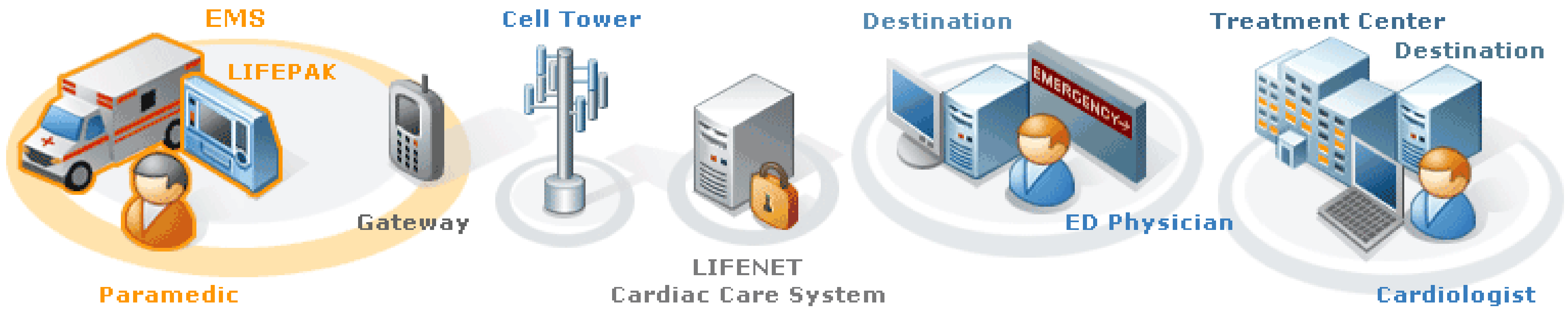
LIFENET STEMI Management Solution

Hospital Administrator Training



Hospital Administrator Training

- Training Session Topics
  - Terminology
  - User accounts
  - Roles
  - Alert Client Installation/Configuration (Destinations)
  - Receiving Target
  - System Notifications
  - My Settings
  - Monthly Reports
  - Where to go for help/more information

Terminology

- There are several terms used with regards to the LIFENET Cardiac Care system that are important to become familiar with
- Email analogies to help explain terms:

Term	In terms of email, think…
Site	Email address
Receiving Target	Distribution list
Destination	Computer you receive your email on
Client	Email program you use (i.e., Outlook)

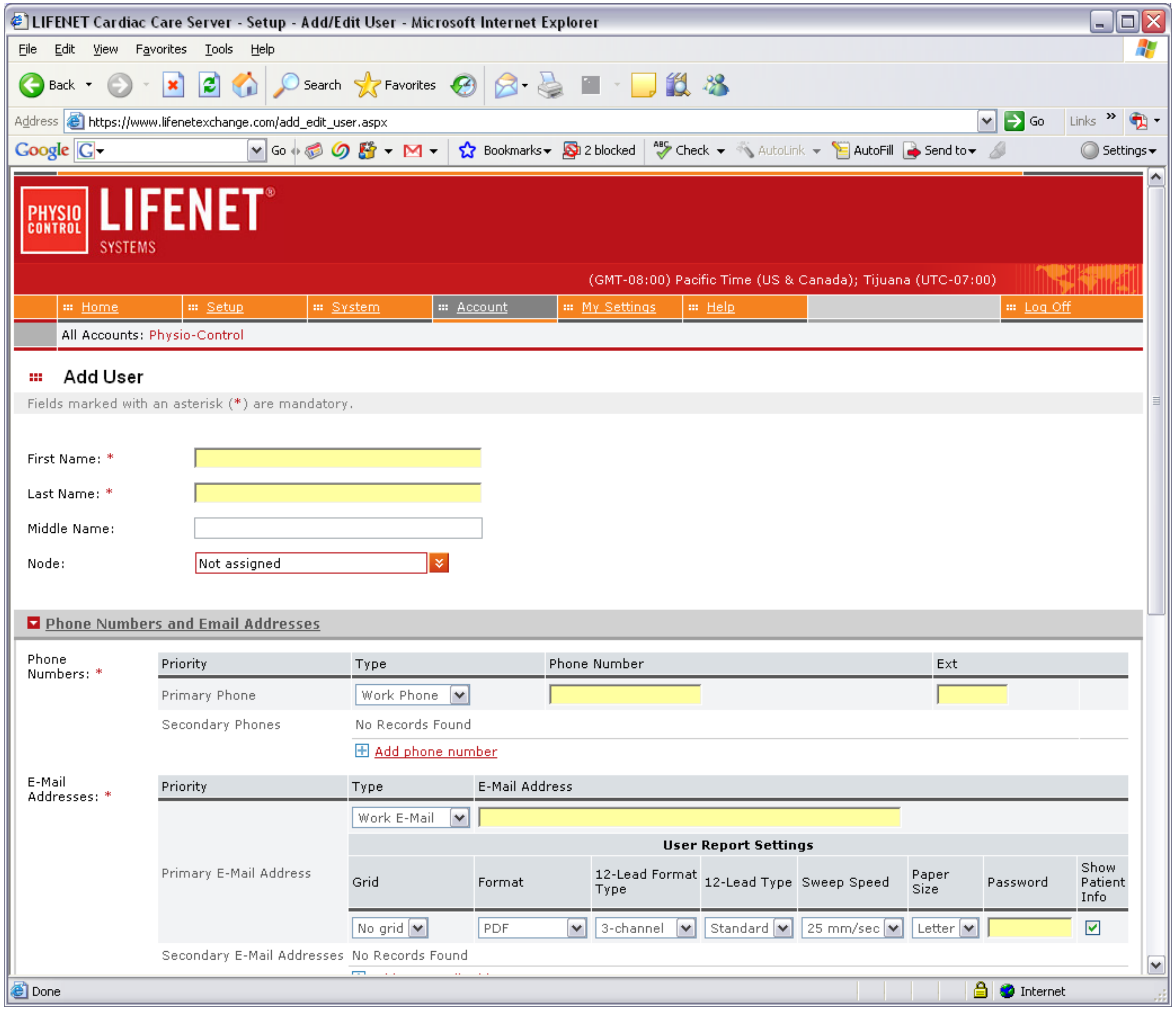
User Accounts

- Users with accounts are able to:
  - Access the website to view system usage or status
  - Receive a system notification via e-mail
  - Receive a 12-lead ECG report via e-mail
- A user account will need to be created for anyone who wants to use this functionality

User Account Creation

- To create a new user account:
  - Go to **Account** in the upper menu
  - Select **Users** and then **Add User**
  - Enter user’s name, phone number, and email address

User Account Creation

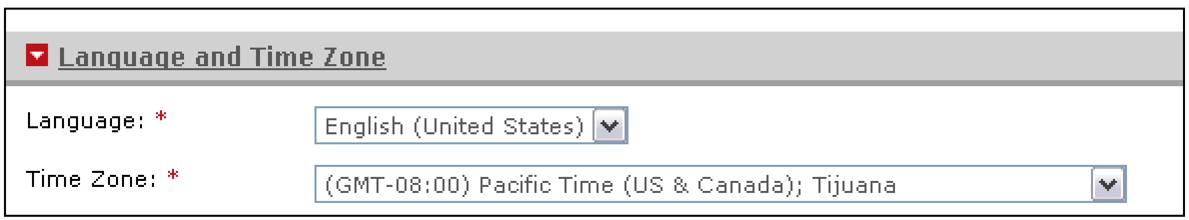


User Account Creation

- Phone numbers and email addresses
  - Enter phone number and email address
  - Multiple email addresses can be used
  - To receive text message alerts & notifications
    - Enter email address for your carrier’s text message service
    - Typical format: [your phone number]@[carriers address]
      - Verzion: number@vtext.com
      - AT&T: number@txt.att.net
      - Sprint: number@messaging.sprintpcs.com
      - T-Mobile: number@tmomail.net
- Select report options for 12-lead ECG viewing
  - Allows you to set attachment type (PDF, TIF, JPG, GIF), resolution, grid options

User Account Creation

- Language and Time Zone
  - Select the local language and time zone of the user
  - All reports/logs will be consistent with local time zone



User Account Creation

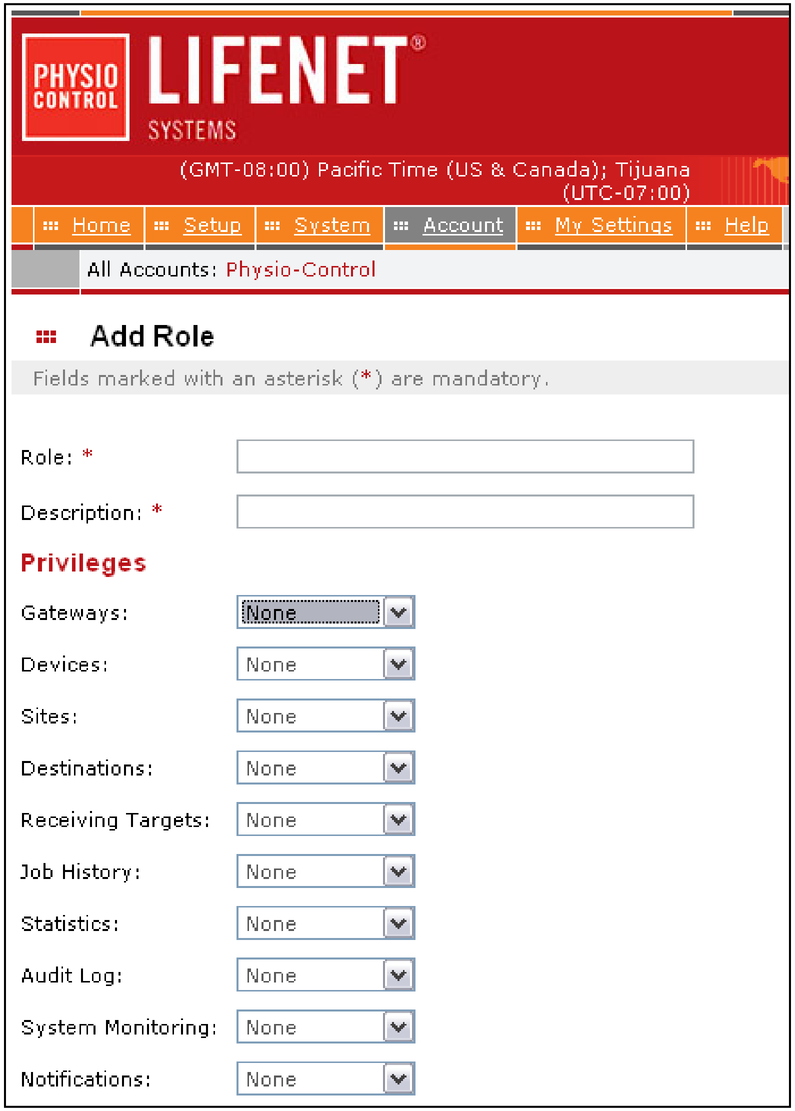
- Logon Information
  - User’s logon name will default to email address
  - You can enter a customized username
  - Password
    - Automatically generated by system
    - Email notification will be sent to email address with initial password
    - User will be directed to change password upon first login
  - Select the role that should be applied to the user
    - Role definition can be found under Account → Roles
    - New roles can be created and customized
    - See roles section later in training

User Account Changes

- To Edit an existing user account:
  - Go to **Account** in the upper menu bar
  - Select **Users**
  - The list of current users is displayed
  - Click the edit icon ( ) next to the user to edit

Roles

- Roles can be created to allow user access based on a predetermined set of privileges.
- To Create a new Role:
  - Select **Account → Role**
  - Select **Add a Role**
  - Name the Role and select the privileges you would like to have applied to that Role



Alert Client Installation

- The Alert Client is downloaded directly from the LIFENET Cardiac Care website and installed on a PC running Windows 2000 or Windows XP
- Before you download and install this application, be sure you have administrative privileges on your Windows PC – you may need to contact your IT department

Alert Client Installation

- Logon to the LIFENET Cardiac Care website: http://www.lifenetsystems.com
- Go to **Setup** and select **Destinations**
- Click on **Add Destination**
- Select “**Download LIFENET Alert Client Software**”
- You will be prompted to download the Alert Client – follow the on-screen instructions

Alert Client Installation

- Once download is complete, follow prompts to complete installation
- Specify **proxy server settings** (if any – check with IT department)
- Select your **country** and provide a **descriptive ID** for your Alert Client (so that it is easily identifiable)
- Register your Alert Client by providing your **username** and **password** – this is the same username/password as you use to logon to the website

Alert Client Installation

- Select your printing options
  - Print feature allows you to print diagnostic quality 12-lead ECGs
  - Automatic printing allows you to have 12-lead ECGs automatically printed
  - Specify printer – local or network
- Select report options
  - Grid type
  - 12-lead format (3, 4, 12 channel), type (standard, Cabrera), sweep speed
- Select audible alert features

Testing Alert Client

- From the LIFENET Cardiac Care website, select **Setup** and then **Destinations**
- The Alert Client should appear in the list with the descriptive ID you selected
- A green check mark should appear under the **Health State** column
- Select the **?** icon in the action column
- Click **Send Test File** button
- You should receive a test transmission to the specified Alert Client

Receiving Targets

- A Receiving Target acts as **distribution list** for 12-lead ECG reports
- Receiving Targets contain a collection of destinations that will receive the 12-lead ECG reports
- Other users use Receiving Targets to send data to
- The LIFENET Cardiac Care system uses Receiving Targets to route data appropriately
- Typical setup
  - ED Receiving Target – all destinations in the ED
  - Cath Lab Receiving Target – all destinations in the Cath Lab

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Receiving Targets

- To set up a receiving target:
  - Go to **Setup** and then select **Receiving Targets**
  - Click on Add Receiving Target
  - Enter Receiving Target name and description
  - Select a filter (optional)
    - A filter allows you to have data distributed to the receiving target if it meets the filter requirements
    - Available filters are:
      - All data
      - 12-lead only
      - 12-lead with Acute MI
      - 12-lead with ST Elevation
    - **Example**: The ED wants to receive all incoming 12-leads. The Cath Lab only wants to be automatically notified when a 12-lead showing ST elevation comes in. Put an ST elevation filter on the Cath Lab receiving target to limit automatic distribution to just that data.

Receiving Targets

- To edit a receiving target:
  - Go to **Setup** and then select **Receiving Targets**
  - A list of available Receiving Targets will be displayed along with their description, the number of associated destinations, the applied filter, and the health state of those destinations.
  - To edit a Receiving Target, click the edit icon ( )

Receiving Targets

Receiving targets define the customer accounts you would like to receive the reports from, and the destinations the reports will be routed to when available at LIFENET Cardiac Care Server. Tip: You can click the icons in the Actions column to perform the action you need.

Add Receiving Target — Search — Print

Receiving Target Name	Description	Destinations	Filter	Account Name	Actions
Cindy ED	ED	1	All Data	TEST - Verkerk General Hospital	
Test target	Test target	0	All Data	TEST - Verkerk General Hospital	
VERKERK ED	VERKERK ED	1	All Data	TEST - Verkerk General Hospital	

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System Notifications

- Notifications are automated emails sent to subscribed users when certain events occur within the system
- Complete list of notifications available by going to Setup → Notifications
- Notifications divided into categories:
  - General
  - Gateway related
  - Device related
  - Destination related
  - Receiving Target related
- For a list of notifications and their definitions go to online help

Subscribing to Notifications

- **Individual Users**
  - Go to **My Settings** and select **My Notifications**
  - Select notification category
  - Click checkbox next to email address for notification you are subscribing to
  - All email addresses in your profile will be displayed
- **Subscribing on behalf of other users**
  - Use this to set up notifications for other users in your system
  - Must have administrative privileges to subscribe other users to a notification
  - Go to **Setup** and select **Notifications**
  - Select desired notification and click edit icon
  - Users are displayed; select appropriate user(s)

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Receive 12-lead ECGs via Subscription

- 12-lead ECGs are automatically delivered via email through an email notification
- Can use email-enabled PDAs
- To setup a 12-lead ECG notification:
  - Go to **My Profile** and select **My Notifications**
  - Select **Receiving Target Notifications**
  - Select the appropriate receiving target and associated email address (all your email addresses are listed)
  - Select **attach the report** – you must check this box in order to receive the 12-lead ECG report

Customizing Notifications

- Notification subject lines or subject line prefixes can be customized
- A prefix might be necessary to comply with corporate IT spam filters
- To customize notifications:
  – Must have administrative privileges
  – Select **Setup** and then **Notifications**
  – Click on **Notification Setup**
  – All notification are listed – edit the prefix / subject line as necessary

My Settings

- My Settings allows users to change individual account attributes:
  - My Profile
    - Manage email addresses
    - Manage report settings per email address
    - Manage time zone settings
    - Manage logon information and passwords
  - My Notifications
    - Manage subscriptions to notifications

Monthly Reports

- Monthly reports showing system usage can be viewed on-line or they can be subscribed to as a **notification**.
- To view the monthly report:
  - Go to **System** and then **Reports**
  - Select report to view or specify time period
- To Subscribe to the monthly report:
  - Go to **Setup** and select **Notifications**
    (also available from My Settings → My Notifications for individual users)
  - Select **General Notifications**
  - Select "Received Report Summary Web Based Report is released" (note: you might need to expand the number of records viewable per page if you do not see this report listed)
  - Users subscribed to this report will receive a copy each time it is released by the system

Logs

- The LIFENET Cardiac Care system automatically keeps two detailed logs: Job History and Audit Log
- Job History
  - Go to **System** and select **Job History**
  - Select time period
  - All transmission jobs displayed for that time period
  - Select a particular job for more detailed information
  - Use this to confirm that a transmission went through
- Audit Log
  - Go to **System** and select **Audit Log**
  - Select time period
  - Displays all logins and system related changes, including previous values if settings have been changed

Job History Example

Job History

Time Period: This month Tue 4/01/2008 12:00:00AM - Thu 5/01/2008 12:00:00AM

View History by: Date-Time

☐ Only display jobs with errors

☐ Do not display test jobs

Submit | Delete All Test Jobs

Jobs

Search Print

Job Type	Job ID	Job Start	Job Finish	Job Elapsed	Job Status	Device Description	Serial Number	Site Name	Actions
	18053	4/29/2008 01:42:33PM	4/29/2008 01:42:34PM	00:00:01.627	OK	Chest Pain LP12	34005589	VERKERK ED	
	18039	4/29/2008 01:29:48PM	4/29/2008 01:29:52PM	00:00:03.626	OK	Chest Pain LP12	34005589	VERKERK ED	
	18034	4/29/2008 01:25:47PM	4/29/2008 01:25:50PM	00:00:03.500	OK	Chest Pain LP12	34005589	VERKERK ED	
→	16934	4/28/2008 01:29:17PM	4/28/2008 01:29:51PM	00:00:34.266	Invalid Site	Mark's LP12	34010323	SWED	
→	16933	4/28/2008 01:28:05PM	4/28/2008 01:28:43PM	00:00:38.547	Invalid Site	Mark's LP12	34010323	SWED	
→	16845	4/28/2008 11:08:17AM	4/28/2008 11:23:23AM	00:15:05.780	Job Timeout	Mark's LP12	34010323		
→	16837	4/28/2008 10:58:21AM	4/28/2008 11:13:23AM	00:15:02.123	Job Timeout	Mark's LP12	34010323		
→	16830	4/28/2008 10:49:15AM	4/28/2008 11:04:22AM	00:15:07.314	Job Timeout	Mark's LP12	34010323		
→	13660	4/25/2008 07:28:12AM	4/25/2008 07:28:28AM	00:00:16.673	OK	Chest Pain LP12	34005589	VERKERK ED	
→	13645	4/25/2008 04:53:50AM	4/25/2008 04:54:54AM	00:01:03.940	OK	Chest Pain LP12	34005589	VERKERK ED	

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Audit Log Example

Audit Log

Tip: You can click the icons in the Actions column to perform the action you need.

Time Period: Today Tue 4/29/2008

Refresh

Search Print

Date/Time	Logon Name	Full Name	Entity Account Name	Entity Type	Event Type	Entity Name	Actions
4/29/2008 03:25:34PM	cees.verkerk@medtron ...	Cees Verkerk	Lewis General Hospital	User	Logon Successful	cees.verkerk@medtronic.com	
4/29/2008 02:33:13PM	cees.verkerk@medtron ...	Cees Verkerk	Lewis General Hospital	User	Logon Successful	cees.verkerk@medtronic.com	
4/29/2008 02:07:20PM	cees.verkerk@medtron ...	Cees Verkerk	Lewis General Hospital	User	Logon Successful	cees.verkerk@medtronic.com	
4/29/2008 01:42:18PM	cees.verkerk@medtron ...	Cees Verkerk	Lewis General Hospital	User	Updated	cees.verkerk@medtronic.com	
4/29/2008 01:29:26PM	cees.verkerk@medtron ...	Cees Verkerk	Lewis General Hospital	User	Updated	cees.verkerk@medtronic.com	
4/29/2008 01:28:44PM	cees.verkerk@medtron ...	Cees Verkerk	Lewis General Hospital	User	Logon Successful	cees.verkerk@medtronic.com	

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Changes

Print

Entity Property	Old Value	New Value
User E-mail	cees.verkerk@medtronic.com (5 mm, PDF, Show patient info, 12-channel, Standard, 25 mm/sec, Letter, *****)	cees.verkerk@medtronic.com (5 mm, PDF, Show patient info, 3-channel, Standard, 25 mm/sec, Letter, *****)

Help / More Information

For help or more information, select help directly from the LIFENET Cardiac Care Website