

### Release Notes for the TelluCare product family

Hi, we are happy to inform you that the TelluCare product family version 6.14 has now been released.

#### TelluCare Go - Improvements Guide for set up, alerts and position

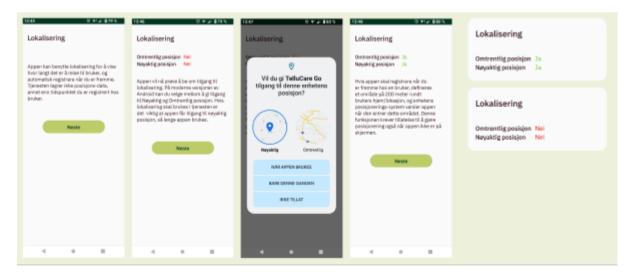
We have made a guide to help with the set up the first time the new version of TelluCare Go is installed.

There is one guide to help with the set up for alerts so that TelluCare Go can give alerts and repetition of alerts if no one handles an event:

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Nesłe	av Android-versjon, kan du bli sport om 8 tillate versier. Uansett vil du alltid kunne sjakke og endre-dette i telefanens app-investillinger.	sende deg vansler?	kar egne innstillinges, og kan sliks av eller endres. Hvis en type er slått av, væntligst slå den på i app-innstillingene.	
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We also have a guide for use of position.

This is only needed to be turned on if your health service has decided to use this functionality to estimate how far away health personnel are from the user in need of help, and/or to measure when health personnel arrives at a patient home (respons time).



# TelluCare Go - Mobil safety alarms handled directly from the home care service

When events from Mobil Safety alarms are handled directly form the home care service at the same time as other events from welfare technology is handled from the respons center we have added information about tis for health personnel/service operators:



## **TelluCare Go - Response center multiple events show reason and criticality**

When the response center handles events, you can see the reason and description of many events which were reported by the response operator so all information about event from respons operator and the chronological order of the events is understandable.

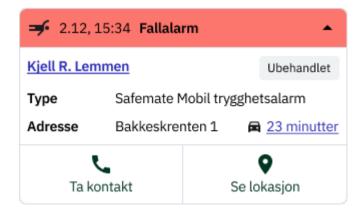


## TelluCare Go - Improvements for users with one role working in with one patient groupe.

We have made an improvement with predefined setting for service operators that only have one role and access to one patient group. This gives support to an easier log in procedure that is less time consuming for health care workers. This is relevant for municipalities that are using shared devices for health personnel and Azure AD secure log in.

## TelluCare Go - See how far away the user is from my position and how long it will take to get there.

As a service operator, own position and information about the distance to a patient is given to know the time it takes to get to the patient and judge if the task should be taken on. Responsible for the health service will decide if this functionality should be in use or not



## TelluCare Go- Improvements repeated alerts if an event is not handled

To make sure all events are handled events that are not handled by helth personnel will have repeated alerts.

Seriouse/red alerts will repeat every minute for five minutes.

Moderat/yellow and Normal/green alerts will repeat every fifth minute and repeated twice.

Varsling		
Slått på	Ja	
Normale varsler	Ja	Test
Moderate varsler	Ja	Test
Alvorlige varsler	Ja	Test

Note that if there is a need for escalation of events that are not handled after this periode of time there are possibilities to set up rules for that in TelluCare Admin. This is described in user manuals.

When the respons center is in use, they will be in back up if no one handle an event.

#### **TelluCare Go -Reason and information from Respons center**

When health personnel at the respons center are first responders their evaluation is sent to health personnel in TelluCare Go together with other important information needed to handled the task safe and efficient. Reason and a info field with more info is shared:



## TelluCare Go - New name, from TelluCare Responder to TelluCare Go

As part of the improvements and new functionality we add so that TelluCare Go can be the tool for health personnel to handel events from all types of welfare technologi we have a new name for the toll as well-TelluCare Go! From now on you will find TelluCare Go in google play with a new design that we hope you enjoy



# **TelluCare Go - Possibility to hide warnings for technical alerts for service operators**

For municipalities that do not want health personnel in the role Service operators to get alerts and follow up technical alerts we have made it possible to turn off technical alerts. This functionality needs to be set from TelluCare Support for now. There is a need for routines to make sure that other roles follow up technical alerts.

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Alerts for:	
Adams test grupp 1 Response patients	
sounds	
Only unassigned and my alerts	
1 natients with alarms off	
↓ ≡	PV
Alerts for:	
oneRoleOneZone	
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& Only unassigned and my alerts	
0 natients with alarms off	

### TelluCare - GPS tracking

Each municipality can decide if they want to use GPS tracking of health personnel in the the set up in TelluCare admin. If not health personnel will need to manually add "tilstedemarkering" and cant see how far away from the patient they are, and we can not calculate and show driving distance from health personnel to patient.



### **TelluCare Go - 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.



### **TelluCare Go - Predefined choices for journal notes**

As a service operator, predefined choices for journal notes is given to use less time and get better quality on documentation. This also gives the service responsible a possibility to track types of events and what patients got helped with, from standard categories.

Here with an example for safety alert:

15:45	<b>.</b>	5d 💷				
÷		HP				
Î	2.12, 15:34 Trygghetsalarm Line Danser	•				
Journalfør hendelse i EPJ 🕕						
	Bekymring/angst					
	Brystsmerter					
	Finner ikke veien hjem					
	Fall					
	Kvalme/oppkast/diare/forstoppelse					
	Medisiner					
	Nedsatt allmenntilstand/Forvirret/uklar					
	Nedsatt bevissthet					
	Oppnår ikke kontakt					
	Praktisk hjelpebehov					
	Pustevansker					
	Smerter					
	Svimmel					
	Toalettbesøk					
	Annet					
Resk	riv hendelsen					
Dut	ale annalus sote	kh 45.52				
	ok oppdraget: tartet oppdraget:	<u>kl: 15:53</u> kl: 16:05				
Dus	Du startet oppdraget: <u>kl: 16:05</u> Bruker ventet i : 31 minutter					
(Registrering av fullført oppdrag skjer ved fullføring)						
	Avbryt Fullfør op	opdrag				
		$\triangleleft$				

Here with an example for medicin dispencers:



#### **TelluCare Supervision - Changes to patient groups**

We have made changes to the administration of patient groups to support new and comming features for patient administration. We are adding more features that are related to patient groups, and this change will allow for better and more intuitive management.

#### **TelluCare Supervision - Patient list**

We have changed the functionality of the patient list as a service responsible, with improved information and a clickable row in the table. Hope you like it! ③

#### **TelluCare Supervision - Patient information**

The patient information now contains all equipment in categories.

The camera pages contain all cameras and alarms related to a specific patient. All in one place.

The sensorbased supervision pages contain all sensors and alarms related to a specific patient. All in one place.

The GPS pages contain all GPS equipment and alarms related to a specific patient. All in one place.

The safety alarm pages contain all safety alarms and alarms related to a specific patient. All in one place.

#### **TelluCare Supervision - Patient profile**

The menu elements of the patient profile has been re-organized to support a more holistic workflow for all things related to a specific patient.

We appreciate your feedback on this release.

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