

EXIT ALERT

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

- ❖ Using Instant Notifier (either at the Hugs Computer Workstation or wherever installed), obtain patient information and location of **EXIT ALERT**. Location will be indicated by red flashing doors on the facility map in the Instant Notifier.
- ❖ 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, using the Instant Notifier, select the alert to be cleared in the Alerts list and then click the **Dismiss Alert** button.
- ❖ The authorization dialog box opens. Enter your User Name and Password and click **OK**.
- ❖ Per hospital policy, choose a “Corrective Action” and/or enter any relevant alarm notes as required, Click **Save and Dismiss**.

HUGS BAND TAMPER ALERT

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

- ❖ Using Instant Notifier (either at the Hugs Computer Workstation or wherever installed), obtain patient information.
- ❖ Follow hospital policy to verify security of identified patient.
- ❖ Once the safety of the patient is verified, using the Instant Notifier, select the alert to be cleared in the Alerts list and then click the **Dismiss Alert** button.
- ❖ The authorization dialog box opens. Enter your User Name and Password and click **OK**.
- ❖ Per hospital policy, choose a “Corrective Action” and/or enter any relevant alarm notes as required, Click **Save and Dismiss**.
- ❖ Use **SUSPEND TAMPER** and change the strap immediately (regardless of how the tag & strap “look”).

HUGS BAND IMPROPERLY APPLIED TAG ALERT

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

- ❖ Using Instant Notifier (either at the Hugs Computer Workstation or wherever installed), obtain patient information.
- ❖ Follow hospital policy to verify security of identified patient.
- ❖ Once the safety of the patient is verified, using the Instant Notifier, select the alert to be cleared in the Alerts list and then click the **Dismiss Alert** button.
- ❖ The authorization dialog box opens. Enter your User Name and Password and click **OK**.
- ❖ Per hospital policy, choose a “Corrective Action” and/or enter any relevant alarm notes as required, Click **Save and Dismiss**.
- ❖ Use **SUSPEND TAMPER** and change the strap immediately (regardless of how the tag & strap “look”).

HUGS BAND DETACHED ALERT

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

- ❖ Using Instant Notifier (either at the Hugs Computer Workstation or wherever installed), obtain patient information.
- ❖ Follow hospital policy to verify security of identified patient.
- ❖ Once the safety of the patient is verified, using the Instant Notifier, select the alert to be cleared in the Alerts list and then click the **Dismiss Alert** button.
- ❖ The authorization dialog box opens. Enter your User Name and Password and click **OK**.
- ❖ Per hospital policy, choose a “Corrective Action” and/or enter any relevant alarm notes as required, Click **Save and Dismiss**.
- ❖ Use **SUSPEND TAMPER** and change the strap immediately (regardless of how the tag & strap “look”).

TAG LOOSE ALERT

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

- ❖ Using Instant Notifier (either at the Hugs Computer Workstation or wherever installed), obtain patient information.
- ❖ Once the safety of the patient is verified, Tighten Tag immediately to avoid additional **TAG LOOSE ALERTS**.
- ❖ Using the Instant Notifier, select the alert to be cleared in the Alerts list and then click the **Dismiss Alert** button.
- ❖ The authorization dialog box opens. Enter your User Name and Password and click **OK**.
- ❖ Per hospital policy, choose a “Corrective Action” and/or enter any relevant alarm notes as required, Click **Save and Dismiss**.

SUPERVISION ALERT

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

- ❖ Using Instant Notifier (either at the Hugs Computer Workstation or wherever installed), obtain patient information.
- ❖ Once the safety of the patient is verified, using the Instant Notifier, select the alert to be cleared in the Alerts list and then click the **Dismiss Alert** button.
- ❖ The authorization dialog box opens. Enter your User Name and Password and click **OK**.
- ❖ Per hospital policy, choose a “Corrective Action” and/or enter any relevant alarm notes as required, Click **Save and Dismiss**.
- ❖ Discharge the tag immediately and give to your System Administrator; apply a new tag to the patient per hospital policy

HUGS TAG LOW BATTERY ALERT

Occur when the battery of tag is becoming low

- ❖ Using Instant Notifier (either at the Hugs Computer Workstation or wherever installed), obtain patient information.
- ❖ Once the safety of the patient is verified, using the Instant Notifier, select the alert to be cleared in the Alerts list and then click the **Dismiss Alert** button.
- ❖ The authorization dialog box opens. Enter your User Name and Password and click **OK**.
- ❖ Per hospital policy, choose a “Corrective Action” and/or enter any relevant alarm notes as required, Click **Save and Dismiss**.
- ❖ Discharge the Tag per DISCHARGE procedures, and apply a new Hugs Tag per ADMIT procedures.
- ❖ Clean low battery tag for re-use and place in Hugs Tag Charger.

AUTO-CLEAR ALERTS

CHECK TAG TIGHTNESS ALERT

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

- ❖ Identify the infant associated with the alert and the infant’s room number from the Instant Notifier.
- ❖ Tighten strap, as needed.
- ❖ The notification in the Instant Notifier automatically clears when the tag is secured to the patient properly.

HUGS TAG LOITER ALERT

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

- ❖ Obtain patient/tag information and exit location from the Instant Notifier.
- ❖ Escort the patient away from the door.
- ❖ The notification in the Instant Notifier automatically clears itself once the tagged patient is moved away from the exit.

DOOR AJAR ALERT

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

- ❖ Obtain exit location from the Instant Notifier.
- ❖ Find the door and close it.
- ❖ The notification in the Instant Notifier automatically clears itself once the door has been closed.

INFANT INCOMPLETE ADMIT ALERT

Occurs when there are tags that have been auto-admitted without completing the Infant Admit dialog box

- ❖ Obtain patient/tag information from Instant Notifier and verify which patient the tag is on, and then verify location and safety of identified patient.
- ❖ LOGIN to Hugs Software per LOGIN procedure.
- ❖ Locate or Open the Notification widget (Bottom left of screen) and click on the patient’s link (New Baby).
- ❖ Complete the Infant Admission form.
- ❖ The notification in the Instant Notifier automatically clears itself once the patient is admitted properly.