



# The Telecare Monitoring Center

For care organizations, social cooperatives and service providers



## Telecare Monitoring Center

Urmet Care is Urmet ATE's innovative telecare monitoring center, combining technology and expertise to provide secure and continuous support. Flexible and scalable, it adapts to the needs of each organization and its users.

### How does it work?

Accessible directly via web browser, it can be used from a computer or tablet, allowing the operator to work without being tied to a fixed workstation if needed.

Thanks to its intuitive interface, the platform can be used easily by any operator, reducing the need for specialized training.

Through Urmet Care it is possible to: receive and manage all types of alarms, handle health measurements from

monitoring devices and customer records, coordinate social support calls, schedule companionship calls and manage reminders for the user.

### A secure infrastructure

System security and reliability are ensured through constant backup, 24/7 monitoring and the presence of a secondary service infrastructure.

### System requirements

All that is needed is an internet connection and a PC workstation, no telephone lines are required. A mobile option is also available via tablet, allowing events to be managed while on the move.

### Controlled investment and costs

The Urmet Care platform is highly scalable: the investment remains contained and proportional to system usage, with multiple options for event management: in-house, shared, or fully outsourced.

### System compatibility

Urmet Care is compatible with all Urmet ATE terminals.





# urmet care

## Flexible management options

### IN-HOUSE MANAGEMENT

24/7 management handled in-house, with Urmet ATE backup support available in case of operational emergencies

### SHARED MANAGEMENT

Management handled in-house during daytime hours, with support from the Urmet ATE monitoring center during the remaining time slots

### OUTSOURCED MANAGEMENT

All alarms are handled entirely by the Urmet Care service, relieving the organization from day-to-day operational management

### Features



Real-time management of personal alarm events

> The system handles alarm events from the moment the user triggers an alert through to their completion.

Management of domestic safety events

> Urmet Care enables the monitoring of indoor environmental safety using Wi-Fi sensors connected to the telecare terminal.

Management of health measurements

> Measurement data from telemonitoring devices connected to the terminal (such as pulse oximeters, blood pressure monitors, thermometers, glucometers and scale) can trigger threshold or missing-measurement alarms, helping track the user's health trends over time.

Scheduled social calling management

> The system enables planned courtesy calls for each assisted person, based on the information and preferences specified in their profile.

Management of calls for special occasions

> The monitoring center allows scheduling and handling calls for personal occasions, such as birthdays and other meaningful dates.

Management of ongoing personal reminders

> Urmet Care allows operators to schedule and manage reminders, ensuring that users are notified of planned appointments and activities.

