



Gentell[®]
We make it better

Fastcare[™]

User Manual

Updated 5/20/13

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WHAT IS FASTCARE?

Fastcare is a wound product ordering, documentation and reporting system that operates on tablet computers connected wirelessly to secure servers. Fastcare generates reports required for government compliance, sends orders instantly to wound care product suppliers, and enables nurses to get advice on wound treatment by sending wound images to remote certified wound specialists. Fastcare is designed to improve patient care, speed up treatments, reduce costs, and ensure compliance with government standards.

SUPPORT

Please contact Gentell or your Gentell Representative. Fastcare support information is also available on the Gentell web site at www.gentell.com

Gentell
2701 Bartram Road
Bristol, PA 19007
215-788-2700
EMAIL: info@gentell.com

REQUIREMENT FOR A WIFI OR VERIZON CONNECTION

Fastcare **requires** a wireless connection in order to function. Please ensure that your Wifi or Verizon connection is available prior to contacting Gentell support.

A "HARD BOOT" IF YOUR TABLET HANGS

Occasionally, tablet computers will "hang" just like a desktop computer. To re-start the tablet, hold down the **Up-Volume** key on the side of the tablet and simultaneously hold down the **Power** button until the device re-starts. This will clear the current memory, but most of your recent information should already be saved on the Fastcare server.

BROWSER SUPPORT

On a computer, Fastcare is supported on Google Chrome and Firefox. On a tablet, we use the Surefox browser, which limits browsing to authorized Fastcare functions.

THE FASTCARE TABLET

Fastcare is optimized for Motorola Android tablets with a Wi-Fi or Verizon 3G or 4G connection. Supported tablets include the Motorola Xoom and the Motorola Xyboard devices. The system operates on a secure server that receives the data immediately from the tablet; no information is stored on the tablet itself.

CHARGING YOUR FASTCARE TABLET

Each Fastcare tablet includes a wall charger with a unique connection that plugs into the bottom of the device. Recharging the tablet each night should provide plenty of power for the next day.

TURNING ON YOUR FASTCARE TABLET

Your Fastcare tablet has two modes for turning on and off: (1) screen mode and (2) “all-the-way-off” mode. Since the device can take several minutes to turn “all the way off” and on, we recommend that you simply tap the **On/Off** button to turn the screen off and on. The first time that you turn your tablet on, press and hold the **On/Off** button.



START THE PHOTO APP

Your Fastcare Tablet contains a photo app that must be started each time the tablet is turned on from an “all-off” state. When the tablet starts up, (1) tap the **send_pics.py** in the upper left, (2) tap the **black screen** icon and then (3) tap the **Home** button at the bottom left of the tablet.



TABLET CONTROLS

The bottom of the screen has two very useful buttons: the **Back** button and the **Home** button. Tapping on the Back button will take you back to a previous screen or will down a menu that you may have mistakenly tapped. The **Home** button will bring you back to the “home” or main screen (see below.) Your Fastcare tablet will continue to run Fastcare even though you may not see it; just tap the Home button and the Fastcare button to return to Fastcare at any time.



Bottom of Xyboard Screen

THE FASTCARE HOME SCREEN

The first screen you see is the Fastcare “Home” screen. It contains the Gentell logo and a number of icons that can be tapped to launch the applications below. These are the only applications that will function on the tablet, which has been locked down with software called SureLock to prevent the tablet or the browser from running unauthorized applications.

THE FASTCARE ICON

Tapping on the first icon on the left will load the Fastcare web site.

TALK ICON (TELECONFERENCING)

Your Fastcare tablet has two cameras: one that faces the user and one that faces away from the screen. Tapping on the second icon from left called “talk” will access Google Talk, a teleconferencing service that will enable you to contact Gentell nurses and hold a teleconference using the camera that faces the user. You can also share wound images by using the camera that faces away from the screen. Complete instructions for using Google Talk are provided in this document.

ADOBE READER ICON

The Adobe Reader can be used to read PDF documents about Fastcare or Gentell products that may be on your tablet.

GMAIL ICON

Each Fastcare tablet is linked to a Gmail account such as **fastcare284@gmail.com** where information is backed up. This account can also be used to forward email to your tablet.

SETTINGS ICON: ESTABLISHING A WIFI CONNECTION

The settings icon should **only** be used to connect to a local Wifi system. **Changing other settings in your system may interfere with Fastcare functions.** To establish a Wifi connection in a new location:

- Tap the **Settings** icon.
- Tap the Wifi **ON** button.
- Tap on the name of your network on the right. (If no network is available, you cannot make a Wifi connection.)
- If necessary, enter the “key” to your network and tap OK or Enter.
- Tap the Home button at the bottom of the screen.

BROWSERS

Fastcare works with the Surefox browser, which only allows access to authorized Fastcare web sites and applications such as gentellfastcare, teleconferencing and gentell.com

HOW TO USE FASTCARE

NAMES OF FASTCARE SCREENS

Every Fastcare screen is labeled in the upper left corner so that you can easily identify it in this manual or when asking for support. For instance, the login screen is labeled, “Login Screen.”

LOGGING INTO FASTCARE

You can log into Fastcare here: www.gentellfastcare.com

or through links on the home screen at Gentell: www.gentell.com

Gentell Fastcare Login About Help

Login Screen

Email

Password

Remember me on this computer

[Forgot password?](#)

New Customers:
Please choose one:
[Nursing Home](#), [Hospital](#), [Home Health Care Agency](#), [Woundcare Center](#), [Pharmacy](#), [Distributor](#),
[Assisted Living facility](#), [Long Term Care Facility](#), [Export Customer](#), [Podiatrist](#), [VNA](#),
[VA Medical Center](#), [Consumer](#)

Log into Fastcare by entering your email and your password, and then tapping the **Enter** button. Your Gentell representative, Director of Nursing, or Administrator will supply you will a password for your facility.

If you have forgotten your password, tap **Forgot password?** Enter your email address and, if your email address is in Fastcare, your password will be sent to that email address.

ADDING PERSONNEL AT YOUR FACILITY

You can add personnel to your facility if you have management “permissions” in the system – for instance, if you are the Director of Nursing or Administrator. (If you do not have these permissions, the following buttons will not appear on your screen.)

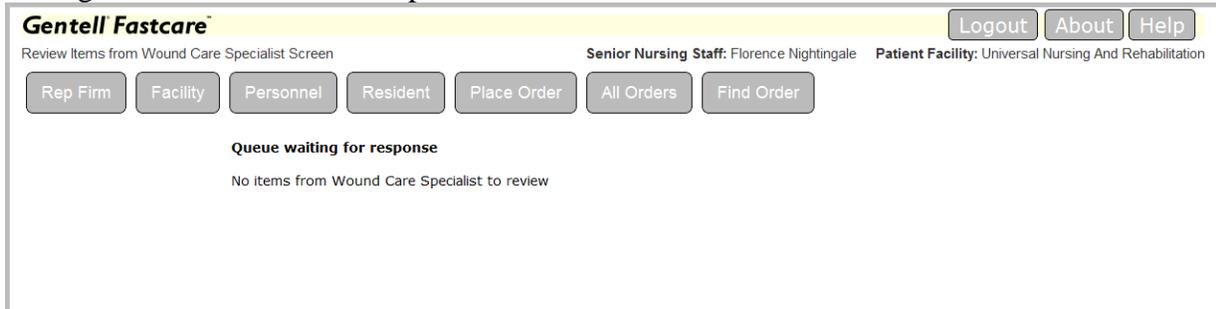
To add personnel: (1) tap the **Personnel** button at the top of the screen and (2) tap the **Add Facility Person** button. (See illustration on the next page.) On the next Fastcare screen, add the person’s name, email address and other information. You will also need to invent a **password** such as FC829-T5. Do not make the password a single word or something like 1234 because it

may expose your data to unauthorized users. Write down the password so that you can give it to the new user.



THE FASTCARE REVIEW SCREEN

When you first log into Fastcare, you will see the Review screen, which displays responses and messages from a Wound Care Specialist



If the list is empty, there are no items to review.

If there are many items in the list, the older items are at the top because they have waited the longest for your attention. To review the newest items that might be off the bottom of the screen, drag your finger from the bottom of the list to the top: the list will scroll up and down.

To view any recommendation in the list, tap the **Show** button at the beginning of the recommendation.

FASTCARE HIERARCHY

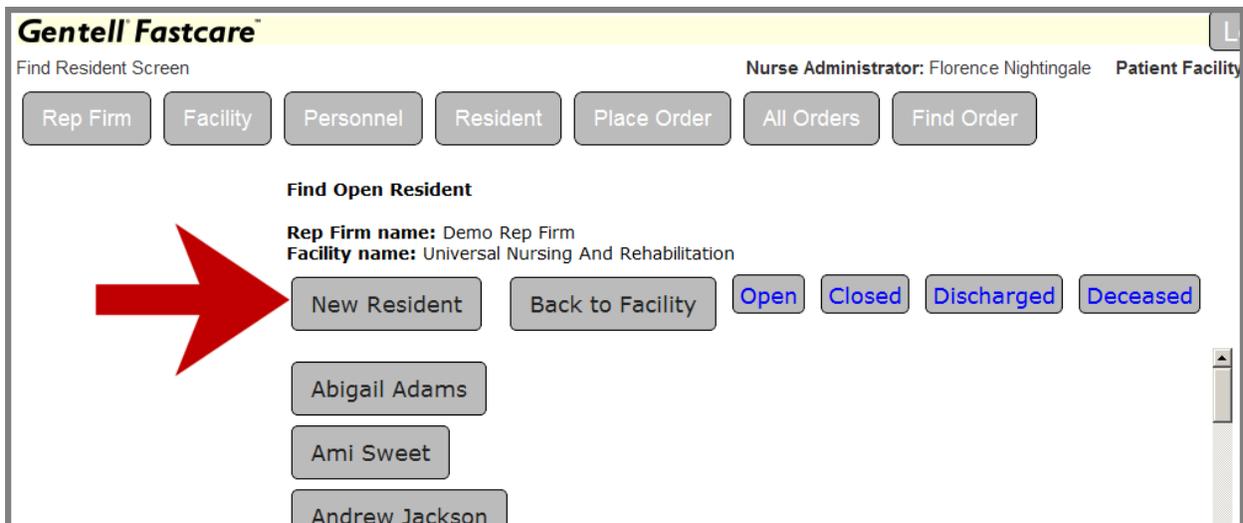
Fastcare enables multiple groups of people to interact in a hierarchy that provides different information to people depending on their need. For instance, rep firms can establish facilities, but rep firms cannot “see” resident information. (It would be a violation of HIPAA for anyone other than medical personnel to see patient records. Gentell’s complete HIPAA policy is posted on the bottom of the Gentell web site.) Nurses in one facility can see the records of residents in their facility, but not in other facilities.

The buttons at the top of the each Fastcare screen reflect this hierarchy: tap **Rep Firm** to find the name of your representative; tap **Facility** to edit your facility data; and tap **Personnel** to add Personnel. Only senior facility personnel can add personnel or edit facility data.

EVALUATING RESIDENTS

ADDING A NEW RESIDENT

Tap **Resident**, then the **New Resident** button, and fill in the fields.



EVALUATING A WOUND

1. Tap **Resident**.
2. Choose a resident. Scroll up and down the list of names by dragging your finger up and down the list. When you find the name you want, **tap on that name**.
3. Tap the **Evaluate Wounds** button.



- (1) Choose a wound from the left column or go to the bottom of the list and tap **Add New Wound**. You can inspect the last wound report or, if you would like to add another report for that wound, (2) tap on the green **Evaluate Wound** button.

- Fill in the **Evaluate Wound** form. Fields with asterisks **require** information for Fastcare reports: you cannot proceed unless all of these fields are filled in. If you choose “Other – See General Comments,” add your comments to the **General Comments** field.

- Scroll down the Evaluate Wound form to see a group of wound care products that you can choose with a single tap. If you change your mind, tap the product again. When you are finished tap on **Save Observation** or **Cancel** at the bottom of the form. (If you are using a computer, you may need to press the **PageDn** button to reach the bottom of the form.)

Calcium Alginate	2x2	4x4	12" Rope	Foam Bordered	4x4	6x6	4" Split
Calcium Alginate Ag (Silver)	2x2	4x4	12" Rope	Foam Non-Bordered	2x2	4x4	4x5 Split
Collagen	2x2	4x4		Hydrocolloid Bordered	4x4	6x6	Non-Bordered 2x2
		Wound Cleanser		Transparent Film	4x5	2x3	
Oil Emulsion	3x3			Gauze Pad	5x9	Ex: ABD	
Petrolatum Gauze	Vaseline 3x9	Xeroform 5x9		Non-Adherent Pad	2x3	3x4	Ex: Telfa
Iodoform Packing Strip	1/2"	1"		Roll Gauze	4.5"	Ex: Bulkee or Kerlix	
Plain Packing Strip	1/4"	1"		Stretch Gauze	3"	Ex: Kling	
Compression	Tubigrip E	Ace Wrap		Tape Paper	2"	Silk Cloth 2"	
Cohesive Bandage	3"	6"	Una Boot 3"	Hy-Tape (pink-tape)	2"	Mefix 2"	

Freq. of change	Other Freq.	Certification Period
QD		30
Other Products Requested		
<div style="border: 1px solid black; height: 40px;"></div>		

Freq. of change	Other Freq.	Certification Period
QD		30
Other Products Requested		
<div style="border: 1px solid black; height: 40px;"></div>		

- When you are finished evaluating all wounds for this resident, tap on the **Patient Done** button at the top of the screen.
- The Review Wounds and Order screen is presented. (1) Leave the **Yes** in the **Place Order** column, or tap Yes to turn off this order. (2) Tap **Confirm** to continue or **Cancel**.

Review Wounds and Order

Facility Name: Universal Nursing And Rehabilitation
Patient Name: Abigail Adams

Wound Location	Last Ordered on	Same as Previous Order	Place Order
right arm	08/26/2012 1 days ago	No Show Previous Order	1 <input type="button" value="Yes"/>

2

FINALIZING EVALUATIONS AND ORDERS

This is an important step that tells Fastcare that you are finished your evaluations and are ready to place your orders. In earlier versions of Fastcare, orders were placed immediately. However, we learned that, in the hubbub of the real world, the original data might require corrections. The “Finalize” step gives you time to edit data from a wound round before saying, “I am ready now to record these evaluations and place these orders.”

- Tap on Facility.

- Find your facility and tap on the **Finalize Eval/Orders** button.



- Tap on **OK**.

Your orders have been finalized.

CLOSING A WOUND

In the final Wound Evaluation, set the **Tissue Type** to **Closed/Resurfaced**. Tap the **Save Observation** button at the bottom of the form.

The image shows a screenshot of the "Evaluate Wound" form. The form has several fields: "WOUND LOCATION *" (right foot), "TYPE OF WOUND *" (Surgical), "THICKNESS/STAGE *" (III), "TISSUE TYPE *" (Closed/Resurfaced), and "EVALUATION DATE - MM/DD/YYYY" (08/27/2012). Below these are fields for "LENGTH (CM) *" (8), "WIDTH (CM) *" (3), "DEPTH (CM) *" (1), "TUNNELING" (No), "DEPTH (CM)", "EXUDATE AMOUNT *" (None), "EXUDATE TYPE *" (N/A), and "EXUDATE COLOR". A dropdown menu for "TISSUE TYPE *" is open, showing options: Necrotic, Slough, Granulation, Epithelial, and Closed/Resurfaced. A red arrow points to the "Closed/Resurfaced" option.

RE-OPENING A WOUND

Only users with Admin access have this ability.

- Get the facility name, resident name and wound location
- Go to that facility
- Choose the resident.
- Click on the wound location (It should have a red **closed** on it)
- Above, you will see a 'Reopen wound' button
- Click the button and confirm the action.

You have just reopened the wound. The wound data will be complete when it is evaluated and finalized, but, until then, it will show as an open wound.

REQUEST A TREATMENT RECOMMENDATION

Choose a wound in the Resident's record, type a comment, and tap **Ask Wound Care Specialist**.

Length / Width / Depth: 3.0 / 2.0 / 1 cm

Undermining: No
Tunneling: No
Thickness/Stage: II
Odor: No
Drainage Amount: Light
Debridement Type: Chemical
Wound Bed: Granulation
Primary FOC: QD
Pri. Dispensing Period: 30
Treatment:

Type of Wound: Venous
Pain: No
Drainage Type: Sero-
Debridement Date:
Wound Edges: Rolled
Secondary FOC: QD
Sec. Dispensing Period: 30

Tissue Type: Granulation
Drainage color:
Surrounding Skin: Callous

Abigail Adams 05-20-2011
Abigail Adams
65

Take Wound Picture

Show (Refresh) Pictures

General Comments and Observations:

Wound pictures:

Comment to Wound Care Specialist:
This is where you can write any comments or special concerns about a wound, and then ask specific questions that will be sent to Gentell wound care specialists.

Ask Wound Care Specialist for Recommendation

CHANGE THE STATUS OF A RESIDENT

1. Choose a Resident and tap **Edit Resident**.

Resident Information

Abigail Adams 05-20-2011

Edit Resident Resident Facesheet Resident Orders Show Facility

Evaluate Wounds

Name: Abigail Adams Gender: Female Patient Status: Open
Date of Birth: 12/24/1924

2. In the Status field on the right of the Edit Resident page, choose a new **status**, and tap the **Save** button at the bottom of the screen.

Status:

Discharged

Open

Closed

Discharged

Deceased

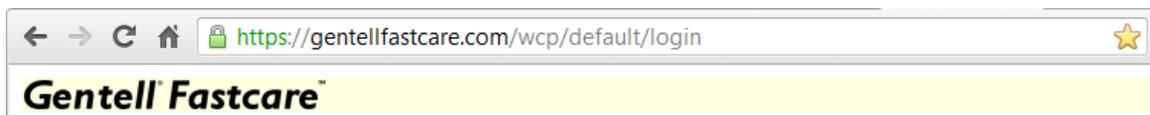
WHAT IF A NURSE LEAVES?

Change his or her password and modify the name to communicate to everyone else: Sharon Brown-RESIGNED This will continue to reflect the name of the person who performed treatments, and will explain why they are no longer available.

GETTING STARTED WITH FASTCARE ON YOUR COMPUTER

Fastcare screens are designed to operate on 10-inch tablets, but can also operate on your computer. The buttons are large enough to accommodate finger-taps on a tablet, but also respond to a mouse clicks on a computer.

1. Fastcare is supported on personal computers on high-speed browsers including Google Chrome and Firefox. Fastcare is not supported on Internet Explorer.
2. If you do not already use a high-speed browser, please search for, download, and install either Chrome or Firefox on your computer.
3. In the browser's address bar, type: gentellfastcare.com This address will take you to the secure Fastcare site, which is indicated by the "lock" on the left side of the address bar.



Fastcare browser bar in Google Chrome

4. Bookmark the site by clicking on the star on the right side of the address bar. This will make it easy to find Fastcare the next time you use it.
5. On the Fastcare login screen, enter your email address and password; then click on Enter button.

FASTCARE ON YOUR COMPUTER – PRINTING

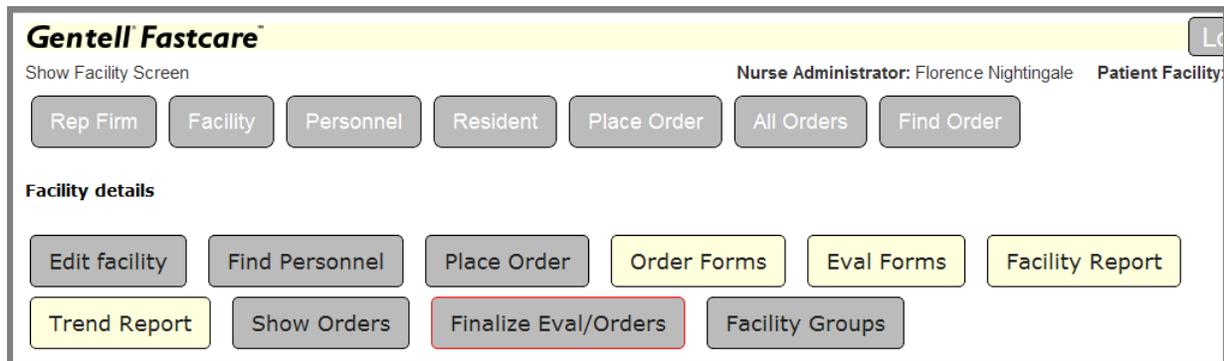
Fastcare reports are designed to print on standard 8.5"x11" paper, and are most easily printed from a computer on your network attached to a printer. Tablets *can* be attached to in-house networks, but we have found that printing is easiest for most of our customers when they print from Fastcare on their desktop computers.

To print Eval forms, Facility Report, and Trend Report, click on the report button. With the report open, right-click in your browser to produce the print option.



PRINTING FASTCARE REPORTS

Fastcare prints four groups of reports: (1) Order Forms for physicians' signatures (2) Evaluation Forms by date (3) weekly Facility Reports and (4) Trend Reports of individual wounds. To print reports, login to Fastcare from a computer with a printer attached, and click on **Facility**. Tap on the yellow report buttons to reach the report of your choice. Note that Trend Reports require more than one wound observation (there is no "trend" with a single observation!)



FACILITY REPORTS

The Facility Report generates facility-wide reports on five different types of wounds: (1) Pressure Wounds (2) Diabetic Wounds (3) Arterial & Venous Wounds (4) Skin Tears and (5) Other Wounds. Click on a weekly date or enter a date in the search field. The figure below shows the data reported for each wound.

Facility Report for 08/27/2012 - Other wounds

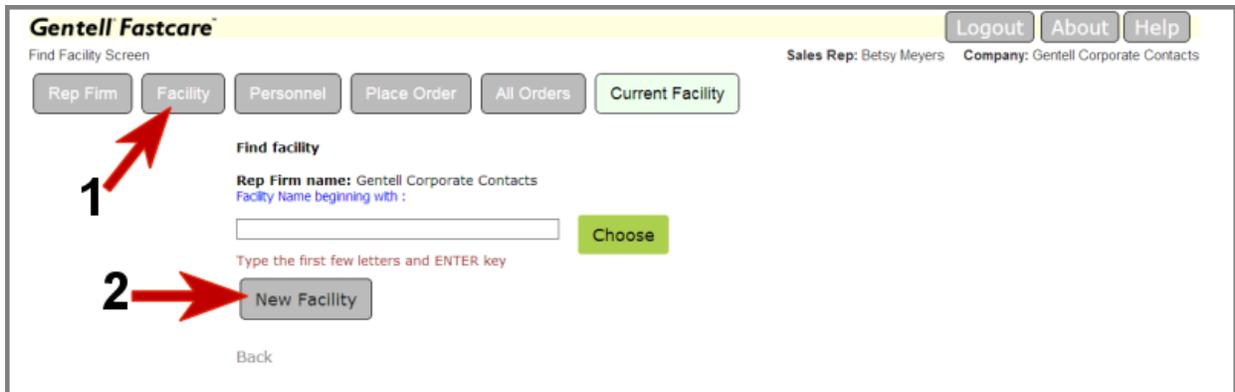
Name	Date First Observed	Admitted	Acquired	Acquired this month	Closed this month	Recurring	Location	Type	Length	Width	Depth	wound bed/peri-wound/ wound edge descriptions	PUSH	Treatment
Adams, Abigail	08/02/2012	1	0	0	0	0	right arm	Surgical	1.3	2.0	0.3		7	hydrogel gauze
Adams, Abigail	1/31/2011	1	0	0	0	0	right arm	Surgical	2.1	4.2	UTD		8	

REP FEATURES – AVAILABLE ONLY TO REPS

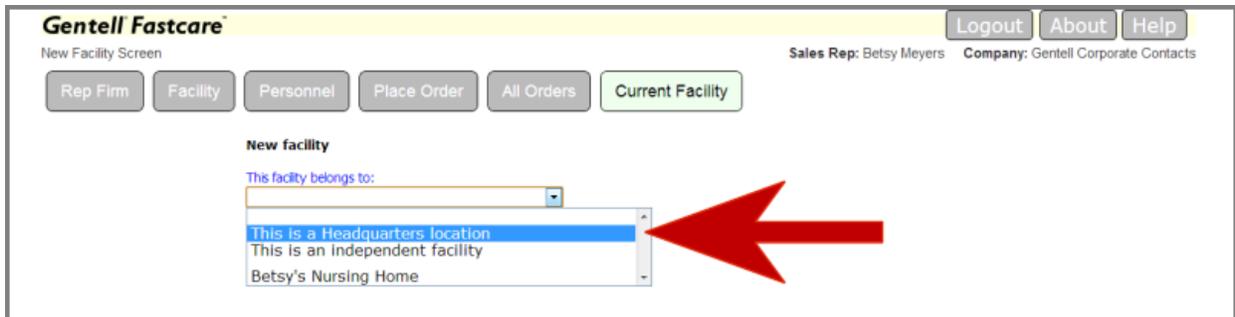
Fastcare features in this section are available only to Gentell reps. Fastcare deliberately restricts functions at every level to create an orderly system (and prevent chaos): for instance, only reps can set up new facilities, and only high-level managers at facilities can set up or remove nurses at that facility.

SETTING UP NEW FACILITIES

To set up a new facility, tap the **Facility** button, then tap **New Facility**. To see your existing facilities you can also tap the **Choose** button, or, if you have many facilities, enter the first few letters of a facility and then tap the **Choose** button.



The first field for a **New Facility** enables you to set up a new chain of nursing homes by defining the Headquarters location. Once you have set the headquarters, you can add additional locations by choosing the name of the nursing home chain from the list. For instance, in the illustration below, you would choose **Betsy's Nursing Home** if you were setting up additional locations for Betsy's Nursing Home. If you were setting up a facility with a single location, you would choose **This is an independent facility**.



Fill out the remaining fields for the new facility and click on **Save**.

SETTING UP NEW PERSONNEL AT A NURSING HOME

Once you have set up a facility, you can add people to that facility. This is a crucial step that defines someone at the facility who will add other facility personnel and place orders. In this step, you will add their email address and create their password, which will enable facility personnel to access Fastcare.

If you have just added the facility, you can click on the **Personnel** button and then the **Add New Person** button. If you are not already “in” that facility, click on **Facility** and choose the facility prior to going to **Personnel**.

INTEGRATING FASTCARE WITH ELECTRONIC HEALTH RECORDS

Fastcare is a powerful cloud-based wound recording system that can interface with EMR systems that provide an Application Programming Interface or API. If you would like your EMR system to interface with Fastcare, please arrange a teleconference between Gentell and your current EMR provider.

TELECONFERENCING

MAKING A VIDEO CALL WITH GTALK

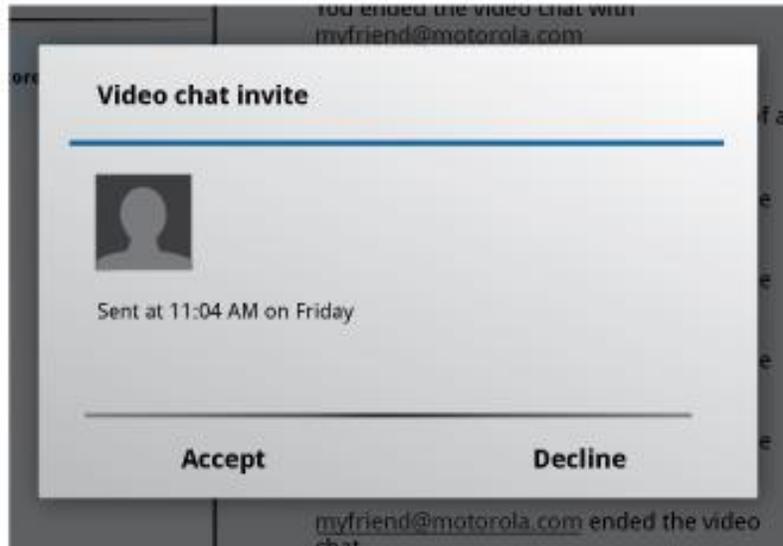
Your Fastcare tablet is labeled in the home screen with a “Fastcare” gmail address: for instance, fastcare284@gmail.com Anyone who teleconferences with you will use that address to contact you or accept your invitation.

To make video call from your Fastcare Tablet using Google talk, follow the steps below.

1. Establish a teleconference with your Gentell nurse ahead of time so that your nurse is available and is prepared to accept your teleconferencing invitation.
2. From the Fastcare home screen, tap the **Gtalk** icon.
3. In your chat list, select the contact you would like to call.
4. In the chat window, touch  to make a video call.

Tip: Look for these status icons beside the names of your Google talk contacts: =  available for video chat,  = offline.

When someone invites you to a **video chat**, tap **Accept**.



Note: Tablet contacts are not automatically loaded as Google Talk contacts. You will need to add contacts to Google Talk separately. You will need to send a chat invitation to the person you wish to Video chat with. To send a chat invitation, tap the + icon locate at the top right corner of Google talk screen, enter the person's email address and tap **Send invitation**.

CONDUCTING A TELECONFERENCE: CHOOSING A CAMERA

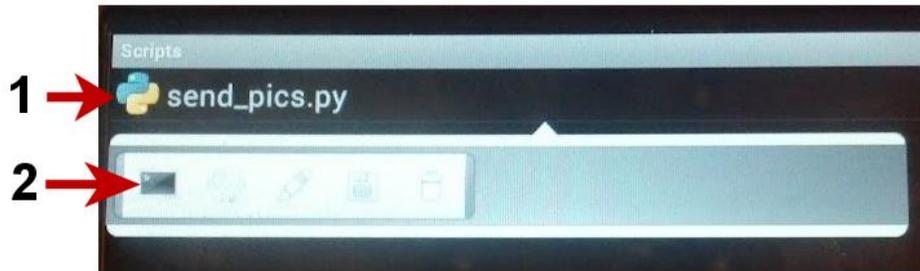
During the teleconference, you may want to use the rear-facing camera to display a wound. Tap in the upper right corner of the screen to produce a new menu of icons. To change cameras, tap the **camera** icon. You will show the person with whom you are teleconferencing the image facing away from the Fastcare tablet. To turn the camera back toward you, repeat the process of switching cameras.

MORE SUPPORT

CAMERA IS NOT TAKING PICTURES

1. To take photos from Fastcare, go to the **Home** screen, scroll right by dragging your finger on the screen, and tap the icon marked, **Browser**.
2. Tap on the **Home** icon, then drag left to see the **camera** icon or check the camera icon in **Apps..** the camera should be set to: **Store location to On, Focus mode to Auto, Exposure to 0, Picture size to 3M Pixels, and Picture quality to Fine.**
3. While in the camera screen, make sure that your tablet is using the correct camera for photos (NOT the camera facing you.) Find the camera icon with the circular arrows and tap on it until the image from the rear-exposed camera shows on the screen.
4. Ensure that the camera app is running. (1) Tap the **Home** icon (2) Drag the screen right until you see the **SL4A** icon. (3) Tap the **SL4A** icon. (4) Tap the **send_pics.py** in the upper left, (5) Tap the **black screen** icon and then (3) Tap the **Home** button at the bottom

left of the tablet.



Top left of start-up screen

CONNECTION SLOW, DATA WILL NOT ENTER, UNEXPECTED PROBLEMS

Tablets are like computers in that they slow down or behave oddly if they run out of memory – and they CAN run out of memory simply because background processes or other programs have launched without your knowledge.

1. To reduce the number of programs competing for memory, use the Advanced Task Killer to “kill” programs you are not using:
2. Tap the **Home** button.
3. Drag your finger across the screen to the right, which will scroll to the area on the left of the home page.
4. Tap on **Advanced Task Killer**.
5. Check off the items you are not using, and **UNCHECK** the items you want to **KEEP** – especially gentellfastcare.com, Hacker’s Keyboard, SL4A and anything related to Fastcare.
6. Tap on the bar at the top of the screen that says, “**KILL Selected Apps.**”