

DEFAULT ALARM PROCEDURES

COPY AND PASTE THE DEFAULT PROCEDURES BELOW INTO THE APPROPRIATE ALARM DESCRIPTION:

[ADMIT ACKNOWLEDGEMENT EVENT]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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 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 PC and complete the information required in the admit box (Note: Discharge the tag if it is not on a patient)
- 6) The Event will automatically clear when the information is entered and the admit box it closed.

[ADMIT ACKNOWLEDGEMENT ALARM]

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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 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, complete the information required in the admit box (Note: Discharge the tag if it is not on a patient)
- 6) Enter an alarm note and clear the alarm.

[AUTO DISCHARGE TAG]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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 alarm.
- 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 PC, enter an appropriate alarm note, and clear the alarm.
- 5) Immediately discharge the tag (it will be highlighted grey on the Census tab), remove the tag from the patient and give it to you system administrator.
- 6) Get a new tag and retag the patient per hospital policy.

[DUPLICATE TAG ID]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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

- 1) Note the Description of the tag in alarm.
- 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 PC, enter an appropriate alarm note, and clear the alarm.
- 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.

[EXIT ALARM]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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 alarm.
- 2) Note exit alarm location causing alarm by looking at facility floor plan on the the screen and finding an exit that is blinking red and/or look at the alarm details box.
- 3) Notify staff of the location of the alarm, including exit name that they should respond to.
- 4) Locate the patient immediately by checking the exit in alarm, 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) Log in to the PC, enter an appropriate alarm note, and clear the alarm.

[GATEWAY ALARM]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

A tag has passed through a Gateway and has not returned within the timeout period.

- 1) Note the Description of the patient in alarm.
- 2) This is a possible abduction attempt. Implement hospital's security protocol which may include calling a Code for the missing patient.
- 3) If patient is located, return to the safe area
- 4) Log in to the PC, enter an appropriate alarm note, and clear the alarm.

[IMPROPERLY APPLIED TAG]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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

- 1) Note the Description of the patient in alarm.



- 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 PC, enter an appropriate alarm note, and clear the alarm.
- 5) Immediately "Suspend Tamper" and replace the strap on the tag.

[TRANSPORT TIME EXPIRED]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

The temporary Transport time given to the patient has expired. If the patient is back in the department, transport return the patient back into the system. If the patient is not back in the department, contact the staff person that is with the patient to verify if patient is safe and if more time is needed. If more time is needed, update the Transport Time.

- 1) Note the Description of the patient in alarm.
- 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 the patient is located, log in to the PC.
- 5) If more Transport time is needed, immediately go to the Census tab and "Update Transport"; If the patient is already back in the safe area, immediately got to the Census tab and "Transport Return" the tag.
- 6) Enter an appropriate alarm note, and clear the alarm

[BAND DETACHED ALARM]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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

- 1) Note the Description of the patient in alarm.
- 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 PC, enter an appropriate alarm note, and clear the alarm.
- 5) Immediately "Suspend Tamper" and replace the strap on the tag.

[SUPERVISION TIMEOUT]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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

- 1) Note the Description of the patient in alarm.
- 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 PC, enter an appropriate alarm note noting the location of the tag when the alarm occurred, and clear the alarm.
- 5) If this is the second time for this alarm on this tag, discharge the tag immediately and replace the tag per normal procedure.
- 7) Give tag in question (including location of alarm) to your system administrator.

[TAG LOW BATTERY]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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

- 1) Note the Description of the patient in alarm.
- 2) Locate the patient immediately by checking patient room and hospital floor.
- 4) Once the patient is located, log in to the PC, enter an appropriate alarm note, and clear the alarm.
- 5) Determine when the patient is scheduled to leave the hospital.
- 6) If the patient will be discharged in less than 24 hours, leave the tag on the patient.
- 7) If the patient will remain at the hospital for longer than 24 hours, immediately discharge the tag and retag the patient with a new tag per hospital procedures

8) Give the low battery tag to your system administrator.

[TAMPER ALARM]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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

- 1) Note the Description of the patient in alarm.
- 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 PC, enter an appropriate alarm note, and clear the alarm.
- 5) Immediately "Suspend Tamper" and replace the strap per hospital procedures. (Even if the tag looks OK)

[DOOR AJAR EVENT]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

A protected entrance is being held open too long.

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

[DOOR AJAR ALARM]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

A protected entrance is being held open too long.

- 1) Note the Description of the door in alarm.
- 2) Locate the door immediately and close it.
- 3) Log in to the PC, enter an appropriate alarm note, and clear the alarm.

[LOITER EVENT]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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

- 1) Note the Description of the patient in alarm.
- 2) Locate the patient and remove them from the exit immediately.
- 3) The Event will automatically clear once the patient is away from the exit.

[LOITER ALARM]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

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

- 1) Note the Description of the patient in alarm.
- 2) Locate the patient and remove them from the exit immediately.
- 3) Log in to the PC, enter an appropriate alarm note, and clear the alarm.

[LOW BATTERY TAG - CANNOT BE ADMITTED]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

This tag has a low battery and must not/cannot be used. Please remove from patient and give to System Administrator for replacement.

- 1) Locate Tag.
- 2) Once Tag is located, log in to the PC, enter an appropriate alarm note and clear the alarm.
- 3) Remove tag from inventory immediately and give it to your system administrator.

[CORRIDOR DOORS DOOR LOCK BOND ALARM]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

The door lock at this exit is not operating properly and likely will not lock the door when a tag is present. Please call the Facilities Department to have them check on the problem.

- 1) Log into PC, enter an appropriate alarm note and clear the alarm.



2) Contact Facilities Department and/or your dealer immediately.

[DOOR LOCK POWER SUPPLY MONITOR ALARM]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

The power supply for the magnetic door locks is not operating properly. Please call the Facilities Department to have them check on the problem.

1) Log into PC, enter an appropriate alarm note and clear the alarm.

[MAXIMUM LOGIN ATTEMPT]

~COPY THE FOLLOWING IN THE PROCEDURE TEXT BOX~

Someone tried unsuccessfully to Login three times or something has been laid on the keyboard.

1) Log in to the PC, enter an appropriate alarm note, and clear the alarm.

2) Locate indicated user and determine what happened.

3) An administrator or Super User will have to log in and "Unlock" the users account.