

A photograph of two men in business attire. The man on the right is a Black man with a beard, smiling and looking towards the man on the left. The man on the left is a white man with short brown hair, seen in profile, looking towards the Black man. They are both wearing light blue shirts and dark blue ties. The background is a bright, out-of-focus indoor setting.

kinseed

SwiftCare Frequently Asked Questions

Common questions and answers
for deploying, managing and using
Kinseed's SwiftCare Suite

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SwiftCare FAQs

We've gathered some of the most commonly asked questions and queries about the SwiftCare suite of products below. If your question is still unanswered, just reach out to a member of the Kinseed team who will be happy to help you (contact details below).

General SwiftCare Questions

What is SwiftCare? Who is it for?

SwiftCare is a suite of applications which help anyone working in healthcare achieve their Digital Transformation goals - helping them make the most of their data, make better decisions, and use resources more effectively. SwiftCare contains three main applications (MediLog, MediVue and MediConnect), and an open App Store to allow more specific applications be deployed to those who need them.

How does SwiftCare work? Do I need to install a server or other infrastructure?

SwiftCare is deployed entirely within a secure cloud environment, based on a hardened deployment of Microsoft's Azure services. This means all you need to securely and easily access any of the applications in SwiftCare is a device with a web browser - a Desktop, Laptop, Tablet or Mobile will work just fine. For those working remotely, a native mobile app for iOS and Android devices is coming very soon.

Is my data safe and secure on SwiftCare?

Security is our top priority with SwiftCare - all your data is fully encrypted and protected at rest and in transit, and we choose to use the strongest encryption algorithms available wherever possible. We use a hardened deployment of Microsoft's Azure platform to host our services, and we regularly engage with independent third parties to rigorously test and assess our services, ensuring there are no known vulnerabilities putting your data at risk.

Where is my data held? Can I stay compliant with GDPR (or equivalent)?

Your data is always deployed to a "deployment region" of your choice, based around Azure datacenter locations, and never crosses geographic boundaries without your knowledge or consent. This means wherever your organisation is based, data will never leave your primary country or location, keeping you compliant with regulatory requirements. As an added benefit, this means accessing your data is always incredibly fast and reliable.

How do I buy SwiftCare? Do I need to buy all the applications at once?

The applications in SwiftCare are licensed on an individual basis. You can purchase each application separately, and buy different numbers of licenses for each application within SwiftCare. If you need to use all the applications within SwiftCare, there are bundles and benefits for purchasing multiple applications together. There are also discounts for larger numbers of licenses, for larger organisations.



Do I need a license to use SwiftCare? Is there a free version available?

You can use SwiftCare to view records shared with you for free. Free accounts can only read records which have been shared with you, and cannot make edits - they enable teams to share with experts and consultants who may not already be using the SwiftCare suite. Editing existing data within SwiftCare, creating new records, or using more advanced features like the form builder require a full license for the application being used.

Is there the option to trial or demo SwiftCare before purchasing it?

Yes. There are many options available for demonstrating SwiftCare: our sales team are happy to organise a live walkthrough and guided demonstration (online or in person where available), and on-request a link can be provided to a demonstration environment for you to try features in the environment by yourself. The best first step is to reach out to a member of the team who will help find the right way to get you up and running quickly.

What technology / architecture is SwiftCare built on?

SwiftCare has been developed from the ground up as a secure, modern cloud application, built on the ASP.net Core platform, and hosted on Microsoft Azure. Data is stored in a robust Cosmos DB instance, and we make use of a series of Azure technologies including IoT Hub, Modern Web Application frameworks, and more. This means SwiftCare is ready to help you make the most of modern, responsive, AI-Driven technology.

Is SwiftCare accessible for people with disabilities?

Every element of SwiftCare has been built with accessibility in mind. Our applications are designed to work well with screen readers and assistive input devices, and our front-end makes use of modern technologies built in to the HTML 5 and CSS 3 standards which let users with disabilities understand the content on their screen and work with data in a friendly and accommodating way.

Do I need an IT team to work with SwiftCare?

All the apps in SwiftCare are designed to be as "self-service" as possible. You don't need to be an IT expert to get up and running, and most of the configuration and setup can be performed by anyone with access to a computer connected to the internet. For cases where you may need to involve an IT provider, Kinseed can help with your specific needs, or full integration and developer documentation is available to all customers.

Where can I get help and guidance on how to use SwiftCare?

SwiftCare is very intuitive and self-documenting - most of the actions you need to take should be easy to identify and see by navigating the tool itself. SwiftCare also comes with built-in help, and plenty of documentation for you and your team. Alongside this, all customers of SwiftCare will be able to join a growing community of "power users", where you can share questions, advice and best practices with other customers of the suite.

What's the minimum subscription length for SwiftCare?

All SwiftCare applications allow you to license the application for either a rolling one-month subscription contract, or pre-pay in advance for a year for a discount on cost. You can add more licenses at any time, and if you cancel before your license is up for renewal, you will be able to continue using SwiftCare for the remainder of the time you have paid for in advance.

Can Kinseed see my data in SwiftCare?

SwiftCare is designed so that our engineers cannot see the raw data you use within SwiftCare - only the code used to manage the application. This means you never have the risk of data being leaked or in breach of information security policies. If you need a support team member to help you, they may ask to join a screen share or be provisioned with an account in your tenant, but always with your permission.

Does Kinseed sell or share my data or usage with anyone else?

No, never. Kinseed never shares your usage information or data with anyone else, for any purpose whatsoever, and we never will. We may use anonymised data internally to understand how we can better improve our products and services, or may ask you to take part in a survey to give your opinions on SwiftCare. If you'd like to see more information about this, our privacy policy is always available at kinseed.com/privacy.

Who owns the data within SwiftCare?

You own your data within SwiftCare. Kinseed owns the platform (SwiftCare and all applications within), but the data inside is owned entirely by the organisation and individuals uploading and working with the data itself. If you are planning on uploading material which is copyrighted by someone else, please ensure you have relevant permission from the owner before doing so.

Is there a limit to how much I can use SwiftCare?

No. You can use SwiftCare as much or as little as you want. There is a fair use policy which is agreed to by all users when first purchasing SwiftCare, which ensures you do not upload an extreme or excessive amount of information (such as petabytes of files in attachments), but for the vast majority of users, this limit will never be reached. You have no hard limit to the number of records, attachments, files, data entries or other uploads.

How is data backed up in SwiftCare?

Everything in SwiftCare is backed up on a tiered service - creating hourly, daily, weekly and monthly snapshots to a limit of 2 years for each customer. If you need longer backups, Kinseed can arrange for this to be performed (although there may be a charge for using this service). You can contact Kinseed at any time to roll back your data (this must be approved by one of your service administrators).



How do I get a dump of all my data from SwiftCare?

SwiftCare adheres to data governance and protection laws, including GDPR, which means you always have a right to request your data is exported and sent to you as and when requested; just contact a member of the team, and we will arrange for the best way to get this across to you. Data may be exported and zipped into a format best suited for transport digitally, or posted to you on secure media if it is exceptionally large.

Where can I find the latest information about SwiftCare?

Customers will have the option of being part of our updates mailing list, and you can always find the latest information on SwiftCare at kinseed.com/swiftcare

MediLog Questions

What is MediLog? Who is it for?

MediLog is a tool to store and make the most of your data - with a special focus on organisations working in healthcare. MediLog can store any kind of information you need, but it's strongest when used in a clinical or medical setting. You can use it for huge, complex forms and processes (like building your own patient record or admission form), or something very simple (like a suggestion box) - anything is possible in MediLog.

What are Forms and Records in MediLog?

Everything you store in MediLog is a record in a form. A form is a structure of information you've defined: like a Patient Record, an Admission form, a Referral request, or many others. A record is one entry of data within that form. If you're used to a traditional database system, the analogy is simple: Forms are the equivalent of tables or entities, and Records are the equivalent of rows or documents within those tables and entities.

What kinds of Forms can I build in MediLog?

You really can build anything you can imagine in MediLog. We have a simple rule of thumb to identify what you can build in the tool - if you have a form which is currently completed on paper, or a system which asks a series of questions (data fields), then you can build it in MediLog. All you need in order to get going is a list of data points or questions you want to ask users, and how you want them to be displayed and sorted.

Why should I use MediLog instead of a database like SQL, Dynamics, Oracle, etc?

A traditional database is a powerful option, which really does let you build anything. However, none of the traditional database solutions "know" healthcare out of the box - you have to teach those platforms what you mean by a "heart rate", what values a "blood pressure" field should be between, or how to display a "blood gas reading". MediLog comes with all of those data types preconfigured, so you don't waste time reinventing the wheel.

Am I limited to only use medical data types in MediLog?

No. MediLog allows you to build forms and processes with any data type you need, including all the basics - including text, date / time, number, yes / no, dropdowns, attachments, and more. MediLog does, however, come with a huge number of medically-focused data types, designed to make your life easier when you're designing forms for healthcare... but you're not limited to only using those.

Can I share a MediLog record with someone outside my organisation?

Yes. Every record and view can be shared with a secure sharing link, which gives any other user view access to the record. If it's someone who already uses MediLog, they'll be able to use the full set of features in the tool (if you set their permissions to allow this). If they're not already a MediLog user, they'll be able to see the data you shared with them, but can't edit or change it, or generate custom reports.

What kind of reports can I generate from MediLog?

You can export any individual record to PDF, Excel, CSV or many other common file formats, by clicking the "Reports" button while viewing the record. Alongside this, you can create "report templates", which pull data from multiple records, and export to tables or lists in all the above common file formats. These reports can be exported, or a link shared with others to view them in real time directly in the tool.

Where can I find the latest information about MediLog?

Customers will have the option of being part of our updates mailing list, and you can always find the latest information on MediLog at kinseed.com/swiftcare/medilog

MediVue Questions

What is MediVue? Who is it for?

MediVue is a dashboard application for remote patient monitoring. It lets you have a single, clean, easy to use view of all your patients, and the devices they are connected to - whether they are patient monitors, ventilators, infusers, ECMO machines, or much more. If you're looking for a place to quickly see how your patients are performing in real time, and delve into precise metrics or recorded trends, MediVue is for you.

What kind of data can MediVue display?

MediVue can display data from a range of clinical devices, displaying real-time measures and metrics in a familiar and easy to understand manner. It can display numerics or waveforms where appropriate (for example, for heart rates or respiration), and can average these to display trends over time. MediVue can also connect to MediLog to display relevant information from forms like a patient record or referral report.



What resolution does MediVue data display at?

MediVue displays waveforms and updating numerics based on two factors - the sampling rate of the equipment which is connected, and the display resolution / capability of the device you're viewing it on. If you're viewing waves on a high resolution desktop monitor, you'll see a high definition rendition of the waves being received - while a smaller device like a mobile will scale down the waves as appropriate.

How many patients can I display at once?

MediVue can display multiple patients at once on the dashboard view, and zoom in on one patient at a time. If you're connecting to a large number of patients, the dashboard view will show you a total of 12 patients at once, and allow you to sort or page between those patients. This ensures your device doesn't run out of memory, and makes sure updating metrics are accurate and not lagging too much.

Where can I find the latest information about MediVue?

Customers will have the option of being part of our updates mailing list, and you can always find the latest information on MediVue at kinseed.com/swiftcare/medivue

MediConnect Questions

What is MediConnect? Who is it for?

MediConnect is a small physical device and an associated cloud service which smart-enables legacy clinical equipment. If you have a Patient Monitor, Ventilator, Infuser, ECMO Machine or other clinical device which does not currently support wireless connectivity (like Wi-Fi, 3G, 4G, or 5G), MediConnect can connect to that device and let it transmit data securely back to the rest of the SwiftCare suite.

What kind of devices can MediConnect attach to?

MediConnect can connect to a number of clinical devices, including Patient Monitors (bedside vital monitors, operating monitors and anaesthesiology monitors), Ventilators, ECMO machines, Drug Infusers, and more. MediConnect can connect to any supported device, and works with many vendor's devices - an up to date list of compatible devices is always available from the Kinseed team.

How can I connect MediConnect to my clinical devices?

MediConnect can connect wirelessly (through an 802.11 Ad-Hoc network or Bluetooth) or through a wired connection (RJ-45 Ethernet, USB 1 / 2 / 3 type A / B / C, Serial, RS-232, and other bespoke connections with a converter dongle sold separately). Specific clinical devices may only support specific connection types - please check in advance with the Kinseed sales team whether your device supports your specific connection type.

How does MediConnect send data back to base?

If you're using MediConnect in a fixed location (such as smart-enabling monitors on a ward), MediConnect can use a Wi-Fi network to securely upload data. If you're using MediConnect on the move (such as in the back of an ambulance), it can connect automatically to a mobile data network (over 3G, 4G, or 5G) and jump to Wi-Fi when back at base. Mobile connectivity requires a SIM card and may incur data costs.

What happens when MediConnect is out of signal?

If MediConnect loses connectivity (network problems or if on the move), an on-board storage device will automatically start caching all recorded patient measures. When connectivity is restored, the live data is reconnected first, and in tandem the captured "cached" data is filled in, from the latest measure moving back in time. You'll see this "fill in" in real time in MediVue when this happens.

Can MediConnect forward data to other systems outside of SwiftCare?

Yes. Data in MediConnect is standardised and encapsulated in common open formats like HL7 / FHIR. This data is first moved through the central data management engine in SwiftCare, but from there it can be automatically forwarded on to other clinical information systems, like a central patient record or a medical research platform. Speak to a member of the Kinseed sales team to learn more about our integration options.

How do I configure MediConnect to relate to a specific patient?

MediConnect devices are configured to automatically recognise your organisation and devices. When a MediConnect device is connected to the internet and starts sending patient data, it will appear as a "New Session" in the MediConnect software in the SwiftCare application. From there, you can associate it with a patient record. If you're connected to a patient monitor, MediConnect can also pick up and associate from an admission number.

Can I use one MediConnect device to smart enable an entire ward?

No. MediConnect devices are used one per patient. You can connect a MediConnect device to multiple individual clinical devices which are connected to a single patient (such as a patient monitor connected over Wi-Fi, an infuser connected through USB, a ventilator connected through RJ-45 Ethernet, and an ECMO connected over Serial connection) - but for multiple patients, you would need a MediConnect device for each bed / patient.

Where can I find the latest information about MediConnect?

Customers will have the option of being part of our updates mailing list, and you can always find the latest information on MediConnect at kinseed.com/swiftcare/mediconnect

