



medicaltracker

ONBOARDING PACK

Academic Year 25/26



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MEDICAL TRACKER FACTSHEET

3+ MILLION

Parents and carers are now registered on Medical Tracker.

1.4 MILLION

Students are enrolled on Medical Tracker across the UK.

THIS IS MORE THAN THE POPULATION OF WALES!



THIS CHANGES BY 1 EVERY SECOND 🤖

14,000,000+

Incidents have been reported on Medical Tracker.

293,454

Members of staff are registered on Medical Tracker.

2,850+

Schools are now using Medical Tracker.

100,000

Users are actively using Medical Tracker every day.

950,699

Notification emails are sent on Medical Tracker every month.

A SHORT VIDEO INTRODUCTION



HELLO FROM LUKE, DEAN AND DANIEL

Thank you for joining Medical Tracker.

This onboarding pack will give you everything you need to simplify implementation.

At the heart of our mission is innovation and partnership. We are dedicated to continuously evolving our platform to provide schools with the tools to manage student and staff health more effectively.

Our growth is driven by a commitment to customer-centric excellence, integrity, and collaboration. We're focused on building a motivated team and a culture of innovation, ensuring we meet your evolving needs and those of your school.

We are creating safer, healthier environments for students and staff.



Luke O'Dwyer
Co-Founder



Dean Mustapha
Co-Founder



Daniel Neeld
Managing Director



HELLO FROM YOUR CUSTOMER SUCCESS TEAM

Hello and welcome to Medical Tracker! By now, you've probably organised an onboarding session or in the process of finding some time.

We're here to ensure your Medical Tracker experience is smooth and efficient. We appreciate that moving to a new system can be a little tumultuous and that navigating that on top of your day-to-day schedule can be difficult.

Once we've had your onboarding calls, we suggest you head to our Knowledge Base - a collection helpful resources, tips, tricks and hacks to make the most of Medical Tracker.

Let's dive into your onboarding pack and get cracking with some quick wins!



Sara

Head of Customer Success



Hayley

Senior Customer Success Specialist



Megan

Customer Success Specialist



Rose

Customer Support Specialist



Aaran

Customer Success Specialist



Bradley

Customer Support Specialist

WHAT TO EXPECT THROUGHOUT ONBOARDING

The data sharing

We initiate the MIS connection request for syncing which requires authorisation.

Let's get started!

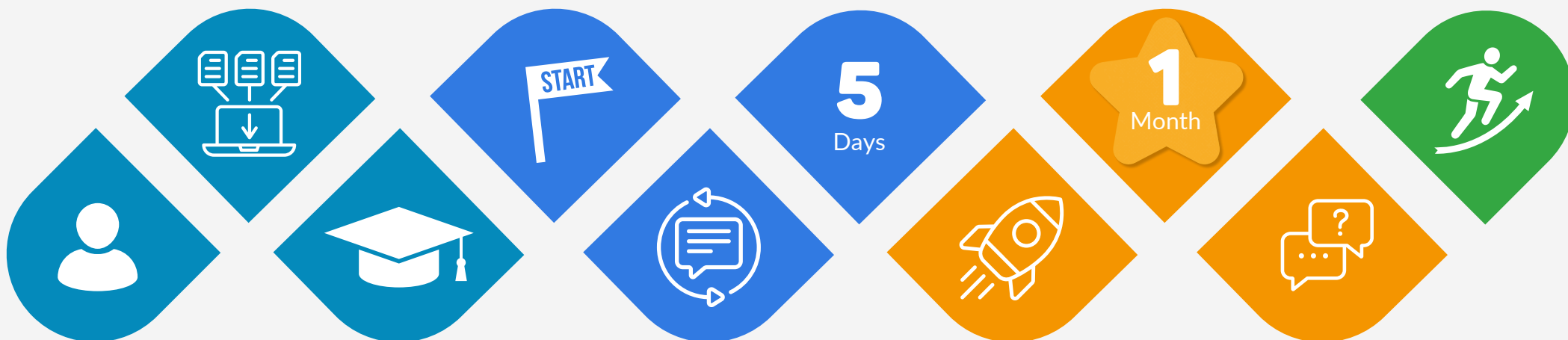
Join your onboarding call and have a tour of the platform.

Nearly ready.

After your onboarding call, we'll provide helpful resources and FAQs.

The one month mark!

After one month of usage, you're fully onboarded.



Super User

Ensure we have the correct person in your school to lead Medical Tracker.

Training

Choose your training session with your dedicated CSM.

Feedback

How is your onboarding going - we'd love to know!

Let's launch.

A quick check of usage and you're ready to go.

Knowledge Base

Ask us a question anytime or head to our knowledge base.

ACCESS TO REAL-TIME DATA

Medical Tracker holds over 180 million data points across 14 million incidents, 600,000 healthcare plans, and more than 1 million medication administrations. The reporting functionality within Medical Tracker will be a valuable asset to you throughout your subscription.



Actionable insights for targeted impact

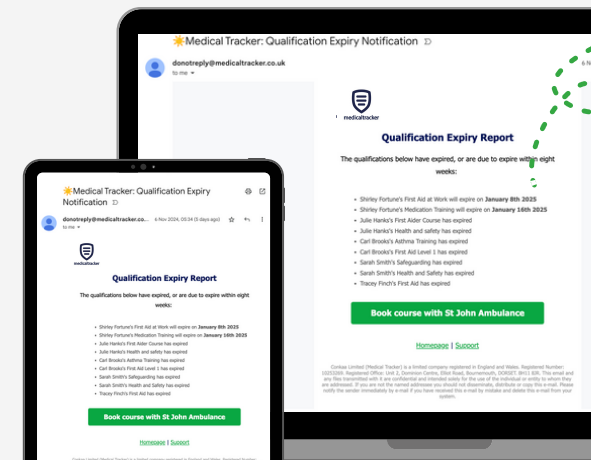
59.81% of medication administrations are related to asthma management, highlighting a key area for training focus.

2.64% of injuries result in students going home, and 0.63% require hospitalisation - insights that guide care protocols.

75% of schools experience at least one hospitalisation annually due to on-campus injuries, underscoring the need for effective first-aid response.

These insights support immediate action, help predict trends, and proactively address emerging risks.

Qualification	Expiry Date
First aid at work	01/06/2024
Epinephrine Training	15/10/2024
Business training	01/10/2024





USEFUL RESOURCES

The following resources will be useful to pass onto your colleagues to bring them up-to-date with Medical Tracker.



The benefits of Medical Tracker for your school, colleagues, students and parents.

[Download](#)

This is an email template informing/reminding all staff of the partnership with Medical Tracker.

[Show me](#)

An information sheet for your finance department including Medical Tracker payment details and address.

[Show me](#)

Instructions for your website owner on how to embed information on Medical Tracker on your website.

[Show me](#)

Data compliance. A list of data protection/ security measures we take to keep your student and staff data safe.

[Show me](#)

Information of our referral program which includes prizes for you to redeem.

[Show me](#)

An information sheet for your part-time or temporary staff (e.g lunchtime supervisors or assistants) with information on Medical Tracker and how they use it for recording and monitoring,

[Show me](#)

Our Knowledge Base will become your Medical Tracker support hub. We have over 100 resources to walk you through any action you may take on the platform. Think of it as an FAQ page.

[Show me](#)

Contingency PDFs during unlikely Medical Tracker outages:

1. Incidents: illness record form.
2. Incidents: injury record form.
3. Medication: usage record form.

[Download](#)[Download](#)[Download](#)

NAVATTIC: INTERACTIVE DEMONSTRATIONS

Below is a collection of interactive demonstrations of our platform features that will give you a step-by-step best practice guide.

-  System setup [Take a tour](#)
-  Recording new incidents [Take a tour](#)
-  Medical modules [Take a tour](#)
-  Students [Take a tour](#)
-  Dashboard and insights [Take a tour](#)

AN EMAIL TO ALL PARENTS

Close to 1,000,000 notification emails are sent on Medical Tracker every month, many of which are sent to parents. Tell them about your decision to invest in a new, safer, and more compliant platform.

DOWNLOAD

A LETTER TO ALL PARENTS

If you prefer to send letters to specific groups of parents, for example, to all Year 1 parents or parents of SEND students, download this template.

DOWNLOAD

A LETTER TO YOUR MAT

Suppose you are part of a Multi-Academy Trust which does not yet centrally subscribe to Medical Tracker. Send this letter to your MAT with news of your subscription and the discounts available with central purchasing.

DOWNLOAD

A LETTER TO YOUR STAKEHOLDERS

Send a communication to your Governors or Executive Board with details of your Medical Tracker subscription and what it means for your school community.

DOWNLOAD

MEDICAL TRACKER WEBINARS

Please check our designated webinar page for up-to-date sessions, times, and dates.



Medical conditions and the ParentApproval feature

- ☞ Manage students' medical conditions.
- ☞ Adding medication and care plans using the ParentApprove feature.
- ☞ Managing the medication stock control function.



Dashboards and insights - demo and training

- ☞ Walk through our new reporting feature!
- ☞ Set up dashboards
- ☞ Create detailed visual insights.



Setting up your new account

- ☞ Configure your settings and customise your account



Witness statement and accident investigation training



Tips and Tricks - parent notifications and managing templates

- ☞ Sending different notifications to parents and emergency contacts
- ☞ Create and edit the notification templates, so you can ensure parents are getting accurate information.
- ☞ This session will be relevant for any daily users of Medical Tracker, who can send parent communications.



Recording Incidents and Medication Use

- ☞ How to record incidents and medication use
- ☞ How to notify parents quickly and effectively.
- ☞ This session will be essential for any users who are new to Medical Tracker and will be using it regularly at school.

**EXPLORE
SESSIONS**

CASE STUDIES

We regularly collect case studies and testimonials from our school community. To read all of our case studies head to our [case study hub](#).

Below is a selection of our most recent case studies from Primary, Secondary and Multi-Academy Trusts. We also have case studies other organisations such as Nurseries and Local Authorities.

PRIMARY



"The ability to see which areas have the most accidents enables us to monitor problem zones and to put extra measures in place to reduce risk and accidents."

Louise Moor, Headteacher, Little Common School.



"If you had a claim against the school in 15 years, could you find the relevant accident slip?"

Medical Tracker helps us stay GDPR compliant and answers any parents' queries immediately by searching previous incident history."

Michelle Jenkins, Business Manager, Etwall Primary School.

CASE STUDIES

These are a selection of some of our most recent case studies. Check our case studies page for more stories from our school community.

SECONDARY



“Medical Tracker is just great. It saves so much time and manpower to complete first aid incidents online via a tablet or iPad.”

Jon Brown, Chief Operating Officer, Cavendish School



“10/10! I have already recommended Medical Tracker to any school in my network, as it is just fantastic.

Parents love it, and we can’t wait to use all the features. The training was really simple, and the customer support was quick and helpful!

Paula Simmons, Welfare Officer, Regents Park Community College

CASE STUDIES

These are a selection of some of our most recent case studies. Check our case studies page for more stories from our school community.

MULTI-ACADEMY TRUSTS



"Medical Tracker has enabled us to eliminate the challenges we previously faced and I think this application would benefit any school."

A number of schools within my trust have now also started using the software."

Daniel Arnold, Oasis Academy Marksbury Road



"If you're still using paper, get rid of that and swap to Medical Tracker."

It has been a Godsend for us; it's so easy and in one place."

Harris Primary Academy Mayflower Office Team

CASE STUDIES

These are a selection of some of our most recent case studies. Check our case studies page for more stories from our school community.

MORE - SCHOOL GROUP



"We have been able to develop a great collaborative working relationship in the last 7 years, which has allowed us to work on developing our requirements as we move into the future".

Helen Ferguson, Consultant Nurse - Europe, Cognita School Group

MORE - NURSERY



I can't recommend it enough! I'd even be happy to show other schools how to use it, as it's so very simple!

It's most definitely positively impacted our school first aid provision.

John Andrews, School Business Manager, St Johns the Evangelist CE Primary School

A SELECTION OF OUR PARTNERS



We're very excited about this one! A new addition to our partnership roster, we are now working with the British Heart Foundation to support all schools in the UK with DeFib registration, raising heart health awareness and providing high-quality resources to those who may need in or out of school.



A key partner to Medical Tracker. Our work with Groupcall facilitates seamless integrations with school systems and real-time syncing and updates.



ParentPay exists to declutter the lives of its users when it comes to payments and paperwork. We are proud to partner with an organisation with the same mission as ourselves as we support all school users ditch the paper.



We're thrilled to announce our strategic partnership with the *School and Public Health Services Association*. As a medical community within schools, we all have a key mission: to improve the provision of medical support across the UK. Working with SAPHNA, we aim to help support their mission and members with tools to increase efficiency and decrease workload.

We have successfully passed our second Approved Partner status assessment with the *Institute for School Business Leaders*. We have an exciting year planned for all school business managers and ISBL members, including content, events, research, and more.

We have joined the EdTech Impact platform! We are committed to supporting our customers with an independent platform for reviews and feedback. With an average of 4.8 stars on EdTech Impact, we are the leading platform in their Health Management category.



Our work with Wonde facilitates seamless integrations with school systems and real-time syncing and updates, meaning you can use Medical Tracker with the latest data for instant insights and intel.

OUR CERTIFICATES

Please click below to find out more about our ISO and ICO certification and government approved frameworks.



[DOWNLOAD](#)



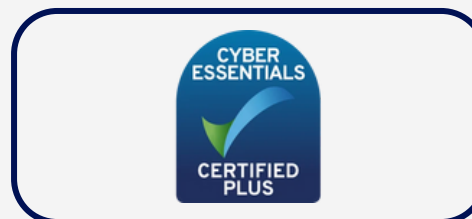
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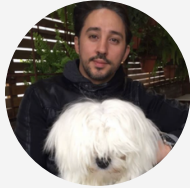


[DOWNLOAD](#)



[DOWNLOAD](#)

MEET OUR TEAM



Dean Mustapha
Co-Founder



Luke O'Dwyer
Co-Founder



Daniel Neeld
Managing Director



Philip Powell
Chief Technical
Officer



Sara Milovan
Head of Customer
Success



Katie Venditti
HR/Compliance
Manager

Amy Koheaallee Product Lead

Joanne Clarke Finance

Alex Oselton Marketing Manager

Hayley Herd Customer Success

Megan Ely Customer Success

Rose Woodley Customer Support

Jeremy Rochester Account Success

Bradley Lewis Customer Support

Nathan Broadbent Lead Developer

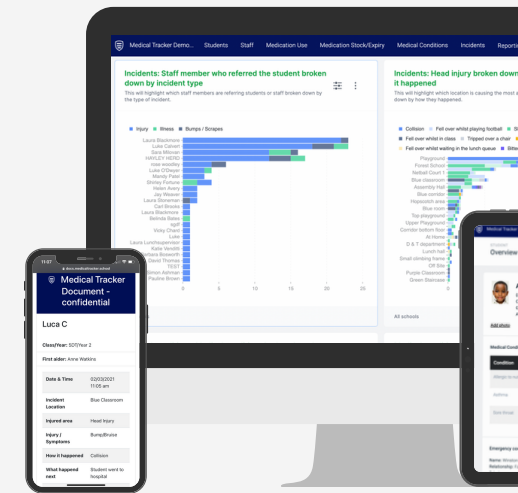
Mandy Patel Account Success

Lance Kincaide Account Success

Aaran Dixon Customer Success

Mark Pearce DevOps

Tom Collinson Developer





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Step 3

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The First-Aid Room

Practical tips. Quick Reads. Real stories.

[JOIN THE COMMUNITY](#)

As a medical community within schools, we all have a key mission: to improve the provision of medical support across the UK.

We know we can't do this alone, so Medical Tracker has created the largest organic online community of school nurses, business managers, healthcare staff and key stakeholders. We share useful resources and best practices every Tuesday.



THANK YOU

We're a tight-knit organisation with lots of experience in the school space - we know how it gets at lunchtime. We know how difficult it can be to reason with parents or carers. We know there seems like no alternative to 'the way we've always done it'.

Now that you've partnered with Medical Tracker, you will see that your new digital solution will improve first-aid and health management, reduce your workload, and support you in making your school environment safer.

P.S. You'd win major brownie points at Medical Tracker HQ if you followed our social channels!





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Remember, please reach out if you have any questions or queries throughout this period. We'd be happy to help.

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