



**AlwinPro**  
Care

# ALWINPRO CARE

Your modular billing software for the health sector

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## FACT SHEET

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# FEATURES

AlwinPro Care is the reliable and cost-saving option for today's requirements when it comes to billing of entertainment services. Patients are becoming demanding customers who expect more than good medical treatment and care. Web access via WLAN, using a laptop, tablet or smartphone is a must for patients of today. Telephone and TV must also be at hand in order to make the hospital-stay as comfortable as possible.



## Main Features

- Integrated patient management
- Billing of patient entertainment such as TV, Internet and telephone (basic charges and consumption)
- Account balance monitoring with blocking of services when the limit is reached
- Check-In / Check-Out with authorization switch
- Telephone number and password assignment at check-in
- Tariff assignment of in-house tariffs
- Different billing procedures: advance payment and invoice
- Telephone number transfer when moving patients (virtual telephone number)
- Billing based on virtual extensions, fixed extensions or PIN
- Cash and booking journals
- Individual form design
- Open interfaces for the connection of TV, Internet and cash machines
- Billing of other services, such as headphones for patient entertainment for example



## Additional modules

- Telephone server for login, account balance and room status (plus XCAPI)
- Connection to the Hospital Information System (HIS)
- Interfaces: cash machine, smart card telephone and chip card reader
- Authentication server for Internet and TV
- Chip card reader (hardware)
- Canteen billing
- Client server database for multiple access



## Accounting & Billing

- Drill down to itemised bills
- Billing of service, private and project calls
- Mobile and landline invoice import, cost allocation and plausibility check
- Detailed and summary reports
- Cost centre accounting
- Billing of device costs, services, IMAC (Install, Move, Add, Change)
- Billing of clients
- Freely definable rates via network provider tables including free minutes
- Run reports automatically or on-the-fly
- Freely configurable forms for reports using the form editor



## Data Protection

- Data protection packages with protection specifications, separated by call type
- Allocation of data protection packages to subscribers
- Customised encryption of relevant data
- Individually adjustable protection settings
- Delete or mask connection information: call, time, duration, destination number, location
- Exempt connections to counselling centres
- In compliance with the service connection regulations of the countries (Germany: DAV)
- Switching between business and private
- EU General Data Protection Regulation (GDPR)
- Integrated user/role concept for different access authorizations



## Fraud Detection

Integrated alarm for defined events:

- Call at certain times
- Long lasting calls
- Calls from specific area



## Available Services

- Trainings, program instructions
- Technical Support
- Software-Assurance



## Additional Services

- Certified by most PBX manufacturers
- Flexible export options
- Multilingual (ENG/GER)
- Master data via LDAP connection
- Data export for banks (SEPA)

# PC-MINIMUM REQUIREMENTS

## AlwinPro Care Mehrplatzinstallationen

For installations with multiple client workstations, we recommend setting up the system as a terminal server. The following conditions must be ensured:

- To be able to connect to chip-card events through the multi-user stations, it is required that the corresponding application of the workstations is automatically started by auto start (after restart, login). Group policies or security restrictions must take this into consideration.
- In addition, it must be ensured that this application can communicate with the billing server via TCP / IP (port is freely configurable). A firewall, virus scanner, or network monitoring systems must be configured accordingly.
- The accounting server must be able to read the environment variables.
- To provide Microsoft Remote Desktop Services (RDS, formerly Terminal Server), RDS User CALs or RDS Device CALs are required for each workstation (user or device) from which it is accessed. Please inform yourself about the corresponding Microsoft license terms and license models.

## Hardware requirements

- Windows server 2012 R2 or Windows server 2016, at least 8 GB RAM for 2 Terminal server-clients
- Guide value CPU: current CPU, minimum 4 cores, recommended 2.8 GHz or higher
- 160 GB hard disk capacity

## Exclusion of liability

The analyses and evaluations made with the help of our software products are based on the connection data transmitted by the TC system. When testing various telecommunication systems, it has been found that in some cases insufficient data is provided. The liability of aurenz GmbH for the completeness, actuality and correctness of the connection data transmitted by the TC system used by the licensee is excluded. You can get detailed information about different TC systems at [support@aurenz.de](mailto:support@aurenz.de). Please be aware of technical changes and further developments at any time. This information is based on the current release.

