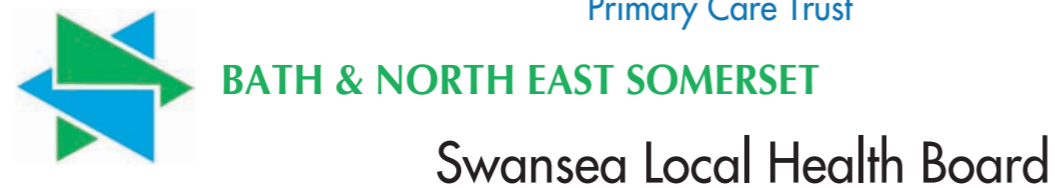


## HTL customers have included



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[www.hometelehealthltd.co.uk](http://www.hometelehealthltd.co.uk)

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Linfield Road,  
Belfast BT12 5GH

Tel: 02890 224014

## Delivering

# A holistic service for your Telehealth Programme



- Clinical Support
- 365 Day Telehealth Monitoring
- Programme Management
- Programme Implementation & Training
- Technology Agnostic
- Protocol Development
- Installation & Support Services
- Customised Management Reports
- Video-enabled Monitoring Centre



## Programme Management:

Home Telehealth Limited (HTL) has over 10 years experience within the Telehealth industry. One of the key services offered is our Programme Management. This service has proved invaluable to all whom Telehealth is a totally new experience.

Embarking into a Telehealth programme can be a daunting experience and HTL is there to guide you through this process in a tried and tested way. It is fair to say that not all programmes and patient focus are the same but the principles used by HTL are, with a team being hand picked for their experience and expertise in the implementation of a Telehealth programme.

## Clinical Support:

HTL understand that its customer being clinically driven often sees commercial companies as providers of technology and not from the clinical arena. HTL is proud to say that it has set itself apart from other providers by employing its own clinical staff who have a wide range of experience within the health and Telehealth sectors.

## Protocol Development:

One area where our clinicians can be invaluable to healthcare providers is assisting them in the development of their Telehealth protocols and pathways. HTL has worked with clinicians on dozens of programmes throughout the years where health care professionals needed assistance in transferring normal day-to-day care delivery into Telehealth enabled concepts and proactive care delivery.

## Installation and Support Services:

HTL recognises that community based clinicians need to concentrate on delivering care and not become installers of technology. HTL provides a full installation and support service that covers assessment of the patients home, installation of the appropriate technology, patient training, maintenance and testing services.

## Training:

HTL can further deliver training to Telehealth programmes that may choose to deliver their Telehealth programme utilising their own staff. This training covers Telehealth assessment, installation, maintenance diagnosis or pathway development. It also has a team of technical experts that can provide support and advice regarding network and IT issues.



*Big enough to manage - small enough to care*

## Best-of-breed Telehealth technologies:

HTL prides itself in being technology agnostic. HTL believes that you the customer have the right to choose whatever technology you would like to use on your Telehealth programme. HTL supports a wide range of Telehealth technology from the very basic to the high end software based products.

HTL understands that technology is changing on a regular basis and is constantly reviewing what is available within the market place. It also supplies technology for those customers wishing to purchase equipment and run their own programme.

## Telehealth Monitoring Service:

HTL has the only UK based Telehealth Care Centre that is able to deliver monitoring services for a host of divergent technology's. The Telehealth Care Centre is located in Belfast, Northern Ireland and is staffed by fully qualified nursing staff from a range of nursing backgrounds and provide the holistic service 365 days a year.

Each day the HTL nurses receive data from the patients Telehealth monitor. This data is reviewed against a strict set of protocols dictated by the serviced customer. The nurse will look at the track and trend of a patients vital signs and their question and answer session and take the appropriate action.

This service allows a volume of patient data to be dealt with by HTL's nursing staff in near real-time, who will telephone the patients to ascertain why a vital sign reading is outside it's normal parameters and only escalate to the community based clinician or GP if and when appropriate. All though there are numerous Telehealth programmes being run through out the UK, they are generally small in size and manageable within the current staffing levels. NHS Trusts are becoming increasingly aware that as Telehealth programmes begin to mainstream that using their own staff to perform the monitoring tasks and technology support, is now becoming something that should be out-sourced to a company such as Home Telehealth Limited.

Our customers dictate precisely which way they would like their Telehealth service provided and each Service Level Agreement (SLA) is tailored to suit their needs.

