

# PASSPORT 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 transported or discharged out of the Passport software*

- On the Alarms-Events tab 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)
- Follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Passport PC
- Enter and 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)**
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared and log out when finished

## TAMPER ALARM

*Occur when a tag band has been cut or the band has been pulled on in an attempt to loosen the tag or has been removed without permission from the computer*

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

## IMPROPERLY APPLIED TAG ALARM

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

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Passport PC
- Enter and 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)**
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared
- Use **SUSPEND TAMPER** and change the band immediately and log out when finished

## BAND DETACHED ALARM

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

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Passport PC
- Enter and 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)**
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared
- Use **SUSPEND TAMPER** and change the band immediately 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*

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

## LOW BATTERY ALARM

*Occur when the battery of tag is becoming low*

- On the Alarms-Events tab screen, identify the patient in Alarm - follow hospital policy to verify security of identified patient
- Once the safety of the patient is verified, log into the Passport PC
- Enter and 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**)
- Click the **CLEAR** button to cancel the alarm (only if patient is confirmed to be safe)
- Verify alarm has cleared and log out when finished
- If the patient will remain in the hospital for more than 24 hours, change the tag and give to your System Administrator

## AUTO-CLEAR EVENTS

### LOITER EVENT

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

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

- On the Alarm – Event tab screen, identify the door
- Find the door and close it
- 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*

- Log into the Passport PC
- Locate the open Admit Box
- Complete the patient description and zone (if applicable) the tag correctly and click OK
- Event will automatically clear when Admit Box is closed
- Verify that the event has cleared and log out when finished

