



RedBat[®]

How RedBat AMSA Benefits You

By purchasing the RedBat Annual Maintenance and Service Agreement (AMSA) you provide yourself with a host of services from our Technical Support Department based in Austin, TX. These services range from software updates to database repairs, to support on how to use the program as detailed below:

Live support and free consultation about RedBat

Call or email ICPA Customer Support with any RedBat-related problems or questions 8am-5pm Central Time M-F. Our friendly and knowledgeable software experts are ready to provide solutions.

Real life examples

- My IT department needed assistance installing RedBat. Tech support was very helpful.
- We got a new server but had misplaced the latest RedBat CDROM. ICPA sent me a replacement that day.
- I inherited RedBat from the previous user who knew RedBat very well. RedBat technical support took the time to explain the automatic reports, thresholds, and flags for each syndromic score report.
- I work for the County. Several of my participating hospitals needed help setting up the transfer of emergency room data to the RedBat server at the health department. Technical support explained to them what files were needed, the correct format, and how to send the data to me.

Free product updates

Syndromic surveillance is a rapidly changing field. When new diseases emerge, modifications are made in fields, syndromic scores, and/or the natural language symptom translator to capture the new disease.

Real life examples

- When the SARS outbreak occurred, ICPA released a product upgrade which created a new syndrome score for this disease so we could watch for it carefully.

Run or create customized reports

RedBat is designed to provide automatic daily reporting for syndromes which RedBat tracks. Our support team can help you set up your automatic reports and email notification of red flag alerts, if desired. If you would like to run a special report unique to your facility, surveillance group, or State for a special study, help is only a phone call away.

Real life examples

- I needed to identify a specific patient which had been seen in an emergency room in our County. I sent the de-identified ID number to the facility, and technical support showed them how to use the F5 key in the patient list to find the actual patient.

Database Repair

- Damaged databases are rare but can occur anytime data is stored on a computer. When this happens, and no good backup is available, ICPA will attempt to restore your file to a usable condition.

Access to free resources on your own time

- Visit our Knowledge Base, 24/7 online resource center to find answers and get a downloadable web version of the latest release.
- Receive quarterly e-newsletters and "QuickTips" – short helpful suggestions on how to use RedBat.

Real life examples

- The newsletter had this great article on Influenza surveillance, and how the ILI (Influenza-like-illness) and Flu-like illness scores work with RedBat. It made recommendations on how to use both reports to stay on top of influenza activity.



Please use the order form on back to renew your AMSA.

Email us: ICPA@ICPA.NET

