



Tele-Steps Process

The Telecare Programme Design Tool Box

Establishing a Telecare or Telehealth Programme... Steps to Success

- Where will we start?
- How large should my Telehealth programme be?
- How do we select appropriate people or patients?
- What equipment should be used?
- How much will the programme cost to set up?
- How will we get paid?
- How can we afford to run the programme?
- What are the legal ramifications?
- Will the staff buy into the technology?
- Will the referring doctors, medical staff and social carers object?
- Will there be a positive impact on patient clinical outcomes?

These and many more critical questions need to be answered before starting a Telehealth programme.

The Alere Advantage

Alere has assembled a unique team of healthcare experts who have thought through these questions and can create a client specific telecare, telehealth or telemedicine programme and the process necessary to implement and integrate the use of new technologies into the main stream of administration, clinical and social care. The **Tele-Steps Process** is designed to coordinate valuable staff time by focusing on key decision points and reducing unnecessary expenses by delivering programme specific and cost effective procedures, policies, business & marketing plans, and technology.

Alere has developed a complete set of policies and procedures for each level of the healthcare care continuum: sheltered-assisted living, nursing home facilities, care home and hospice organisations, doctor group practices, acute and speciality hospitals, mental health, as well as managed care private insurance organisations, industry occupational therapy programmes and school programmes. Alere's experienced team has created staff training manuals with easily understood step-by-step instructions, and specific clinical and management outcome criteria, and detailed business and marketing plans.

The Tele-Steps Process



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The Alere Advantage

The Alere Team will:

- Develop a detailed technology business plan for your telecare, telehealth or telemedicine programme
- Customise hardware to meet your medical, social care and financial needs
- Negotiate with hardware and software manufacturers on your behalf
- Establish new and edit existing policies and procedures necessary to meet accreditation approvals
- Deliver and install hardware in peoples or patients homes
- Collect technology after use, clean, disinfect and warehouse for next recipient
- Act as liaison partner with all selected manufacturers and act as first line support
- Provide hardware upgrades at a nominal cost
- Provide training and support to clinical-operational staff and all Telecare programme people-patients

The Alere Tele-Steps Process

- Step 1:** Undertake a Client Assessment
- Step 2:** Programme Management & Design
- Step 3:** Staff Training & Development
- Step 4:** Legal & Regulatory Compliance
- Step 5:** Financial & Reimbursement Strategies
- Step 6:** Marketing & Public Relations Strategies
- Step 7:** Data Management & Clinical Outcomes

The Alere Team

The Alere Team are:

- Experienced in Telecare, Telehealth and Telemedicine Programme Management
- Familiar with all new Government Health & Social Care Policies and Strategic Plans
- Up to date with all of the latest technology and software in the Telecare market place
- Consultants and Telecare & Assistive Technology System Integrators
- Dedicated to help organisations start up new Telecare Projects

We provide Telecare Programme Expertise, Project Management, Technology and Services to Health, Social Care, Housing Organisations and Industry.