

Title	ADASTRA AREMOTE TOUGHBOOK – WORKING GUIDELINES			Number	A04
Effective From:	01.05.09	Duration:	No end date	Review:	01.04.2025
Author:	Andrew Savage			Version:	1.9
Other Ref:	Toughbook User Manual				
Contacts:					

Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

DATE	CHANGE	CHANGED BY
19.05.16	Reviewed, no change	PM
10.04.19	Reviewed, no change	AS
11.04.22	Reviewed, updated storage section	AS

Introduction

V3 Aremote is a separate Adastra software module designed to work in a semi-connected mobile environment using a portable Windows based computer. It enables mobile clinicians to receive case information from the centre whilst on the move, and to record encounter outcome information which is then automatically retrieved by the main Adastra system.

Case Receipt

On the mobile device an audible alert will be heard as a new case arrives at the v3 Aremote. Each case should be acknowledged and updated at each stage so that the v3 Despatch module at Head Office shows the most current information.

The patient's case details can be reviewed, the consultation details recorded and drugs prescribed and issued all at the point of care, helping our organisation manage its distributed case load more effectively, and better supporting the clinician in the field.

The device is not connected to a printer so a case sheet cannot be printed automatically. All information can be directly inputted onto the Adastra system using the Adastra Toughbook.

It is important to remember to log off each time there are Driver/Clinician handovers and shut down the Toughbook completely when it is to be stored away in the safe.

Storage

The Toughbook will be stored in the driver's room at Aston Bourne Road when not in use. During the mobile session, the M/P Clinician will take full responsibility of the Toughbook whether they are in the duty vehicle or treating a patient in their own home.

Security

The v3 Aremote database stores minimal data. There is no case information retained at the v3 Aremote once the software is shut-down. Aremote stores certain key information in its own local database, meaning that important case information is still available to the clinician even when the device is out of the coverage area. Head office staff can flag a device as lost or stolen from the main v3 Despatch module (causing Aremote to immediately shut down and preventing it being restarted). They can also tell at a glance when each device last connected; whether the device user has received a specific case; which cases they have acknowledged as having read; and how many cases are outstanding. All communications traffic between the mobile device and the controlling centre is encrypted, using the same secure technology that banks use for their online banking services.

Health & Safety

Using the device while on the move

It is recommended that the device is only to be used whilst the duty vehicle is stationary. While the duty vehicle is on the move it is advised that you store the device in a safe position to prevent it causing further injuries should you be involved in a RTA.

Taking the device into a patients house / out of the car

It will be the responsibility of the Duty Clinician to assess the safety of the device when entering a dwelling.

Charging the Device

Whilst the Toughbook is not being used it will remain on charge at the PCC. The lithium ion battery is quoted by Panasonic as having an operating time of approximately seven hours, though this will depend on use. Adastra recommends and supplies a spare battery, charging cradle and in-car cigar lighter charger as standard, this will be stored in the duty vehicle and can be used as and when necessary.

Fault Reporting

All faults should be reported to the Adastra Support Desk on 01233 722 707 via the Duty Team Leader. Adastra has the ability to connect to the Aremote device using 'Go To Meeting'. This secure connection allows Adastra to dial into the Toughbook to determine the cause and remedy of the reported fault.

Fallback Procedure

In the event of total failure of the Adastra Toughbook the M/P Clinician can revert to using the Home Visit pads (paper based system), the visit co-ordinator will need to be informed as they may need to withdraw cases from the Toughbook and resend them manually to the despatch location, this process will remain in place whilst the Toughbook is offline as a contingency for service continuity.