

Default Alert Response Recommendations

INCOMPLETE TAG ADMIT ALERT

An admit box has not been addressed. Please fill in the needed information ASAP.

- 1) Note the description of the admit box that needs to be addressed.
- 2) Locate the Infant Admit box and determine which patient is tagged with that tag number.
- 3) Affirm that the patient is safe and tagged.
- 4) If a patient cannot be located wearing the tag in question, alert staff and system administrator and locate tag immediately (Is it in someone's pocket? Was it being cleaned and got too wet? Etc.)
- 5) Once the patient/tag is located, log in to the Instant Notifier and complete the information required on the Infant Admit screen (Note: Discharge the tag if it is not on a patient.)
- 6) The Alert will automatically clear when the information is entered and the admit box is closed.

AUTO DISCHARGE TAG ALERT

A tag can no longer communicate with the Computer because the strap has been damaged too severely.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.
- 5) Immediately discharge the tag (it will be highlighted grey on the Census list), remove the tag from the patient and give it to your system administrator.
- 6) Get a new tag and retag the patient per hospital policy.

CHECK TAG TIGHTNESS ALERT

A patient's tag is too loose and needs to be tightened immediately.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor.

- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If the patient is located, tighten the tag as needed. (Note: Staff has about 2 minutes to do this – the Alert will escalate to a "Tag Loose Alert" if the tag is not tightened within this time frame)
- 5) The Alert will automatically clear once the tag has been sufficiently tightened.

DUPLICATE TAG ID ALERT

More than one tag with the same number has been admitted to the system.

- 1) Note the Description of the tag in Alert by looking at Instant Notifier.
- 2) Determine which two patients have the same tag #. Locate the patients immediately by checking patient room and hospital floor.
- 3) If patients cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If the patients are located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.
- 5) Immediately discharge one of the tags per normal hospital procedures and give it to the System Administrator.
- 6) Get a new tag and retag the patient per hospital policy.

LOITER ALERT

A tagged patient is standing next to a protected entrance too long.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient and remove them from the exit immediately.
- 3) The Alert will automatically clear once the patient is away from the exit.

EXIT ALERT

A patient with a tag has been taken through or gone too close to an open, protected exit or corridor.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.

2) Note Exit Alert location causing Alert by looking at facility floor plan on the screen and finding an exit that is blinking red and/or look at the Alert details box.

3) Notify staff of the location of the Alert, including exit name that they should respond to.

4) Locate the patient immediately by checking the exit in Alert, patient room and hospital floor.

5) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.

4) If the patient is located, move the tagged patient away from the exit immediately.

5) If the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action. (Only after the patient has been located)

IMPROPERLY APPLIED TAG ALERT

A patient's tag was not applied properly during admission or the strap was not correctly attached to the tag.

1) Note the Description of the patient in Alert by looking at Instant Notifier.

2) Locate the patient immediately by checking patient room and hospital floor.

3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.

4) If the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.

5) Immediately "Suspend Tamper" and replace the strap on the tag.

KISSES LOW BATTERY ALERT

A mother's Kisses tag has a low battery.

1) Note the Description of the patient in Alert by looking at Instant Notifier.

2) Locate the mother by checking patient room and hospital floor.

4) Once the mother is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.

5) Remove the Kisses tag from the mother and give it to your system administrator.

6) Get a new Kisses tag and bond with the baby's Hugs tag. (Note: You may need to discharge the baby's hugs tag and retag the baby before you can bond the new Kisses tag)

TRANSPORT TIME OVERDUE ALERT

The temporary Transport time given to the patient has expired.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor, or by calling the staff member who is with the transported patient.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If more transport time is needed, update the transport timer by clicking the blue countdown timer, entering additional time and clicking "Save."
- 5) If the patient is located in the unit, click the countdown timer on the patient's line, select "Stop Transport" to return the patient from Transport.
- 6) If the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.

TRANSPORT TIME OVERDUE WARNING

The temporary Transport time given to the patient is about to expire.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor, or by calling the staff member who is with the transported patient.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If more transport time is needed, update the transport timer by clicking the blue countdown timer, entering additional time and clicking "Save."
- 5) If the patient is located in the unit, click the countdown timer on the patient's line, select "Stop Transport" to return the patient from Transport.
- 6) If the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.

DETACHED BAND ALERT

The strap on a patient's tag has been torn severely causing the tag to be unable to communicate with the PC.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.

- 2) Locate the patient immediately by checking patient room and hospital floor.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.
- 5) Immediately "Suspend Tamper" and replace the strap on the tag.

SUPERVISION ALERT

The system has lost contact with the tag/patient indicated above.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.
- 5) If this is the second time for this Alert on this tag or if this Alert does occur for the second time on the same tag, enter an appropriate Corrective Action note mentioning location of the tag when Alert occurred and clear the Alert.
- 6) Discharge the tag immediately and replace the tag per normal procedure.
- 7) Give tag in question (including location of Alert) to your system administrator.

TAG LOOSE ALERT

A patient's tag is too loose and may have come off or been removed.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If the patient is located, reattach or tighten the tag as needed.
- 5) Log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action. (Only after the patient has been located)

HUGS TAG LOW BATTERY ALERT

The battery in the tag is low and should be replaced soon.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor.
- 4) Once the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.
- 7) Discharge the tag as soon as possible and retag the patient with a new tag per hospital procedures
- 8) Place the low battery tag in your Tag Charger for recharging.

TAMPER ALERT

A patient's tag has either been cut or pulled on and needs to be replaced.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.
- 5) Immediately "Suspend Tamper" and replace the strap per hospital procedures (even if the strap and tag look OK).

WRONG MOTHER ALERT

An infant/child has been given to the wrong mother.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floor.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If the patient is located, verify that the infant is given to the correct mother.
- 5) Log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action. (Only after the patient has been located)

HUGS TAG STILL BONDED ALERT

A Staff member is trying to use a Hugs tag that has neither been placed in the Tag Charger to reset or rested long enough to break the bond with the previous Kisses tag.

- 1) Note the Description of the tag in Alert by looking at Instant Notifier.
- 2) Locate the tag immediately.
- 3) Once the patient is located, log in to the Instant Notifier, Dismiss the Alert and enter an appropriate Corrective Action.
- 4) Discharge the tag, place it in the Tag Charger and apply a different tag to the patient.

DOOR AJAR ALERT

A protected entrance is being held open too long.

- 1) Note the Description of the door in Alert.
- 2) Locate the door immediately and close it.
- 3) The Alert will automatically clear once the door is closed.

OUT OF UNIT ALERT

A tagged patient that is not in transport status is located outside of the assigned unit.

- 1) Note the Description of the patient in Alert by looking at Instant Notifier.
- 2) Locate the patient immediately by checking patient room and hospital floors.
- 3) If patient cannot be located, proceed with hospital's security protocol which may include calling a Code for the missing patient.
- 4) If more transport time is needed, update the transport timer by clicking the blue countdown timer, entering additional time and clicking "Save."
- 5) This Alert will automatically clear when the tagged patient is returned to the unit.