

Release Notes for the TelluCare product family

Hi,

We are happy to inform you that the TelluCare product family version 6.4 has now been released 😊

TelluCare Remote Monitoring - PDF document of questionnaire for EHR documentation

Response operator and Service responsible now can create a PDF document of questionnaire for documentation in EHR. This is how the PDF looks:

Utfylt skjema for Line Danser
Hverdagsmestring

Hverdagsmestring, opprettet 31.3.2022, 14:25, mottatt 31.3.2022, 14:25 (av Line Danser).

Hvordan sov du i natt?
 Sovet, men hatt flere oppvåkninger (1 poeng)

Var du motivert til å stå opp i dag?
 Det var tungt å stå opp, og det tok litt tid, men jeg kom meg opp (1 poeng)

Har du kjent på motivasjon til å gjennomføre dagen i dag?
 Ja, delvis. Føler jeg måtte jobbe mye med meg selv, men har gjennomført alle planer (1 poeng)

Har du vært ute i dag?
 Ikke vært ute (2 poeng)

Har du klart å opprettholde hverdagsrutinene dine i dag? (stelt meg, lage mat, holde avtaler, betale regninger, vaske klær)
 Ja, men kun delvis (1 poeng)

Har du dusjet i dag?
 Nei (1 poeng)

Har du opplevd anfall av tung pust i dag (angstrelatert)?
 Ja, til en viss grad (1 poeng)

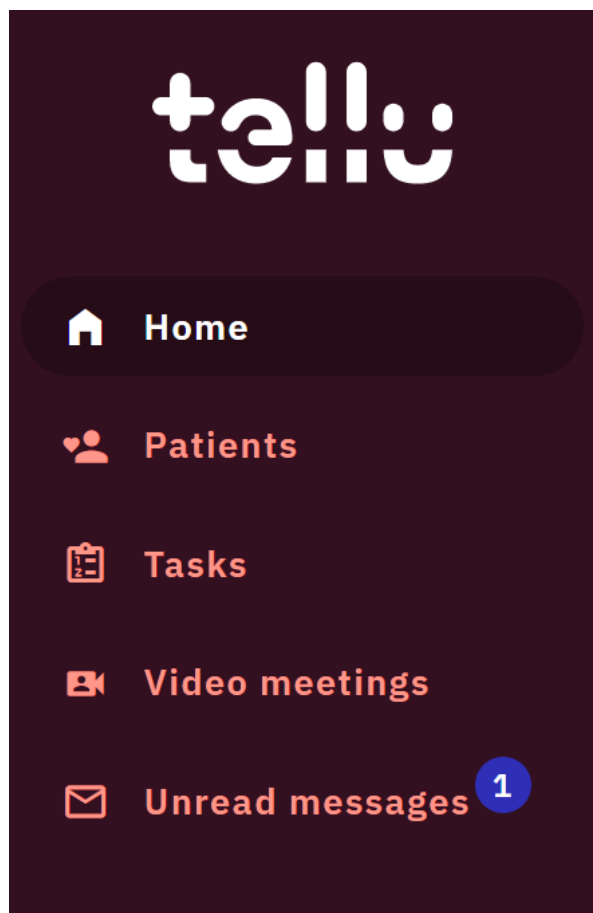
Skriv hva som skjedde når du fikk angstanfall, og hvordan du kom deg ut av det:
Usikker (1 poeng)

Har du hatt behov for ekstra beroligende i dag? Skriv hvorfor og hvor mange du har tatt.
 Spørsmålet var ikke besvart.

Har du gjort noe bra for deg selv i dag? Fortell oss noe positivt fra dagen din:

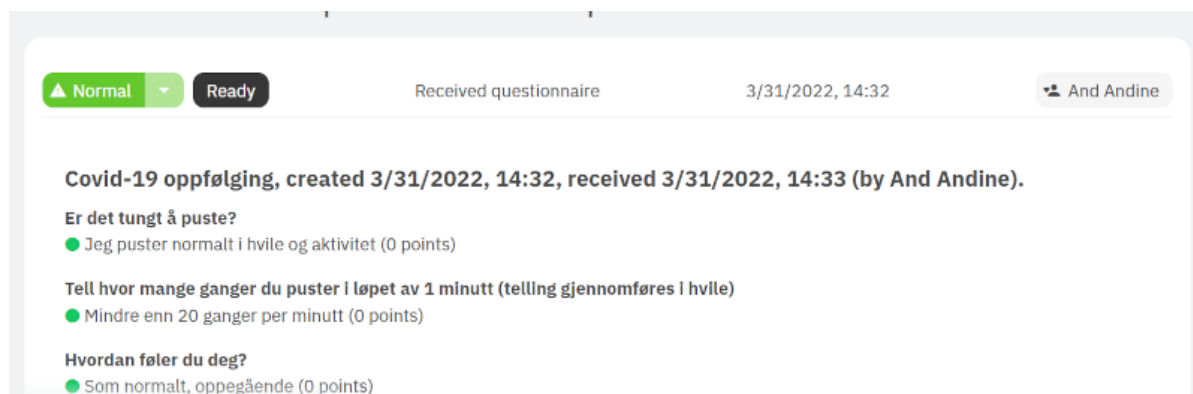
TelluCare Remote Monitoring - Messages as an option in main menu

We have made a small improvement and users now have access to messages from the left side mainmenu. This is similar to video meetings



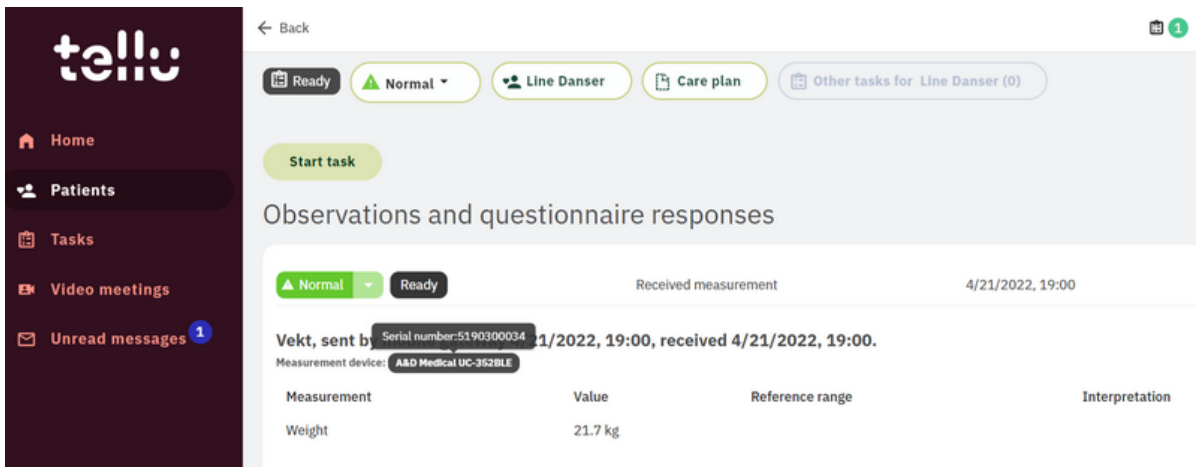
TelluCare Remote Monitoring - VKP improvements

Calculated priority of the questionnaire is based on the answers from the patient. Health personell can change the priority. Priority set by health professionals is used/sent to VKP. Changes of priority are logged in audit log.



TelluCare Remote Monitoring - Show which device is used for measurements

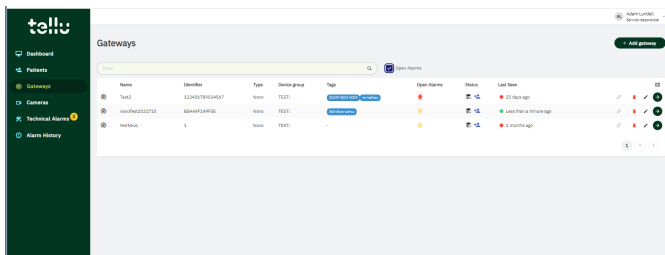
This improvement gives response operator, service responsible and health worker easy access to see which device is in use. When you hold the mouse over Measuring instrument, e.g. "Nonin" the serial number appears:



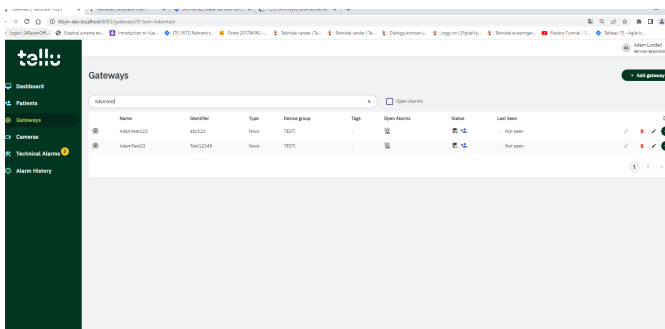
TelluCare Supervision - Improved filter functions on cameras and gateways

Now it is possible to filter on open alarms and also a search filter is available.

Here you can see how filter on open alarms is sorted by priority order for open alarms:



And here you can see the search filter available:



TelluCare Supervision - Improved view of users

We have improved the view of users in admin. Now administrators/Tellu support will be able to select unit to show in the list based on available organizational units in the service:

Systembrukere + Legg til systembruker

Brukernavn ↑	Fornavn	Etternavn	E-post	
AL adam.lundell@tellu.no	Adam	Lundell	adam.lundell@tellu.no	
AH almashus	Almas	Hus	almashus@hel.oslo.kommun	
AS arnor.solberg@tellu.no	Arnor	Solberg	arnor.solberg@tellu.no	
BW bendik.wangen@tellu.no	Bendik	Wangen	bendik.wangen@tellu.no	🗑️ ➡️
BM brice	Brice	Morin	brice.morin@tellu.no	🗑️ ➡️

Velg enhet å vise ▼
 Alle enheter
 Enhet A
 Enhet B
 Enhet C
 Enhet D

TelluCare Supervision - Improved view of technical alarms for service responsible, response operators and administrators

We have made an improvement that gives Respons operators a view of the technical alarms connected to affected patients:

The screenshot shows the TelluCare Supervision interface. On the left is a dark green sidebar with the Tellu logo and navigation options: Dashboard, Patients, Continuous Supervision, and Technical Alarms (with a notification badge showing 8). The main content area is titled 'Patients' and shows a list of patients with technical alarms. At the top right of the main area, the user 'TN Trude Nordby-Bøe Response operator' is logged in. Below the title, there is a search filter and two checkboxes: 'With open technical alarms' (checked) and 'With open patient alarms' (unchecked). The patient list includes:

- LD Lurén Drøyer** (Pasienter C) with a red alarm icon.
- JS Jørn Simonsen** (Fjellveien 3, Pasienter C) with a red alarm icon and a note: 'Hammesanden er fint året rundt'.
- FD Folke Danser** (Pasienter B, Tilsyn) with a red alarm icon and a note: 'Demo: Rune har spesiell oppfølging av denne brukeren.'.
- FD Finn Dottno** (Gruppe B) with a red alarm icon and a note: 'Han vandrer mye på natten. Plager andre beboere. TEST'.
- EG Edel Gran** (Gruppe A) with a red alarm icon and a note: 'Pårørende må kontaktes for å avtale tidspunkt for installering. Kontaktinformasjon pårørende: Tina langaas'.

We also have made some improvement that gives the Service responsible and Administrator a view of the technical alarms connectet to the affected camera:

Name	Serial number	Device group	Open Alarms	Status	Last Seen
Digtil307 (ALPS)	AC:CC:BE:E6:A6:FC	Tilsyn			Less than a minute ago
Camera from Dev	B8:A4:4F:14:9F:0E	Tilsyn			Not seen
Doesnt exist	11:22:33:44:55:66	Tilsyn			Not seen
Ines digtil294	AC:CC:BE:E2:9F:78	Tilsyn			5 months ago
Runes digtil223	AC:CC:BE:D3:51:63	Tilsyn			4 days ago
Runes Digtil341	AC:CC:BE:E6:F1:84	Tilsyn			Not seen
Used on dev...	AC:CC:BE:F4:46:1D	Tilsyn			6 months ago
Ingjerds Digtil441	B8:A4:4F:04:8B:9E	Tilsyn			About 2 months ago
Jerns Digtil211	AC:CC:BE:D2:5C:02	Tilsyn			7 days ago
Christines digtil271	AC:CC:BE:EB:8E:7D	Tilsyn			About 1 month ago
DigTil284	AC:CC:BE:EB:92:98	Kontinuerlig tilsyn			Less than 20 seconds ago
Tinas Digtil692	B8:A4:4F:2F:2D:C2	Tilsyn			Less than a minute ago
DigTil428	AC:CC:BE:F4:98:E9	Kontinuerlig tilsyn			Less than a minute ago

TelluCare Supervision - Automated "Clean-up" of alarms which have not been handled

Service Responsible now have the possibility to do a “clean-up” of unhandled alarms from the alarm history list. Each alarm will be logged in the audit log. This is only possible for alarms back in time to avoid deleting planned supervision:

Last modified	Status	Patient	First event
5/3/2022, 15:58:42	In progress	Line Danser	KAM-Audio
5/3/2022, 10:00:00	Ready	Edel Gran	Planlagt kameratilsyn
5/3/2022, 09:23:42	Complete	Line Danser	Planlagt kameratilsyn
5/3/2022, 09:17:19	Complete	Line Danser	Ikke-planlagt tilsyn
5/3/2022, 09:00:00	Ready	Jern Simonsen	Planlagt kameratilsyn

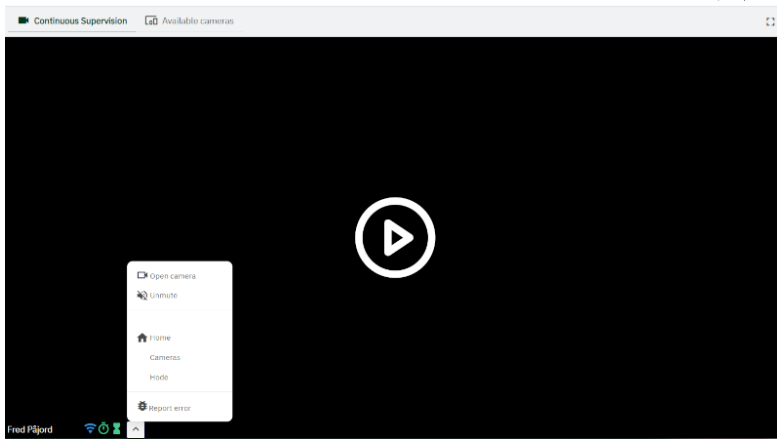
Full description of the procedure will be updated in the user manual.

TelluCare Supervision - Response Operators can now report issues/errors when performing supervision

This is a new feature that will replace the manual logging of errors for Respons Operators at SOS Alarm. This gives us the possibility to know when there has been an performance issue that needs investigation to solve, and will save time

for both customers and Tellu.

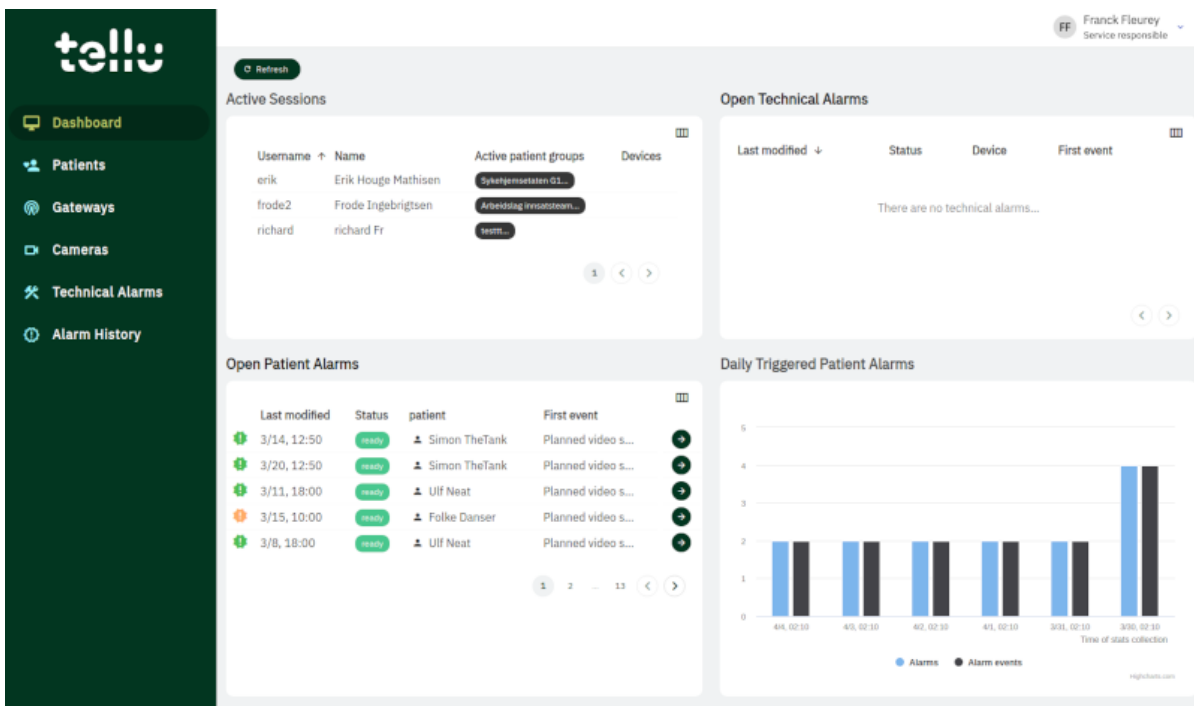
If an error occurs, this can be reported from the videostream:



TelluCare Supervision - Improved dashboard pages for Administrators and Service Responsible

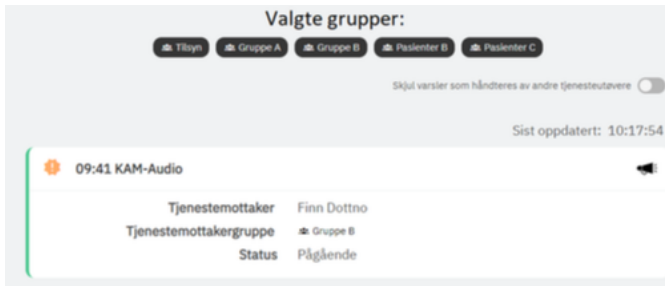
To give a better overview for both Administrators and Service Responsible we have made improvements to the dashboard pages. You now get

- A list of response operator sessions (possible to click on to see several sessions)
- A list of open technical alarms
- Graph showing number of technical alarms for the last few days
- Graph showing daily triggered patient alarms



TelluCare Supervision - Guiding text to explain selected units

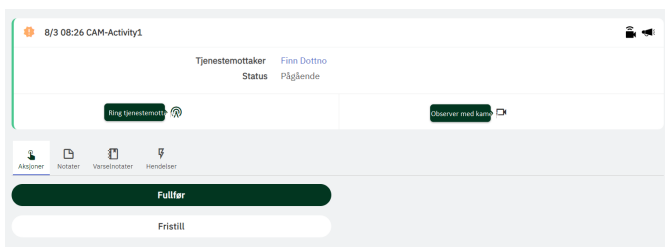
We have made a small improvement with guiding text to help users better understand the options in the toprow where service operators can select different units:



TelluCare Supervision - Tooltips to make sure users understands the meaning of different symbols

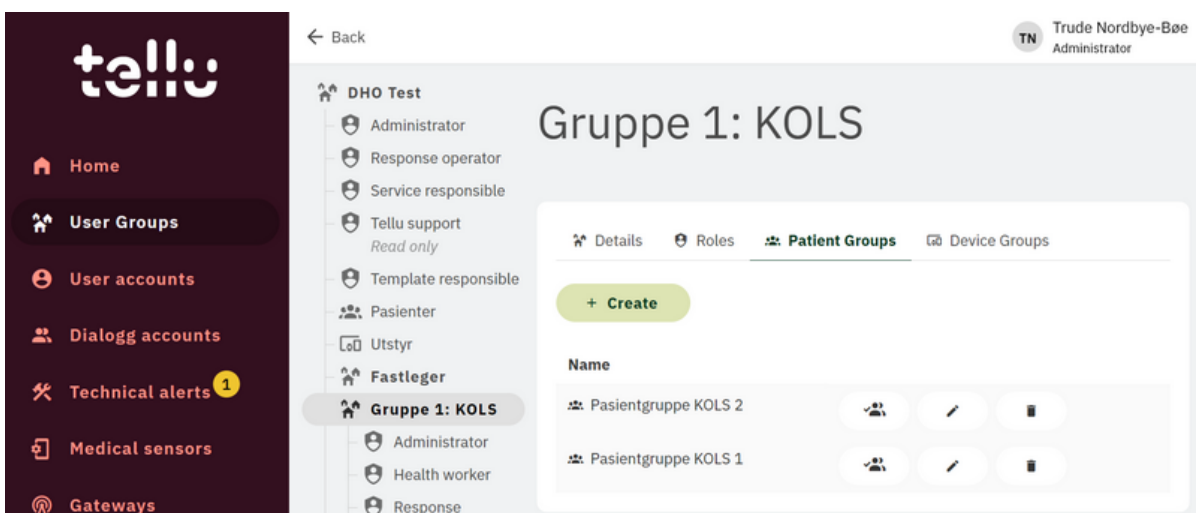
To help the Service Operator understand the meaning of different symbols we have added a description of symbols/icons:

- Camera symbol: Observer med kamera
- Novo symbol: Kontakt tjenestemottaker
- Telephone symbol: Ring tjenestemottaker



TelluCare - Overview to show which users have access to specific patient groups

We have made an improvement so that administrator from the patient group view can see who has access to this specific patient group:



Ex from the patient group “KOLS 2”:

Username	First name	Last name	Access roles ↑
ffl	Franck	Fleurey	DHO Test/Response operator
adam	Adam Jakob	Lundell	DHO Test/Response operator DHO Test/Service responsible
franck	Franck	Fleurey	DHO Test/Response operator DHO Test/Service responsible
jan	Jan-Erik	Wallin	DHO Test/Response operator DHO Test/Service responsible
karins	Karin	Syгна	DHO Test/Response operator DHO Test/Service responsible

TelluCare - Administrator are now allowed to check the audit log for individual users

Improved functionality in the global account audit log so that administrators now are able to do more targeted investigation (as often needed by the customer or as part of support cases).

Time ↓	Patient	Action	Resource	Operation	Outcome
> 5/3/2022, 20:03		Read	-	users	Success
> 5/3/2022, 20:03		Read	-	users	Success
> 5/3/2022, 20:03		Read	-	users	Success
> 5/3/2022, 20:03		Read	-	users	Success

The release contains minor improvements and bug fixes including the following:

- Can create a patient with no name
- Improved centering of video meeting
- Improved handling when no answer in the questionnaire view
- Fixed bug that free text questionnaire items are returned as required
- Can now edit patient without mobile number
- Norwegian translation added to *Vaktinnstillinger*
- The patient's devices shown in patient list
- Patient's name is visible in all shortcut fields for a patient

- Full screen mode fixed for responder app
- Fixed bug for repeated use of delete device group button
- The supervision dashboard now only fetches open technical alarms

We appreciate your feedback on this release.

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