



## Frequently Asked Questions

Below are answers to some of the most frequently asked questions about the **TeleMinder** Notification System.

### General Questions

#### **How much does the system cost?**

The cost of the system is based solely on the calling capacity you require. All **TeleMinder** systems are complete turnkey systems regardless of the environments in which they operate.

#### **How many lines do we need?**

The number of lines needed is based on the type of environment **TeleMinder** is used in. In the healthcare field, for example, the number of lines needed would be based on the number of appointment reminder calls made each day and the window of time allowed to make those calls. For public safety applications, several factors — such as population size, threat analysis, and window of calling time — determine the number of lines required. When you determine the number of lines needed, one more is added for technical support.

#### **How many calls can the system make per hour?**

The actual number of calls per minute/hour/day is based on several factors. How long is the message being delivered? What is the dialing capacity of the system? Is there interaction with the callee? The industry uses a rough calculation standard of a 1-minute message x 60 minutes = 60 calls. Multiply 60 calls times the calling capacity of the system (60 calls x 8 calling lines = 480/hr).

#### **Warranty?**

The first year is free of charge and includes hardware (parts and labor) and software updates. Beginning the second year, the extended warranty can be purchased and is renewable on an annual basis. Its cost is based on the system calling capacity.



## **Healthcare Industry Questions**

### **Can the system be connected to our network?**

Yes, **TeleMinder** can be integrated with your network. System specifications include a Netgear vcard or you may replace it with one of your own.

### **Is the system compatible with our practice management system?**

**TeleMinder** uses ASCII text files in its operations. If your practice management system exports ASCII files, the import operation becomes very simple. Although **TeleMinder** is compatible with most practice management systems, each one is unique and should be reviewed on a case-by-case basis.

### **Foreign languages?**

**TeleMinder** automatically speaks numeric values and dates in sixteen languages.

## **Public Safety Industry Questions**

### **Are the maps GIS compatible?**

Yes. Your GIS specialist with your own current maps can update the maps, whether they are in AutoCAD or Arc View. If you do not have a GIS specialist, this service is offered by Decision Systems on a contract basis.

### **Does the system come with phone numbers?**

Yes. Phone numbers are provided the first time — both **LISTED** residents numbers and business numbers. In most states, these numbers are obtained through commercial vendors. In areas of California, where PacBell provides phone service, the numbers are obtained from the 911 databases. All phone number updates can be obtained through Decision Systems' phone number program.

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