

## **HUGS GUIDE FOR CLEARING ALARMS & EVENTS**

### **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***

1. 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)
2. Follow hospital policy to verify security of identified patient
3. Once the safety of the patient is verified, and patient has been moved away from the exit, log into the Hugs PC
4. 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)*
5. Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
6. 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***

1. On the Alarms-Events screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
2. Once the safety of the patient is verified, log into the Hugs PC
3. 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)*
4. Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
5. Verify alarm has cleared
6. Use **SUSPEND TAMPER** and change the strap immediately (regardless of how the tag & strap “look”) and log out when finished

*Any tag remaining in Tamper Alarm for 7 minutes will be automatically discharged by the system. The patient with the tag will be highlighted in gray indicating it is no longer being supervised by the system.*

### **IMPROPERLY APPLIED TAG ALARM**

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

1. On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
2. Once the safety of the patient is verified, log into the Hugs PC
3. 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)*
4. Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
5. Verify alarm has cleared
6. 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***

1. On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
2. Once the safety of the patient is verified, log into the Hugs PC
3. 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)*
4. Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
5. Verify alarm has cleared
6. 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***

1. On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
2. Once the safety of the patient is verified, go tighten the Tag as needed and then log into the Hugs PC
3. 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)*
4. Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
5. 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*

1. On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
2. Once the safety of the patient is verified, log into the Hugs PC
3. 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*)
4. Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
5. Verify alarm has cleared and log out when finished
6. Discharge the tag immediately and give to your Clinical Administrator; apply a new tag to the patient per hospital policy

## **HUGS TAG LOW BATTERY ALARM**

*Occur when the battery of tag is becoming low*

1. On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
2. Once the safety of the patient is verified, log into the Hugs PC
3. 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*)
4. 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)
5. Verify alarm has cleared and log out when finished
6. 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*

1. On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
2. Tighten strap, as needed
3. 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*

1. On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
2. Escort the patient away from the door
3. 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*

1. On the Alarm – Event tab screen, identify the door
2. Find the door and close it
3. 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*

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