

Slide 1

**Tech Works**  
**Integrated Messaging & Reporting**  
**IMR**  
**Technical Training Part 1**  
**Product Overview**

Mark Dundas



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Slide 2

**About IMR Technical Training**

- Who is the Audience for this training?
  - Anyone that will be designing or installing the Tech Works IMR
  - Basic understanding of modern healthcare communication products and previously learning **Tech Works CC2 and NC products** is assumed
- What is the Structure of the training?
  - There are 3 slide shows, narrated by Mark Dundas of Tech Works
    - Part 1 Product / System Overview
    - Part 2 Parts and System Wiring
    - Part 3 System Programming
- Presentation Guide Handout to follow along and take notes
- Certification Test for Installers that want to be Tech Works Authorized



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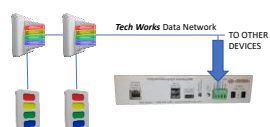
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Slide 3

**What is an IMR? (Integrated Messaging and Reporting)**

- Custom built Computer in a box
  - Doesn't do much unless you invest in programming it
  - Program it to Talk to the World
- In a Clinic with Room Status or a Nurse Call system
- The CC-Series and NC-Series devices are connected on a proprietary network known as the **Tech Works Network**
- Connect the **Tech Works Network** to the IMR
- The IMR Learns what is connected and Logs every Button Push / Light



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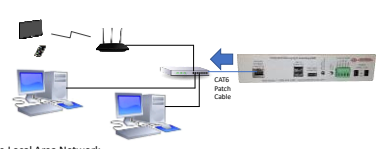
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Slide 4

### What is an IMR? (Integrated Messaging and Reporting)



- Connect to the Local Area Network
- That is all there is to sharing your data with the world

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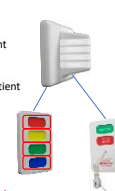
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Slide 5

### It's as simple as Clinic Call:



- Patient arrives and is placed in exam room - **GREEN**
  - Slow Flashing Green tells the Doctor that this is the "Next" patient
  - Doctor visits and requests X-ray Tech
- Patient is waiting for X-ray Tech - **YELLOW**
  - Slow Flashing Yellow tells the Xray Tech that this is the "Next" Patient
  - X-ray tech is done and patient needs to see Doctor
- Patient is waiting to seeing Doctor - **GREEN**
  - Doctor completes the visit.
- Patient is done/room is ready to be cleaned - **BLUE**
- Patient has emergency and call cord is pulled - **RED**

*\*Colors and functions can be customized to your needs*

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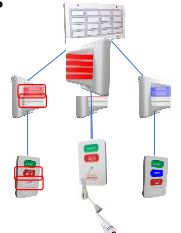
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Slide 6

### Support Critical Communications NC-Series – Nurse Call



- A single pull station in a stand alone **restroom**
- Room ready or staff location with emergency call in an ER/MOB
  - White steady
  - Red flashing
- Nurse call with staff assistance
  - Isolation rooms or treatment center like dialysis/chemotherapy
- Vandal resistant nurse call for specialty rooms and detention
  - Non - Ligtature
- Code blue with staff assist in ambulatory or day surgery
- Any or all of the above - From 1-256 stations

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Slide 7

### Add an IMR and Share Relevant Information



- Text Messaging
  - Custom text from each point (button)
  - Any phone, Any carrier
- Pocket Page
- Tablets
- Digital Signage



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Slide 8

### Add an IMR and Share Relevant Information



- Anything IP
  - PCs become system display
  - PCs become admin terminals
  - All connections are password controlled



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Slide 9

### Who Cares and Why?

- Doctors typically don't care
- Staff needs to know where providers are
- Specialist need to cover more rooms
  - Radiology
  - Casting
  - Housekeeping
- Management
  - Performance
  - Efficiency
  - Patient Care / Satisfaction
  - Staffing Levels



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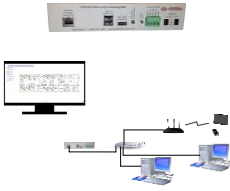
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Slide 10

### Create Efficiencies (IMR: Integrated Messaging & Reporting)

**Integration with multiple tools:**

- Manage calls with transaction Logging
  - Every button push is time and date stamped
  - SQL Database
- Share and integrate data you captured
  - IP Server – Anything, anywhere
  - Portable Devices
  - LAN or WiFi – your browser is the portal
  - Password Network Access
- Interface with Electronic Medical Records
- Customize and improve communication
  - Signage, Announcements, Messaging
  - Custom Graphics – Custom Access
  - Create custom reports



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Slide 11

### Custom Displays and Digital Signage

- All Display Screens are HTML
  - Web Pages
  - Any Browser is a Display
  - Any device with a Browser is a Display on a Terminal (Depending on User)
- Custom Graphics Displays
  - Send us a JPG of your Display
  - Send us the Point information
    - Address
    - Locations
- If you add a Touch Panel or Tablet you can even add Buttons



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Slide 12

### Doctor Follow aka "Next" Patient

- Groups vs. Pools
- Room Pools – Doctor Follow
- Tracking by Color "Next" Patient Slow Flashes
  - Pool 1 Track Separate
  - From Pool 2
- What determines a Pool
  - Geography
  - Discipline



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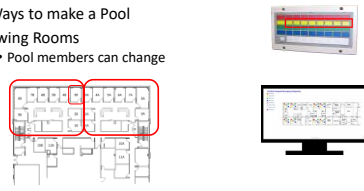
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Slide 13

### Doctor Follow aka "Next" Patient

- Ways to make a Pool
- Swing Rooms
  - Pool members can change



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Slide 14

### Tools to help you

- Online 24/7 X 365 [www.TechWorks-USA.com](http://www.TechWorks-USA.com)
- Product Brochures
- Specifications for Architects & Engineers
  - Available on the website (specs and data sheets)
  - Custom specs written by request
- Design/Quoting assistance
  - Questionnaires to support the process
  - Design review
  - Quote development on solutions
  - Margin
- Technical Assistance
  - Training and Installation Manuals
  - Tech Support – Engineering and Field



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Slide 15

## Making Specialized Communications Easy

Up Next Part 2  
Parts and Wiring



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