



Frequently Asked Questions

Integration with EMR Systems

How does the Rosie EHR Connectivity platform interface to the EHR?

The Rosie EHR Connectivity Platform communicates to the EHR using the facilities network to transmit data over the internet to the EHR. Rosie Uses IBM Watson Insights to ensure data security when transmitting between the EHR and connectivity platform.

Do I need to have a separate login for my Rosie EHR connected devices?

Users will use the same credentials that they use for logging into the EHR system. Except when logging in for the first time, they will use a login provided during their training.

How do I keep the Rosie EHR Connectivity settings in sync with information on the EHR?

The EHR provides an API or Application Program Interface that manages login credentials, provides resident information and stores vital signs readings. Any changes that are made in the EHR system will automatically be shared in the Rosie EHR Connectivity platform when the caregiver logs in.

Where does the resident information (name, DOB, image) come from and how is it managed?

The resident information shown within the Rosie EHR Connectivity platform comes directly from your EHR system. Any changes made in the EHR system will be reflected in the platform upon caregiver login.



Network Requirements/Data Security

Does the Rosie EHR Connectivity comply with HIPAA requirements for protecting electronic Personal Health Information(ePHI)?

Yes, the Rosie EHR Connectivity platform is HIPAA compliant. Rosie Uses IBM Watson Insights to ensure data security when transmitting between the EHR and connectivity platform.

Are there any special network or security requirements for the Rosie EHR Connectivity Platform?

Rosie operates on its own security platform; however, we do recommend that not only Rosie, but your EMR also be on a secure Wi-Fi network.

What if the Wi-fi/internet connection is spotty or goes down at my facility? How does this affect the Rosie EHR Connectivity platform?

Rosie needs Wi-Fi to operate. In most cases facilities will have adequate Wi-Fi, as Rosie does not take much bandwidth to transfer data. However, it must remain connected to Wi-Fi or the data will not transfer to the EHR.

Tablet Information/Management

Can I use my existing point-of-care tablets for the Rosie HER Connectivity platform?

No, it must be a Rosie EHR Connectivity tablet connected to a Rosie SmartCart.

How is the tablet managed? Am I able to apply my device management software to the tablet?

Rosie has a device management software in place, but you can add your own if you prefer.

How will I clean the tablet?

The tablet can be cleaned using a soft cloth dampened with a commercial, nonabrasive cleaner, or 70% isopropyl alcohol. Lightly wipe the tablet and chord, avoiding the power and charging ports.



Updates/Customer Support

Will the Rosie 4 or Rosebud VC Vital Signs Monitors still work if the tablet stops working?

Yes, the vital signs monitors will still take vital sign readings even if the tablet is not working. However, please be sure to follow the troubleshooting steps. If the tablet still doesn't work after troubleshooting please call our technical support immediately to resolve the issue.

How are updates to the Rosie EHR Connectivity platform managed? How often are they made available? Is there a Charge for an update?

Updates are pushed through the device management software as often as necessary enhancements are needed. There are no extra charges for software updates.

What is covered by the EHR Connectivity fee?

24/7 support

Monitoring reports

Any new updates

IBM Watson (Security)

IBM MaaS 360 (Automatic updates)

Can Rosie Connectivity Solutions provide remote support? What does that cost?

All Rosie EHR Connectivity Devices are backed by 24/7 RosieSupport. For all other devices and equipment phone support is available during normal business hours- Mon-Fri, 8 am-5 pm. Remote support is provided at no additional cost.

What will my EHR provider charge me for this?

When Rosie Connectivity Solutions partners with an EHR system the two companies do not manage licenses and fees for each other's services. You can contact your EHR provider to discuss any fees that may be associated with the integration.

How do Scales connect to the EHR?



Rosie SmartScale® Chair Scale and Wheelchair Scale connect to the Rosie EHR Connectivity tablet via Bluetooth. The readings are transferred from the tablet directly to the EHR.

Will my existing Rosie equipment work with the Rosie EHR Connectivity platform?

Yes, you can upgrade your Rosie Vitals Cart to connectivity at any time.

Does your system only integrate with Rosie®-branded equipment?

Rosie Connects with several third-party providers. Please consult with your Rosie Representative for any details.

