



Patient Security System Newsletter

HUGS—PEDZ—PASSPORT

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Running On Empty

Have you ever hopped into your car to take off only to hear the dreaded click, click, click of a dead battery? How frustrating is that? Or, you are finally in a deep sleep when you are startled awake by a pesky smoke detector chirping at you because of a low battery. I have been known to growl a time or two because of low batteries.

Your Patient Security System (PSS) also uses batteries. Every PSS tag (Hugs, Kisses, Pedz, Passport,) has a small lithium battery. These tags are warranted for specific months of use, depending on the system. Of course, as with any battery operated device, the battery must eventually give out.

Hey, Look! A New Label

When it does , you will need to replace it. As you receive your replacement tags, you will notice a new label on the **Hugs Tags** package. It states,

“Before use, verify this tag ID has been cleared from the low battery list found in the Admin tab of the Hugs (or Pedz, Passport) software. Failure to remove this tag ID from the low battery list will prevent enrollment of this tag into the Hugs (Pedz, Passport) system.”

So, what in the world is this new label saying? It is not as tricky as it sounds. Let’s talk about it.

It Is Still the Same

First, nothing has changed in your PSS. There is nothing new or different. Your PSS has always functioned exactly like this. You may not have been aware of it in the past but, as soon as a tag is identified as having a low battery, it is placed on a low battery list by recording the tag’s ID number on a low battery list inside your PSS software. This ensures that, once a tag has been recognized as a low battery tag, it cannot ever be placed into service again by mistake. That way, you never have to be concerned that a staff member is using a low battery tag by mistake.

Your PSS has always functioned that way. It has not changed. The new label is the manufacturer’s effort at helping you to avoid a potential issue.

Let’s say that last month, tag ID #123 developed a low battery. Tag ID #123 would immediately appear on your low battery tag list. This month, you ordered a few replacement tags and one of those new tags coincidentally carries the exact same tag ID # as last month’s low battery tag, #123. You will not be able to use your new tag #123 until you have cleared tag ID #123 from your low battery list inside your PSS software.

Here’s How IMS Helps

To help prevent this problem from ever occurring, IMS does two things. 1) Our Customer Service Department maintains a list of Tag ID #’s your site has used in the past. We make every effort to not duplicate Tag ID #’s. However, there are only so many Tag ID #’s available and we may eventually need to reuse some of the Tag ID #’s. 2) Sometimes, when one of our Technicians is working on your PSS, they may take a moment to clear your low battery tag list inside your PSS software.

So, IMS is actively helping you to avoid the issue described by the new label.

Here’s How To Doublecheck

To make double sure that your new tags will be useable, you can follow the instructions on the new label. Login to your PSS. Click on the Admin tab. Click on the Application sub-tab. Look at the box titled “Low Battery Tags.” Compare the Tag ID #’s listed there to the Tag ID #’s on your new tags. If any of the new tag ID #’s are duplicated on your “Low Battery Tag” list, delete those tag ID #’s from the “Low Battery Tag” list. You will now be able to use your new tags without issue.

This simple step will help you to avoid any of those low battery frustrations with your PSS.

Written by Jeff Smalla, Corporate Trainer, IMS

Do Your Delivery Carts have a “well worn” look?



We’ve obtained insights how Joint Commission views furniture, equipment finishes and infection control. When a surface finish is compromised to where it’s porous or no longer cleanable, it can no longer be appropriately disinfected.

<http://www.innovative-medical.com/blog/joint-commission>

Contact Lynda Allyn to discuss your ‘worn’ furniture
lyndaa@innovative-medical.com 800.968.3135

