

# RFT CARES Customer Education & Support Solutions

CODE ALERT® Wander Management • SENSATEC® Fall Management  
Quick Response® Nurse Call Systems

## Package A

Training occurs over 1 day

- 3 Front Line training sessions
- 1 Executive and 1 Facilities training session
- Training workbooks
- User training video
- 30-60-90-180-day follow-up

## Package B

Training occurs over 2 consecutive days\*

- 5 Front Line training sessions
- 2 Executive and 1 Facilities training sessions
- Training workbooks
- User training video
- Go-Live support of the system
- 30-60-90-180-day follow-up



## Package C

Training occurs over 3 consecutive days\*

- 10 Front Line training sessions\*\*
- 2 Executive and 1 Facilities training sessions
- Training workbooks
- User training video
- Go-Live support of the system
- 30-60-90-180-day follow-up

**NOTE: If site has purchased the Quality Dashboards add-on for CODE ALERT Enterprise Software, a Quality Dashboard training session will be added to each package.**

\*Training takes place Monday-Friday between the hours of 7:00 a.m. - 7:00 p.m.

\*\* Front Line Training Sessions are limited to 10 attendees per session.

## Ongoing Training and Support

- Free web-based training access is available to the facility upon receipt of purchase order.
- Training workbooks along with Competency Sheets are sent with each package.
- 30/60/90/180 day follow-up is performed by RFT's Education Department.
- Any educational support needed throughout your partnership with us can be directed to:

**clinicaleducators@rft.com**  
**262-373-5235**

## Front Line Training Content

### Wander System:

- Wander transmitters and banding
- Banding a resident
- Clearing alarms at doors
- How to bypass doors with a resident
- Software functions (Admit, Discharge, Escort, Transfer)

### Nurse Call / Fall Management System:

- Answering / resetting nurse call devices
- Classifying alerts (if enabled)
- Software functions (Admit, Discharge)

### Mobile Devices:

- How to answer and classify alerts using a mobile device
- Performing software functions using the mobile device

## Executive / Facilities Training Content

- Front Line training content
- Adding / Removing users
- Report generation and analysis
- Transmitter maintenance
- Reordering supplies
- Ongoing staff training

### Facilities Only:

- Database configurations and backups
- System testing / troubleshooting
- Messaging
- Door configurations and testing
- Devices and battery maintenance

**NOTE: If at time of Customer Education, RF Technologies, Inc. and/or their authorized agents, determine that an insufficient number (less than 80 percent) of staff members have been trained, including but not limited to super-users, end users, and supporting staff, the "go-live" date may be postponed, at their discretion until such time that the majority of users are trained. In addition, if re-training is required for any account where less than 80% of staff attended original training, all fees associated will be the responsibility of the customer.**

