by ensuring providers have all the necessary information on clients, the equipment they need and the stock available for use. In particular, it helps to ensure the easy management of telecare assets with full information on battery types and life expectancy, maintenance and warranty held in one accessible database.

TOM is designed to simplify the management of your service and will help drive it through each step of the telecare process.

What are the benefits of TOM?

- **Keeps customers informed** - customer correspondence is easy to generate and can be logged against individual customers for future reference
- **Manages telecare product information** - helps to manage warranty and maintenance issues by keeping track of all equipment on the database
- **Supports telecare management** - allows managers to take control of the whole process from referral to ongoing reviews by providing simple to use reports
- **Assists staff management** - diary management and scheduling of assessment, installation and maintenance visits is made easy
- **Keeps control of stock** - includes a bar code system* and detailed database showing the up to date location and status of all telecare equipment
- **Provides a full audit trail** - every appointment and every phone call logged, every piece of equipment has an identified location
- **Fully mobile** - data can be inputted / amended directly onto the database at a client's home, reducing the need for paperwork
- **Customisable** - the software is flexible enough to help you expand your services and meet your future needs



All the reassurance you need

Tunstall

Telecare Office Manager (TOM) is an exciting software package that revolutionises the management of telecare by ensuring providers have all the necessary information on clients

Why is TOM needed?

With the deployment of telecare becoming more widespread, this will increase the pressure on telecare providers to manage all aspects of their telecare service efficiently and effectively. By working closely with its customers and utilising the experience of existing telecare providers, Tunstall has developed TOM to reduce this pressure and enable providers to manage all aspects of their service from referral to installation and maintenance.

Who is TOM for?

TOM is designed to support telecare service providers and their staff to work as efficiently as possible. The software helps all levels of staff to carry out their job including:

Management - supports report generation including asset tracking and stock levels and helps with the planning of activities e.g. remote staff diary management and equipment service planning

Assessors - provides assessors with easy to access customer information and helps them manage their own diaries

Installers - helps installers to ensure they use and install the correct telecare equipment

Main features

- **Customer relationship management** - keeps a detailed database of all relevant customer information whilst also managing and logging communication between staff and customer to ensure that no matter who deals with the customer they have access to their history. Personalised correspondence can also be easily created using the template letters, faxes and emails available.
- **Staff diary management** - allows the time-scheduling of telecare project tasks to be managed, including referrals, assessments, installations and follow-up visits. Office based staff have full access to off-site workers' diaries to immediately book meeting times with clients.
- **Asset management** - maintains a detailed record of all telecare equipment allocated and installed for each client and provides the ability to run reports on location of equipment, fault history, allocation history (where the equipment has been used previously), warranty dates, battery expiry dates and product life expectancy to support the planning of maintenance visits in the future.
- **Stock control** - keeps a central record of what equipment is held in stock, including a bar code scanning system* enabling installers to allocate specific stock for new clients. A weekly report can also be generated which prompts the user to reorder equipment when the minimum stock level has been reached.
- **Financial information** - keeps a record of the customer's financial details or which organisation/funding stream pays for the customer's equipment. Such financial information can be linked to accounting software to provide a complete invoicing solution.
- **Report generation** - all information held within TOM can be reported or searched on in future providing the ability to measure and manage the telecare service more easily, eg to support structured maintenance programmes.
- **Remote access** - remote workers or offices have access to the database and can update the main database when connected via the internet. This enables remote workers to update the database on their laptop within the customer's home and then connect to the internet at home to synchronise with the main database without having to return to the office (requires TOM workgroups version). Importantly this means that client data is held securely at a central point.

How does TOM help the telecare process?

ENQUIRY

When an enquiry to your telecare service is made, the prospective customer's details and the referrer's details can be entered into TOM (see left). This includes basic information such as; name, address, correspondence address, phone number, email, as well as more detailed information such as the reason for referral e.g. hospital avoidance and the likely impact of referral e.g. number of hospital days saved.



With TOM it's easy to...

- Measure telecare success & keep referrers up to date
- Create stock
- Record customer contacts eg. keywords

MAINTENANCE

The equipment detail within the software enables managers to easily plan future maintenance or react quickly to potential faults by immediately knowing whether the equipment is within its warranty period or what service maintenance agreement it is allocated to. Battery management can also be achieved easily by running reports on which batteries are coming to the end of their life cycle enabling efficient maintenance visits to be planned.



With TOM it's easy to...

- Manage product fault history
- Find properties
- Manage maintenance information
- Manage battery placements

REVIEW & SERVICE MANAGEMENT



Report generation on all the information within TOM is easy. Simple reports can be generated to see, for example what stock is available, the main reason for telecare referrals, the impact of telecare (number of bed days saved, care hours reduced), referrals with overdue assessments and many more.

With TOM it's easy to...

- Manage staff diaries
- Manage stock control
- Upkeep financial information
- Check audit trail

INSTALLATION

Once the telecare equipment is agreed, it can be allocated to the customer from the stock list within TOM and an installation date can be agreed through the TOM diary manager and confirmation can be sent to the customer. During installation the exact products installed are checked using their serial numbers and any changes to equipment installed are recorded by the installer in TOM.



With TOM it's easy to...

- Record installation details
- Track equipment usage
- Generate reports

Two versions of TOM are available:

TOM Professional - Designed for customers requiring a low number of TOM users (between 1 and 10) and where remote workers are office based or regularly return to the office.

TOM Workgroups - Designed for customers with larger numbers of users (5 or more) who may work in teams, from different offices or from home. This version enables remote workers to synchronise with the main database from any location (eg home or remote office) with internet access therefore they don't need to return to the office.

TOM Support and Services

To support customers we have put together a comprehensive support package that will enable you to concentrate on providing your telecare service. The following are included within the purchase price of TOM.

- **Licence fees** - One year (following year one a small yearly fee is payable)
- **Telephone support** - telephone support is available via Tunstall (during office hours) to help you with the smooth operation of your system.
- **Training** - a 3 day training course is provided to get you quickly up to speed with the system, additional days can also be purchased separately.
- **Online updates** - Access to a server for future software updates will be provided.

The below services are dependent upon a site survey, following which a full quotation will be provided.

- **Installation*** - this will include the set up of PCs, laptops and server including local settings and preferences.
- **Data transfer*** - if you wish to transfer records from another database, this service will assess the feasibility and support you in the process.

Technical Details

System Requirements

Workstations and servers must be internet enabled with a minimum network connection of 100MB.

Server minimum requirements

Pentium P4 Processor; 4GB RAM; 1GB Minimum Hard Drive Space

Server specification is also dependant upon the volume of memory intensive applications running such as Outlook Exchange or other SQL-based applications.

Workstation minimum requirements

A Pentium 1GHz processor; 1GB RAM; at least 500MB of free disk space after Windows has been installed; a copy of Internet Explorer version 6 or higher (this is included on the CD); an SVGA video card and monitor supported by Windows® running at 1024 x 768 pixels, with a minimum of 24-bit true colours.

Supported operating systems

Microsoft® Windows XP Professional, Microsoft Windows 2000 Professional, Microsoft Windows 2000 Server Standard Edition, Microsoft Windows Server 2003 Standard Edition, Microsoft Windows Server 2003 Enterprise Edition, Microsoft Windows Server 2003 Web Edition.

Telecare Office Manager works with:

Microsoft Outlook® 2000/2002/2003; Outlook Express 5.5/6.0; Eudora® 5.2/6.0, Lotus Notes 6.5; Internet Mail SMTP/POP3, Microsoft Office 2000/2002/2003, Microsoft Internet Explorer 5.5/6.0, Adobe® Acrobat® Reader® 5.0/6.0; Small Business Server 2003; Terminal Server; Citrix Presentation Server 3.0/4.0.

A site survey is required before a full quotation can be provided.

*A detailed quote for installation, data transfer and any additional training needs will be provided following a site survey.

* A suitable bar code scanner is required for use with the bar code software.

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