An integrated care use case: Benefitting from standards and interoperability in Health and Social Care


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Who we are

2.7m
Connected Care hubs supplied

Tunstall directly monitors
915,000
users globally via 15 contact centres

250
monitoring centres use Tunstall software to monitor 780,000 users

4 M
Users

Technology & Software

Service Provider

51
Countries
What we do

Connected Care Model

CONNECTED HEALTHCARE ECOSYSTEM
CLOUD-BASED SERVICES

BUSINESS SERVICES  DEVICE MANAGEMENT  CONSUMER SERVICES

ENABLING

PREVENTATIVE

RESPONSIVE

Connected Health = Self-care & monitoring
Connected Care = Telecare sensors
Connected Home = Mobile, Social & Digital inclusion

Client alerted if appropriate

Monitoring devices

mylife patient portal

Vital signs and interview answers

Secure data transfer

Monitoring centre
Technical and clinical triage
and video conferencing
Standards Certifications

- **ISO 13485** - Medical devices
- **ISO 9001** - Quality management systems
- **ISO 14001** - Environmental management systems
- **ISO 20000** - Information technology -- Service management
- **ISO 27001** - Information technology -- Security techniques

- **UNE 158401** - Services for the promotion of personal autonomy – Management of the Telecare service.
- **UNE 158301** – Services for the promotion of personal autonomy - Management of the home assistance service
Use case: semantic interoperability in AHA services

Concepts of SNOMED CT

Hierarchy

Concept Relations
Final thoughts