Release Notes for the TelluCare product family

Hi, we are happy to inform you that the TelluCare product family version 6.13 has now been released.
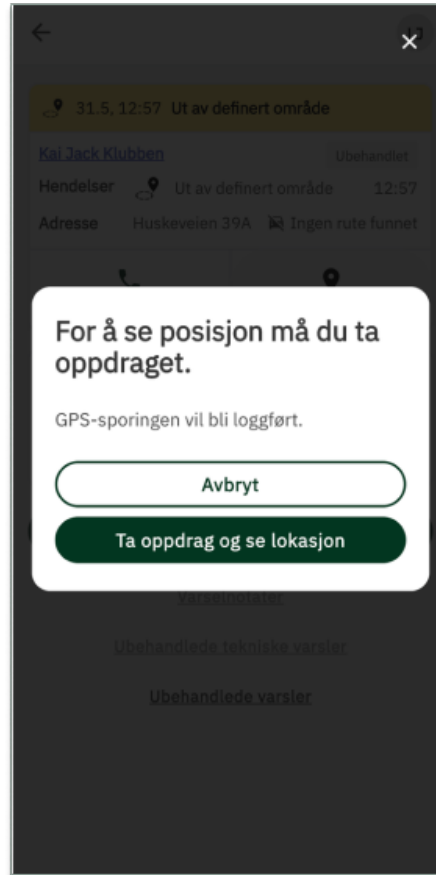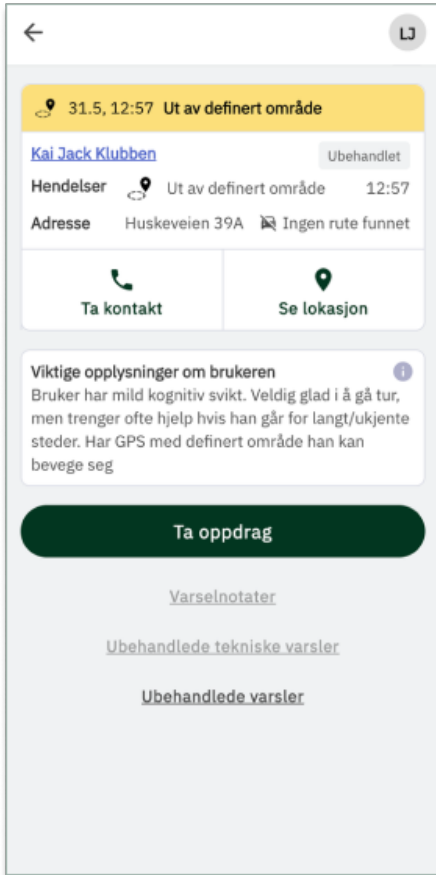
TelluCare Responder: Task completed is confirmed

To ensure the service operator that a task is completed when completing a task in TC Responder, the completion is visually confirmed for two seconds before the operator is transferred to the alarm overview.
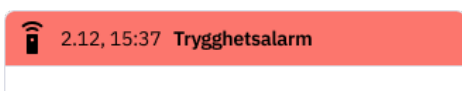
TelluCare Responder: See localization of user for GPS events

For mobile safety alarms as Safemate ang Novo Go we will give the possibility to view the map from "se lokasjon". If service operator/health personnel have not confirmed taking the task a dialog will show up asking them to confirm. This way we can avoid that more than those going to help the patient checks the patients position.

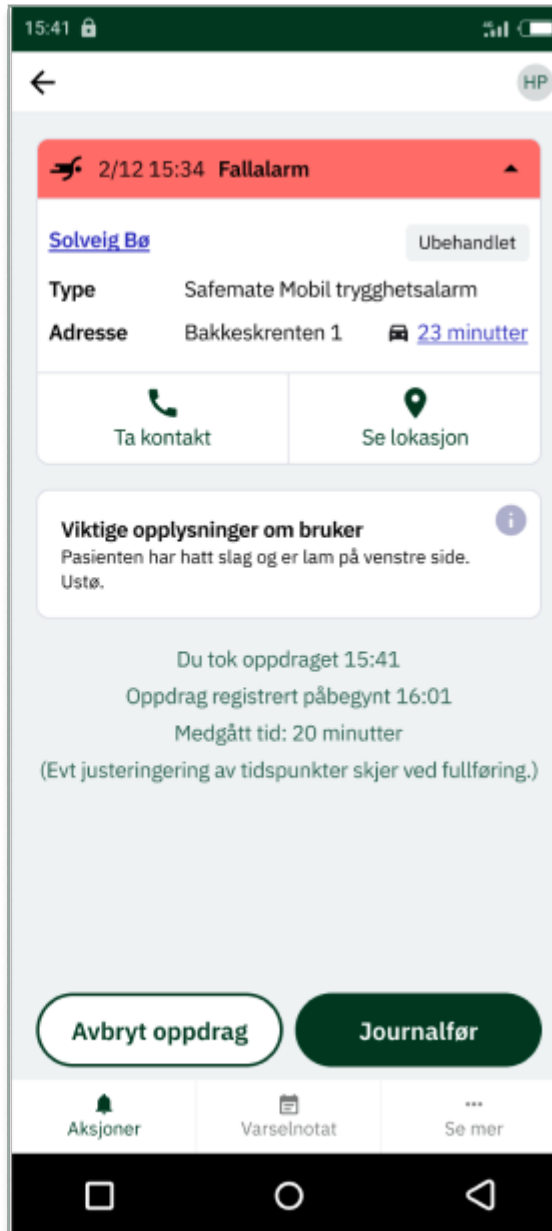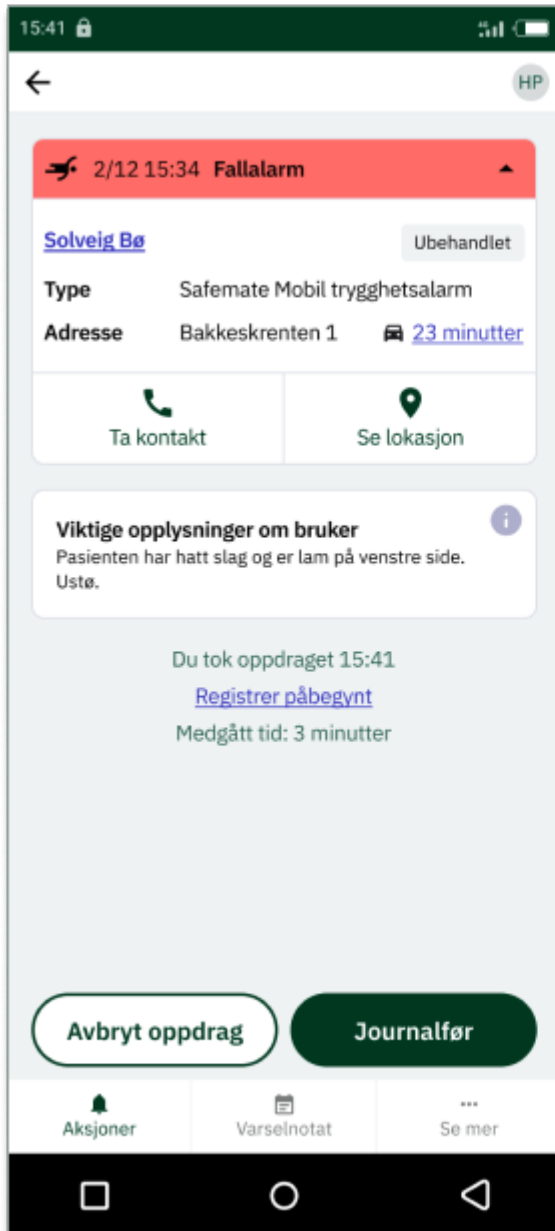# TelluCare Responder: Severity, icons and title in alarm cards

For Service Operators, events are presented with severity, a descriptive icon and title in the top of the alarmcard. This to achieve fast recognition of type of alerts and criticality.

TelluCare Responder: Manual on site registration

After accepting a task, a user can click a link to set the time for when a task is started.

This functionality is for those that has not activated auto on site registration, and as a fallback when auto is not operating.

TelluCare Responder: Improvements of notifications

New events are notified both with a notification and with an associated sound warning. In the notification, you can see the severity , icon and description of the type of alert:
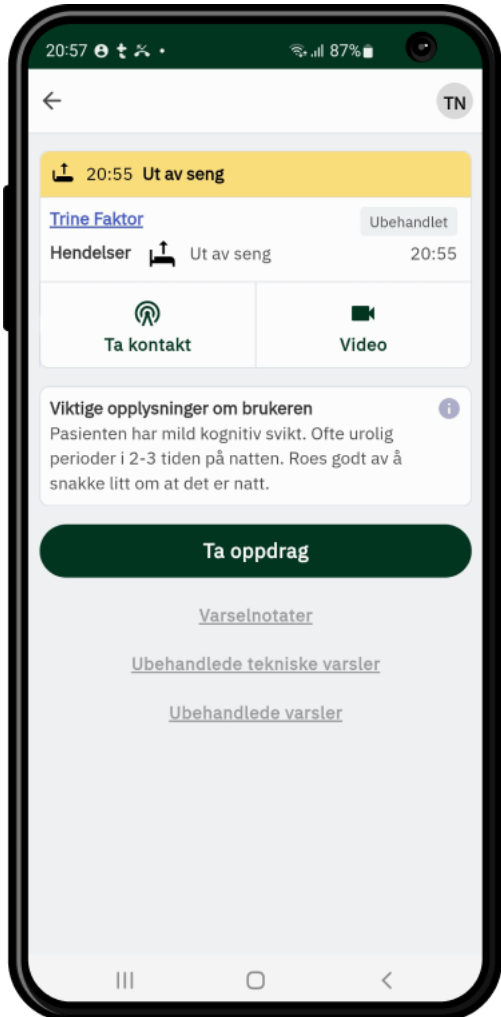
Alerts are divided into three degrees of severity and sound alerts have a louder and longer sound for the most serious events than for those that are not as urgent.

| 🔔 Alvorlig varsel: Mobil trygghetsalarm 14:36 | ⌄ |

| 🛏 Moderat varsel: Ut av seng 14:29 | ⌄ |

| ✝ Normalt varsel: Planlagt kameratilsyn 15:36 | ⌄ |

TelluCare Responder: Detailed alert card, layout and icons

We have made updates with a user-friendly design to give health personnel the information they need to help the patient. For this case there are no new functionality from todays functionality except from the note with important information about the user, described in a separate task. Her with an example from an event based camera supervision:

Event based camera supervision- out of bed:

TelluCare Responder: When there are more than one event

We have made an improvement on how we show when there are more than two events. In the first example here the user first triggered and "out of bed" event and then went "out of door". If there are two event with high criticality/red alerts, both will visible in the header, like in the second example.

🛏️ 2.12, 03:30 **Ut av seng**	
Finn Dottno	Ubehandlet
Årsak	Oppnår ikke kontakt
Hendelser	🚶 Ut av dør, Bakdør 03:34
	🛏️ Ut av seng 03:30
Adresse	Bakkeskrenten 1
Se oppdrag	Ta oppdrag

➡️ 2.12, 15:34 **Fallalarm**	
📟 2.12, 15:35 **Trygghetsalarm**	
Kjell R. Lemmen	Ubehandlet
Årsak	Fall med lettere skade
Hendelser	📟 Trygghetsalarm 15:35
	➡️ Fallalarm 15:34
Adresse	Bakkeskrenten 1
Se oppdrag	Ta oppdrag

If there is more than two events, this will be shown as in this example, with a modal to give info about all events

➡️ 2.12, 15:34 **Fallalarm**	▲
Kjell R. Lemmen	Ubehandlet
Årsak	Fall med lettere skade
Type	Safemate Mobil trygghetsalarm
Hendelser	📟 Trygghetsalarm 15:35
	⋮ Se alle
	➡️ Fallarm 15:34
Adresse	Bakkeskrenten 1 🚗 23 minutter
📞 Ta kontakt	📍 Se lokasjon

➡️ Fallarm	15:34
Adresse Bakkeskrenten 1	🔗 23 minutter

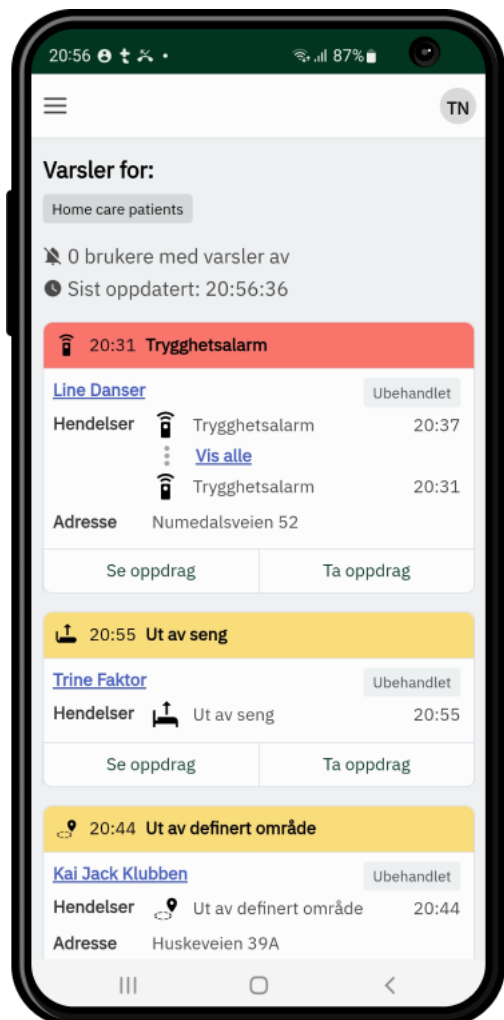| **Hendelser**	✕
📟 Trygghetsalarm	15:35
📟 Trygghetsalarm	15:35
📟 Trygghetsalarm	15:35
➡️ Fallalarm	15:34

Responssenteret:
Fall med skade
Pasienten er informert om at hj tj er på vei,
vaktansvarlig spl er kontaktet pr telefon etter rutine

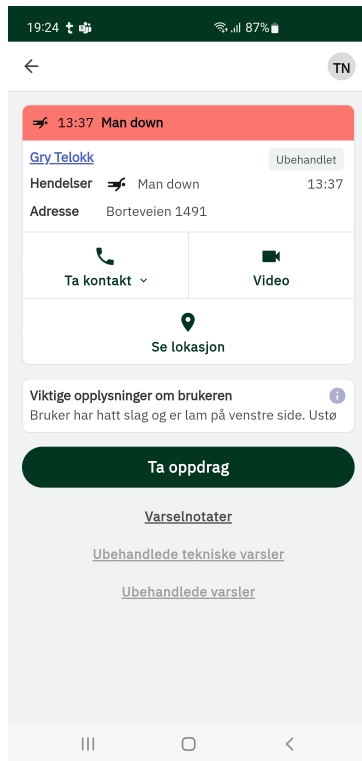# TelluCare Responder: Alert overview, layout and icons

We have made some improvements with user friendly design to make it easier for health personnel to understand what the different tasks are, and give the needed/relevant information. New look and feel for alert overview will be based on todays func with some improvements also on functionality.
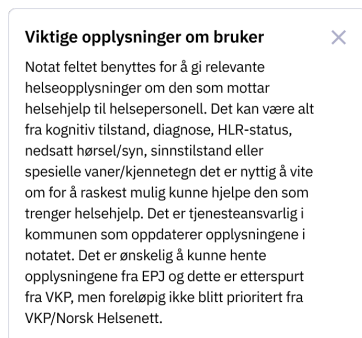
Ex with different WFT:

TelluCare Responder/Supervision: Important information about the user

For health personnel following up events it is useful to see important information about the user, as if the user for example has COPD or have paralysis from an earlier stroke, has hearing loss or other issues relevant to know about to be able to give help needed. This is shown as part of the detailed information about a new event, here with example where a fall alarm has been triggered:
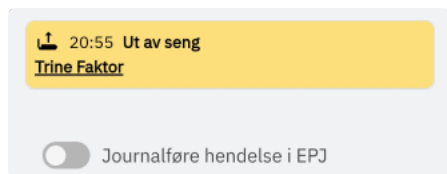

It is Service Responsible (normally in the role as department manager) that needs to update this information from TelluCare admin. For now it is not possible to get this information from EHR via VKP/Norsk Helsenett. The "i" icon gives more info to the users about this field and which role that can add/change this information:

TelluCare Responder: See name of the patient all the way through the alarm handling

We have made an improvements so that health personnel in the role as Service Operators now are able to see the name of the patient all the way through the alarm handling. Here with an example of a planned supervision where the patients name are shown when health personnel document mission completed and send journal note to EHR.

We appreciate your feedback on this release.

Best regards from
Tellu Product and DevOps teams
support@tellu.no