



Insights

3rd Quarter, 2007

**ScottCare — A Leading Manufacturer of Quality Medical Devices
Serving Cardiopulmonary Professionals**

Upcoming Trade Shows

European Congress of
Cardiology
Vienna, Austria
September 1-5, 2007

MOKSACVPR
Salina, KS
September 13, 2007

AACVPR Annual
Meeting
Salt Lake City, UT
October 18-21, 2007

American Heart
Association
Orlando, FL
November 4-6, 2007

Medica
Düsseldorf, Germany
November 14-17,
2007

President's Message:

ScottCare to acquire Rozinn Electronics, a leading manufacturer of cardiac diagnostic products

As you may have seen in our recent announcement, ScottCare has signed a definitive agreement to acquire the operations of Rozinn Electronics, Inc., a privately-held market leader in cardiovascular diagnostic equipment based in Glendale, NY (www.rozinn.com). Rozinn was established in 1979 by Mark Rosoff and Karl Ziemann, and has enjoyed 28 years of steady growth as a result of innovative products and attentive customer service.

Rozinn's market-leading product portfolio includes Holter for Windows+[®], and a market-leading cardiac diagnostic suite including Pacemaker and Event Monitoring employed in doctor's offices, clinics, scanning services, community hospitals, university medical centers and advanced pharmaceutical and bio-device research centers around the world.

Combining Rozinn's market leading products, diagnostic capabilities, and global reach with ScottCare's outstanding product technology, customer support, organization, and financial strength will provide ScottCare with the platform to develop a broader array of innovative products for cardiac care, both office based and in hospitals.

We plan to accelerate worldwide development, marketing and support for Rozinn's diagnostic product suite. In addition, we will expand the availability of our leading cardiac rehab telemetry and ECP therapy products outside North America through Rozinn's extensive international network of dealers.

Please contact your ScottCare sales rep to learn more about Rozinn's diagnostic cardiology products.

— Ken Zajackowski, President

Visit ScottCare at the AACVPR Annual Meeting

Are you planning to attend this year's AACVPR convention in Salt Lake City? As always, there will be many presentations to see and much to do, but we hope you'll take time to stop and meet the ScottCare team and see what's new for 2008.



Salt Lake City Skyline and Salt Palace Convention Center photos courtesy of Salt Lake Visitor's & Convention Bureau

- **New for Pulmonary Rehab:** The first and only telemetry and program management system designed specifically for pulmonary rehab.
- Try the latest TeleRehab Advantage version 3.2 with many new features and productivity improvements.
- Learn more about SCIFIT exercise equipment that is perfect for cardiac rehab.
- Learn how the NICORE Advantage ECP system opens the door to new revenue opportunities for Cardiac Rehab programs.

In addition to the engaging demonstrations at the ScottCare booth, you're also invited to these special events:

- ScottCare Vendor Program: "Using Outcomes in Your Cardiac or Pulmonary Rehab Programs." Friday, Oct 19, 3:00-3:45
- ScottCare Customer Appreciation Reception, 7:00-10:00 P.M., Thursday, October 18. Location TBA.

Please visit our booth and get to know us personally! See you in Salt Lake!

Telemetry Tips: Be Cautious, Be Efficient



Back-Up, Back-Up, Back-Up

It is important to BACKUP your system files to a location other than your system's hard drive. ScottCare recommends saving data to a network location or to removable media. Saving information on such *backup media* (disc or flash drive) allows you to easily restore a patient who may have been deleted from the system upon the completion of the Rehabilitation program or moved to the General Mail List. (Refer to Users Manual section 2.3 on pg. 53)

To ensure that all patient information is properly saved you should back up your system at the end of each day. To complete the backup process:

1. The Scottcare TCP/IP Server must be running to backup your computer. The Scottcare TCP/IP Server is the minimized program idling at the bottom of your computer screen.
2. Once the icon is activated, select BACKUP.
3. Confirm that the correct drive is selected for your Backup Media.
4. Backup your system files according to the defaults as they appear on the screen.
5. Select DO BACKUP.

NOTE: Once BACKUPS are complete and you return to the SCOTTCARE TCP/IP SERVER icon. Be sure to select Start so that you can resume monitoring if needed. If you select Quit you will not be able to monitor patients.

Cleaning transmitters and lead wires

ScottCare recommends periodic cleaning of transmitters and lead wires with a mild cleanser. Using alcohol can deteriorate the condition of the wires by breaking down the external coating and leaving the wires vulnerable. Be careful with baby wipes because some of these products have alcohol in them. Some customers use a spray bottle filled with a mild soap and water and spray a gauze pad or tissue to clean the lead wires.

3. Attended Sessions vs. No-Shows:

How the software records these sessions.

Attended Session: A patient is considered to have attended an exercise session if he/she is brought up on the monitor and has some form of data entered. That is, if you enter a blood pressure or save a strip, the

session is considered to be an attended session. On the other hand, if you put a patient on a channel but do not record or do not enter any data, the software does not recognize it as an attended session.

No-Shows: A patient is considered a No-Show if he/she was not monitored on a scheduled day. For example, a patient is scheduled to exercise M-W-F at 8:00 A.M.. If he is never brought up on a channel on Monday, the software recognizes it as a no show. The name may be brought up on the channel, but if no data is entered it is considered a no show. Note that when a holiday occurs on a scheduled day and the Server is not turned on that day, the system will **NOT** be able to document that No-Show for that holiday.

How and when to delete no shows or attended sessions

Common situations:

- You put a patient on the monitor, take a blood pressure, and determine that he/she should not continue the exercise session. This patient has an attended session since data was entered. Delete this attended session if the patient really didn't exercise.
- You put a patient on the monitor, then realized that it was the wrong patient. Clear the patient from the screen. This patient does not have an attended session because no data was entered. No further action needed.
- A patient scheduled to come in Monday at 8:00 A.M. called in sick and is not going to exercise. This patient will have a no show for this session. Delete this session if you do not want it to count as a no show.
- A patient is scheduled to come in on Friday at 10:00am, but it is a holiday and the rehab facility is closed. This patient will have a no show for this session and will need to be deleted.

Steps for deleting no shows and attended sessions:

1. Go to program management, personal data, and bring up the patient's personal data.
2. Go to one of the four buttons labeled: Patient Info, Medical Info, Session Protocol, or Face Sheet. Right-click the mouse to display a patient with dates of all sessions.

3. Repair button: Repairs sessions that have reports. If click on repair button it will delete sessions that have “no rep” written after the date.
4. Rebuild button: Will remove all no shows from list. If click on rebuild button it does ask you if you want to delete all no shows from list.
5. Delete a session: Click on the date and it will be highlighted in blue. Then press the delete key on the keyboard. The session will be deleted from the list.

Additional Notes:

If you do not delete the No-Shows, those sessions will be counted against the patient as a No Show. This further affects the accuracy of the Compliance and Outcomes reports when looking at scheduled versus attended sessions.

The system does not have the ability to track No-Shows for the “Inactive” group of patients. For this reason the inactive status is to be used for those patients that are not attending the program due to vacation or some other lengthy scheduled event.

ScottCare Employee Profile: *Leslie Moschner* Taking Customer Service to the Next Level

ScottCare has enjoyed remarkable growth over the last few years as our TeleRehab Advantage system has been building a strong following in the cardiac rehab community. Today’s installed base is approaching one thousand sites and demands a different approach to customer service. To keep pace with this demand, ScottCare’s Customer Service group has been growing as well.

As recently as 2003, Customer Service consisted of three people – including the manager! Enter Leslie Moschner, ScottCare’s Service Manager. Leslie’s resume includes over 12 years of customer service experience in retail and industrial settings, in companies large and small. In the past, she has managed teams of up to 60 employees in the service business.

But expansion alone can’t keep pace with the increased customer base. When Leslie started in December 2006, she was charged with adding the best practices and processes of a big company to the passion for customer service that has always defined ScottCare. “I was impressed by the service team at ScottCare,” says Leslie. “They deeply cared about their customers but were looking for ways to keep pace with the increasing call volumes.”

Today’s product is vastly more complicated than it was just a few years ago, thanks to features such as networking, HL7, Outcomes and more. In response, Leslie has changed the way ScottCare approaches customer service. Every call is now routed through a Service Coordinator for triage before it is assigned to a functional expert. “The Service Coordinator assesses the situation and makes sure the right rep takes the call. That way, most calls can be resolved the first time by the rep who understands the problem in-depth”, says Leslie.

Analysis of service calls revealed that a big proportion involved “how to” questions about the software. “Many customers were calling about the same topics – there had to be a better way!” said Leslie. She compiled a list of the topics most in demand and directed an overhaul of our on-line training materials so that training for hot topics is available 24-7. For more interactive learning, the hot topics are presented though Conference Call training with live Q&A. To access these resources, go to http://www.scottcare.com/service_home.html.

“I won’t be satisfied until every customer is happy”, says Leslie.

**To Reach ScottCare
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(L-R) Jim Sedlacek, Scott Tucker, Garrett Bates, Leslie Moschner, Theo Jordanides, Mindy Kwiatkowski, Margeurite Belt, Jennifer Koneval, Sandra McCreary, (Front) Luigi Musto

New Online TeleRehab Advantage Training Courses Announced

In a slight departure from tradition, ScottCare's free live Web Conference Training Session programs are moving from Thursdays to Tuesdays. The Customer Service Department has developed a wide range of programs and prepared a schedule from now through October.

While these sessions are tailored for users of TeleRehab Advantage, our Platinum and Gold users are welcome to view the latest features available in the Advantage system. Each one-hour training session is available at two different times on the scheduled day. The first is at 11:00 A.M. and the second at 2:00 P.M., EST. Each session includes 15-30 minutes for questions and answers.

Please make reservations through ScottCare customer service. You will receive an email to confirm the date and time and any preparatory instructions. Customers must have high speed Internet access to attend training sessions.

Here are the course descriptions and dates:

Outcomes 101

August 21, 2007

September 25, 2007

October 30, 2007

The purpose of this training is to review the options available in the TeleRehab Advantage Outcomes program. Users are introduced to the basic report styles available for individual patients and for groups. During the training users learn where data is originated and how to edit or correct existing data. This is great training for all new users looking to begin using the Outcomes program as for existing users interested in a refresher course on the basics.

Advanced Features of Monitoring

September 4, 2007

October 9, 2007

The purpose of this training is to introduce users to the advanced features available while monitoring. Users are introduced to multi-tasking features such as editing reports while monitoring; this includes strips, modality data, and summary data on patients currently exercising and patients who have finished exercising. Other features reviewed in this training include procedures for reviewing previous sessions, editing personal data, and customizing the monitoring status line. This is great training for users who are comfortable with monitoring basics and ready to explore advanced features.

Administrative Features of Advantage

September 18, 2007

October 23, 2007

This purpose of this training is to review administrative features such as scheduling, compliance, and list management. Users review how to use the scheduler to set individual patients up for daily and weekly monitoring appointments. This training also reviews how to create compliance reports and how to edit compliance on existing patients for later use in the Outcomes program for single or group reports. List management procedures are reviewed for moving and deleting patients from the system. This training also includes the purpose and procedures for backing up your data. This is a great training for main users of the system or those involved in managing group data.

Multi-Session Reporting

September 11, 2007

October 16, 2007

The purpose of this training session is to review multi-session reports. Multi-session reports may include monthly, discharge, or progress reports and enable users to compare multiple sessions on a single patient over a particular span of time. Users review the current forms available in the TeleRehab Advantage system as well as the options available for customizing report forms. The customizing review covers graphs, charts, and pre- vs. post- items.

Group Outcomes

August 28, 2007

October 2, 2007

The purpose of this training is to review the group Outcomes reports, including the statistical, physiological, and behavioral and certification report. Differences between reports are reviewed as well as the best time to use each report. Users review graduating patients, filtering and correcting data, and creating user-defined fields for use in Outcomes.



New From ScottCare

SCIFIT Exercise Equipment



ScottCare is pleased to announce an alliance with SCIFIT, the leading manufacturer of medical grade exercise equipment. SCIFIT offers a complete line of fitness equipment including treadmills, arm ergometers, recumbent bikes, steppers and more - most every device used in cardiac and pulmonary rehab. SCIFIT equipment is built to last using heavy duty components. In fact, many of the pieces are ready for bariatric use with weight capacities up to 500 pounds. Finally, SCIFIT designs and builds products in its facility in Tulsa, Oklahoma - a rarity in this day and age of imports.

Fit-KEY

ScottCare is working with SCIFIT to integrate its exclusive Fit-KEY into TeleRehab Advantage. When ready, the integrated product enables patient to load his entire exercise prescription on a small key that when inserted into the exercise equipment will automatically adjust the settings, timing and even direct him to the next modality. Finally, the key brings back to the system the actual workload and duration. All of this will be available for SCIFIT equipment purchased from ScottCare.

Quotable Quotes

“Opportunity is rare, and a wise man will never let it go by him.”

--Bayard Taylor, writer

SCIFIT Featured Product: REX

REX is a flexible, modern alternative to NuStep.

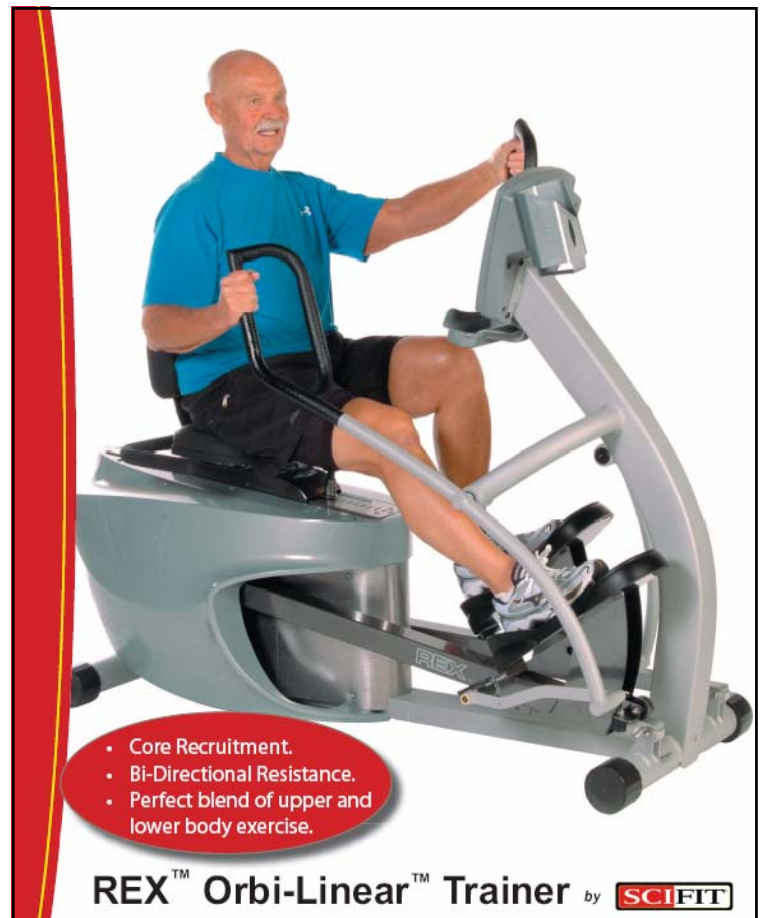
Orbi-Linear™ motion - For a comfortable, natural workout that produces exceptional results. The motion is super smooth when compared to the abrupt start and stop of linear movements.

Bi-Directional - Resistance and motion in forward and reverse for exercising reciprocal muscle groups. **Computer** - 200 levels of computer controlled resistance and computer feedback.

Comfort - oversized, soft rubber foot beds and multi position handles for superior feel. Swivel seat for easy access.

Total Body - improved blend of upper and lower body exercise.

Contact your ScottCare Sales Rep to learn more about REX and other SCIFIT products.



User Profile: Southeast Missouri Hospital

Vicki Frank, RN, Manager

In 1926 the Southeast Missouri Hospital Association was founded with the purpose of raising funds to build a non-denominational, non-profit community hospital. The public's support was so generous, the Association was able to purchase 60 acres of land and build a 90-bed hospital. Over the years, Southeast Missouri Hospital has grown to more than 260 beds and added numerous new services.

In 1977, the area's first Cardiac Rehabilitation Program was started. Cardiac Rehab is still going strong today with a three-phase inpatient/outpatient program. Phase I is used to educate inpatients about their heart-related problem or surgery. Phase II is an outpatient service initiated shortly after discharge. During this phase, patients participate in an 8-12-week monitored exercise program using treadmills, seated steppers, stationary bikes, Schwinn AirDyne, arm ergometers and weights. Phase II also includes educational sessions covering stress management, cardiac risk factors, and low-fat eating. To help patients learn how to read food labels and shop for low-fat foods, a supermarket tour is included in this phase. Phase III enables patients to keep performing the same activities as in Phase II, but unmonitored. To offer continuation of the healthy lifestyle, Phase IV is offered at the hospital's medically supervised fitness center.

SMH's Pulmonary Rehabilitation Program is for the patients that are limited by pulmonary disease or lung surgery. Patients participate in activities to help preserve breathing capacity, decrease hospitalizations, and improve quality of life.

The certified Cardiac/Pulmonary Program at Southeast Missouri consists of 11 employees. On the team are five Registered Nurses, three Dieticians, a Respiratory Therapist, an Exercise Physiologist, and a Counselor. Our team operates three locations in Southeast Missouri. The main center is located in Cape Girardeau, with the outlying centers in Sikeston and Dexter. At our Cape Girardeau site, we monitor patients in an outpatient gym and act as the monitoring station for our other transtelephonic sites.

We have utilized ScottCare since 1996 and currently have ScottCare's TeleRehab Advantage System. ScottCare has allowed us to reach out to other counties by monitoring patients via a transtelephonic system. Approximately 50% of all cardiac admissions at Southeast Missouri Hospital are transferred in from other facilities so the transtelephonic option is a perfect fit. We are able to monitor five patients in the Cape Girardeau gym, while tele-monitoring another five patients from our satellite locations. In 2006, there were a total of 276 new patients monitored: 122 patients from our main gym, 84 from our Dexter location and 70 from our Sikeston location, for a total of 5380 outpatient monitored exercise sessions.

Southeast Missouri's Cardiac/Pulmonary Rehabilitation Service is well known and consulted by surrounding communities thanks to the transtelephonic technology. Program manager Vicki Frank feels the service provided by ScottCare has been exemplary and the consistency of staff is priceless. When we moved from one building to another, a ScottCare representative was available to offer a helping hand. As we added outlying facilities there has always been a ScottCare employee to see us through equipment set-up and training employees. If we ever experience technical difficulties, tech support is only a phone call away. And when support over the phone wouldn't fix the problem, a repair was completed in 24 hours! ScottCare has proven to be not only good in sales, but also in service. I guess you could say ScottCare really "Cares"!



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