

## EXIT ALARM

*Occur when a patient with a tag comes near and/or passes through a protected open door (or protected corridor) without being signed out or discharged of the Hugs software*

- On the Alarms-Events screen, identify the patient and the location of alarm (location shown in the Details box or by locating the red door on the facility map)
- Follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, and patient has been moved away from the exit, log into the Hugs PC
- Enter an Alarm Note by clicking on **SELECT NOTE FROM LIST OR ENTER A REASON** to view the drop-down menu. Click on the appropriate note or type one in (*Alarm CANNOT be cleared until a note is entered*)
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared and log out when finished

## TAMPER ALARM

*Occur when a Hugs tag strap has been cut or the strap has been pulled on in an attempt to loosen or remove the tag*

- On the Alarms-Events screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Hugs PC
- Enter an Alarm Note by clicking on **SELECT NOTE FROM LIST OR ENTER A REASON** to view the drop-down menu. Click on the appropriate note or type one in (*Alarm CANNOT be cleared until a note is entered*)
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared
- Use **SUSPEND TAMPER** and change the strap immediately (regardless of how the tag & strap “look”) and log out when finished

## IMPROPERLY APPLIED TAG ALARM

*Occur when the strap is not correctly attached to the tag during the initial banding process*

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Hugs PC
- Enter an Alarm Note by clicking on **SELECT NOTE FROM LIST OR ENTER A REASON** to view the drop-down menu. Click on the appropriate note or type one in (*Alarm CANNOT be cleared until a note is entered*)
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared
- Use **SUSPEND TAMPER** and change the strap immediately and log out when finished

## BAND DETACHED ALARM

*Occur after a TAMPER ALARM or an IMPROPERLY APPLIED TAG have been cleared, but strap is still not securely attached to tag – the strap was not changed after the original alarm was cleared*

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Hugs PC
- Enter an Alarm Note by clicking on **SELECT NOTE FROM LIST OR ENTER A REASON** to view the drop-down menu. Click on the appropriate note or type one in (*Alarm CANNOT be cleared until a note is entered*)
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared
- Use **SUSPEND TAMPER** and change the strap immediately and log out when finished

## TAG LOOSE ALARM

*Occur when a Check Tag Tightness Event has been cleared, but tag remains too loose to “sense” contact with the patient’s skin; it could come off the patient or may have been slipped off*

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, go tighten the Tag as needed and then log into the Hugs PC
- Enter an Alarm Note by clicking on **SELECT NOTE FROM LIST OR ENTER A REASON** to view the drop-down menu. Click on the appropriate note or type one in (*Alarm CANNOT be cleared until a note is entered*)
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared and log out when finished

## **SUPERVISION TIMEOUT ALARM**

*Occur when the system does not “hear” a tag’s heartbeat – the computer cannot see the tag*

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Hugs PC
- Enter an Alarm Note by clicking on **SELECT NOTE FROM LIST OR ENTER A REASON** to view the drop-down menu. Click on the appropriate note or type one in (*Alarm CANNOT be cleared until a note is entered*)
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared and log out when finished
- Discharge the tag immediately and give to your Clinical Administrator; apply a new tag to the patient per hospital policy

## **LOW BATTERY ALARM**

*Occur when the battery of tag is becoming low*

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Hugs PC
- Enter an Alarm Note by clicking on **SELECT NOTE FROM LIST OR ENTER A REASON** to view the drop-down menu. Click on the appropriate note or type one in (*Alarm CANNOT be cleared until a note is entered*)
- Click the **CLEAR** button in the bottom right-hand corner of the screen to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared and log out when finished
- If the patient will remain in the hospital for more than 24 hours, discharge the tag and put a new tag on the patient; give the tag that alarmed to your Clinical Administrator

## **AUTO-CLEAR EVENTS**

### **CHECK TAG TIGHTNESS EVENT**

*Occur when the tag is too loose to “sense” contact with the patient’s skin*

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Tighten strap, as needed
- Event will automatically clear when tag “senses” contact with patient’s skin

### **LOITER EVENT**

*Occur when a patient with a tag has been near a monitored exit for a pre-determined amount of time*

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Escort the patient away from the door
- Event will automatically clear when the patient with the tag moves away from monitored exit

### **DOOR AJAR EVENT**

*Occur when a monitored door has been open for pre-determined amount of time*

- On the Alarm – Event tab screen, identify the door
- Find the door and close it
- Event will automatically clear when door closes

### **ADMIT ACKNOWLEDGEMENT EVENT**

*Occurs 10 minutes after an Admit Box has been on the screen without a description or zone*

- Log into the Hugs PC
- Locate the open Admit Box
- Complete the patient description and zone the tag correctly and click OK
- Event will automatically clear when Admit Box is closed
- Verify that the event has cleared and log out when finished