

We at Whzan are committed to supporting you through your digital health journey. Despite the changes with the funding of the Blue boxes we are here to help.

Whzan and North Central London have had a great relationship for years, therefore we would like to offer NCL homes a discount to keep your subscriptions running.

We can offer the subscription for:

£35 plus VAT a month

Or

£45 plus VAT a month with insurance for your devices.

This includes:

- Full use of the Blue Box and dashboard
- Unlimited support
- Unlimited Training
- Monthly drop in sessions

Please note: All device licenses will be switched off on October 31st without intervention

Full use of the Blue box and dashboard



- ❖ This includes access to our wide range of questionnaires and measurements, including falls recordings, oral hygiene assessment and recordings, weight, and many more.
- ❖ Links with PCS and Nourish – Results from Whzan can transfer into PCS or Nourish. If you use PCS or Nourish and wish to integrate the systems then we are on hand to help you set this up. Simply contact support to get started.
- ❖ Resident links to GP's including integration with clinical systems Emis and SystmOne. We can support your GP's to link up their systems with Whzan.

Unlimited Support



Support covers many aspects of the Whzan system, including usage queries and technical issues.

- ❖ **Troubleshooting** - If you have a device that does not seem to be working correctly then please give us a call or email where we can run through troubleshooting to find a solution. Please note that we will try to find a solution via troubleshooting before recommending a replacement.
- ❖ **Replacement – No Insurance** - If a device requires a replacement, then we will need to confirm if the device is in warranty. (The Warranty is 1 year after dispatch) When contacting support please have the kit number on hand. This can be found on the underside of the box lid (i.e A0000). If the device is out of warranty or has been broken, then there will be a replacement cost (see price list for more).
- ❖ **Replacement – With insurance** – The cost of the device is covered in the extra insurance payment. Please contact support with the same information as above.

Support is available between 9-5 Monday – Friday, if you ring outside of these hours then we will receive a notification of your contact and will be in touch as soon as we are next available. If we are very busy and miss your call within those hours then we aim to get back as soon as possible the same day.

Unlimited Training



Training sessions can be booked via email and are held via Teams. This can be for new staff or as a refresher training for those who may not be as confident.

Training can be split into two halves the administrative functions and the Blue box/viewing the dashboard. You can have training on either part or both. Each session lasts roughly 30-40 minutes.

- ❖ Admin training will cover:
 - Adding on your service user
 - How to remove, edit, move a service user
 - How to add on a staff member
 - How to edit and remove staff members.

- ❖ Blue box training will cover:
 - How to log in and take readings using the devices
 - Taking a NEWS2 score
 - Viewing results on the dashboard
 - Printing/downloading those results

It is important to note that **we do NOT cover clinical training**. We cannot show you signs of deterioration, normal and abnormal vital signs readings, NEWS2 escalation pathway and handover using the SBAR.

Monthly drop in sessions



- ❖ We would like to offer a date once a month where we can set up a Teams call where you can join to ask questions, receive support and fill in any knowledge gaps on using the Whzan system.
- ❖ This will be held the last Wednesday of the month at 3-4pm and will be known as 'Whzan Wednesday'.
- ❖ Please let us know if you would like to be added to the attendee list or join the meeting using the link below:

[Join the meeting now](#)

Meeting ID: 325 654 167 696

Passcode: wY6P5z

Please note due to New years day and Christmas day falling on the last 2 Wednesdays in December the meeting will be held on the **18th December 2024**

Price list



Device/consumable	Price
Blood pressure	£60 plus VAT
Pulse oximeter	£145 plus VAT
Thermometer	£55 plus VAT
Thermometer caps (box 300)	£30 plus VAT
Small BP cuff	£15 plus VAT
Large BP cuff	£25 plus VAT
Tablet	£250 plus VAT

Next steps and contacts



If you would like to continue using your Whzan Blue box please contact us with the following information:

- ❖ Home name
- ❖ Kit number (found on the underside of the Blue box lid)
- ❖ An email address to send an invoice
- ❖ An invoice address
- ❖ Which subscription you wish to purchase – normal or insured

We will then be in touch to help set up a direct debit and to unlock your tablet subscription so you can get back to using it.

You can contact us by phone or email at:

Support@whzan.com

Training@whzan.com

01983 817 000 (Mon-Fri 9-5)

We look forward to our continued partnership.