**my**telemedic **icp** triage**manager**

mytelemedic and
icp triagemanager

mytelemedic and **icp triagemanager** telehealth solutions are part of a set of integrated care applications from Tunstall Healthcare.

mytelemedic collects patients' health information through interaction with a wide range of medical devices and structured health interviews, to support the management of long-term conditions. **my**telemedic communicates securely with the **icp triage**manager to enable regular interaction with healthcare professionals.

By reviewing a patient's health information, clinicians can make more informed decisions about the patient's health and well-being therefore avoiding unnecessary hospital admissions.

Telehealth provides patients with increased understanding and knowledge of their condition, reducing anxiety and increasing quality of life.
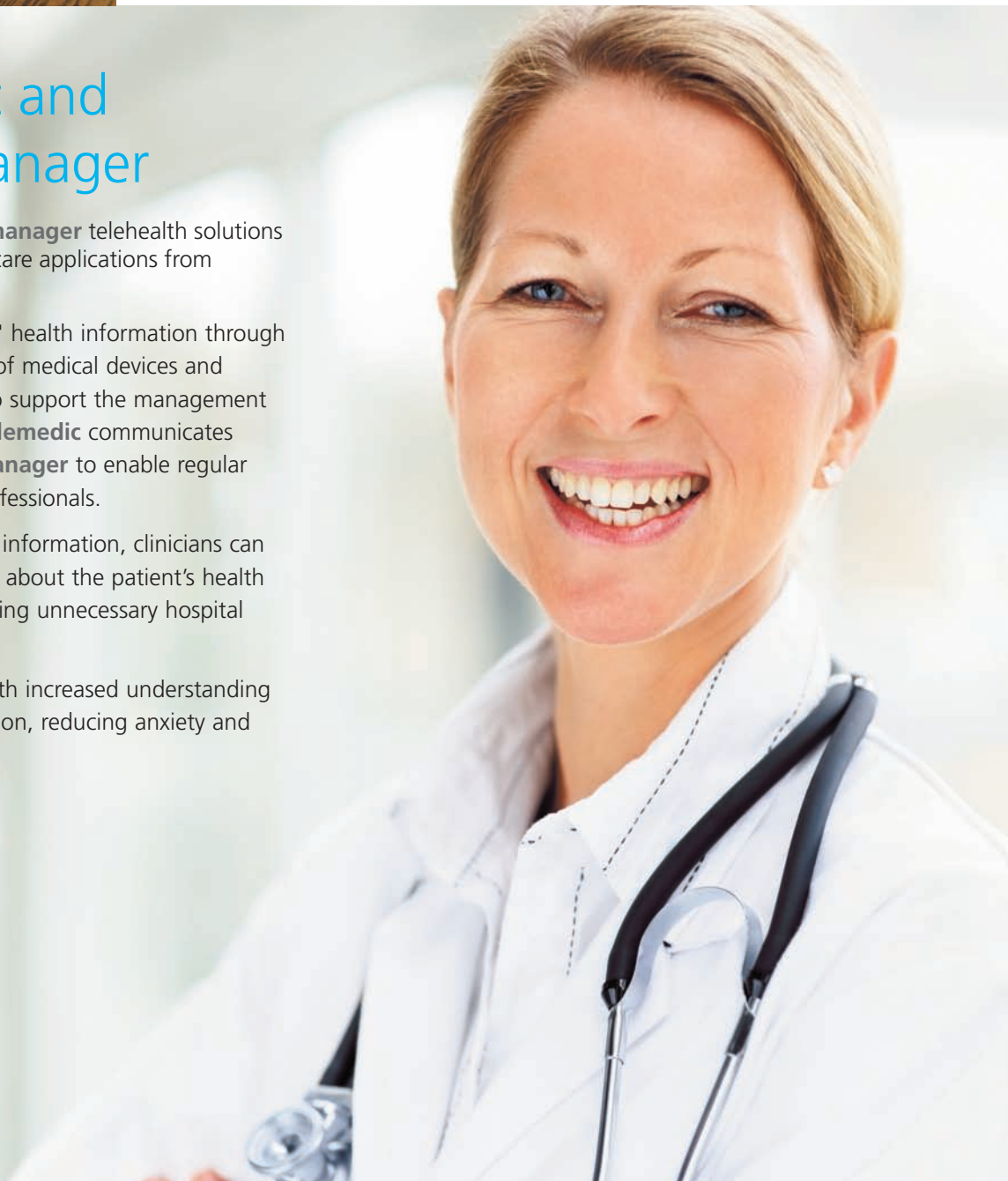
icp integrated care platform

All the assurance you need

Tunstall

mytelemedic

Who is **my**telemedic for?

The **my**telemedic telehealth monitor is designed to support those living with single or multiple long-term conditions, including Chronic Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), diabetes, and hypertension. Quality patient health data can lead to proactive decisions, whilst the patient benefits from an improved understanding of their health.

How does it work?

On a regular basis, at a pre-set time, the Tunstall **my**telemedic telehealth monitor alerts the user that it is time to conduct their health interview. **my**telemedic health interview guides the patient using its clear text display and audio announcements, through a series of measurements such as blood pressure, temperature and asks pre-set health interview questions.

The patient's health interview information is automatically transmitted to the **icp triagemanager** clinical software for review and processing by health professionals. Any deviation outside of pre-set parameters will alert healthcare professionals so that treatment can be modified, stabilising the patient's health.

mytelemedic telehealth monitoring provides health professionals with an insight into the patient's health whilst reducing patient anxiety levels and promoting self care.

> **my**telemedic and **icp triagemanager** provide:
> - Increased support for evidence based decision making
> - Fewer unplanned hospital admissions
> - Less inconvenience to patients

## How **my**telemedic and **icp triage**manager work
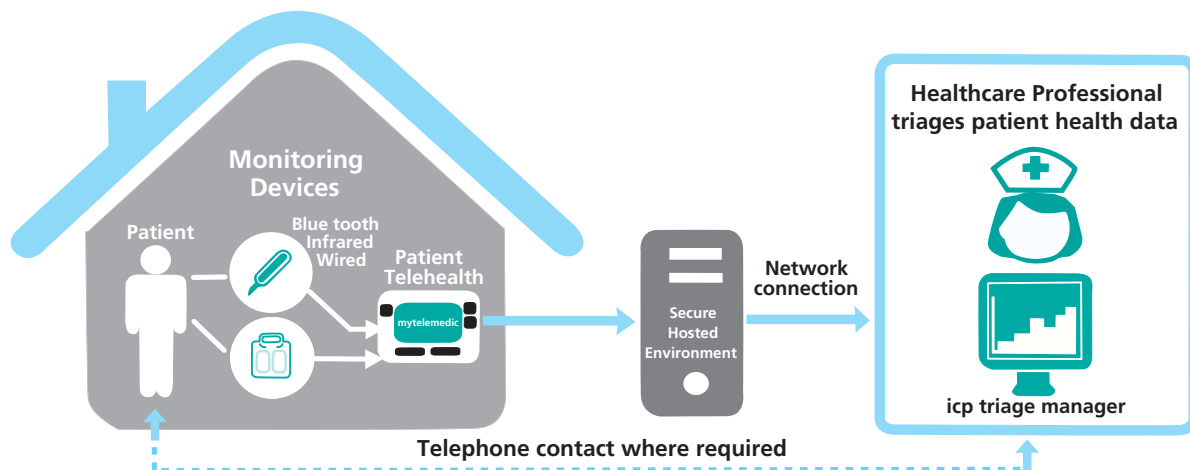
Case Study

**Orchard Medical Centre, Bristol
Telehealth in a GP setting**

Margaret is 60 years old and has severe heart failure. Prior to taking part in the telehealth project she would often forget to take medication and miss appointments at the surgery which exacerbated her condition and led to regular visits to A&E.

Telehealth has resulted in a dramatic improvement. Margaret has found the equipment easy to use and a source of great reassurance. Because Margaret can now see daily health improvements from taking her medication, Margaret's medication compliance has greatly improved and her condition has stabilised as a result.

She has not used out of hours health services at all in the 18 months since the telehealth equipment was introduced.
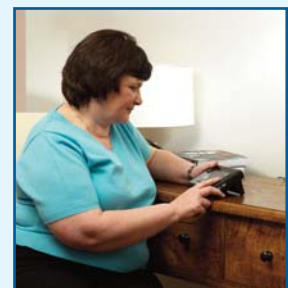
The Orchard Medical Centre

mytelemedic key features

mytelemedic telehealth monitors are flexible and easy to use with the ability to tailor care delivery to each patients' needs.

- **Vital sign and health interview sessions** can be configured to collect vital signs measurements and data that are specific to each patient's needs.

- **Customisable patient self care advice** and reminders using both a text and audio prompt at pre-set times.

- **Questionnaires** for COPD, CHF, diabetes, hypertension and stroke, based on the NICE (UK) clinical guidelines and verified by health professionals.

- **Language support** - the monitors can support a wide range of languages.

mytelemedic telehealth monitors

mytelemedic which uses a landline connection

or

mytelemedic plus which uses a GPRS mobile network connection to one of two GSM networks with the strongest signal.

Additional health interviews
patients can select further health interview questionnaires

Flexible communication
via normal telephone line or mobile network (GPRS)

Large soft touch buttons
easy to press buttons ensure all users can interact with the monitor

Clear loudspeaker
audio announcements guide the patient and supports use by visually impaired people

Multiple inputs
Bluetooth, serial cable and Infrared

Large colour display
presents the user with clear text and visual messages

What are the benefits?

Tunstall's **icp** telehealth solutions drive efficiency and improve patient outcomes as well as:

- Empower patients to self care
- Improve medication compliance
- Improve quality of life

- Reduce hospital admissions
- Facilitate early discharge
- Reduce patient anxiety

icp triagemanager telehealth platform

icp triagemanager

icp triagemanager enables health professionals to keep in contact with their patients between health visits by capturing and prioritising their health interview data.

icp triagemanager triages the health interview data by severity and prioritises care delivery through colour coding each patient to enable healthcare professionals to quickly identify those that need immediate intervention.

Key features of the software

Manage - enables a quicker way to evaluate data and take proactive action by adjusting care provision.

View - the intuitive monitoring dashboard provides real time data to accurately and promptly assess and triage the patient's health status.

Report - The patient reporting tool helps to easily view patient's health data and allows proactive health assessments to be easily generated.

Share - sharing of patient information with health professionals to ensure consistent and managed care.

Scale - designed for small, medium and large telehealth deployments, with no restrictions on size providing ability for rapid scalability.

IT - as part of the Tunstall Telehealth solution we provide a managed data and secure networking service hosted with Macquarie Telecom. This involves Tunstall managing the Telehealth IT infrastructure which enables the receiving and routing of data from the **mytelemedic** monitors and the access to **icp triagemanager.**

The service provides access to the **icp triagemanager** telehealth platform for clinical users through secure access for those working via the internet.

Packages and medical devices

Select between **mytelemedic** or the **mytelemedic** plus monitoring device, choose your package and tailor your health interview questions for each patient.

mytelemedic or **mytelemedic** plus

	Blood Pressure Cuff	Pulse Oximeter	Thermometer	Weighing Scales	Lung Monitor/ Spirometer	Asma-1	ECG	Glucometer	Coagulation meter	Intelligent Health Interview
Diabetes Designed to monitor blood glucose measurements	●	●						●		●
CHF Designed for Chronic Heart Failure (CHF) patients that are at risk of or showing early signs of CHF	●	●		●						●
CHF+ Designed to better monitor patients who experience Atrial Fibrillation (AF). It indicates if AF was present at the time of taking the vital sign measurements, or whenever the patient feels an AF event	●	●		●			●			●
Asthma Designed to support people living with asthma to manage and understand their condition. Daily use can identify subtle changes in the lungs' airway flow which may indicate an asthma flare up	●	●				●				●
COPD The core Chronic Obstructive Pulmonary Disease (COPD) package is designed to support people with early onset of COPD	●	●			●					●
COPD Advanced Designed for people with severe COPD requiring breathing monitoring	●	●	●		●					●
CDM The CDM (Chronic Disease Management) package, is a general purpose telehealth solution, which can be used for monitoring a range of long term conditions	●	●	●	●						●
Coagulation Designed for patients on Anti Coagulation therapy									●	●

Tunstall telehealth services

Choosing Tunstall as your telehealth partner ensures a fully integrated, managed and scalable telehealth project is delivered. As a global telehealthcare market leader we have learnt a great deal about the type of support and expertise required to deliver an effective telehealth service.

As a Tunstall telehealth customer you will receive:

- Project management support
- Clinical implementation support
- Field based maintenance and repair
- Range of training services
- Installation, commissioning and decommissioning
- Online training and support tools

For more information on Tunstall icp telehealth solutions and how they can be tailored to your specific needs, please contact your Tunstall account manager.

www.tunstallicp.com

Tunstall is a founder member of the Continua Health Alliance

www.tunstallhealthcare.com.au

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