

Whzan x WNL (NHS West and North London) Information

Helping You Get the Most from Whzan



Overview

We at Whzan are committed to supporting you through your digital health journey. Whzan and NHS West and North London have enjoyed a close relationship for many years, therefore we would like to offer WNL homes a discount to keep your subscriptions running if funding is not available from WNL.

We can offer the subscription for: £40 plus VAT a month Or £45 plus VAT a month with insurance for your devices.



Full use of the Whzan Portal and Blue Box

- This includes access to our wide range of questionnaires and measurements, including NEWS2, falls recordings, head injury, oral hygiene assessment and recording vital signs, 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@whzan.com to get started.
- Resident record 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 and receive important information about the health of your residents.



Unlimited Support

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

- **Troubleshooting:** Contact us by phone or email if a device isn't working correctly. We'll troubleshoot the issue before recommending a replacement.
- **Replacements (No Insurance):** We'll confirm whether the device is within its 1-year warranty (from dispatch). Please have your kit number (found under the box lid, e.g. A0000) ready. Out-of-warranty or damaged devices will incur a replacement charge (see price list).
- **Replacements (With Insurance):** Replacement costs are covered by your insurance. Contact Support with your kit number.

Support is available **Monday to Friday, 9:00am–5:00pm**. If you contact us outside these hours, or we're unable to answer, we'll respond as soon as possible, usually the same working day.



Unlimited Training

Training sessions can be booked via email and are held virtually using 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 halves, the administrative functions and the Blue box/viewing the dashboard. You can access unlimited 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.

Despite our many years of working with the NHS it is important to note that we do **NOT** provide clinical training. Please ask your contact at WNL to support you with signs of deterioration, normal and abnormal vital sign readings, NEWS2 escalation pathway and handover using the SBAR.



Price List

Device/Consumable	Price
Blood Pressure Machine	£60
Pulse Oximeter	£145
Thermometer	£55
Tablet	£250
Thermometer Caps (Box of 300)	£30
Small BP Cuff	£15
Large BP Cuff	£25



Next Steps

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. We look forward to our continued partnership



Contact Us



www.whzan.com



+44 (0) 1983 817000



[Support@whzan .com](mailto:Support@whzan.com)



Whzan Digital Health



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