

Integrated Care Platform

Patient and carer portals



Tunstall's patient and carer online portals are designed to accompany our Integrated Care Platform (ICP) connected health system to provide mobile reporting access to carers and additional care services to patients.





What is the myCare portal?

New to Tunstall's ICP myCare provides patients, and carers, with a real-time dashboard of their health information, including key vital sign records and health results. Accessible from any internet enabled device via the secure web portal, the health readings appear in near real-time, providing feedback to both the patient and carer on their progress.

The patient or carer can view scheduled health interviews and video conferences, the patient's monitoring plan and clinical limits, and a full history of the health interview and vital sign results. Other information, such as links to relevant health and disease education resources and the patient's Body Mass Index (BMI) reading, is also available.

The myCare portal has been designed around the needs of the patient and their care team, with a patient-friendly platform and multi-user access to:

- myReadings – key patient information and most recent vital sign readings.
- myHealth – graphical display of vital sign results, segmented by date range and vital sign.
- myPlan – a calendar of the patient's care plan as defined in ICP Triage Manager, including scheduled health interviews and video conferences, medication reminders, and more.
- myLimits – the patients vital sign limits and targets as defined in ICP Triage Manager.
- myHistory – pie chart display of the patient's overall vital sign and interview results, segmented by date range and reading severity, as recorded in ICP Triage Manager.
- myServices – patient booking facility for concierge services from care and home maintenance providers.

myCare is an optional module available with Tunstall's ICP connected health solution and supports patient education and ongoing self-management of their health conditions.



What is the myServices portal?

Tunstall's myServices portal is a new component of our ICP, enabling clinicians and carers to coordinate secure video conferencing and concierge services for their patients.

The video conferencing capabilities include scheduling, notifications, and a virtual waiting room service, all within a secure web browser.

The concierge service includes the ability to book electricians, plumbers, a visit to the GP, or even social outings, all from the one platform, providing a holistic care service.

myServices has been designed with the clinician and extended care team in mind, offering a user-friendly platform and seamless integration of functions and services, including:

- Schedule, perform, and manage secure point-to-point and multi-party video conferences (HD/SD).
- Schedule and manage multi-party video conferences with third-party clinical specialists.
- Schedule, perform, and manage secure one-to-many educational video conferencing webinars.
- Customise and send individual and group notifications, direct to patient connected health myClinic hubs.
- Schedule and manage booked concierge services.

myServices is an optional module available with Tunstall's ICP connected health solution and supports patient communication and ongoing management of their care plan.



What is the ICP Reporting portal?

New to Tunstall's connected health offering, the ICP Reporting portal is a secure web platform for clinicians and care providers. Integrated with ICP Triage Manager and myServices, the new ICP Reporting portal has been developed to assist clinicians with providing secure reports on patient vital sign data and clinical alerts, triage notes, GP visits, video conference appointments, and more.

The reports enable clinicians and care teams to review overall patient results in one consolidated view, providing a snapshot of disease management performance.

The ICP reporting portal offers the following secure patient data reports:

- Patient report – display of individual and multiple patient data, specified by date range.
 - Individual patient care plan details.
 - BMI trend data.
 - Clinical alerts by severity.
 - Incident statistics including GP visits, hospital avoidance, RN home visits.
- Treatment team report – display of patient overall data, specified by date range and treatment team.
 - BMI range data.
 - Clinical alerts by severity.
 - Incident statistics including GP visits, hospital avoidance, RN home visits.

- Consolidated team report – consolidated display of patient overall data for all treatment teams, specified by date range.
 - BMI range data.
 - Clinical alerts by severity.
 - Incident statistics including GP visits, hospital avoidance, RN home visits.
- Acknowledgement report – simple display of acknowledged clinical alerts by severity, specified by treatment team and data range.
- Patient status report – display of patient current location or health status based on ICP incident notes.
- Video conferencing reports – graphical display of video conferencing activity including duration and compliance data, specified by patient, treatment team, or provider (requires myServices module).

Available in both tabular and graphical form, all reports can be securely downloaded to CSV files.

The ICP Reporting portal is an optional module available with Tunstall's ICP connected health solution, offering secure patient data reports for ongoing disease management.

Request a demonstration

Tunstall Australasia

1800 603 377

www.tunstallhealthcare.com.au

Tunstall New Zealand

0800 488 678

www.tunstall.co.nz



Life Changing, Life Saving.

Tunstall Australasia

Locked bag 1
985 Kingsford Smith Drive
Eagle Farm, QLD 4009

Tel: 1800 603 377
Fax: 1800 435 570

info@tunstallhealthcare.com.au
www.tunstallhealthcare.com.au

Tunstall New Zealand

PO Box 13153
Tauranga 3110

Tel: 0800 488 678
Fax: 07 571 2685

info@tunstall.co.nz
www.tunstall.co.nz



© 2016 Tunstall Australasia Pty Ltd.

Tunstall Australasia Pty Ltd is a member of the Tunstall Group.

Our policy of continual development means that product specifications and appearance may change without notice. Tunstall does not accept any responsibility for any errors and omissions contained within this document.

Tunstall