Fact sheet

Requirements

Wild Bamboo products are web-based. There's no need to invest in expensive IT equipment. You simply log on to your own online Recordbase and have secure access to all your information and reporting.

All you need is:

Computer

- » Must be running Windows or macOS with a supported browser
- » An up-to-date web browser such as Chrome, Firefox, Safari, Internet Explorer or Edge

Tablet

- » Must be iPad or a Surface style window device
- » On iPad/iOS we only support Safari browser.

Secure access

At Wild Bamboo we take the security of information we store seriously. We understand that it's more than just data, it's people's lives.

To protect your information, all traffic over the web to the database is encrypted so that no one can gain access to your information or passwords.

The application is also hosted in world class data centres. It provides security protection for your information and protection from any outages, with backup systems in place to avoid any unplanned down time.

Licensing

We believe in sharing our knowledge and expertise to provide a reporting solution that is cost effective for all community and non-government organisations.

We've created a product that doesn't require a large up-front capital investment in equipment, but instead an affordable monthly fee.

You can choose just the basic setup of Recordbase or select from a number of advanced features that are relevant to your service. We can work with you to help identify the best solution to fit your organisation.

To get you up and running there will also be a one-off implementation fee for the work we do to ensure Recordbase works for your organisation. There may be additional implementation charges depending on your organisation's requirements. Our team will work with you to develop an implementation plan.

Ongoing support

Your implementation package includes one Recordbase training session for the Recordbase champions within your organisation. Your champions will be able to provide support for day-to-day queries. For assistance with advanced queries you can contact the Wild Bamboo helpdesk by phone or email.

PRIMHD compliant – an additional benefit to New Zealand mental health organisations

PRIMHD compliance

New Zealand customers have benefited from Recordbase being PRIMHD compliant since 2008. We understand PRIMHD requirements and work closely with you and the Ministry of Health to ensure you achieve compliance. When you choose Recordbase you also get our Ministry of Health approved secure connection to PRIMHD, and the convenience of having your monthly PRIMHD reports organised for you.

Meeting cloud computing and privacy guidance

Recordbase is fully compliant and meets Privacy Commission guidance as well as the guidelines set out by the Health Information Governance Expert Advisory Group, for organisations using cloud-based systems and operating in the mental health and wellbeing sectors.

For more information please email **info@wildbamboo.co.nz.**