



# LAUNCH FOR SUCCESS TOOL KIT

- Fast return on your TIGR investment
- High reliability, availability and serviceability
- Effective utilization of your IT & hospital staff
- Proactive customer service

# GETTING STARTED

## A Successful Launch: Making It Easy

TIGR's Launch for Success Tool Kit will guide you quickly through your implementation process, providing your team with the necessary direction, expert guidance and tools for a successful launch. Using our easy-to-follow checklists and templates, you'll develop a robust, detailed plan that quickly gets your project team up and running.

Using this tool kit ensures a seamless transition to your new system with minimal investment of time and minimal disruption to your business. The TIGR tool kit is a roadmap guiding your implementation, enabling you to achieve faster implementations and increased utilization with lower costs and mitigated risks – saving you time, money and resources.

## Helping Your Team

TIGR's Launch for Success tool kit starts your project on the fast track, defining detailed steps for the entire implementation lifecycle and guiding your team members to a clear understanding of the implementation process and their roles.

## A True Partnership

We are here when you need us. You can count on TIGR Customer Service for product expertise, project experience and in-depth knowledge of the TIGR system. Working closely with your staff, we keep your project on target to meet your objectives. And, we give your staff the requisite knowledge and skills required to maintain and expand the completed system.


## What is TIGR?



TIGR is a fully interactive patient and staff education system featuring automated video-on-demand access to your entire library of educational videos, scheduled play, tests and surveys with the simplicity of a telephone interface. Engineered for easy implementation, TIGR can be effortlessly integrated into your existing television and telephone systems.

The TIGR system server is located on site at the hospital. Multiple sites can be locally joined at the TIGR server to create an enterprise-level system. Since TIGR relies on the hospital broadcast headend system to transmit video content to patient and staff locations, a single hospital site is defined as the logical area covered by a single broadcast headend system.



Throughout the tool kit, this icon  indicates there is important information we need from you to facilitate your TIGR implementation.

# CHECKLIST

TIGR's Launch for Success Tool Kit defines detailed steps for the entire implementation lifecycle. Use this easy-to-follow checklist and accomplish early business results. Simply follow the checklist below to provide the necessary deliverables for a successful implementation.

Please return all completed documentation by fax or email to your project manager.

Your project manager is: \_\_\_\_\_

Email: \_\_\_\_\_@telehealth.com

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

	Deadline
<input type="checkbox"/> Build the Team ..... 4	_____
<input type="checkbox"/> Site Requirements ..... 5	_____
<input type="checkbox"/> Primary ..... 5	_____
<input type="checkbox"/> Remote ..... 6	_____
<input type="checkbox"/> Pre-Installation Survey ..... 7	_____
<input type="checkbox"/> Database Requirements ..... 8	_____
<input type="checkbox"/> Bed & Phone Extension Spreadsheet ..... 8	_____
<input type="checkbox"/> Staff IDs Spreadsheet ..... 8	_____
<input type="checkbox"/> Dedicated TIGR Channels List ..... 8	_____
<input type="checkbox"/> Dedicated Phone Extensions & Direct Inward Dial Numbers ..... 8	_____
<input type="checkbox"/> Video Content ..... 9	_____
<input type="checkbox"/> Promotion & Training ..... 10	_____
<input type="checkbox"/> Customer Support ..... 11	_____

# BUILD THE TEAM

The successful implementation of the TIGR system depends on your project team.



Please provide us with a primary contact at your hospital to help you make the most of your TIGR system. The hospital's primary contact needs to submit the hospital team information at the bottom of this page to your TeleHealth project manager (see contact information on page 3) TeleHealth will send all TIGR related updates and communications to the person designated below

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

TeleHealth will send all TIGR related updates and communications to the person designated above.

## Team Roles

- **Purchasing** champions the implementation of TIGR at your hospital.
- **Engineering** designates the TIGR location and makes sure the physical site requirements are in place.
- **IT** supports the implementation of the system (LAN connection).
- **Nursing/Administration** promotes patient use of TIGR, administers staff compliance testing and develops usage ideas.
- **Patient Education** acquires video content and digital licensing and manages delivery of content to TeleHealth prior to delivery of the TIGR system.
- **Communications** promotes usage; uses the system for hospital marketing and communications to patient and staff.
- **Telecommunications** supports the implementation of the system (PBX connection).
- **HL7** works with TeleHealth in building the TIGR HL7 ADT interface for patient education tracking and reporting (optional).

Team Member	Lead Time	Phone	Fax	Email
Purchasing				
Engineering				
IT				
Nursing/Administration				
Patient Education				
Communications				
Telecommunications				
HL7				

# SITE REQUIREMENTS

## TIGR Physical Site Requirements – Primary Location

### Location

- Climate controlled (65° - 80° F)
- Dirt/dust free and dry (60% relative humidity or less)
- TIGR unit must reside on floor, no water drips or leakage present.
- Adequate space to work around cabinet – cabinet dimensions are 29" (w) X 34" (d) X 78" (h). Allow a minimum of 24" around both sides and back.
- Secure area
- Telephone with extension
- Located on a floor accessible by elevator (TIGR is delivered fully rack-assembled and can not be transported by stairs.)

### Power

- Two duplex 110 VAC outlets on 2 separate 20 amp circuit

### Telephone

- Four to eight digital phone lines in a hunt group – **main line must be DID**
- One analog DID line for system support and maintenance

### Network

- Two Fast Ethernet drops per server to access the LAN (TIGR's primary way to communicate with you through network or fax)
- One inbound VPN connection for system support and maintenance
- Outbound Internet access for remote diagnostics and downloading software updates

### Coax Headend

- Two coax RG6 drops connected to TV distribution network:
  - One outbound connection from TIGR to your distribution system
  - One inbound connection from your distribution system to the TIGR location, so that the broadcast signal can be monitored.

# SITE REQUIREMENTS

## TIGR Physical Site Requirements – Remote Location

### Location

- Climate controlled (65° - 80° F)
- Dirt/dust free and dry (60% relative humidity or less)
- TIGR unit must reside on floor, no water drips or leakage present.
- Adequate space to work around cabinet – cabinet dimensions are 29" (w) X 34" (d) X 78" (h). Allow a minimum of 24" around both sides and back.
- Secure area
- Telephone with extension
- Located on a floor accessible by elevator (TIGR is delivered fully rack-assembled and can not be transported by stairs.)

### Power

- Two duplex 110 VAC outlets on 2 separate 20 amp circuit

### Telephone

- One or more digital phone lines configured in a hunt group (Consult with your project manager to determine how many lines are required at each remote site.)

### Network

- Two fast Ethernet per server drop from the hub-on switch to your LAN
- One static IP address if encoder located within TIGR system
- Two static IP addresses if encoder located outside of the TIGR system

### Coax Headend

- Two coax RG6 drops connected to TV distribution network:
  - One outbound connection from TIGR to your distribution system
  - One inbound connection from your distribution system to the TIGR location, so that the broadcast signal can be monitored.

# PRE-INSTALLATION SURVEY

The Pre-installation survey helps us deliver expert service to help you manage and maintain your TIGR system. The survey data assists us in our technical assessment of your unique situation and allows us to provide a customized configuration and performance analysis ensuring a successful implementation.



Please return this completed form by fax or email to your project manager (see contact information on page 3).

## Network:

Does your network infrastructure have a virtual private network or firewall that will allow for remote TIGR diagnostics over the Internet?  Yes  No

## Telephone:

Provide information below for each site.

What type of phone switch do you currently use (e.g., Meridian; NEC; Rolm)?

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What manufacturer model number/type? What firmware version?

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Is your phone system supported internally or externally by a telecom company?  Yes  No

If so, which one? \_\_\_\_\_

Phone: \_\_\_\_\_ Contact name: \_\_\_\_\_

## The information below must be completed by the hospital's primary contact.

**Designated TIGR Location** Hospital: \_\_\_\_\_

*NOTE: this location must be accessible by elevator because the TIGR system is delivered assembled in an enclosed cabinet.*

**Primary Site** Building: \_\_\_\_\_ Room number: \_\_\_\_\_

Floor: \_\_\_\_\_ Unit: \_\_\_\_\_

Approved by: (Print name) \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Remote Site** Building: \_\_\_\_\_ Room number: \_\_\_\_\_

Floor: \_\_\_\_\_ Unit: \_\_\_\_\_

Approved by: (Print name) \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# DATABASE REQUIREMENTS

Setting up your TIGR system requires information from your hospital: bed location so patients can access TIGR via the telephone; staff IDs so your staff can access educational material and reports; and a channel list to set up your educational channels.

Our team will help you prevent and minimize risk, improve uptime and ensure rapid and effective development of your TIGR system by configuring your database with the information requested below.



Your TeleHealth TIGR project manager will email spreadsheet templates to your primary contact. We will import the data from these spreadsheets into your customized TIGR database.

Please complete and return the Excel spreadsheets described below as an email attachment (or by fax) to your project manager (see contact information on page 3) at least two weeks prior to shipment of your TIGR system.

## Complete Bed and Phone Extension Spreadsheet

A sample bed list includes **points-of-care, room numbers, bed numbers and phone extensions** in Microsoft Excel spreadsheet format. TIGR requires this information for programming requests via telephone. (For ADT installations, use your existing ADT structure when you submit your points-of-care list to us so that the list mirrors your system. This allows us to successfully integrate the two systems.)

## Staff IDs Spreadsheet

An Microsoft Excel spreadsheet of **staff IDs** is recommended for all staff who order videos for patients, as well as for generating reports on staff members who complete surveys. Please submit your staff data in a consistent format composed of 4-12 characters with no leading zeros.

## Dedicated TIGR Channels List

Please specify the **channel numbers** you have reserved for TIGR use.

## Dedicated Phone Extensions & Direct Inward Dial (DID) Numbers List

Please specify:

1. **Phone extensions** for TIGR use in a hunt group: \_\_\_\_\_
2. **Lead number** in hunt group: \_\_\_\_\_
3. **Analog DID phone number** for remote diagnostics: \_\_\_\_\_

# VIDEO CONTENT

Gathering the video content to run on your server is an essential component of preparing for your TIGR system. Since TIGR digitally encodes your content for playback over a headend system, you must acquire digital rights from the appropriate video licensor.

## The TIGR content acquisition process involves:

- Gathering existing video content, in DVD or VHS format, from different hospital areas and obtaining the digital licensing rights for that content.
- Purchasing new video content digital rights if needed.
- Shipping your video content, in DVD or VHS format, to TeleHealth Services for digital encoding.

Prior to shipping your TIGR system, our team will load and test your video content on your server. Please arrange to have your content arrive at TeleHealth **at least two weeks** prior to shipment of your TIGR system. To arrange shipment and for any content acquisition questions, please contact TIGR Customer Service at 800-535-2459 or email [tigrsupport@telehealth.com](mailto:tigrsupport@telehealth.com).



# PROMOTION AND TRAINING

During our two day on-site training program, you will learn how to:

- Maintain the TIGR Database
  - Add a video
  - Add a point-of-care
  - Add a bed
- Create and manage a marquee script
- Import, upload and manage videos
- Map channels and videos
- Add notification contacts
- Route notifications to printer and email
- Create a test and survey; link the test to a video
- Schedule video content to play at regular intervals
- Generate reports
- Schedule surveys
- Start up and power down
- Troubleshoot
- Provide in-service training to test and access the system in the patient room

On the last day, schedule 30 minute sessions throughout the day for nursing administration training. These demonstrations and system walk-throughs provide your nursing staff with the knowledge they need to fully utilize the system and promote usage in your hospital.

## Coming Soon!

TeleHealth is creating instructional videos and PowerPoint training guides for use with your patients and staff. You will have access to these tools through a special **TIGR Customer Care Center** developed for the Web. This user community will give you instant access to FAQs, bulletins, training tools, a forum for exchanging ideas with other TIGR users and more. TeleHealth will send you additional communications soon about this exciting customer care center.



# CUSTOMER SUPPORT

At TeleHealth, we are committed to providing you with a complete patient entertainment and education system. Whether you use our services, help-desk support, remote assistance or let us manage your TIGR system, we can help you select and implement the service level and process that best suits your unique business situation.

Our regular customer support business hours are 7:00 a.m. to 9:00 p.m., Monday through Friday, Eastern Standard Time (EST). For emergencies, on-call TIGR Support is available Monday through Friday from 5:30 p.m. to 10:00 p.m. EST and on Saturday and Sunday from 8:30 a.m. to 10:00 p.m. EST at 800-535-2459.

Your new TIGR system comes with a two-year warranty on all parts and labor, including hardware and software. During your initial year of service, you will receive all released upgrades free-of-charge.

When your initial service period expires, we encourage you to invest in our service renewal package for continued service. Please contact your sales representative or speak to our service staff to learn more about the features and pricing of this extended service package.



# PRODUCT ASSURANCE

**TeleHealth assures the successful and timely build of your TIGR system by:**

- Loading and configuring host server with OS, database and application including programming hospital extension list (includes room number matching for ADT installations)
- Encoding hospital-provided content
- Loading and configuring digital file server
- Mounting and installing hardware in cabinet
- Providing complete cabinet wiring, data and power
- Loading and testing digital video files, hospital-provided content and hospital marquee
- Testing video-on-demand (VOD), scheduled play and survey/exam functionality
- Running system continuously for 72 hours (initial system burn to test for component integrity and early life failure)
- Testing VOD, scheduled play and survey/exam functionality for post-burn operation
- Performing final system check against system specifications
- Providing documentation and recording serial numbers of all hardware
- Visually inspecting cabinet prior to shipping
- Preparing for and shipping the TIGR system
- Unpacking, installing and testing the system on site
- Training your TIGR system administrator and others to use the system effectively
- Continuing to work with you in fulfilling your patient education requirements



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