



AlwinPro Care Fact Sheet

AlwinPro Care was specially developed for use in hospitals and health care facilities based on many years of tried and tested implementation of the ICT Controlling Software, AlwinPro.

Basic Services

- Check-In / Check-Out
- Identification of a patient using the bar code / insurance card / chip card
- Telephone number transfer (only for certain telephone systems)*
- Patients register themselves via the telephone
- Connection to the hospital information system (HIS)
- Change class of service (only for certain telephone systems)*
- Patient relocation
- Cash report and accounting journal
- Locking of telephones
- Voicemail
- Account balance monitoring
- Advance payments
- Interim bill / Final bill
- Room status
- In-house rate
- Connection to an IP/telephone system (AlwinPro NETWORK is necessary to connect to multiple IP/telephone systems)
- Integrated data backup program
- Schedule management for reports and data deletion
- Location list Germany or Austria
- Multiple currencies, display of net or gross amount
- Overview window for organization chart, schedule management, data sources
- Multistation capability
- Individual creation of forms
- Allocate additional costs (basic charges, device costs, etc.)

Reports

- Outgoing and incoming external connections
- Business, private, project and PIN calls
- Allocation of equipment costs e.g: telephones, fax machines, headsets
- Allocation of services (also via webserver) e.g. PC troubleshooting
- Monitor network carrier invoices
- Report on connection data as confirmation or invoice with VAT
- Itemized invoices, e.g. overview of connections made by individual employees
- Sum reports, e.g. overview of a department's subscriber totals



- Output files: monitor, printer, email (PDF file), text file, invoice, PDF file
- Reports to be executed repeatedly can predefined and started at the touch of a button
- Most important detailed and sum reports as well as forms are predefined
- Automatic reports on schedule and repetition intervals
- Filter for reports (distance zones, ISDN services, telephone numbers)
- Outgoing and incoming, local and network internal connections
- Forms and display formats of the reports can be created freely
- Allocation of access rights to reports
- Display of the connection data in MS Access database or special formats
- Reporting of special and secret connections
- Additional reporting on connection data without call costs
- Random storage (storage of totals with random sample selection)

Organization Structure

- Different depiction of the organization chart
 - Patient list
 - Room occupancy list
- Hierarchical structure of the subscribers (company organization chart)
- Subscriber-based data: name, address, extension, PIN, account number, email, device number
- Allocation of costs (departments, cost centers, subscribers) based on the company organization
- Manual or automatic setup of the organization chart via variable data imports (e.g. LDAP)
- Printout of the company organization
- Access rights to organization areas and data fields are individually definable
- Printout of the organization with customized forms
- Freely definable additional fields

Additional Modules

- Bar code scanner
- Chip card reader – Identify the patient using the chip card (chip card reader)
- Connection to the hospital information system (HIS, converter not included)
- WebServer
- XML/WAP services
- Mobile communications
- Business/Private switch
- LDAP/XIE
- Client-server database
- Data export for banks (DTAUS)
- Error indication
- Equipment costs: direct connection to the telephone system
- Special call types
- Account balance announcement / Login process (ISDN card not included)

Online Reports (Additional Module WebServer)

- Access to the connection data via intranet/Internet using the integrated web server
- Web interface in German and English
- Employee-specific inbox with online access
- Secure access via password-protected login
- Request to change password set in adjustable time intervals
- Automatic management of the web users
- Email addresses are stored in the organization chart
- Security by locking certain subscribers or call types

Mobile Communication (Additional Module)*

- Import of mobile communication data via data medium
- Automatic import of mobile communication data in the EDIFACT format via X.400
- Support the network carriers: Vodafone, T-Mobile, E-Plus as well as O2**

Rates

- Rate profiles with set price, separated by call type
- Costs actually incurred with network carrier settings defined
- Rates for the connections with a markup
- Separated rates by call types (business, private, project and PIN calls)
- Advanced rates for connections, basic charges, device costs, indirect costs, work time
- Interface for the import of extra costs (separate costs) from external customer programs
- Calculation of connection costs according to freely definable network carriers
- Assignment of rate profiles to subscribers

Network Carriers

- Freely definable
- Prices dependent on validity data, distance zone, time zone
- Predefined distance zones
- Price calculation in units or minute prices
- Call basic charges, 2nd price level, currency selection, etc.
- Network carrier supervision

Data Privacy Protection

- Data privacy profiles with privacy specifications, separated by call type
- Assignment of data privacy profiles to subscribers
- Customer-specific encryption of relevant data
- Privacy specifications freely definable
- Deletion or masking of connection information: call, time, duration, destination number, city name



Data Privacy Protection – Restricted Access

- Creation of users with different access rights (cannot be changed in the basic version)
- Access with 1 or 2 passwords
- The Superuser and Master have authorization for all program functions
- The Administrator can edit all the settings (except data privacy and basic settings)
- The User can only make changes in the organization chart and run reports
- Access restrictions, e.g. on weekends or outside work time
- Access restrictions for the organization chart area, subscriber data and report process templates

Configurability

- Activation and deactivation of program functions
- Hide call types not used
- Free selection of connection types to be saved
- Selection of additional fields to be used and freely definable name
- Description of hierarchical structures in the organization chart
- Freely definable call markers
- Individual creation of forms

Services

- Training / Introduction to the program
- Technical support
- Upgrade / Update contracts

* Read about telephone system types in the AlwinPro Care performance features

** Other carriers upon request.

Minimum PC requirements: Depends on the factors that influence performance, for example call traffic and number of subscribers. Minimum requirements for the use of up to 1,000 extensions: Pentium 2.0 GHz, 512 MB RAM, 20 GB hard drive capacity, CD-ROM drive, 17" color monitor (display 1024 x 768 pixel), Internet Explorer 5.0 or higher, USB interface

Supported operating systems: Windows NT/2000/XP/Vista/7, Windows Server 2000, 2003, 2008, network-capable or client-server solution

The reports created with the help of this software product are based on the connection data transmitted by the licensee's telephone system. In tests of certain telephone systems it has been determined that in certain cases insufficient data material is delivered. The Aurenz GmbH does not assume liability that the connection data, which is transmitted from the licensee's telephone system, is complete, correct or up-to-date. Detailed information regarding the different telephone systems can be requested from support@arenz.de. Subject to technical changes and further developments. The information is current as of the publication date.

