

Considerations for a Successful Workstation on Wheels Fleet Deployment

The key to a successful deployment is support from start to finish. With TouchPoint Medical, help is always available.

RELY ON THE EXPERTS

Managing a fleet deployment/rollout in a health-care facility requires a well-coordinated and managed process that ensures on-time results for scheduled “go live” dates. Customers are also looking for solutions that meet the project’s goals and milestones, adhering to budgets, while at the same time ensuring seamless integration throughout their system.

TouchPoint Medical provides customized solutions that are “turnkey” once they are delivered to the health-care facility. A responsive partner like TouchPoint Medical can help with complementary IT support onsite. Key assistive services may include unpacking systems, recycling old technology, onsite PC integration, packaging disposal and user training. TouchPoint Medical has significant experience and specific expertise with all fleet sizes, configurations and integration needs. Customers look to TouchPoint Medical as a nimble

“There are so many details to consider when planning a large-scale deployment that it can seem daunting,” said Denise Byrd, Field Support Specialist. “One example is the space to unpack and stage the equipment. Our team provides custom services at the front end so that the integration and not to mention the removal of dunnage is taken care of seamlessly, making sure the facility meets its goals.”

supplier, sensitive to the need for customization so the solution easily fits into caregivers’ current workflow.

QUESTIONS TO ASK

Precision planning is the backbone of a coordinated deployment, and the mobile carts or WOWs are a key part of the process.

Initial key considerations for purchasers when choosing an overall solution is what will the system be used for beyond



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interacting with electronic medical records (EMRs)? These considerations include:

- Will the solution need to support medications?
- Will it need external power?
- Is the workstation easily maneuverable when it comes to rolling over surfaces, fitting into tight spaces or around corners?
- Where will the WOWs be stored?
- Are there enough outlets for charging?
- What are the security needs?
- What available accessories are needed or available?
- What are the Wi-Fi network requirements?
- Does the facility have the internal IT capacity to maintain the fleet?

ENHANCED SERVICE PROGRAMS

It's important to protect your investment with the plan that is right for your needs. TouchPoint Medical offers plans that minimize downtime, reduce unplanned maintenance costs to free up valuable support personnel from your team.

OUT-OF-THE-BOX DEPLOYMENT

With TouchPoint Medical's BlueCHIP Certified Hardware Integration Program, the workstation on wheels (WOW) arrives as a ready-to-roll, fully integrated solution. That means TouchPoint Medical integrates all computer equipment and peripherals in our facility to comply with the rules and regulations of the Intertek certification, and delivers a fully integrated turnkey solution to the customer's site. Once selected, a BlueCHIP integrated solution needs only to be purchased and deployed.

- Ready to deploy on arrival
- Installation of BatteryPro Monitoring Software (work with customer to add to their image)
- Fully certified medical grade UL 60601-1
- Multi-vendor support (one point of contact)
- Two-year standard warranty
- Provide your own equipment or purchase through TouchPoint Medical

ADVANCE, MAINTAIN, ASSURANCE

Advance, maintain and assurance are three aspects to the deployment's foundation.

Advance deployment services with onsite installation and onsite training includes:

- Unpack, integrate, attach accessories
- Set up wake-on power or LAN
- Install software
- Perform quality inspection and functionality audit
- Stage rollout

Preventive maintenance:

- Choose the number of visits
- Onsite, comprehensive multi-point inspection covering battery, cart and power supply
- Available for purchase at any time

Assurance with extended warranty, choose from:

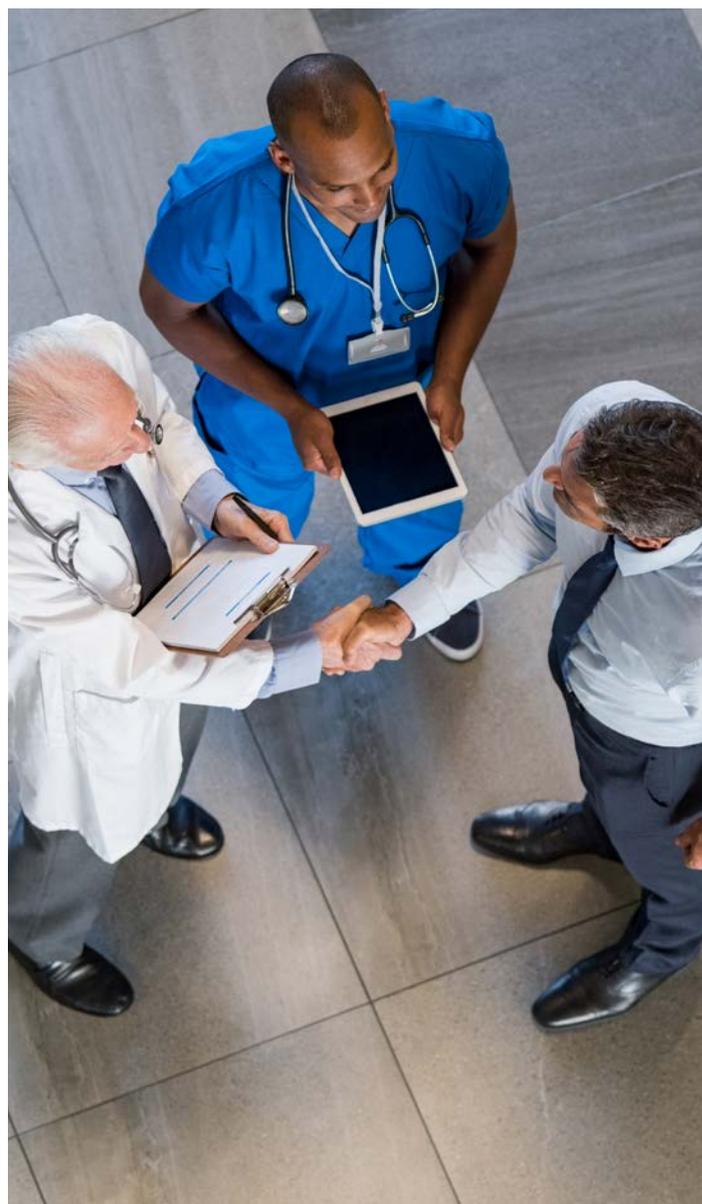
- Parts only or labor only
- Onsite service parts and labor
- New or existing carts up to and including Year 5 - after Year 1, TPM may require a fleet assessment

FINDING THE RIGHT PARTNER

When choosing a vendor to partner with in order to have an efficient and effective large-scale rollout process, purchasers should do their homework. This means researching suppliers online and looking for reviews and testimonials. Does the company have a top-notch

reputation in the industry? Are they willing to direct you to satisfied customers or use other recommendations? "TouchPoint Medical does whatever it takes to meet our customer's needs and those needs are always changing," said Jeff Morales, Area Sales Manager. "Our skilled team of field service specialists assisting with integration are the best in the business. We work with our customers any way we can."

Make sure to compare vendors approach to customer service. Are there a variety of options to reach a service specialist? What is the typical wait time and responsiveness



of technical support? Compare warranties and service plans to make sure the vendor is committed to limiting any downtime. “Our response time is fast, and we make sure to resolve the issue,” said Ms. Byrd. “Clients often remark on our professionalism and our complete understanding of our products. We also work to identify issues that may affect the entire fleet in an on ongoing process to ensure the carts work well in the long term.” A global reach allows for personalized attention, and manufacturing facilities in the US further enhance the dependability and trust with the vendor.

CUSTOMIZATION SHOULD BE STANDARD

Vendors should be able to customize carts to meet the specific needs of the facilities and the goals of the deployment. With TouchPoint Medical, clients can individualize virtually any aspect of the WOW from fabrications, to brackets, to more. “We will do any necessary

engineering in our manufacturing facility to fit seamlessly with existing flow,” said Mark Garritano, Manager of Field Services. “In fact, we even work with third parties to resolve issues with any other part of the WOW solution. What we provide is not a boilerplate service, we perform a completely customized integration of the fleet.”

THE THREE PS: PLANNING, PLANNING AND PLANNING

When vendors select TouchPoint Medical as their partner for a large-scale fleet deployment, we become familiar with literally every aspect of the facility. We can troubleshoot issues, resolving problems before they even arise.

TouchPoint Medical forms relationships with the entire team of nursing managers, facility directors and informatics departments. “We are embedded in the organization and know every step of its process,” explains Mr. Garritano. “We



make recommendations that fit in your flow.”

By expertly working with your go-live schedule, TouchPoint Medical does all the prep work to make sure that when it is time to be up and running, there are no surprises.

YOUR ONSITE IMPLEMENTATION SPECIALIST

TouchPoint Medical hits the ground running by coordinating all freight and shipping schedules to ensure accurate and timely delivery. We are there to unpack, assemble and dispose of packaging. Our logistical know-how adds a layer of confidence for the facility. TouchPoint Medical can arrange for removal of old hardware in a manner compliant with all applicable privacy and data handling regulations.



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What's more, TouchPoint Medical won't abandon you. There is complete training of staff upon the fleets integration as well as ongoing education as needed.

You can count on TouchPoint Medical to provide regular service and maintenance on the fleet we integrate because we are nimble and committed to responsiveness. We know the importance of limiting downtime with any part of a fleet. Getting help is seamless and we have parts available onsite in some cases.

TouchPoint Medical is always available, offering superior customer support, whether in person or on the phone. “For us, it is all about customer satisfaction,” said Denise Byrd Field Service Engineer II. “We are proud of our professionalism and the praise we receive for our truly customer-centric ethos. Our clients trust us to provide reliable service, and we are familiar with their facilities and the systems.”

TOUCHPOINT MEDICAL LARGE SCALE FLEET DEPLOYMENT EXAMPLE

Touchpoint Medical recently deployed 155 carts over five days with a team of five people at a large 348-bed hospital. To meet the customer's needs, engineering designed a new bracket to mount the VSM, assembled and shipped first cart as a proof of concept for the customer to approve.

TouchPoint Medical pays particular attention to details and worked with the stakeholders at this large health-care facility to ensure the deployment was a success. Responsibilities included:

- Shipping department arranged three (3) shipping containers to ship carts by boat
- Unpacked carts onsite at the hospital and staged for final integration and testing
- Connected cart batteries on each cart and fully charged for deployment
- Unpacked and installed 125 VSM on designated cart
- Installed PC in each cart and tested
- After testing, Touch Point Medical installed and then decommission carts by department
- Decommission carts brought to staging area PCs removed and cart number documented
- All hard drives removed from PCs and collected and documented (to be shredded later)
- Old carts taken to warehouse for final disposition

- One last walk through to ensure carts are working and answer any questions
- Second deployment of the AP cart that nurses were comfortable using

CONCLUSION

TouchPoint Medical understands the value of building and maintaining relationships with our clients. Customers trust TouchPoint Medical to respond and get it right. "We know your facility, what products you use and how to make sure it all runs smoothly 24-7," said Mr. Garritano.

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