



# Patient Security System Newsletter

## HUGS—PEDZ—PASSPORT

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## Good Housekeeping

As a mother, my wife, is creative, thoughtful and very busy. We have one wild toddler and an over grown newborn, giving my wife a lot to juggle as she goes about her day.

In a feeble attempt to carry her load, I try and do a little housekeeping when I get home from work. Sure, I'll do the dishes, clean toilets, take out trash, but when it comes to putting away clutter I've developed some bad habits. I don't just throw stuff in a pile, or shove it in a closet... I've adopted our whole spare bedroom.

My wife recently opened the door to that bedroom and I was busted. What she found in there was dirty laundry, an unfinished puzzle, projects waiting completion, and my lunch box from a week ago. In her frustration she said, "It smells so bad I can almost taste it!"

It was never my intention for that spare bedroom to get so awful. I always told myself, "I'll get to it later." But, I never did. The neglect caught up with me.

Do you have anything like that; nagging for your attention from the back of your mind? For many of you, it might be your Patient Security System's USER DATABASE. You know, that list of staff's usernames located in the USERS subtab of the ADMIN tab in the Hugs, Pedz, or Passport System. What possibly could be neglected here?

For some, it is like a walk down memory lane to navigate that USER DATABASE. You notice usernames of staff who have been gone for a while, feeling nostalgic and probably missing them. This is no time for happy memories, but

rather a call to action! Maintaining a USER DATABASE is crucial to not only to keep the system secure, but it is a key area any accreditation team may check on or ask about during a visit.

The first task is to delete any users that should no longer have access to the system. Deleting users is easy, just follow this process: **First**, select the username of your inactive staff member, located in the USER DATABASE to the LEFT of your screen. **Secondly**, find the selected user profile complete with the full name and username of your staff member at the right of your screen. **Third**, be sure you've selected the correct user. **Fourth**, select DELETE, which is the last of three buttons near the top of your page. **Finally**, the system will ask if you are sure about deleting the selected user. Once you click YES, the user and their username are gone.

The second task is to manage the current users in your database. This means ensuring that everyone who should have access to the system, **DOES HAVE ACCESS**. Sometimes, I'll stop at a hospital, and hear a nurse say, "Oh, I don't use the system... I just can't Log In." This is the type of response we want to prevent. The first step I would suggest would be to talk to your staff and affirm that everyone can log into the system. If they cannot, now is the time to fix it. It may mean adding them as a user, or more often is the case, simply re-setting their password.

Re-setting a users password is very easy. Once again, you will be on the ADMIN tab, in the USER DATABASE. In the list of users, on the left side of the screen, find the users name and

click to highlight it. On the right side of the screen you will see all their information. To have that user change their password you have to select the check box titled "**User must change password at next login**", and you must also go down the page where it indicate the password and type in a generic password, like "baby", then click SAVE, the first of three buttons near the top of your page.

Once you've logged out, have the user attempt logging back in with their user name and that generic password. If the system asks your user to change their password, then you've succeeded. They should change their password to something they can remember this time. No more excuses.

If your hospital uses an active directory, meaning your username and password are automatically the same for many of your other systems, the above process won't apply to you. If you utilize an active directory and a nurse is unable to log into the system, you'll have to speak directly to IT.

At the end of the day, I can't relax unless the house is clean. If my daughter's toys are scattered across the floor or my son's car seat isn't put away, then I can't sit down and enjoy the evening with my wife. It is the clear conscience kind of rest that you can't attain by piling your mess in the spare bedroom.

Having a well-maintained USER DATABASE is a critical for your patient security system's ease of management and security.

*Written by Kyle J, Corporate Trainer, IMS*

## The Voice of IMS

At IMS, focusing on our customers and ensuring we deliver high quality customer service on a consistent basis is a key pillar to how we do business. One way we display this is the fact that we have someone answer the phone during business hours. By having a person instead of an automated machine, we feel we give customers the personalized care they deserve. Peggy Carder is the voice of IMS. [Continue the story at www.innovative-medical.com/blog](http://www.innovative-medical.com/blog)

