



SAFE PLACE® Enterprise

Software User Guide





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OVERVIEW

Introduction

The SAFE PLACE® Enterprise Software System is a web based application and is designed to provide a reliable and easy-to-use security solution for infant, pediatric, and elopement management.



NOTE: Prior to using the system, ensure that your system administrator has configured units, rooms, and mobile devices (transmitters) within the system.

If they are not, please contact your system administrator to configure these before proceeding.



NOTE: If when opening the application, you are prompted that the site cannot be accessed or the site is unsecure, please contact your system administrator to properly configure the certificate on your workstation.

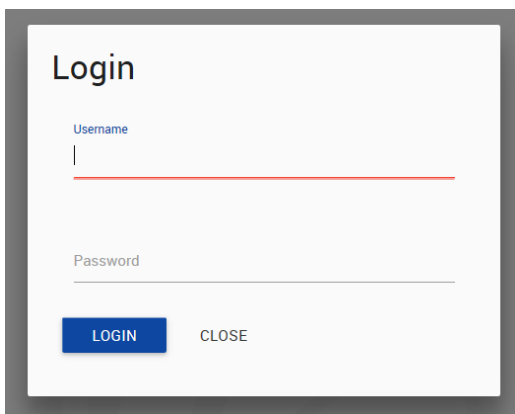
Login



Typically you will login to the Safe Place software via a Favorite/Bookmark on your web browser, but you can also access it directly through a desktop application or through a web browser by using the server name.

Web Browser

1. Open your Web Browser
2. Click the Safe Place Software favorites
3. Click **Login** in the upper right-hand corner

A screenshot of a login dialog box. The title is "Login". It has two input fields: "Username" and "Password". Below the "Username" field is a red horizontal line. Below the "Password" field is a grey horizontal line. At the bottom, there are two buttons: "LOGIN" (blue) and "CLOSE" (grey).

4. Enter your **Username** and **Password** (**Note:** this information is case sensitive)
5. Press **Enter** or click the **Login** button
- OR -
6. Swipe your identification badge to automatically login (**Note:** if Active Directory is being used, you will still be required to enter your password)
7. The Workstation application opens

Desktop



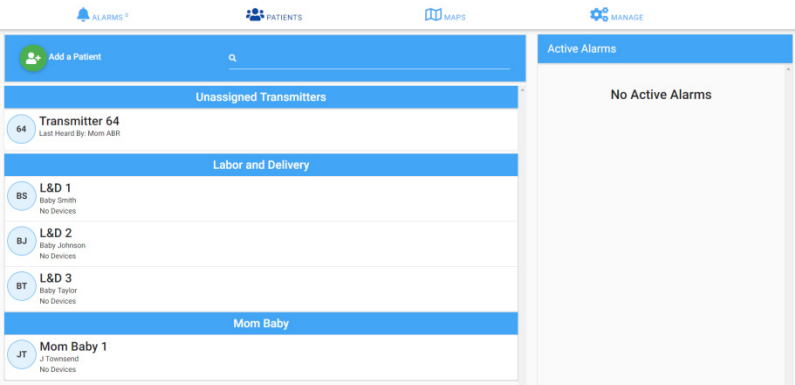
1. On your desktop, double click the workstation application icon
2. Click **Login** in the upper right-hand corner
3. Enter your **Username** and **Password** (**NOTE:** this information is case sensitive)
4. Press **Enter** or click the **Login** button
- OR -
5. Swipe your identification badge to automatically login (**Note:** if Active Directory is being used, you will still be required to enter your password)
6. The Workstation application opens

Server
Name

- 1. Open your Web Browser
- 2. Enter the server name

https:// /Client

- 3. Enter your **Username** and **Password** (**NOTE:** this information is case sensitive)
- 4. Press **Enter** or click the **Login** button
- OR -
- 5. Swipe your identification badge to automatically login (**Note:** if Active Directory is being used, you will still be required to enter your password)
- 6. The Workstation application opens



Using the
System

Once the Workstation application is open, the icon for the “tab” (Alarms, Patients, or Maps) you are currently on will display as dark blue while the others will display as a light blue color. The default view is the Patients page but that can be changed in Workstation Configuration.

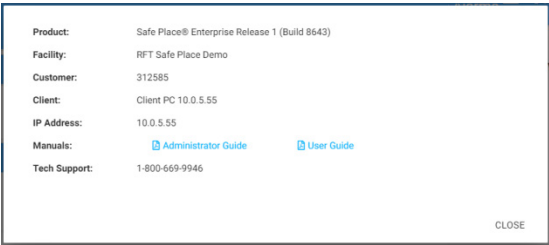




NOTE: The system will automatically log off after 5 minutes of inactivity.

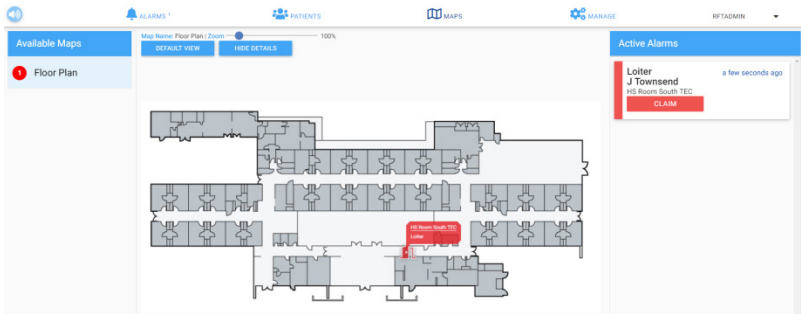
Help

Help can be obtained by clicking the **Help** link at the bottom of the page.



From there, you can click the links for the **User Guide** and the **Administrator Guide**. Based on your configuration, the guide will either open or prompt you to save the downloaded file.

Map View



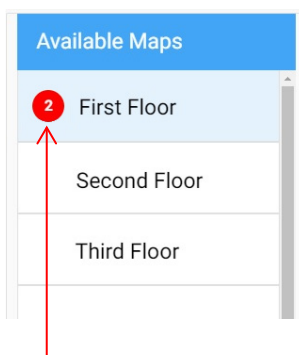
NOTE: This feature requires that you are logged into the system in order to be able to view the maps unless the workstation's default view is maps. This feature is **NOT** available on mobile clients.

The map view page is divided into three separate sections:

- **Available Maps:** Displays all available maps within the system.
- **Map:** Displays the currently selected map
- **Active Alarms:** Displays all the active alarms within the system.

Available Maps

All maps within the system are available to view regardless of the workstation you are at.

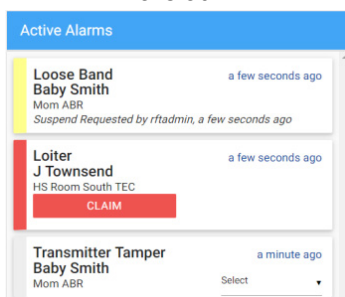


To view different maps, click on the name under Available Maps on the left-hand side of the screen and the new map will load.

The number of active alarms on any given map will be displayed to the left of the map name.

Active Alarms

All active Alarms within the system are displayed regardless of the workstation you are at.



From here you can claim and classify any of the alarms within the system, as well as view the progress of those alarms.

Map

The map view displays the currently selected map along with any active Alarms for devices associated/assigned to that map.

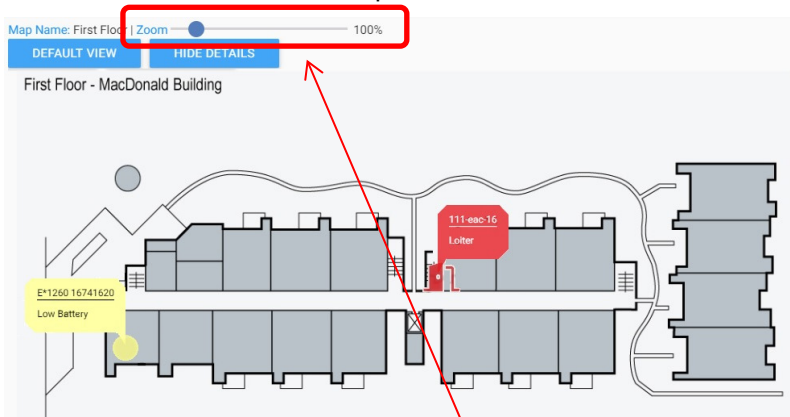
NOTE: Even though all active alarms are displayed on this page, only the alarms associated/assigned to the map will display on the map itself.

When multiple Alarms of the same kind in the same place are detected, the map will display one alarm with the quantity listed in parenthesis instead of repeating the Alarms on the map.

Display

When any device associated with a room goes into alarm, the room icon will display on the map.

When a fixed device not associated with a room (i.e.: public restroom or dining room) goes into alarm, the device icon will display on the map.



Zoom

Built into the map view is the ability to pan and zoom the map using either the provided slide bar at the top of the map or by using the mouse scroll wheel.

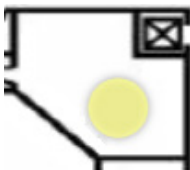
To quickly return the map to a centered and 100% view, click the **Default View** button.

Alarm Details

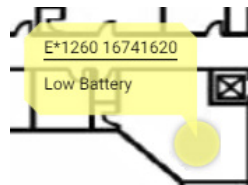
You have the ability to hide the location and alarm type and display just the icon on the map. To do this, click the **Hide Details** button at the top of the screen (**Note:** you can still view the details if you want by hovering the mouse over the icon).

To display the alarm details (this is the default setting), click the **Show Details** button at the top of the screen.

Hide Details

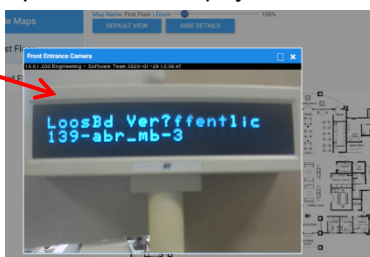
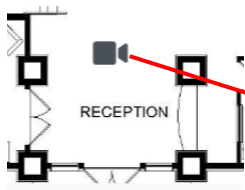


Show Details



NOTE: Any changes to the settings you make on the map view will hold for your current session as long as you stay on the Maps tab. Once you leave the Maps tab or refresh the browser, the view will return to the default settings.

Cameras



icon to view the camera feed.

To view full screen, click the box in the right-hand corner.

Patient / Transmitter Status

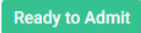
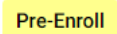

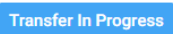


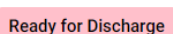
The following lists the various states for patients and transmitters. These status badges will appear on the right-hand side of the patient list.

Unassigned Transmitters

2

Transmitter 2
 Last Heard By: Mom Baby Room 304

Ready to Admit

Status	When it appears...
Ready to Admit 	Transmitter has been activated and is communicating with system, but has not been assigned to a patient yet.
Pre-Enroll 	Patient Record has been created with an assigned transmitter, but the transmitter has not met the check-in requirements.
Off Unit 	Patient has been marked Off Unit and may be away from their protected unit.
Transfer in Progress 	Patient has been put into Transfer to a different unit.
Suspend Requested 	The Adjust / Suspend workflow has been started for a patient, but the transmitter has not yet been opened.
Suspend in Progress 	Patient has had their transmitter clasp opened while in the Adjust / Suspend workflow.
Ready for Discharge 	Patient has been marked as ready to leave the facility.

DESKTOP CLIENT

Patients Page

The Patients page allows you to:

- Add a new patient into the system
- Update a patient's profile information
- Discharge a patient from the system
- Change a patient's status
- View individual patient activity reports

37

Baby Smith

ON UNIT

OFF UNIT

Reports:

Activity: Last 7 Days

Last 30 Days

Basic Information:

Identifier: Baby Smith

Facility Information:

Unit - Room: North Unit - N 1

TRANSFER

Mobile Devices:

Patient Transmitter: 37

ADJUST / SUSPEND

Linked Transmitter: 109

Last Matched: Jan 21, 2020 10:02:31 AM

DISCHARGE PATIENT

DONE

Patient information is divided into three (3) categories:

- **Basic Information** – the patient identifier
- **Facility Information** – where the patient is assigned within the facility
- **Mobile Devices** – what transmitter is assigned to the patient, if the transmitter is linked to another transmitter, and if Smart Sense is enabled or disabled

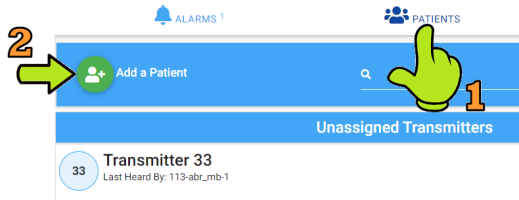
Add Patients

Pre-Enroll

In pre-enroll a patient record is created but the patient is not yet banded / admitted in the system.

How do I pre-enroll a patient?

1. Login then click the **Patients** link at the top of the page
2. Click **Add a Patient**



3. Enter the patient's **Identifier** (only one is required)
4. Select a **Unit**
5. Select a **Room**
6. Select a **Transmitter**

A screenshot of the 'Add a Patient' form. The form has a blue header with the text 'Add a Patient'. It contains several input fields: 'Patient Identifier' (with a green arrow labeled '3' pointing to it), 'Unit' (with a dropdown arrow labeled '4' pointing to it), 'Room' (with a dropdown arrow labeled '5' pointing to it), and 'Patient Transmitter' (with a dropdown list showing 'No Transmitter', '31', '38', '85', and '190', and a green arrow labeled '6' pointing to the '38' option). At the bottom right of the form are two buttons: 'ADD PATIENT' and 'CANCEL'. A green arrow labeled '7' points to the 'ADD PATIENT' button.

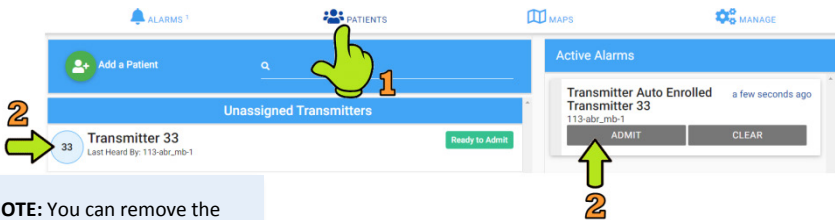
7. Click the **Add Patient** button
8. Once the patient is banded and the system check-in is complete, the patient is fully enrolled.

Auto-Enroll

In auto-enroll, the transmitter has been activated (banded) and the system is monitoring but the patient record has not been created / assigned yet.

How do I auto-enroll a patient?

1. Login then click the **Patients** link at the top of the page
2. Click on a transmitter in the **Unassigned Transmitters** section
- OR -
Click the **ADMIT** button for a transmitter in the **Active Alarms** section



NOTE: You can remove the alarm from the system by clicking the **Clear** button but the transmitter will stay in the *Unassigned Transmitters* list until used.

3. Enter the patient's **Identifier** (only one is required)
4. Select a **Unit**
5. Select a **Room**

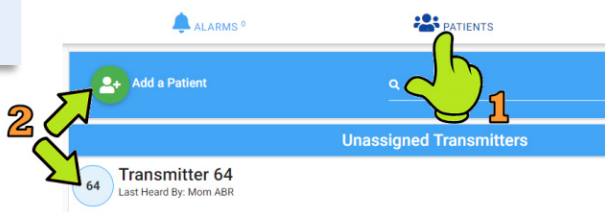
6. Click the **Add Patient** button and the patient is fully enrolled.

Smart Sense

NOTE: You can disable the Smart Sense feature for a patient by clicking the **Smart Sense Disabled** button on their patient profile.

How do I add a patient with a Smart Sense transmitter to notify me for Loose Band alarms?

1. Login then click the **Patients** link at the top of the page
2. Follow the steps to pre-enroll or auto-enroll the transmitter



3. Enter the patient's **Identifier** (only one is required)
4. Select a **Unit**
5. Select a **Room**
6. Ensure a **Transmitter** is selected

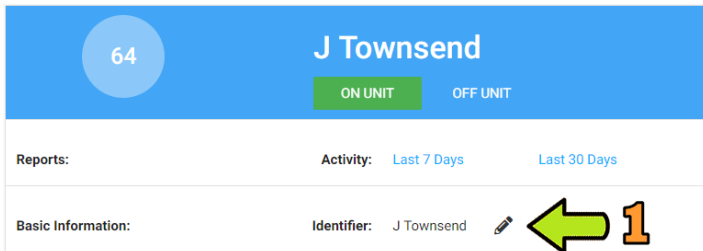
7. Click the **Smart Sense Enabled** button (if the unit is configured for Smart Sense, this button is automatically enabled)
8. Click the **Add Patient** button

Patient Updates

Update Patient's Identifier

How do I change a patient's identifier?


1. Open the patient's profile from the **Patients** page and click the edit pencil next to the **Identifier** field



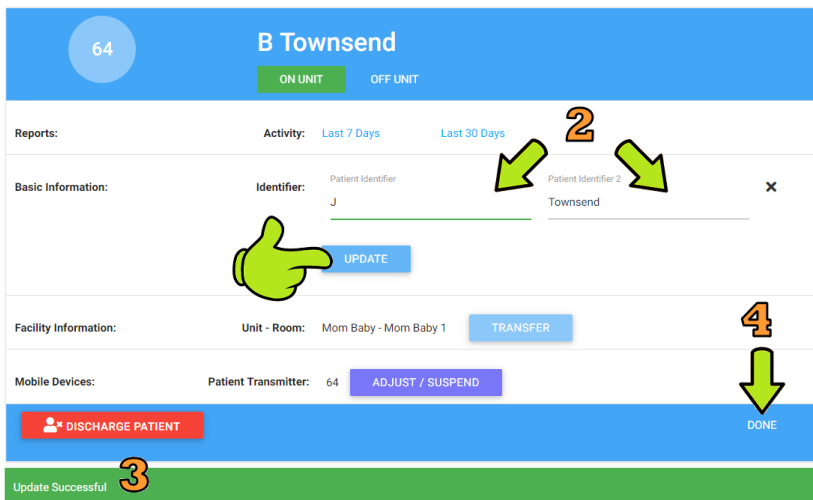
64 J Townsend

ON UNIT OFF UNIT

Reports: Activity: Last 7 Days Last 30 Days

Basic Information: Identifier: J Townsend  **1**


2. Make the appropriate change(s) and click the **Update** button
3. An **Update Successful** message is displayed in green at the bottom of the page
4. Click **Done** to return to the Patients page




64 B Townsend

ON UNIT OFF UNIT



Reports: Activity: Last 7 Days Last 30 Days

Basic Information: Identifier: Patient Identifier J Townsend  **2**

 UPDATE **3**

Facility Information: Unit - Room: Mom Baby - Mom Baby 1 TRANSFER **4**

Mobile Devices: Patient Transmitter: 64 ADJUST / SUSPEND

 **4** 

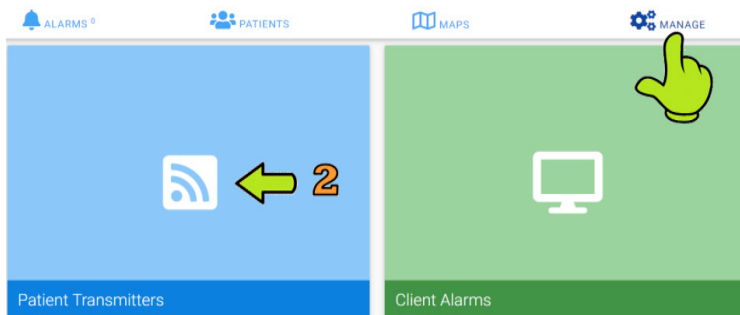
Update Successful **3**

Change Transmitter

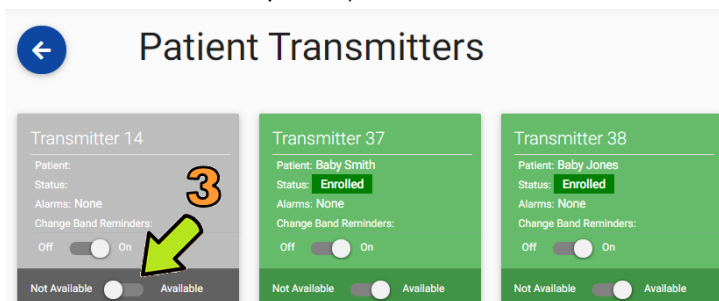
In some cases you might need to replace a transmitter that is still in use due to low battery or the transmitter is not working properly. You will need to mark the current transmitter as unavailable and then “re-admit” the patient with a new transmitter.

How do I change a patient’s transmitter?

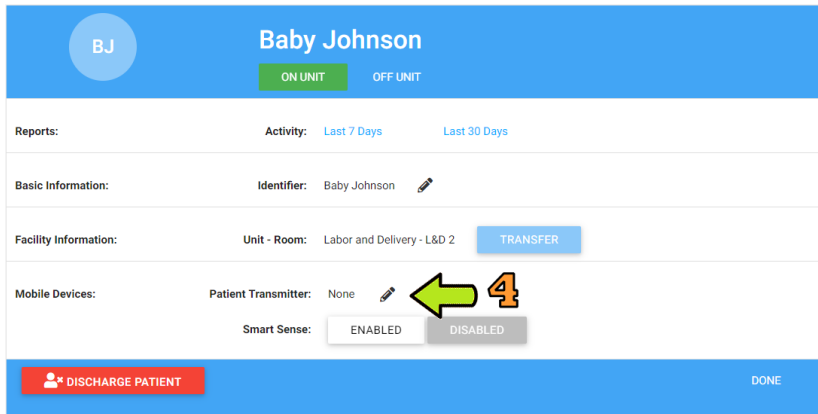
1. Login and click the **Manage** link at the top of the page then remove the transmitter from the patient
2. Click the **Patient Transmitters** tab



3. Locate the assigned transmitter in the list and click the **Not Available** option (this automatically removes the transmitter from the patient)



- Open the patient's profile from the **Patients** page and click the edit pencil next to the **Patient Transmitter** field



Baby Johnson

ON UNIT OFF UNIT

Reports: Activity: Last 7 Days Last 30 Days

Basic Information: Identifier: Baby Johnson

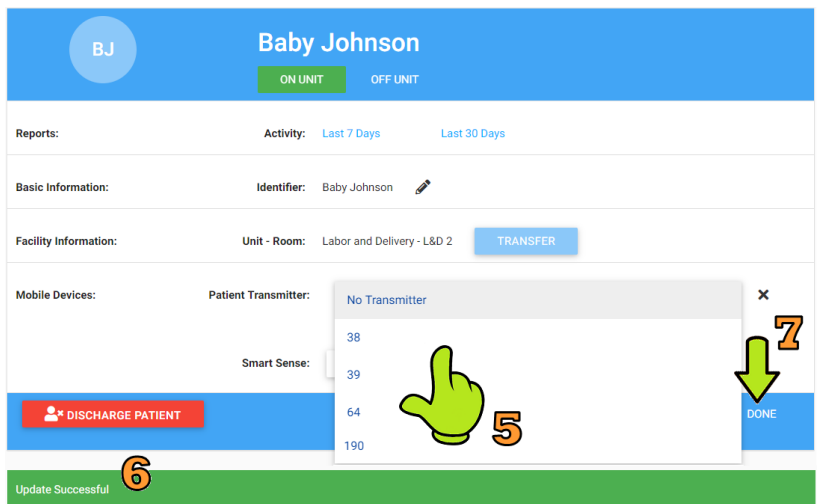
Facility Information: Unit - Room: Labor and Delivery - L&D 2 TRANSFER

Mobile Devices: Patient Transmitter: None

Smart Sense: ENABLED DISABLED

DISCHARGE PATIENT DONE

- Select the new transmitter from the list



Baby Johnson

ON UNIT OFF UNIT

Reports: Activity: Last 7 Days Last 30 Days

Basic Information: Identifier: Baby Johnson

Facility Information: Unit - Room: Labor and Delivery - L&D 2 TRANSFER

Mobile Devices: Patient Transmitter: No Transmitter

Smart Sense: 38 39 64 190

DISCHARGE PATIENT DONE

Update Successful

- Update Successful** is displayed in green at the bottom
- Click **Done** to return to the Patients page
- Re-band the patient with the new transmitter

Change Patient Status

A patient's status can be changed to show as "Off Unit" when they will be away from the protected unit for a period of time.

NOTE: When a patient is shown as "Off Unit", no loose band or transmitter lost signal alarms will be generated for them.

Off Unit

How do I change a patient's status to show as being off unit?

1. Open the patient's profile from the **Patients** page
2. Click the **OFF UNIT** button

The screenshot shows the patient profile for B Townsend. At the top, there is a blue header with the patient's name and a circular icon containing the number 64. Below the header, there are two buttons: 'ON UNIT' and 'OFF UNIT'. A green hand icon with the number 2 is pointing to the 'OFF UNIT' button. Below the buttons, there are several sections: 'Reports' with 'Activity' links for 'Last 7 Days' and 'Last 30 Days'; 'Basic Information' with 'Identifier' 'B Townsend'; 'Facility Information' with 'Unit - Room' 'Mom Baby - Mom Baby 1' and a 'TRANSFER' button; and 'Mobile Devices' with 'Patient Transmitter' '64' and an 'ADJUST / SUSPEND' button. A red button labeled 'DISCHARGE PATIENT' is at the bottom left. A green bar at the bottom contains the text 'Update Successful' with a green hand icon and the number 3 pointing to it. A green arrow with the number 4 points down from the 'TRANSFER' button to the 'DONE' button at the bottom right.

3. **Update Successful** is displayed in green at the bottom
4. Click **Done** to return to the Patients page

On Unit**How do I change a patient's status to show that they are back on unit?**

There are a couple of ways to return the patient's status to On Unit.

1. A patient leaves their unit and then returns through a door in the same unit
2. The status will automatically change to **On Unit** (this is the default)

--OR--

1. Open the patient's profile from the **Patients** page
2. Click the **ON UNIT** button

The screenshot shows the patient profile for B Townsend. At the top, there is a blue header with the patient's name and a green 'ON UNIT' button. A green hand icon with the number 2 points to this button. Below the header, there are sections for Reports, Basic Information, Facility Information, and Mobile Devices. In the Facility Information section, there is a 'TRANSFER' button. A green arrow with the number 4 points down from this button to the 'DONE' button at the bottom right. At the bottom of the screen, there is a green bar with the text 'Update Successful' and a green hand icon with the number 3 pointing to it.

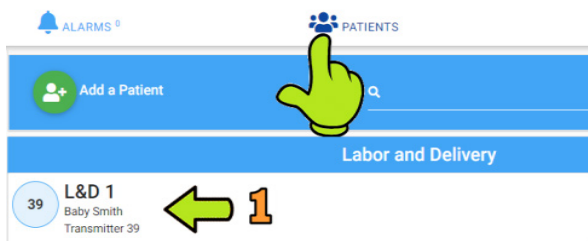
3. **Update Successful** is displayed in green at the bottom
4. Click **Done** to return to the Patients page

Adjust / Suspend

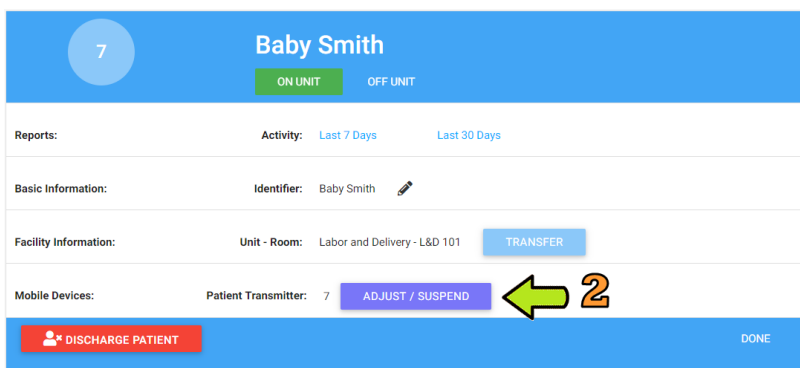
The adjust/suspend feature allows you to change a patient's banding material or remove a transmitter for an immersion bath without triggering a loose band, transmitter tamper alarm or transmitter lost signal. The transmitter is still active in the system, but this feature suspends the alarms while you make the adjustments.

How do I adjust a patient's transmitter or banding material without causing a false alarm?

1. Open the patient's profile from the **Patients** page



2. Click the **Adjust /Suspend** button



3. The **Adjust/Suspend** button changes to *Cancel Suspend*
4. Click **Done** to return to the Patients page

7 Baby Smith

Reports: Activity: Last 7 Days Last 30 Days

Basic Information: Identifier: Baby Smith

Facility Information: Unit - Room: Labor and Delivery - L&D 101

Mobile Devices: Patient Transmitter: 7 **CANCEL SUSPEND** Suspend Requested

DONE

Update Successful

5. The Patients page will display *Suspend Requested* next to the patient's identifier
6. Now you can remove the transmitter, change the banding, etc...

Labor and Delivery

7 L&D 101
Transmitter 7, Last Heard By 111-abr_mb-1

Suspend Requested

7. The Patients page will display *Suspend In Progress* next to the patient's identifier

Labor and Delivery

7 L&D 101
Transmitter 7, Last Heard By 111-abr_mb-1

Suspend In Progress

8. Once the patient's transmitter is re-banded, the system will automatically complete the process



NOTE: Reminder notifications will be sent after 15 minutes if no action has been taken or if the suspend is in progress, every 30 minutes until completed.

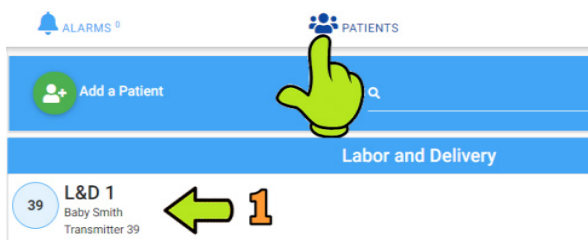
Patient Transfers

The transfer feature allows for a patient to be moved (transferred) from one unit to another unit or between rooms within the same unit.

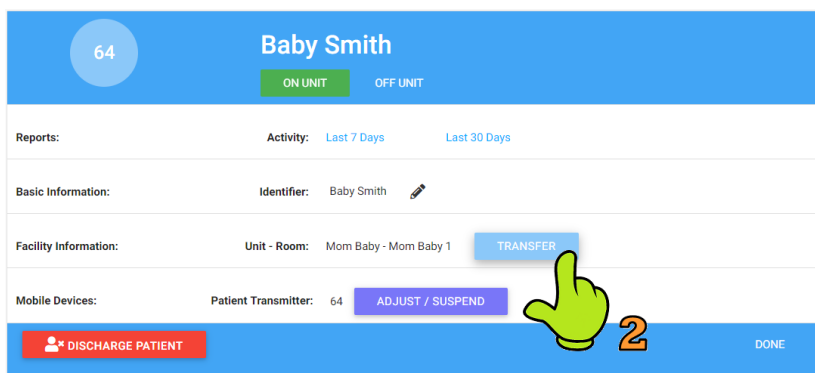
Transfer within the Same Unit

How do I transfer a patient to another room within the same unit?

1. Open the patient's profile from the **Patients** page



2. Click the **Transfer** button next to the **Unit-Room** field



3. Select the new room from the list

64 Baby Smith

ON UNIT OFF UNIT

Reports: Activity: Last 7 Days Last 30 Days

Basic Information: Identifier: Baby Smith

Facility Information: Transferring to: Labor and Delivery

Mobile Devices: Patient Transmitter: 64

DISCHARGE PATIENT

Select Room

L&D 1 (1 Patient)

L&D 2 (1 Patient)

L&D 3 (1 Patient)

L&D 4

L&D 5 (1 Patient)

4. The **Transfer** button changes to *processing* as the transfer is immediate

64 B Townsend

ON UNIT OFF UNIT

Reports: Activity: Last 7 Days Last 30 Days

Basic Information: Identifier: B Townsend

Facility Information: Transferring to: Labor and Delivery - L&D 5

Mobile Devices: Patient Transmitter: 64

DISCHARGE PATIENT

PROCESSING

DONE

Update Successful

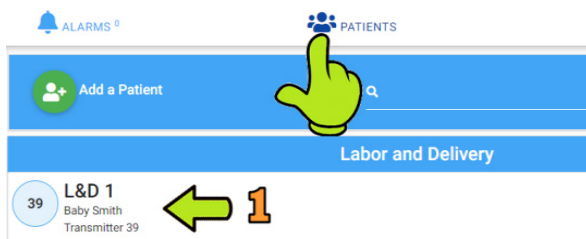
5. **Update Successful** is displayed in green at the bottom
6. Click **Done** to return to the Patients page

Transfer to Another Unit

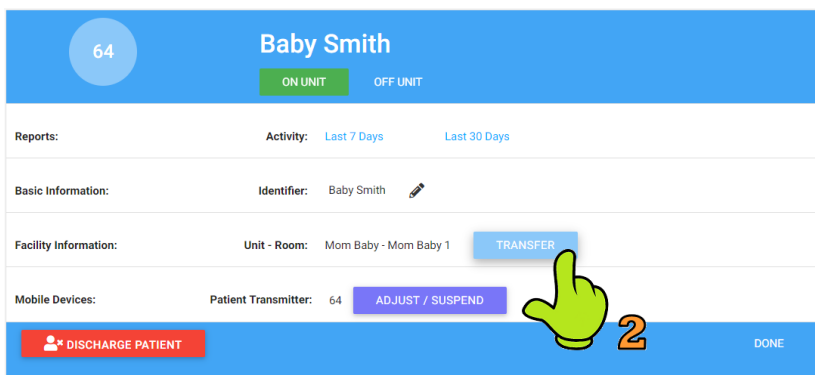
NOTE: When a patient is being transferred between units, they will show in the patient list for both units and no loose band or transmitter lost signal alarms will be generated for them.

How do I transfer a patient to another protected unit within the facility?

1. Open the patient's profile from the **Patients** page



2. Click the **Transfer** button next to the **Unit-Room** field



3. Select a new **Unit** from the drop-down list
4. Select the new **Room** from the list

64 **B Townsend**

ON UNIT **OFF UNIT**

Reports: Activity: **Last 7 Days** **Last 30 Days**

Basic Information: Identifier: B Townsend

Facility Information: Transferring to: Labor and Delivery - L&D 4
5 **CANCEL TRANSFER**

Mobile Devices: Patient Transmitter: 64 **Transfer In Progress** **7**

DISCHARGE PATIENT **DONE** **6**

5. The **Transfer** button changes to *Cancel Transfer*
6. Click **Done** to return to the Patients page
7. The Patients page will display *Transfer in Progress* next to the patient's identifier

Labor and Delivery

L&D 2
BJ No Devices

L&D 3
BT No Devices

Mom Baby

64 Mom Baby 1
Transferring to Labor and Delivery - L&D 4
Transmitter 64, Last Heard By Mom ABR

Transfer In Progress

7

8. Once the patient has passed through a door in the new unit, the transfer process will automatically be completed

NOTE: In the unlikely event that a transmitter may not have been picked up by the receiver in the new unit, you can complete the process through **Configuration/9450 Transmitters** then clicking the **Complete Transfer** link for the transmitter.

Transmitter 37

Complete Transfer **Delete Transmitter**

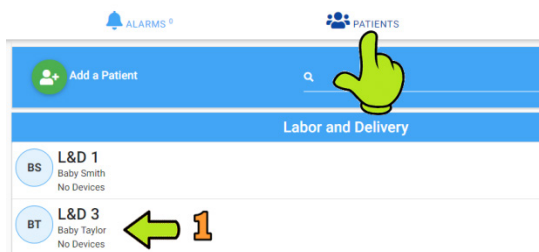
Transmitter 37

Transmitter 38

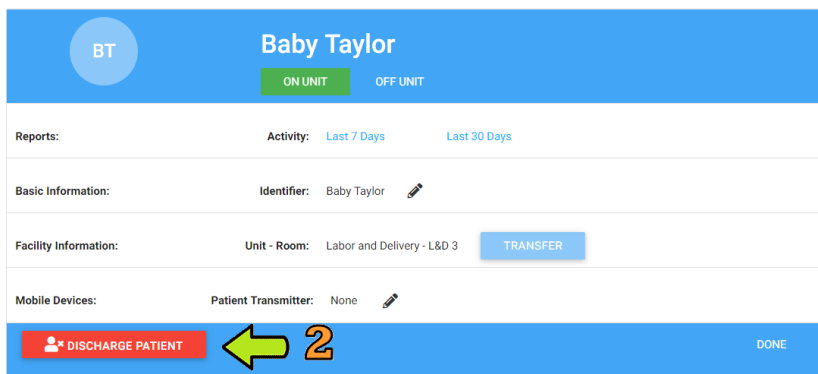
Discharge Patients

How do I discharge a patient?

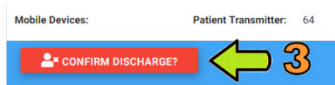
1. Open the patient's profile from the **Patients** page



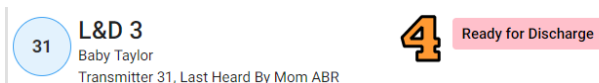
2. Click the **Discharge Patient** button



3. The button will change to **Confirm Discharge?** You must click the button again in order to start the discharge the process.



4. The patient status displays *Ready for Discharge*
5. Remove the patient transmitter
6. The system will automatically completes the discharge process

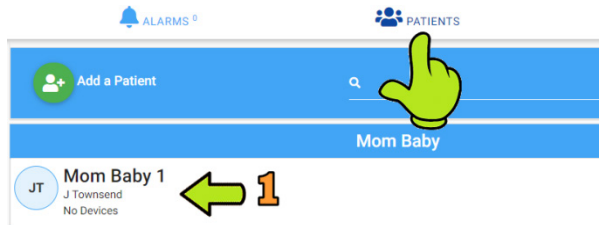


Patient Reports

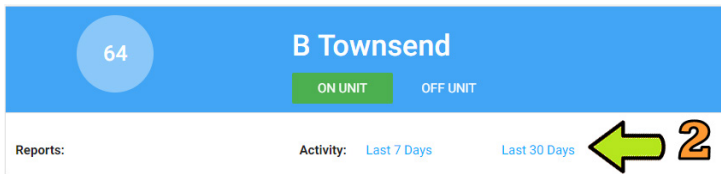
Reports for patients are available within their individual records.

How do I view reports for a patient?

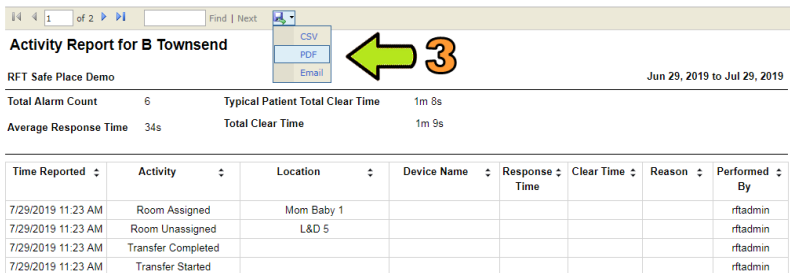
1. From the Patients page, click on the patient's identifier



2. In the Reports section, click the activity link for either the **Last 7 Days** or **Last 30 Days** reports



3. Export the report to a .PDF file, .CSV file, or email to view, save, or print the report



4. Close the report "view" page
5. Click **Done** to return to the Patients page

This page intentionally left blank.

MOBILE CLIENT

Patients Page

The Patients page allows you to:

- Add a new patient into the system
- Update a patient's profile information
- Discharge a patient from the system
- Change a patient's status

Unlike the Desktop Client, maps and reports are NOT available on the Mobile Client.

NOTE: Depending upon your screen size, you may need to scroll to view all the information.

The screenshot shows the 'PATIENTS' page for 'Baby Smith'. At the top, there are tabs for 'ALARMS' and 'PATIENTS', with a menu icon on the right. Below the patient name, there are two buttons: 'ON UNIT' (green) and 'OFF UNIT' (blue). The page is divided into sections for patient information:

- Identifier:** Baby Smith (with an edit icon)
- Unit - Room:** North Unit - N 1 (with a 'TRANSFER' button)
- Patient Transmitter:** 37 (with an 'ADJUST / SUSPEND' button)
- Linked Transmitter:** 109
- Last Matched:** Jan 21, 2020 10:02:31 AM

At the bottom, there is a status bar showing 'Desktop: 10.0.5.54'.

Patient information is divided into three (3) categories:

- **Basic Information** – the patient identifier
- **Facility Information** – where the patient is assigned within the facility
- **Mobile Devices** – what transmitter is assigned to the patient, if the transmitter is linked to another transmitter, and if Smart Sense is enabled or disabled

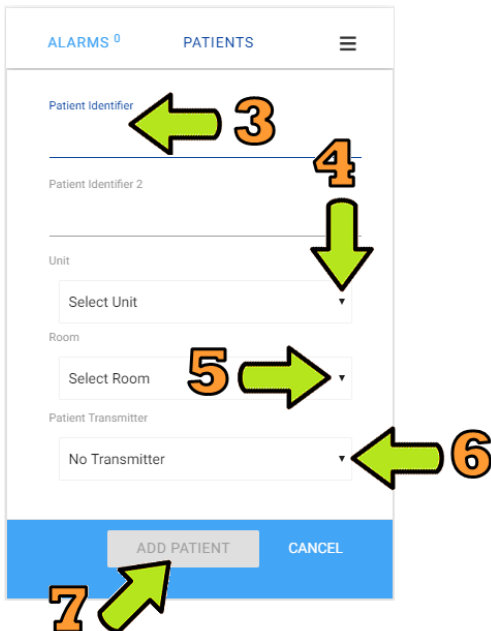
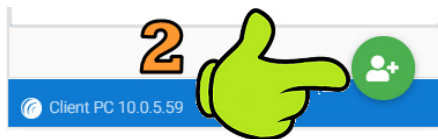
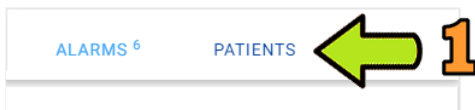
Add Patients

Pre-Enroll

In pre-enroll a patient record is created but the patient is not yet banded / admitted in the system.

How do I pre-enroll a patient?

1. Login then select the **Patients** Link at the top of the page
2. Select **Add a Patient** icon
3. Enter the patient's **Identifier** (only one is required)
4. Select a **Unit**
5. Select a **Room**
6. Select a **Transmitter**
7. Select the **Add Patient** button
8. Once the patient is banded and the system check-in is complete, the patient is fully enrolled

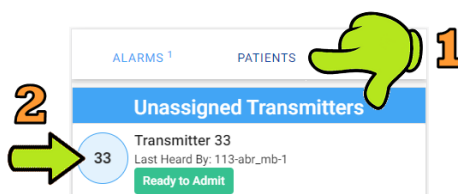


Auto-Enroll

In auto-enroll, the transmitter has been activated (banded) and the system is monitoring but the patient record has not been created / assigned yet.

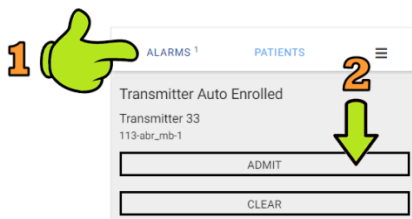
How do I auto-enroll a patient?

1. Login then select the **Patients** Link at the top of the page
2. Select a transmitter in the **Unassigned Transmitters** section



- OR -

1. Click the **Alarms** link at the top of the page
2. Select the **ADMIT** button for a transmitter

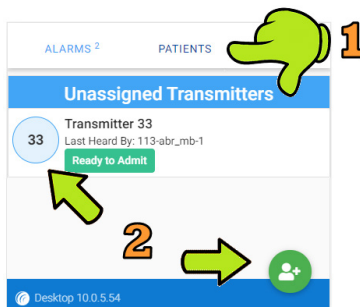


3. Enter the patient's **Identifier** (only one is required)
4. Select a **Unit**
5. Select a **Room**
6. Select the **Add Patient** button and the patient is fully enrolled.

Smart Sense

How do I add a patient with a Smart Sense transmitter to notify me for Loose Band alarms?

1. Login then select the **Patients** Link at the top of the page
2. Follow the steps to pre-enroll or auto-enroll the transmitter
3. Enter the patient's **Identifier** (only one is required)
4. Select a **Unit**
5. Select a **Room**
6. Ensure a **Transmitter** is selected
7. Click the **Smart Sense Enabled** button (if the unit is configured for Smart Sense, this button is automatically enabled)
8. Select the **Add Patient** button



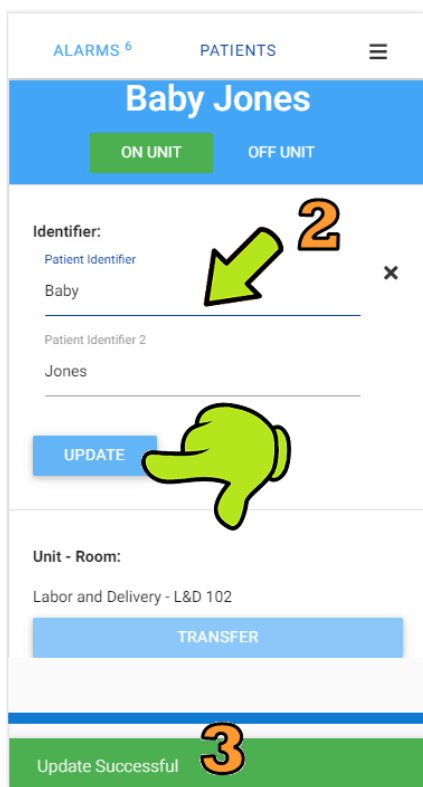
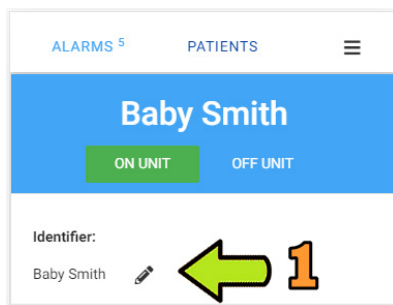
NOTE: You can disable the Smart Sense feature for a patient by clicking the **Smart Sense Disabled** button on their patient profile.

Patient Updates

Update Patient's Identifier

How do I change a patient's identifier?

1. Open the patient's profile from the **Patients** page and click the edit pencil next to the **Identifier** field
2. Make the appropriate change(s) and select the **Update** button
3. An **Update Successful** message is displayed in green at the bottom of the page
4. Select **Done** to return to the Patients page



Change Patient Status

A patient's status can be changed to show as "Off Unit" when they will be away from the protected unit for a period of time.

NOTE: When a patient is shown as "Off Unit", no loose band or transmitter lost signal alarms will be generated for them.

Off Unit

How do I change a patient's status to show as being off unit?

1. Open the patient's profile from the **Patients** page
2. Select **OFF UNIT**
3. An **Update Successful** message is displayed in green at the bottom of the page
4. Select **Done** to return to the Patients page

The screenshot shows the 'Baby Jones' patient profile. At the top, there are tabs for 'ALARMS 5' and 'PATIENTS', with a hamburger menu icon to the right. Below the patient name, there are two buttons: 'ON UNIT' and 'OFF UNIT'. A green hand icon with a large orange number '2' is pointing to the 'OFF UNIT' button. Below this, the 'Identifier:' section shows 'Baby Jones' with an edit icon. The 'Unit - Room:' section shows 'Labor and Delivery - L&D 102' with a blue 'TRANSFER' button. The 'Patient Transmitter:' section shows the number '8' with a purple 'ADJUST / SUSPEND' button. At the bottom, a green banner displays 'Update Successful' with a large orange number '3' next to it.

On Unit**How do I change a patient's status to show that they are back on unit?**

1. A patient leaves their unit and returns through a door in the same unit
2. The status will automatically change to **On Unit** (this is the default)

--Or--

1. Open the patient's profile from the **Patients** screen
2. Select **ON UNIT**
3. An **Update Successful** message is displayed in green at the bottom of the page
4. Select **Done** to return to the Patients page

ALARMS 5 PATIENTS

Baby Jones

ON UNIT OFF UNIT

Identifier:
Baby Jones

Unit - Room:
Labor and Delivery - L&D 102

TRANSFER

Patient Transmitter:
8

ADJUST / SUSPEND

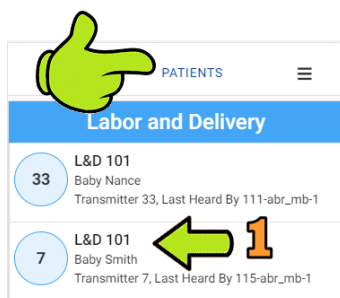
Update Successful

Adjust / Suspend

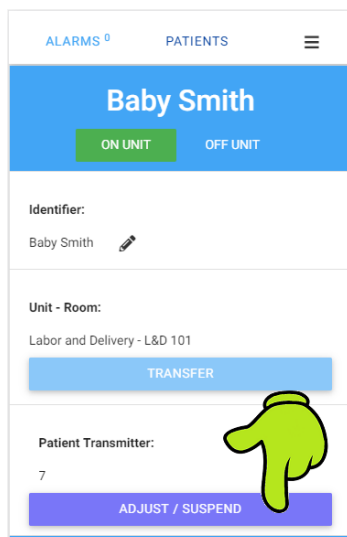
The adjust/suspend feature allows you to change a patient's banding material or remove a transmitter for an immersion bath without triggering a loose band, transmitter tamper alarm or transmitter lost signal. The transmitter is still active in the system, but this feature suspends the alarms while you make the adjustments.

How do I adjust a patient's transmitter or banding material without causing a false alarm?

1. Open the patient's profile from the **Patients** page



2. Select the **Adjust / Suspend** button under the **Patient Transmitter** field



3. The **Adjust/ Suspend** button changes to *Cancel Suspend*
4. Click **Done** to return to the Patient's page

NOTE: Reminder notifications will be sent after 15 minutes if no action has been taken or if the suspend is in progress, every 30 minutes until completed.

5. The **Patients** page will display *Suspend Requested* under the patient's identifier
6. Now you can remove the transmitter, change the banding, etc...
7. The Patient's page will display *Suspend in Progress* next to the patient's identifier
8. Once the patient's transmitter is re-banded, the system automatically completes the process

Baby Smith

Identifier:
Baby Smith

Unit - Room:
Labor and Delivery - L&D 101

Patient Transmitter:
7 **Suspend Requested**

CANCEL SUSPEND

DONE

Update Successful

ALARMS ⁰ PATIENTS

Labor and Delivery

7 L&D 101
Baby Smith
Transmitter 7, Last Heard By 111-abr_mb-1

Suspend Requested

ALARMS ⁰ PATIENTS

Labor and Delivery

7 L&D 101
Baby Smith
Transmitter 7, Last Heard By 111-abr_mb-1

Suspend In Progress

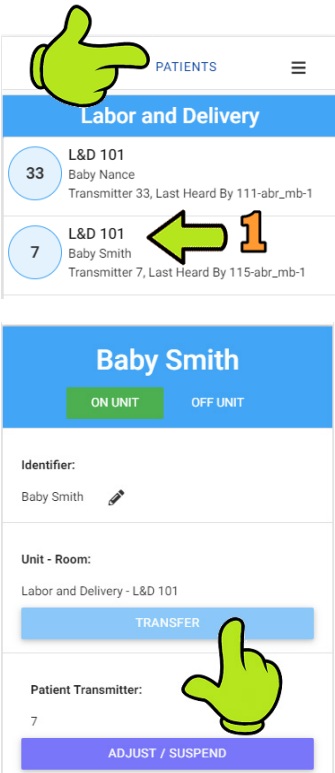
Patient Transfers

The transfer feature allows for a patient to be moved (transferred) from one unit to another unit or between rooms within the same unit.

Transfer within the Same Unit

How do I transfer a patient to another room within the same unit?

- 1. Open the patient's profile from the **Patients** page
- 2. Click the **Transfer** button under the **Unit-Room** field



3. Select the new room from the list

ALARMS ⁵ PATIENTS

Baby Smith

ON UNIT OFF UNIT

Identifier:
Baby Smith

Transferring to:

- Labor and Delivery
- L&D 101 (2 Patients)
- Select Room
- L&D 101 (2 Patients)
- L&D 102 (1 Patient)

7

4. The **Transfer** button changes to *processing* as the transfer is immediate

ALARMS ⁵ PATIENTS

Baby Smith

ON UNIT OFF UNIT

Identifier:
Baby Smith

Transferring to:
Labor and Delivery - L&D 102

PROCESSING

Patient Transmitter:

Update Successful

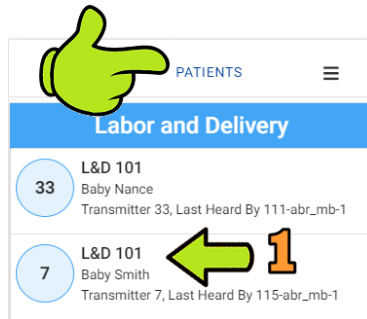
5. An **Update Successful** message is displayed in green at the bottom of the page
6. Select **Done** to return to the Patients page

Transfer to Another Unit

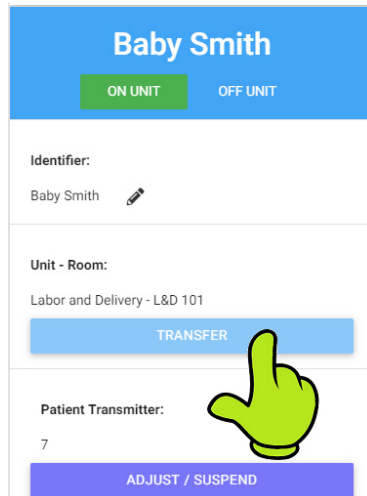
NOTE: When a patient is being transferred between units, they will show in the patient list for both units and no loose band or transmitter lost signal alarms will be generated for them.

How do I transfer a patient to another unit within the facility?

1. Open the patient's profile from the **Patients** page



2. Click the **Transfer** button under the **Unit-Room** field



3. Select a new **Unit** from the drop-down list
4. Select the new **Room** from the list

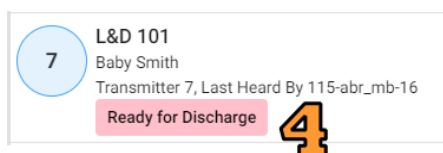
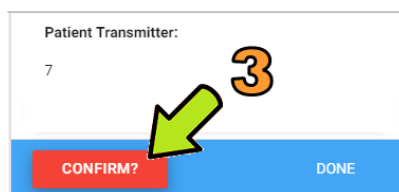
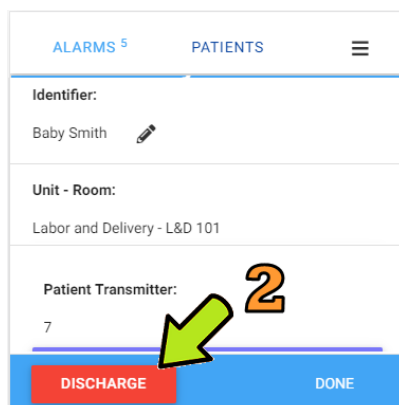
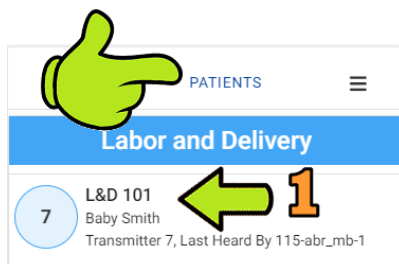
5. The Transfer button changes to *Cancel Transfer*
6. Select **Done** to return to the Patients page

7. The Patients page will display *Transfer in Progress* next to the patient's identifier
8. Once the patient has passed through a door in the new unit, the transfer will automatically be completed

Discharge Patients

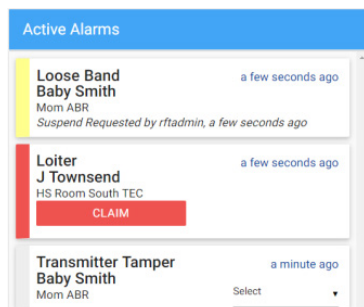
1. Open the patient's profile from the **Patients** page
2. Select the **Discharge** button
3. The button will change to **Confirm?** You must select the button again in order to start the discharge process
4. The patient status displays **Ready for Discharge**
5. Remove the patient transmitter
6. The system automatically completes the discharge process

How do I discharge a patient?



ALARMS

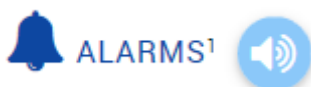
Alarms



Alarms are displayed sequentially as they occur, by priority (in order of newest to oldest), and are color coded according to the alarm type.

- Red – System Malfunction Alarms
- Red – Transmitter and Door Alarms
- Yellow – Fault Alarms (Equipment)
- Yellow – Non-emergency Transmitter Alarms
- Gray – Alarm Reasons
- Gray – Reminder Notifications

When an event occurs an alarm is sounded and a message is displayed on the workstation(s) monitoring the unit the patient is in.



The number located after ALARMS is the number of all active alarms for units the workstation is monitoring.



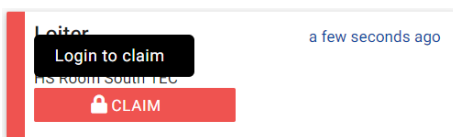
NOTE: With any alarm, always follow your facility's policies/procedures to ensure patient safety and secure the area.

Claiming Alarms

The software gives staff the ability to coordinate their response to individual patient requests using the “**Claim**” feature to claim alarms. Once resolved, staff can classify the alarm from the app to track services delivered and/or trend patient alarms over time.

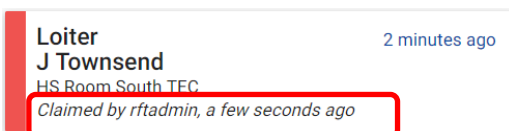


NOTE: This feature requires that you are logged into the system. If you are not logged in, you will be prompted to login before claiming.







How do I claim an alarm?

1. Once logged into the system, claim the alarm by pressing the **Claim** button
2. When you take responsibility for an alarm, the button disappears and “**Claimed By**” is displayed on all devices receiving the alarm to let everyone know you have it



Desktop Example

 ALARMS ²	 PATIENTS	 MAPS	 MANAGE
Loiter <i>Claimed by rftadmin, a few seconds ago.</i>	Transmitter 64	HS Room South TEC	a few seconds ago
Band Loose	Baby Smith	Mom ABR	2 minutes ago
<button>Reset Doors</button>	<button>Adjust / Suspend</button>		

Mobile Example

Loiter

Transmitter 64

HS Room South TEC

Claimed by rftadmin, 7 minutes ago.

Band Loose

Baby Smith

Mom ABR

RESET DOORS

ADJUST / SUSPEND

Map View/Patient List Example

Loiter

J Townsend

HS Room South TEC

Claimed by rftadmin, a few seconds ago

CLAIM

a few seconds ago

Loiter

J Townsend

HS Room South TEC

Claimed by rftadmin, a few seconds ago

2 minutes ago

System Malfunction Alarms

System malfunction alarms are high priority and include:

- Reconnecting
- System Down
- System is Down

How do I respond to a system alarm?

Note any information that may be helpful when communicating the event, follow established protocol, and contact your system administrator or RF Technologies tech support immediately.

Reconnecting

Reconnecting...

Reconnecting alarms occur when your mobile device has lost connection to the server.

Common Causes

- Wi-Fi connection was lost
- Server is down

System Down

System Down

Port Server 10.8.2.124

The System Down alarms occur when the connection from the port server to the computer is lost, when connected hardware fails, or when internal components fail. When this happens, Alarms coming in are no longer transferring to the Server.

Common Causes

- Faulty wiring to a device
- Invalid network address
- System failed to receive check-in signal for a monitored device
- Port server turned off, logged off or software improperly shut down
- Dip switches not configured correctly

System is Down

Your System is Down

System is Down indicates that all communications between the server and workstation has been lost. The system is in a non-functional state and must be addressed immediately.

NOTE: A System Down alarm will automatically clear when communications with the Server are restored. It cannot be cleared by the user.

Transmitter Alarms

Transmitter Alarms can be either solid red or yellow and include:

- Loose Band
- Low Battery
- Transmitter Link Alarm
- Transmitter Lost Signal
- Transmitter Mismatched
- Transmitter Tamper

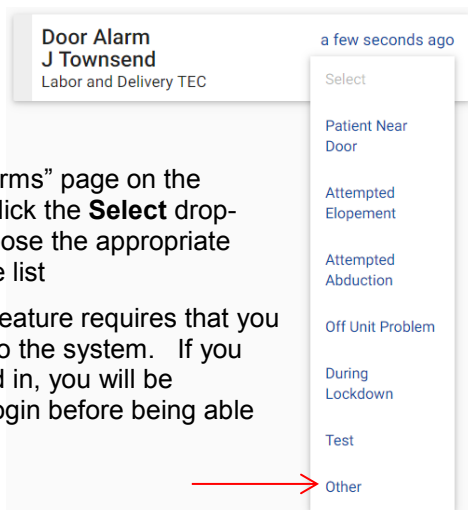
How do I respond to a transmitter alarm?

1. Locate the device in alarm
2. Verify that no patient emergency exists.
3. Reset the alarming device



NOTE: If Alarm Reasons is turned on in your system, there is one additional step that must be completed. Once the alarm is reset, the alarm message will disappear and a gray alarm message will display on the workstation.

- Open the “Alarms” page on the workstation, click the **Select** drop-down and choose the appropriate event from the list
- **NOTE:** This feature requires that you are logged into the system. If you are not logged in, you will be prompted to login before being able to classify.



Loose Band

Loose Band alarm is the initial indication that the banding material on a Smart Sense Transmitter is removed, tampered with, or has come off of the infant's ankle.

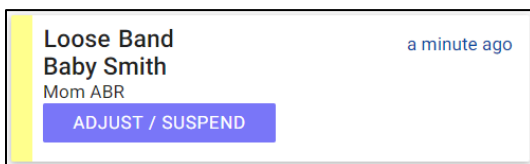
Common Causes

- Transmitter is not properly fitted on infant's ankle
- Worn banding material

How do I respond to a loose band alarm?

Depending upon your configuration, you will receive one of the following alarm options:

Adjust / Suspend



1. Verify that no patient emergency exists
2. Click the **Adjust/Suspend** button

3. Re-band / re-activate the transmitter
4. Once the transmitter has met the check-in requirements the alarm is removed from the screen



NOTE: If the alarm is not addressed within the defined time period (5 minutes is the default), it will escalate to a red priority alarm for any door configured to automatically lockdown.

Reset Doors and Adjust / Suspend

Loose Band
Baby Jones
Labor and Delivery Room 101

3 minutes ago

RESET DOORS

ADJUST / SUSPEND

1. Verify that no patient emergency exists
2. Click the **Reset Doors** button to unlock and reset the door alarms
3. Click the **Adjust/Suspend** button
4. Re-band / re-activate the transmitter
5. Once the transmitter has met the check-in requirements the alarm is removed from the screen

Low Battery

Low Battery
Baby Callen
L&D ABR

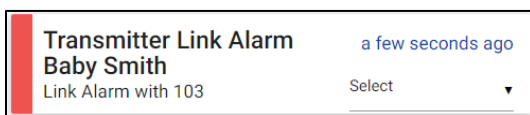
an hour ago

CLAIM

Indicates that a transmitter needs to be replaced.

You cannot clear a Low Battery Alarm; the alarm remains for the duration of time that the transmitter is enrolled in the system. It does not disappear until the transmitter is marked as **Not Available**.

Transmitter Link Alarm

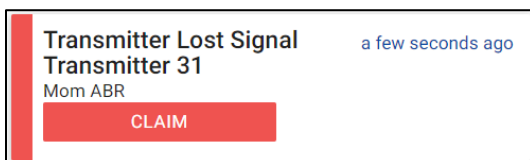


Indication from the software that an unassigned Mother or Baby Check transmitter just linked to an Infant transmitter that is already linked.

How do I respond to a link alarm?

1. Remove the infant from within range of the Mother/Baby Check transmitter
2. Follow your facility's established procedures for mismatches
3. Clear the Mother/Baby Check transmitter using the Clearing Device
4. Click the **Select** drop-down and choose **Acknowledged** to clear the alarm in the software

Transmitter Lost Signal

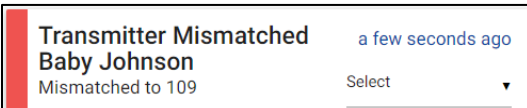


Indicates that a patient's transmitter is not communicating with the system.

Common Causes

- Radio frequency noise interference on system
- Transmitter not banded properly
- Worn banding material
- Transmitter out of range of antenna
- Device fault occurring in the system
- Network connection broken

Transmitter Mismatched



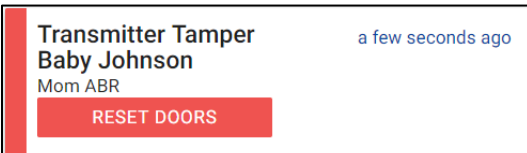
Transmitter Mismatched a few seconds ago
 Baby Johnson
 Mismatched to 109 Select ▼

When trying to match Mother/Baby Check and Infant transmitters to each other, the Transmitter Mismatched alarm indicates that the transmitters are not assigned to each other.

How do I respond to a mismatch alarm?

1. Remove the infant from within range of the Mother/Baby Check transmitter
2. Follow your facility's established procedures for mismatches
3. Click the **Select** drop-down and choose **Acknowledged** to clear the alarm in the software

Transmitter Tamper



Transmitter Tamper a few seconds ago
 Baby Johnson
 Mom ABR
 RESET DOORS

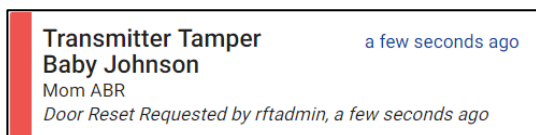
Transmitter Tamper alarm indicates that a patient's device has been activated. These Alarms are high priority and can lock doors depending upon the system configuration.

Common Causes

- Banding material cut or tampered with
- Transmitter not banded properly
- Banding material worn
- Unauthorized opening of transmitter
- Umbilical transmitter deactivated while still in use

How do I respond to a transmitter tamper?

1. Verify that no patient emergency exists.
2. For a system configured to lock doors:
 - A Reset Doors button is displayed with the tamper alarm
 - Click the **Reset Doors** button to unlock and reset the door alarms



- **NOTE:** The tamper alarm remains on screen until communication with the system has been re-established
3. For a system not configured to lock doors or for unassigned transmitters:
 - Text stating that *no doors were locked* is displayed with the alarm
 4. Re-band / re-activate the transmitter
 5. Once the transmitter has met the check-in requirements the alarm is removed from the screen

Door Alarms

Door Alarms are solid red and include:

- Door Alarm
- Loiter

How do I respond to a door alarm?

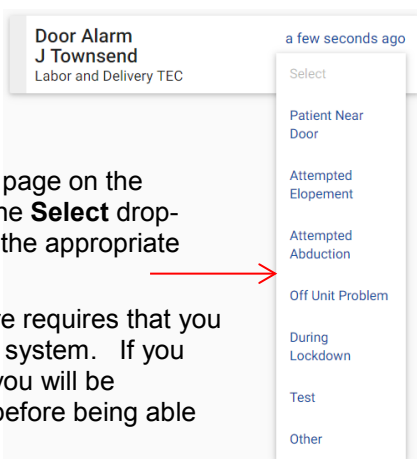
1. Locate the device or proceed to the door or exit in alarm
2. Verify that no patient emergency exists.
3. Reset the alarming device

- For a Loiter alarm, move the patient away from the door
- For a Door Alarm alarm, move the patient away from the door and then enter the four-digit security code into the controller keypad

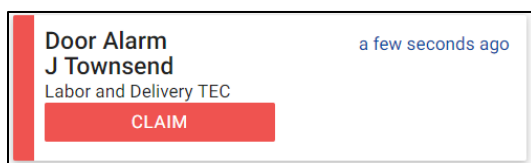


NOTE: If Alarm Reasons is turned on in your system, there is one additional step that must be completed. Once the alarm is reset, the red alarm message will disappear and a gray alarm message will display on the workstation.

- Open the “Alarms” page on the workstation, click the **Select** drop-down, and choose the appropriate event from the list
- **NOTE:** This feature requires that you are logged into the system. If you are not logged in, you will be prompted to login before being able to classify.



Door Alarm



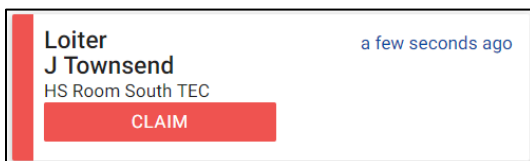
Indicates that an alarm has been activated at an exterior door or exit.

Common Causes

- Failed to enter a bypass code before opening a monitored door

- Door is opened when scheduled to be locked
- An active patient transmitter has come too close to an open door

Loiter



Loiter
J Townsend
HS Room South TEC
[a few seconds ago](#)
CLAIM

Loiter events are created when a patient with a transmitter remains in range of a monitored door for longer than the Loiter Delay. If the patient is in range of multiple doors, the door that is displayed at the workstation is the door that first reported the transmitter.

Common Causes

- A patient with a transmitter remains in range of a monitored door for longer than the Loiter Delay

Fault Alarms

Fault Alarms are yellow and typically relate to equipment. These include:

- Communication Failure
- RF Interference
- Tamper

How do I respond to a fault alarm?

1. Note any information that may be helpful when communicating the event then contact your System Administrator.

Communication Failure

NOTE: If alarm persists, contact your System Administrator or call RFT Technical Support 24 hours at 800-669-9946.

Communication Failure Front Entrance

a few seconds ago

Indicates that a device is not communicating with the system or a tamper was detected.

Common Causes

- Radio frequency noise interference on system
- Faulty wiring to device
- Loss of power to the system
- Invalid network address
- Device disabled due to device tampering
- Network connection broken

RF Interference

RF Interference Side Entrance

a few seconds ago

Indicates that radio frequency is causing interruption at the doors.

Common Causes

- Radio frequency noise interference near door (i.e., electronic doors opening, elevators, appliances, lighting, etc...)

Tamper

Tamper 3rd Floor Hallway Labor and Delivery TEC

a minute ago

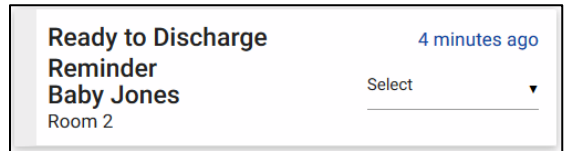
Indicates that a device has been tampered with.

Reminder Notifications

Reminder notifications are gray and typically appear when an action has been initiated but has not been completed in a timely manner. These include:

- Ready to Discharge
- Suspend Requested
- Suspend in Progress
- Change Band

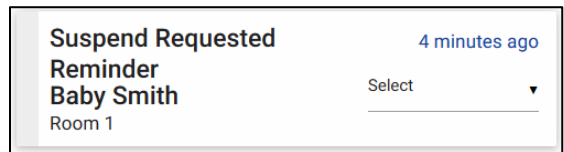
Ready to Discharge



The Ready to Discharge reminder displays when a discharge has been requested but hasn't been completed within the system.

You can select Acknowledge to clear the message but if the discharge is not completed, the reminder will reappear every 15 minutes until it is completed. Once completed, the system will automatically remove the reminder notification.

Suspend Requested

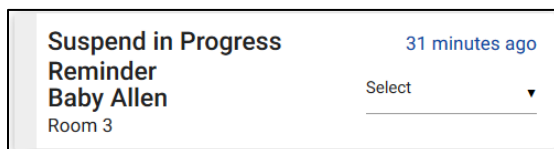


The Suspend Requested reminder displays when a suspend (transmitter is still active in the system but will not trigger loose band or transmitter tamper Alarms) has been requested but no action has been taken.

You can select Acknowledge to clear the message but if no action is taken, the reminder will reappear every 15 minutes until it is completed. Once action is taken and the

status changes to Suspend in Progress, the system will automatically remove the reminder notification.

Suspend in Progress



The Suspend in Progress reminder displays when a suspend has been initiated (transmitter is still active in the system but will not trigger loose band, transmitter tamper, or transmitter lost signal Alarms) but hasn't been completed within the system.

You can select Acknowledge to clear the message but if the suspend is not completed, the reminder will reappear every 30 minutes until it is completed. Once completed, the system will automatically remove the reminder notification.

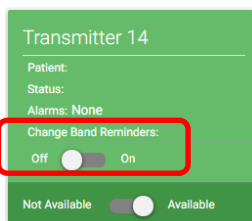
Change Band



The Change Band notification appears 72 hours after a patient's admission into the system to remind you to change the banding material. You can select Acknowledge to clear the message.

You can turn this reminder off for umbilical or wander transmitters by clicking the **Off** option under **Manage** and **Patient Transmitters**.

NOTE: This notification is sent only once.



Quick Look Display

The following chart shows the correlation between how Alarms are displayed on the Quick Look Display, alarm color, and what is displayed on the workstation.

Quick Look	Color	Workstation
SysDwn	Red	System Down
BdLoos		Loose Band
Door		Door Alarm
Link		Transmitter Link
Loiter		Loiter
LstSig		Transmitter Lost Signal
Match		Transmitter Mismatched
TxTmpr		Transmitter Tamper
BdLoos	Yellow	Loose Band
Comm		Communication Failure
LowBat		Low Battery
RF Int		RF Interference
Tamper		Tamper

REVISION HISTORY

Revision	Change
A	Release
B	Combined User Guide and Alarms Guide into one guide Added: Transmitter Link Alarm and Transmitter Mismatched to Alarms section Added: Information on turning off Change Band Reminders for Umbilical and Wander transmitters Added: Information on viewing camera feeds Updated: Adding patients section to include both pre-enroll and auto-enroll Updated: Graphics to reflect new Mom Baby / Baby Check transmitter linking functionality



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