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User Guide: KI-2229



# Responder<sup>®</sup> 5

## PC Console User Guide



**Rauland-Borg Corporation**

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## 1

# 1: Overview

PC Console is one of three (3) user modules that comprise the Responder 5 Application Suite (PC Console, Staff Assignment, and My Profile). It allows a user to view nurse call activity (staff disposition, pending calls, service requirements, etc.) on any display(s) connected to a LAN-enabled PC. If associated with a Nurse Console, it will also allow its user to engage all console-supported functions other than direct communication—which requires the use of the Nurse Console’s handset or Push-to-Talk (PTT) feature.

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## Scope of this Document



You’ll notice that this *Guide* is divided into two (2) main sections. The first of these major sections answers the question, “what will I see when I navigate through the PC Console module?”; the second of these sections answers the question, “how do I operate the PC Console module?” Once you’ve taken the tour, you’ll likely never have to return to the first section. The second section will, however, serve as a constant reference.

Read this document if your duties include maintaining or using the PC Console module.

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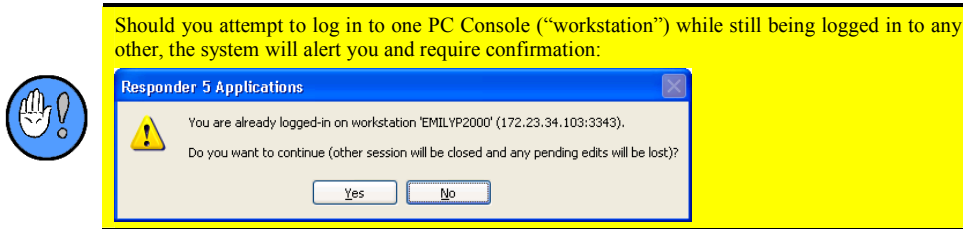
## Alerts, Precautions, and Limitations



- ✓ The arrival of any call in your designated coverage area will cause any non-PC Console windows (Word Processing window, Browser Window, etc.) to fade into the background.
- ✓ Should you be using a touchscreen display, you can “tap” where instructions require you to “click” and “double tap” where they require you to “double click.”

# Logging In/Out

In order to use any of the modules that comprise the Responder 5 Application suite, a desktop shortcut must be installed on your PC, and you must have permission to log into the system. You may only log in to one PC Console at a time.



## To Launch PC Console and Log in...

- 1 Double click on the desktop shortcut:



Figure 1: Desktop Shortcut

- The Log In screen will appear:

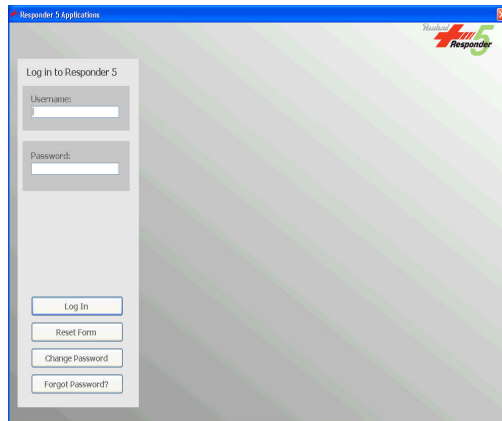
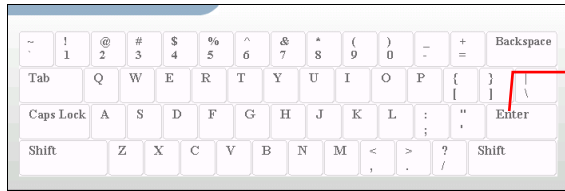


Figure 2: Log In

- 2 Scan or enter your name and password.
  - If you do not know your Username or Password, consult your system administrator.
  - If you are using a touchscreen display, you may use the on-screen keyboard to make your entry:



Click after you've entered your Username and Password.

Figure 3: Touchscreen Keyboard

- 3 Click on the Log In or Enter button to continue.

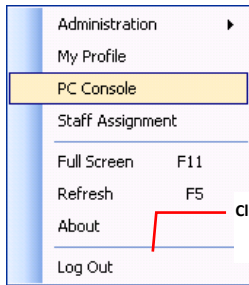


**Default Screen & Module Selection**

After Logging In, you may find yourself viewing one of the other Responder 5 modules. If so, you can use the dropdown Module Selector to access any Responder 5 module. Which modules are available is determined by your system administrator. You'll find more information about how to switch modules below.

**To Log Out**

- 1 Click on the Log Out entry in the module selector menu:



Click here to Log Out

Figure 4: Log Out Illustration

- The Log In screen will reappear.

**To Log Out**

- 1 Click on the Log Out entry in the module selector menu...

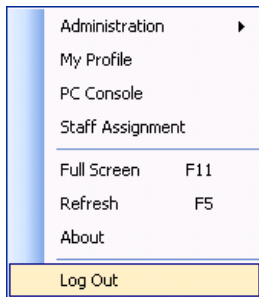


Figure 5: Log Out (Menu Item)

or the Log Out icon:



Figure 6: Log Out Icon

- The Login screen will reappear.

## 2

## 2: Taking the Tour

Like all other Responder system software modules, PC Console is displayed on a multi-tabbed, segmented desktop. As with much of the module, what you see is based on how your system administrator set things up. Still, everything you do see will appear on a module desktop.

### Module Selector

Regardless of where you have navigated, you can always access any of the Responder 5 PC-based suite modules (PC Console, My Profile, or Staff Assignment) from the desktop. Your system administrator determines which modules you may access:

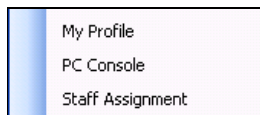


Figure 7: Module Selector

### PC Console Desktop

In addition to various selectors and toolbars, the desktop presents Views, Panes, and Objects.

#### Views

Regardless of set-up, you'll always have access to two (2) Views from the desktop: List View and Census View. Each is associated with and accessed via a tab.

#### Panes

Each of the Views is comprised of two (2) or three (3) Panes, bearing related and sortable information.



Panes provide information (Objects) related only to a specific Unit/Team (Surgical, Cardiac, Pediatric, Code Blue, etc.).

## Objects

Each Pane contains basic objects. Some Panes contain basic **and** detailed (expandable) objects.

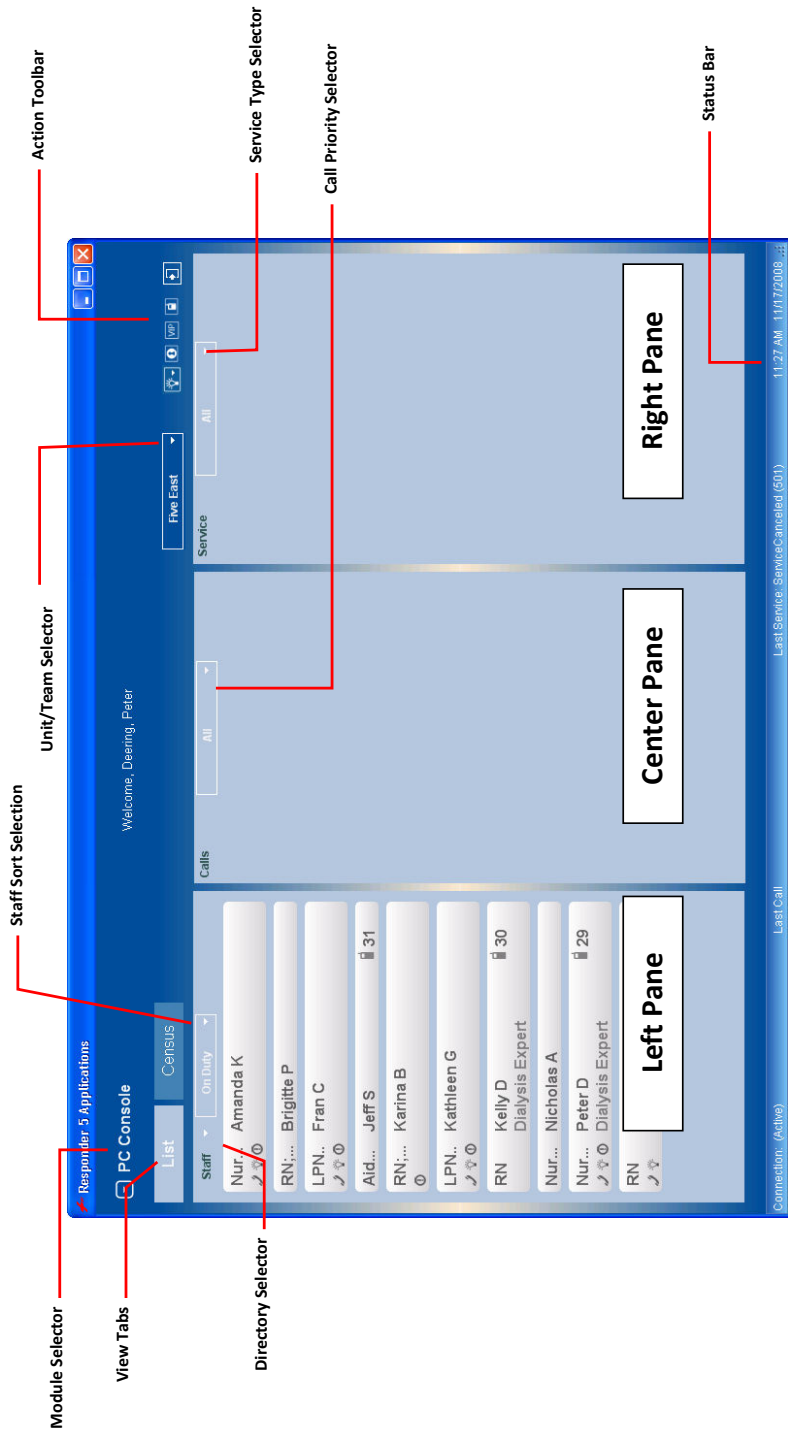


Figure 8: PC Console, Desktop (At-a-Glance, Initial View)

## List View

List is the first of the two (2) available views and is comprised of three (3) panes: Directory (which may contain Staff, Calls, or Service lists), Calls, and Service.

## List View At-a-Glance

You may use the Directory Selector to change what appears in the Directory pane:

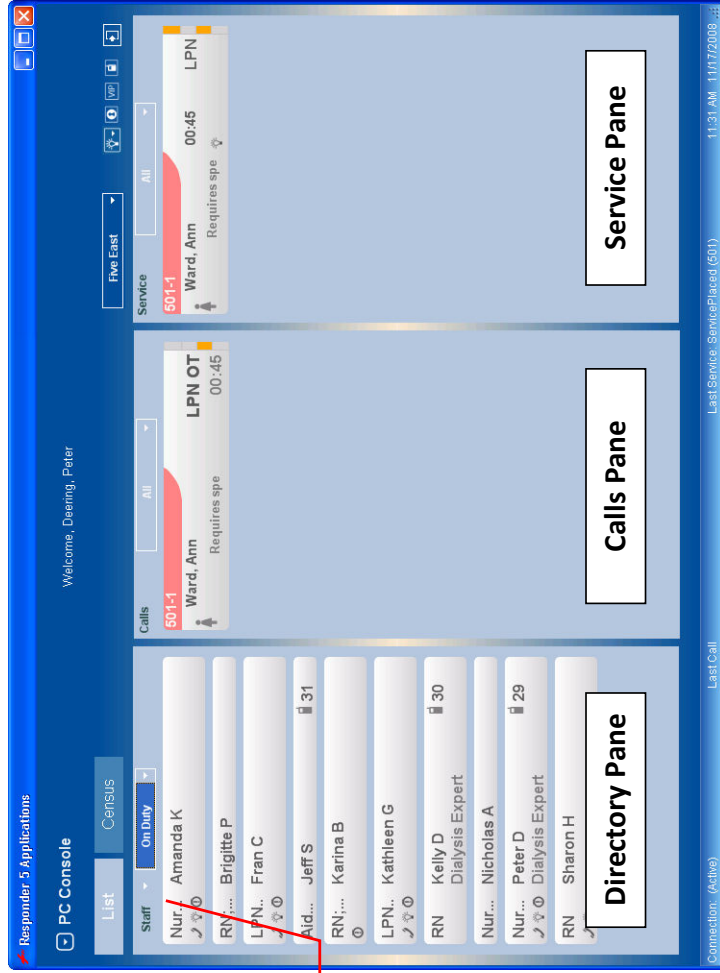
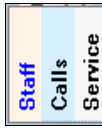


Figure 9: PC Console, List View (At-a-Glance)

## Directory Pane

The pane furthest to the left is the Directory pane. It shows Staff, Call, or Service details for a selected Unit/Team.



Figure 10: Directory Pane, List View

Which Staff appear—if you decide to use the Directory Pane to show Staff—depends upon whether you show all, only those on duty, only those off duty, or only those on break. For details regarding the Call and Service lists, see the Calls Pane section (page 19) and the Service Pane section (page 25).

## Unit/Team Selection

The PC Console Unit/Team dropdown selector allows you to select among all available Units/Teams. As you'll note when you sign on, PC Console remembers the last viewed Unit/Team:

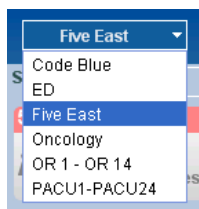


Figure 11: Unit/Team Dropdown Selector

## Directory Pane Selector

The Directory Pane Selector controls whether the Directory Pane shows a Staff, Calls, or Service List. Important: the choice you make here remains in place regardless of view—List or Census:



Figure 12: Directory Pane Dropdown Selector

## Staff List Filter (Staff List)

The Directory Pane Staff Filter controls which Staff are shown (for the selected Unit/Team). Your choices are limited to All, only those On Duty, Off Duty, or On Break:

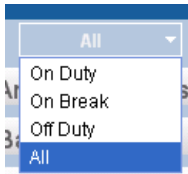


Figure 13: Directory Pane List Filter

## Staff Directory Object

By default, basic Staff Objects appear in the Staff Directory Pane:

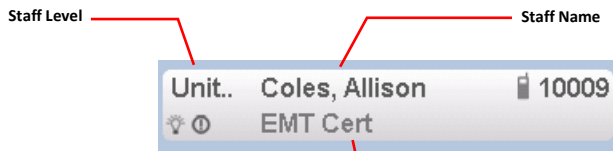






Figure 14: Staff Object

Each basic object can bear any of the following data:

Data	Indicator	Description
Staff Level	RN, LPN, PCT, Aide, etc.	Shows the staff member's typical "title" within a facility.
Staff Name	Text	Shows the staff member's name (Last, First).
Wireless Device Type and ID		Shows the staff member's wireless device and ID.
Service Type	Icon and/or Text  Calls  Service  Urgent 	Indicates whether the Staff member is scheduled to respond to services, respond to calls, or set to respond to urgent events. An "urgent" event is, say, a Staff Assist or Code Blue call.
Notes	Text	Provides a space for notes.

**Comment [JH1]:** Not consistent with other 2 Manuals

**Comment [JS2]:** Same as Staff Assignment, differs on purpose (changed context) for My Profile. Please advise.

**Table 1: Basic Directory Pane Object**

Should you wish, you can expand any Directory Pane object:

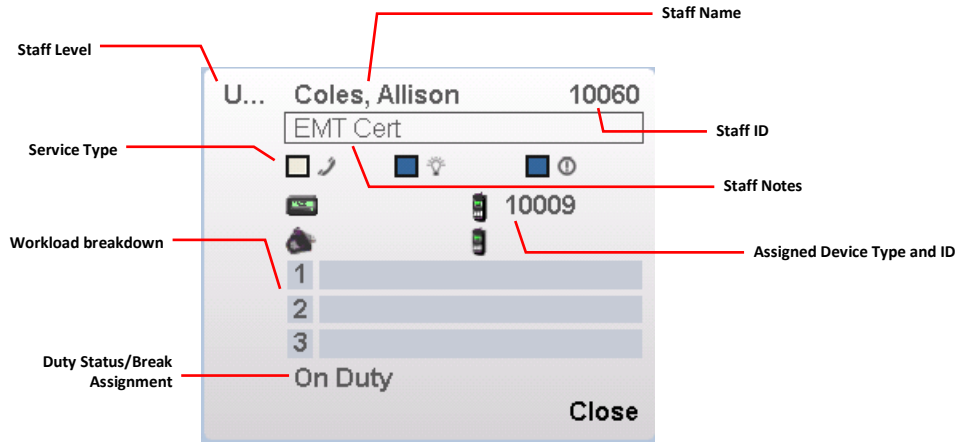


Figure 15: Expanded Directory Pane Object

Each expanded object in the Directory Pane can bear any of the following additional data:












Data	Indicator	Description
Staff Level	RN, LPN, PCT, Aide, etc.	Shows a Staff member's job description, title, etc.
Staff Name	Text	Shows a Staff member's name (Last, First).
Staff ID	Text	Shows a Staff member's ID number.
Notes	Text	Provides a space for notes.
Service Type	Icon and/or Text Calls  Service  Urgent 	Indicates whether the Staff member is scheduled to respond to services, respond to calls, or set to respond to urgent events. An "urgent" event is, say, a Staff Assist or Code Blue call.
Device Type and ID	Icon and/or Text:    	Shows any device associated with the Staff member:
		Pager
		Location Badge
		Wireless Phone (shown with Device ID number)
Workload	Icon + Numerals:    	Summarizes a Staff member's responsibility (by order of coverage [call stop] assignments and number/type of patients).
		Patient assigned and present; requires special care.
		Patient assigned and present; no special care required.
		Patient not present.
Break Assignment	Text	Shows the staff member who is slated to cover during breaks

Table 2: Expanded Directory Pane Object Details



You can quickly determine a Staff member's workload by glancing at the number and type of Patient icons in the Expanded Directory Pane Object.

# Calls Pane

The pane in the center is the Calls Pane. You can use it to filter and view pending calls for a selected Unit/Team:

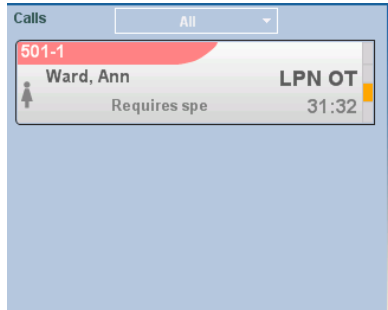


Figure 16: Calls Pane

As happens on the Nurse Console, calls are sorted and “stacked” in the list by two (2) criteria: call priority (higher before lower) and time of arrival (older before newer). In this way, you can quickly determine in which order to respond to arriving and/or pending calls.

## Call Type Filter

You can use the Call Type Filter to determine which call types will appear in the Calls Pane. Your selection may include one, many, or all types:

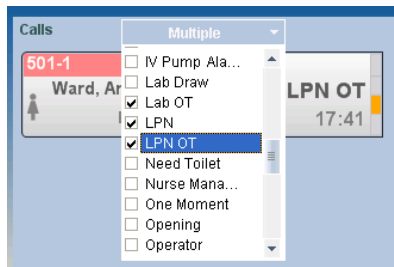


Figure 17: Call Type Filter

Room/Bed + Swoop Coding

## Call Object



Figure 18: Sample Call List Entry

Each Call Object (Calls Pane) can bear any of the following data:




Data	Indicator	Description
Room/Bed	1201	Provides bed designation, when applicable, and is framed by color-coded “swoop.” (See “Room/Bed Swoop” for details).
Patient Name	McDuff, J.	Shows the patient’s name. (How the name appears is determined by your system administrator.)
Patient Notes	Special Nutrition	This feature is not yet activated.
Privacy Feature State		Indicates whether the Room/Bed station is set to Privacy.
Monitoring Feature State		Indicates whether the Room/Bed station is being monitored.
Bed Upgrade Feature State	VIP	Indicates whether the Room/Bed station bears an upgraded call Priority.
Call Priority	Shower	Shows call description of the pending call.
Elapsed Timer	0:43	Shows how long the call has gone unanswered.
Corridor Lamp State		Shows (dynamically, as it is happening) the state of the associated Corridor Lamp.

Table 3: Calls Pane Object Data

### Room/Bed Swoop

In addition, each Calls Pane object is associated and labeled with a “swoop” in the left-hand corner. (The swoop type/color are either fed by your facility’s registration system—if one is in use—and/or entered manually on the Patient Details and/or Clinical Details tabs.) This color coding is one more way to quickly determine a patient’s condition. Each patient may be associated with a particular swoop:










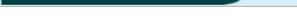
Swoop Name	Priority	Swoop Color
Acuity	5	
Allergy	3	
Diet	4	
DNR	1	
Fall Risk	2	
Isolation	6	
Telemetry	7	
STAT	8	
Diagnosis	10	
Ambulatory	9	

Table 4: Default Swoop Names/Colors

Swoop color is linked to what appears in any of the patient Details or Clinical Tab fields. If you see the default blue swoop, you’ll know that neither the system nor one of your colleagues has made an entry.

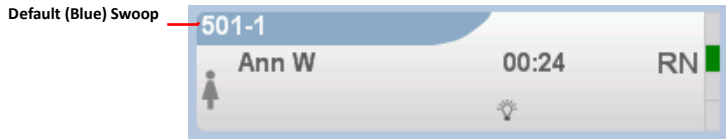


Figure 19: PC Console Default Swoop Callout

If you see a swoop other than the default blue, you'll know that either the registration system and/or one of your colleagues made an entry in one of the following Patient Details or Clinical Tab entry fields:

Tab	Manual or Automatic Entry Fields
Patient Details	Diet
Clinical	Allergy
	Ambulatory
	Acuity
	DNR
	Fall Risk
	Isolation
	Telemetry

Table 5: Entry Fields Associated with Room/Bed Swoop

In the first example, you'll notice that only the Diagnosis field bears an entry ("Non-osseous tumors"); therefore, the Call Object bears the pink swoop. (The Diagnosis field and pink swoop color were paired by a system administrator—a facility-specific pairing; your field/color pairing may be different.)

**Example 1: "Diagnosis" Swoop**

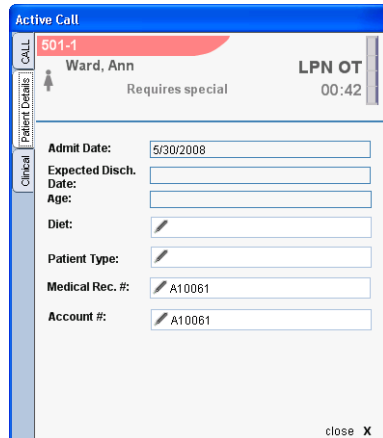


Figure 20: Patient Details Tab (No Swoop Entries)

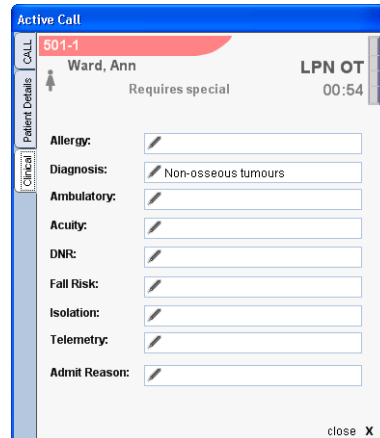


Figure 21: Clinical Tab (Diagnosis Swoop Entry)

In the second example, you'll notice that both the Diagnosis and DNR fields bear entries. When multiple entries are present, the system uses the swoop color that's paired with the entry field assigned the highest priority by the system administrator. In this case, DNR holds the higher priority; therefore, the purple swoop appears:

**Example 2: “DNR” (Multiple Swoop)**

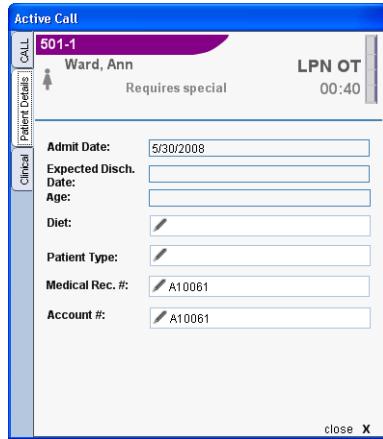


Figure 22: Patient Details Tab (No Swoop Entries)

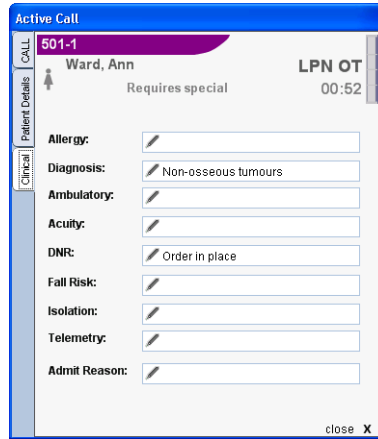


Figure 23: Clinical Tab (Multiple Swoop Entries)

**Active Call Pop-Up**

When selected, each Call Object will reveal a multi-tabbed pop-up window. The Call Pop-Up object bears call, patient, and service details (taken from the ADT system, via the HL7 interface)—and also reveals Corridor Light status. Every tab bears the same top heading, which corresponds to the original call detail found in the Call Object.

The Active Call Pop-Up appears when a call is present at an associated console. It remains in place until you answer the call at the console and either 1) click on the Call Completed link or 2) do nothing for a period established during system set-up—typically five (5) to ten (10) seconds.



Closing the pop-up window does nothing to the call itself. It remains active until answered at the console or cancelled in the originating room.

## Call Tab

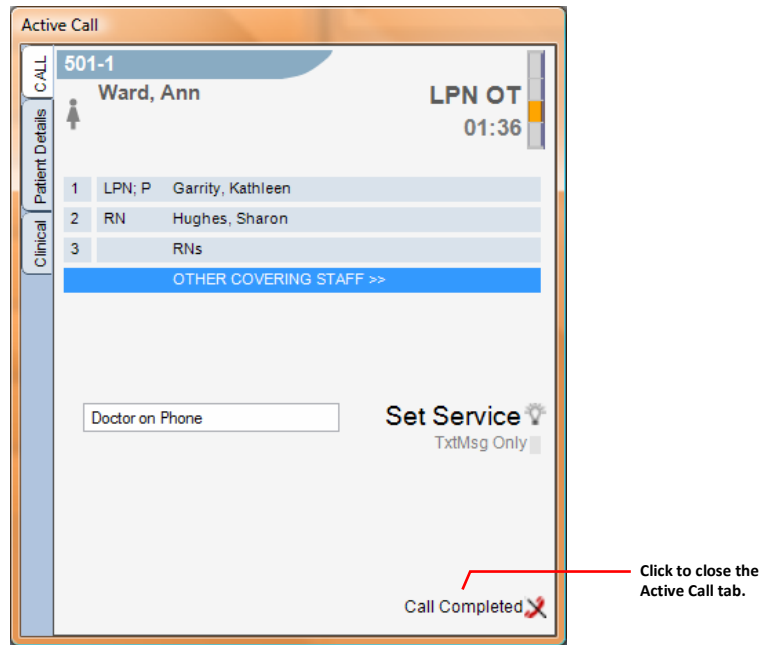


Figure 24: Call Tab

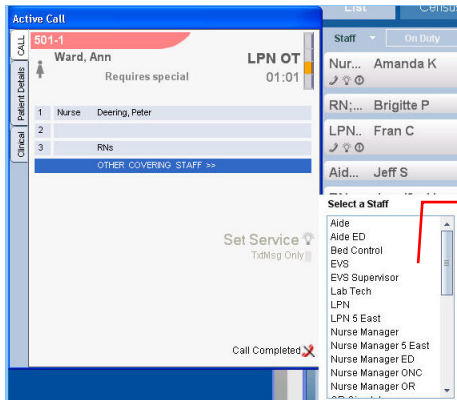
In addition to basic Call information, the Call Tab allows you to view Corridor Light activity, assigned caregivers, and other covering staff members. You can also set a service requirement (with or without text message) or send a text message (without setting a service requirement).

### Covering Staff (Assigned Caregivers)

Covering staff members for the room/bed are presented in an ordered list, allowing you to gain information regarding patient responsibility.

### Other Covering Staff

The Other Covering Staff window allows you to select and either send a text message to any staff member in the system or set a service—whether or not the staff member had been assigned patient coverage.



You may choose any staff from the Other Covering Staff list.

Figure 25: Other Covering Staff

## Patient Details Tab

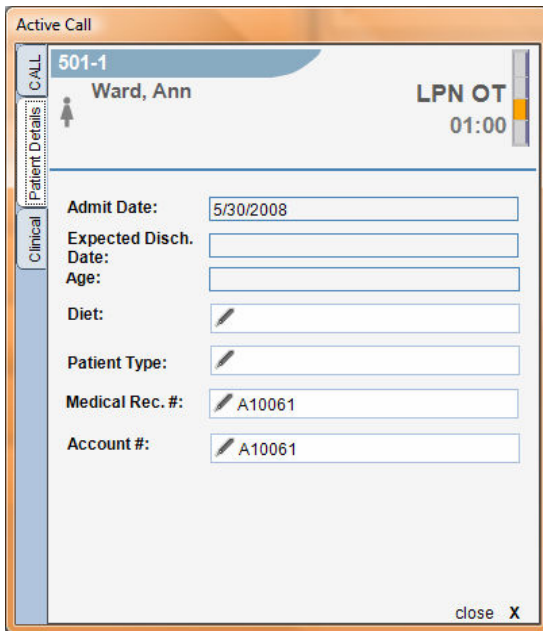


Figure 26: Patient Details Tab

In addition to basic Call information, the Patient Details Tab allows you to enter/view information regarding a selected patient's Diet, Patient Type, Medical Records, and Account information.

## Clinical Tab

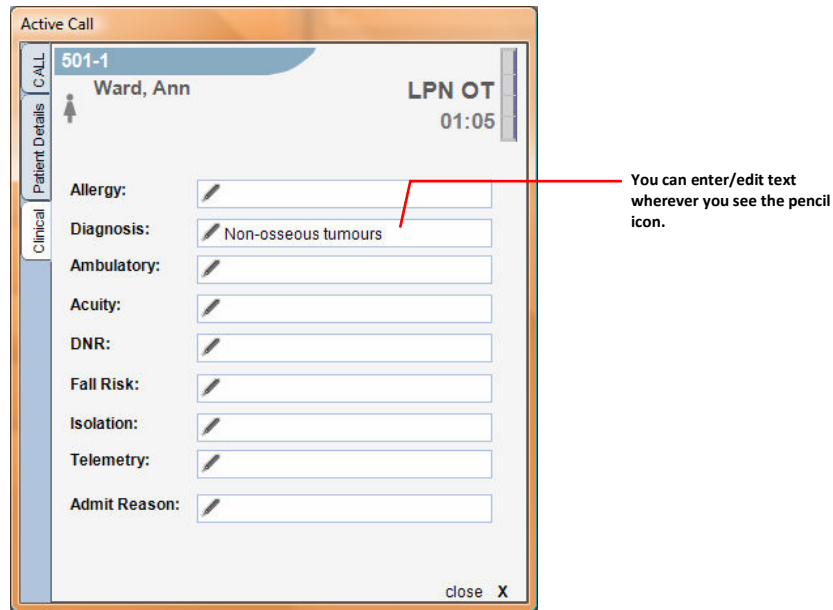


Figure 27: Clinical Tab

In addition to basic Call information, the Clinical Tab allows you to enter/view detailed information regarding a selected patient's Allergies, Diagnosis, Ambulatory status, Acuity, DNR requests, Fall Risk, Isolation, Telemetry, and Admit Reason.

## Service Pane

The pane at the far right is the Service Pane. You can use it to view pending Service requirements for the selected Unit/Team. Requests are displayed in the order of their importance, highest to lowest.

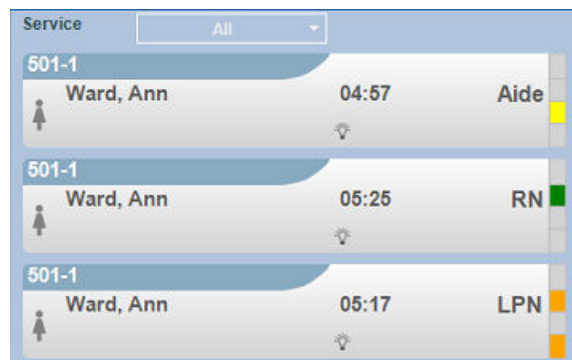


Figure 28: Sample Service Pane Entries

## Service Level Filter

You can use the Service Level Filter to determine which Service Requests appear in the Service Pane. You may choose one, many, or all Service Request types:

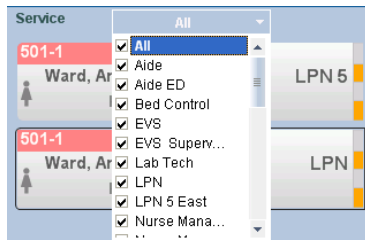


Figure 29: Service Level Filter

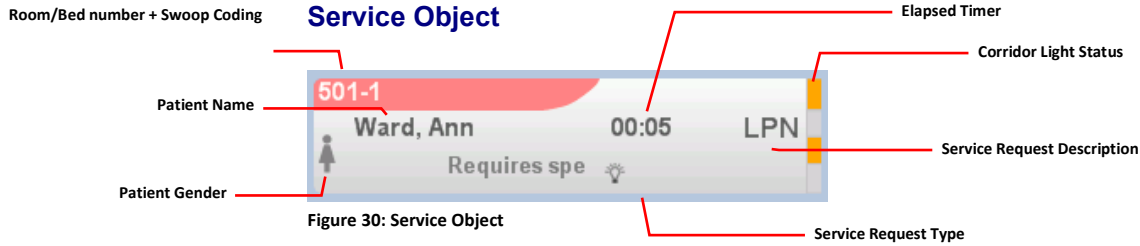


Figure 30: Service Object

Each Service object can bear any of the following data:

Data	Indicator	Description
Room/Bed	1201	Provides bed designation, when applicable, and is framed by color-coded "swoop." (see "Room/Bed Swoop" for details.)
Patient Name	McDuff, J.	Shows the patient's name. The name format is determined by the system administrator.
Service Description	RN needed	Shows the service level description.
Elapsed timer	0:43	Shows how long the request has gone unanswered.
Corridor Lamp state		Shows (dynamically, as it is happening) the state of the associated Corridor Lamps.

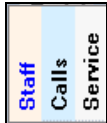
Table 6: Service Pane Object Data

## Census View

Census is the second of the two (2) available views and is comprised of two (2) panes: the Directory (Staff, Service, or Calls) Pane and Bed List Pane:

# Census View At-a-Glance

As in List View, you can decide which list is shown in the Directory Pane: Staff, Calls, or Service.



Note: your Directory Pane selection (Staff, Service, or Calls) carries over to List View.

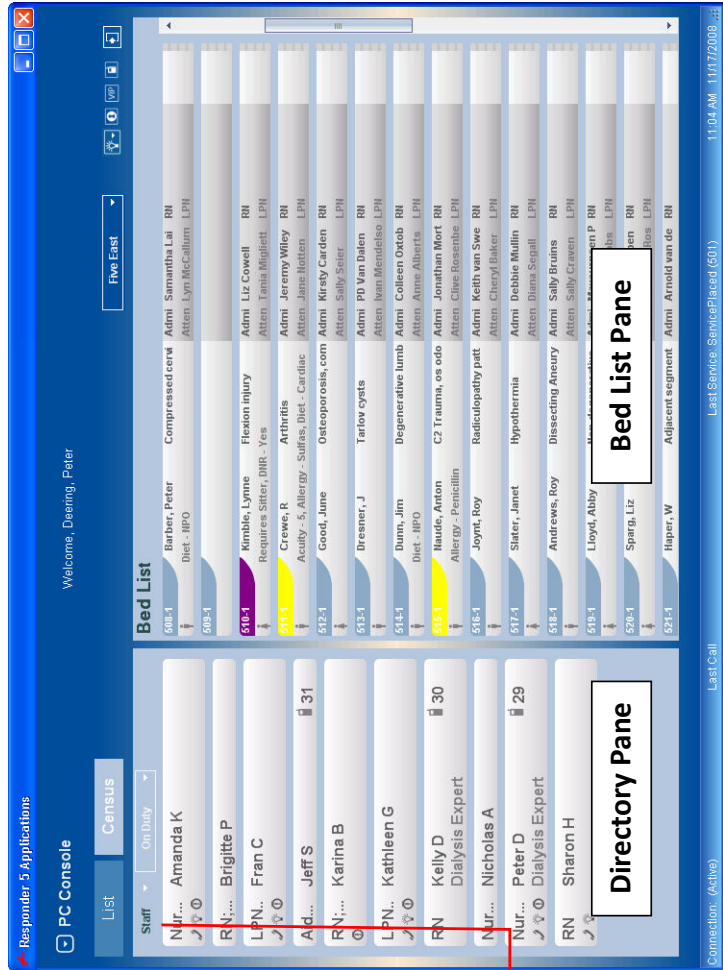


Figure 31: Census View At-a-Glance

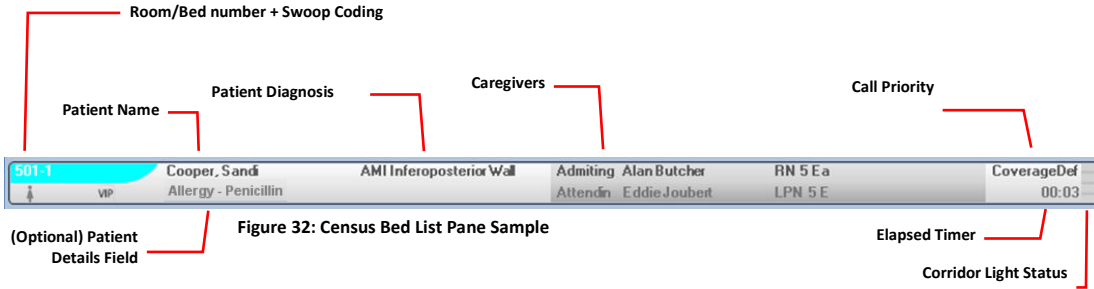
## Directory Pane

The pane furthest to the left is the Directory Pane. You can use the dropdown selector to choose which of the three (3) available lists you would like to view in the left pane: Staff, Calls, or Service. In Figure 31: Census View At-a-Glance, you see an example of a Staff list in the Directory Pane.




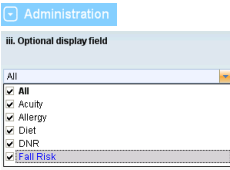





## Bed List Pane

The pane further to the right is the Bed List pane. You can use it to view all rooms/beds for the selected Unit.

### Bed List Object



Each Bed List Object may bear some or all of the following information:

Description	Indicator	Comments
Room/Bed		Provides room number and bed designation, when applicable, and is framed by a color-coded “swoop” (see Room/Bed Swoop for details).
Patient Name		Shows the patient’s name. The name format is determined by the system administrator.
Patient Details (Optional)		Whether optional patient information appears is determined by your system administrator (Administration   Nurse Call   PC Console   Optional Display Field). The field is either fed by your facility’s registration system—if one is in use—and/or entered manually on the Patient Details and/or Clinical Details tabs. By default, “All” details are reported:  Nurse Call   PC Console   Optional Display Field
Patient Notes	Text (Varies)	This feature is not currently active.
Patient Diagnosis	Text (Varies)	If a diagnosis appears in a patient’s record, it also appears here.
Privacy Feature State		Indicates whether the Room/Bed station is set to Privacy.
Monitoring Feature State		Indicates whether the Room/Bed station is being monitored.
Bed Upgrade Feature State		Indicates whether the Room/Bed station bears an upgraded call Priority.
Associated Caregivers	Text (Varies)	Shows which caregivers are assigned to the bed/room.
Call Priority	Text (Varies)	Shows call description of the pending call.
Elapsed timer		If a call is pending, the elapsed timer shows how long it has gone unanswered.
Corridor Lamp State		If there is Corridor Lamp activity associated with a call, the lamp state is shown (on/off; flashing/steady) here.

**Comment [JS3]:** Just added. Requires review. (See Figure 32 as well.)

Figure 33: Census Bed List Pane Legend

## 3

## 3: Using the Software

In this chapter, you'll learn how to use the PC Console module.

### Common Views and Controls

The PC Console module is quite intuitive. You'll be comfortable using it if you have experience with other Windows applications.

#### Quick Access Toolbar

You'll have access to the PC Console toolbar from any window. The Quick Access toolbar contains multiple action buttons:



Figure 34: Quick Access Toolbar

#### Status Bar

The Status Bar appears at the bottom of various views. It provides information regarding the connection, the Last Call, the last Service Request, and the system time and date.



Figure 35: Status Bar

#### Touchscreen Keyboard

If you are using a touchscreen computer display and/or your system administrator has chosen to enable it, you may see and use the on-screen keyboard to enter Log In information.

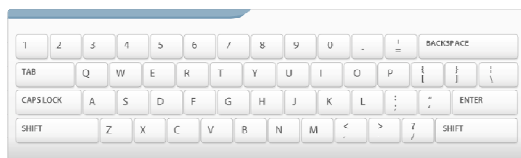


Figure 36: Touchscreen Keyboard

## Hovering

If you position your cursor over an entry that is truncated because a field is too small to accommodate all information, the “hidden” portion will appear. You’ll know a field has been shortened if an ellipsis (...) appears.

## Selecting an Object

Generally speaking, when you click on a screen object (Call, Staff Object, Service Object, Calendar date) once, it is highlighted in some manner. Highlights include changed colors, dotted outlines, full outlines, etc.:

Selected (Outlined) Object



Figure 37: Selection Example

## Expanding an Object

Generally speaking, when you double click on a list object, it will expand to reveal more details:

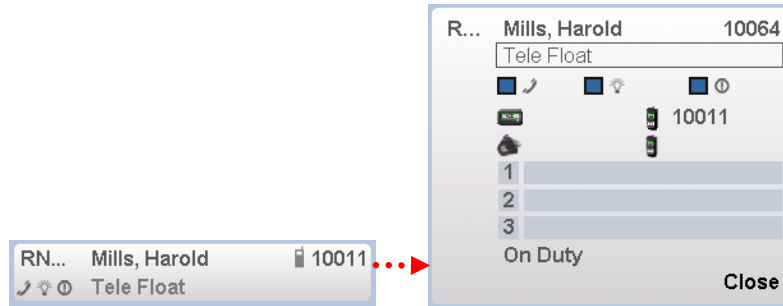


Figure 38: Staff Object (Normal View)

Figure 39: Staff Object (Expanded View)

## Scrolling

If a scroll (with up/down arrows) appears on a screen, you can drag it up or down to reveal additional information:

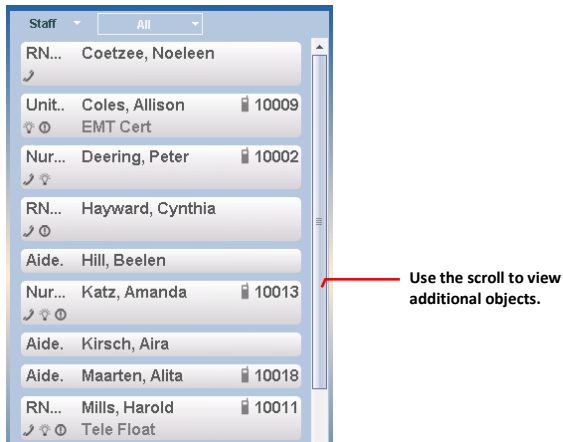


Figure 40: Scroll

## Viewing Tabs

Some PC Console windows are “tabbed.” Clicking once on any tab will bring the associated window(s) forward:



Figure 41: Window Tabs

## Using Venetian Blinds

If you see the Venetian Blind controls, you can use them to show/hide additional detail:



Figure 42: Venetian Blind Controls

## Editing a Field

If you see the pencil icon next to any field, you'll know that you can enter information using your computer's keyboard:

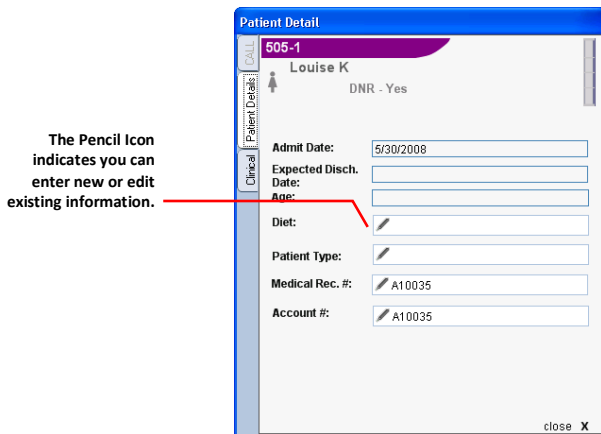


Figure 43: Editable Field

## Closing an Object or Window

Clicking on a “close” button will return an expanded object to its original (basic) state or close a pop-up window:

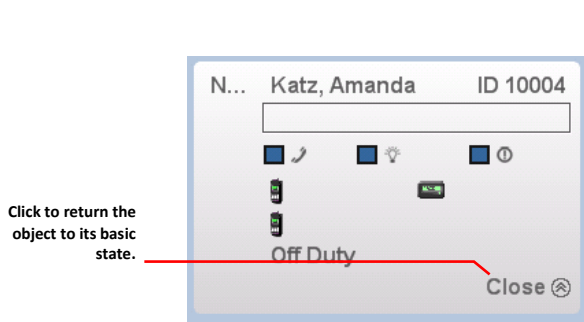


Figure 44: Staff Object (Close Example)

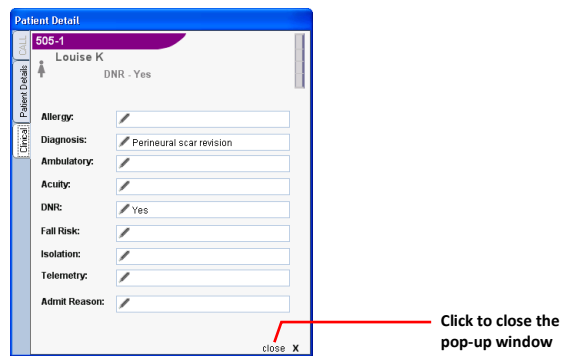


Figure 45: Patient Object (Close Example)

## 4

## 4: How-To

In the following chapter, you'll learn how to use the PC Console module to get things done.

### Answering Calls

You can answer calls that arrive at an associated Nurse Console in a number of ways. Further, you can use the PC Console in conjunction with its associated Nurse Console to select any calls in the call stack (in any order and bearing any priority). Finally, you can also use the PC Console module to send a service request and/or text message to any available caregiver.



Remember, because the PC Console module is software (and does not have a microphone or handset), you can only use it to answer calls in conjunction with a Nurse Console. You can, however, use it to select which calls you'll be answering.

By the way, any call answered at an associated Nurse Console will cause an active call window to pop up at its associated PC Console.

#### At the Nurse Console Alone

Here are the ways you can use the Nurse Console to answer top line calls. (For more information about answering calls out of order at the Nurse Console, see KI-2240, the *Responder 5 Nurse Console User Guide*.)

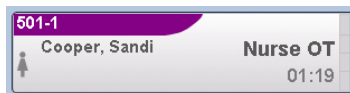
- 1 Using the (optional) handset.
- 2 Using the (optional) handset in conjunction with the Push to Talk (PTT) key—to control when the caller speaks and when the caller **must** listen.
- 3 Using the (optional) handset in conjunction with the PTT key—to control when the caller speaks and when the caller **must** listen.
- 4 Using the PTT key alone—to control when the caller speaks and when the caller **must** listen.
- 5 Using the PTT key alone to engage in handsfree conversation (rarely used due to HIPAA regulations concerning patient privacy).

#### At the PC and Nurse Consoles Together

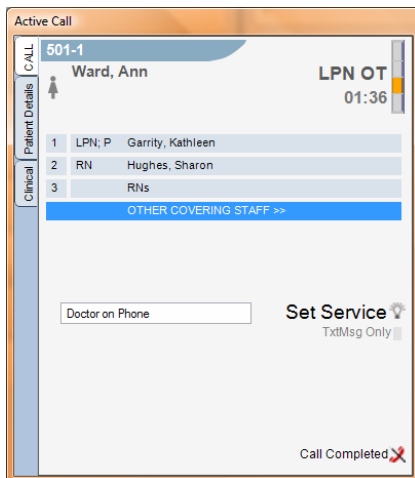
You can also answer calls using both the PC and Nurse Consoles:

## Selecting a Call

- 1 Locate a pending call in the Calls Pane:



- 2 Double click on the call object you wish to answer.
  - ▶ An active call window will pop into view:



- ▶ The Active Call window provides all available detail regarding a patient on three (3) tabs.

## Answering the Call

Once you've selected the call you wish to answer...

- 1 Use the handset or PTT key (as described in "At the Nurse Console Alone") to answer the call.
- 2 Speak into the handset or console microphone.
- 3 Click on the "Call Completed" button to close the window.

# Setting a Service Request

You can use the PC Console to set a service request (with or without text message) and direct it to the covering Staff member at any time—while your associated console is idle or during communication with a Bed/Room. Service Requests are used to direct the appropriate Staff member to a specific room.

When a Service Request is set, the Call-Assurance LED at the station lights, and the Green, Orange, or Yellow corridor bulbs associated with the station outside the Room flash.

## Setting Service (Idle Console)

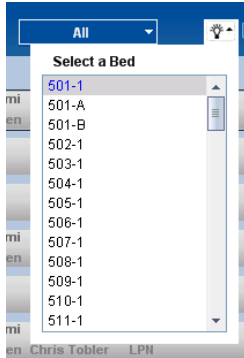
While no calls are pending...

### To Set Service at a Room/Bed

- 1 Click on the Set Service icon in the Quick Access Toolbar:

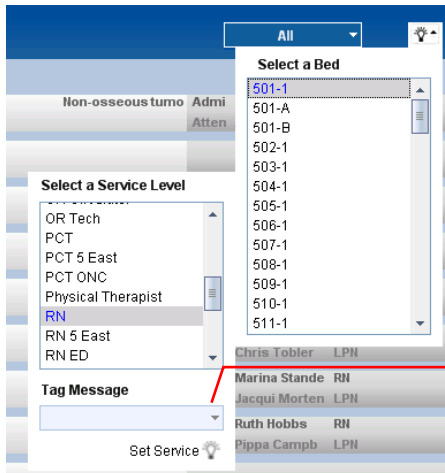


- The Set Service Room/Beds window will appear:



- 2 Click on a Room/Bed in the list.

- The Select a Service Level window will appear:



Enter a message, or choose from those in the dropdown list.

- 3 Choose the Service Level.
  - If necessary, scroll to view hidden levels.
- 4 Click on “Set Service” to send a message and light/flash the associated Corridor Light.

## Setting Service (During Communication)

While in communication with a Room/Bed, and while the Active Call window is in view...

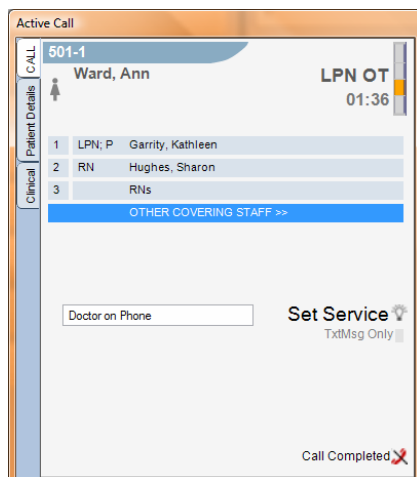


Figure 46: Active Call (Bed/Room Detail)

- 1 Choose the recipient:
  - a) click on any one of the assigned caregivers; or,
  - b) click on the Other Covering Staff link to view and then select from any other available staff member.
- 2 Click on the Set Service link, to send a message and light/flash the associated Corridor Light.
- 3 Click on the “Call Completed” button to close the Bed/Room Detail window after you have set the service request.

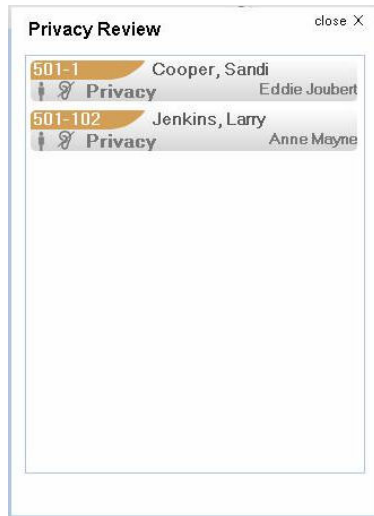
## Reviewing Privacy

While you cannot use your PC Console to set a Rooms/Bed to privacy, you can use the Privacy icon to launch a review of those Rooms/Beds already set to Privacy.



### To Review Rooms/Bed Set to Privacy

- 1 Click on the Privacy icon in the Quick Access Toolbar.
  - ▶ The Privacy Review window will appear bearing the Rooms/Beds set to Privacy:



- 2 Click on the “Close” button to end the review.

## Reviewing the “VIP” List

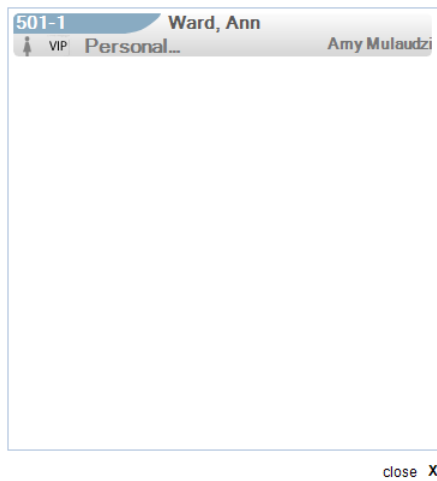
While you cannot upgrade a particular Room/Bed’s priority, you can use the VIP icon to launch a review of those patients who have already been upgraded—and require special attention.



### To Review Rooms/Bed Set to Priority

- 1 Click on the VIP icon in the Quick Access Toolbar.
  - The VIP Review window will appear bearing the Rooms/Beds set to Priority:

### VIP Review



- 2 Click on the “Close” button to end the review.

## Sending a Text Message

You can use the Text Message icon to launch the Text Messaging service and send any already created message or one of your own creation.

### To Send a Text Message

- 1 Click on the Text Message icon in the Quick Access Toolbar:



- The Send a Text Message window will appear:

**Send a Text Message**

Unit or Group

Five East  
Oncology  
ED  
EVS ED  
Transport ED  
Transport 5 East  
Transport ONC  
EVS 5 East

Text Message

Cancel Send

Unit/Team List

- 2 Select a Unit/Team from the dropdown list.
- 3 Select a Staff Member from the list:

**Send a Text Message**

Unit or Group

Five East

Staff Name

Behr, Karina

Text Message

Cancel Send

Staff List

Message List

- 4 Use your keyboard to enter a message, or select one from the Text Message dropdown list:



- 5 Click on Send.
  - The Text Message will be sent to the Staff Member's Wireless Phone.

## Reviewing/Editing Room/Bed Objects

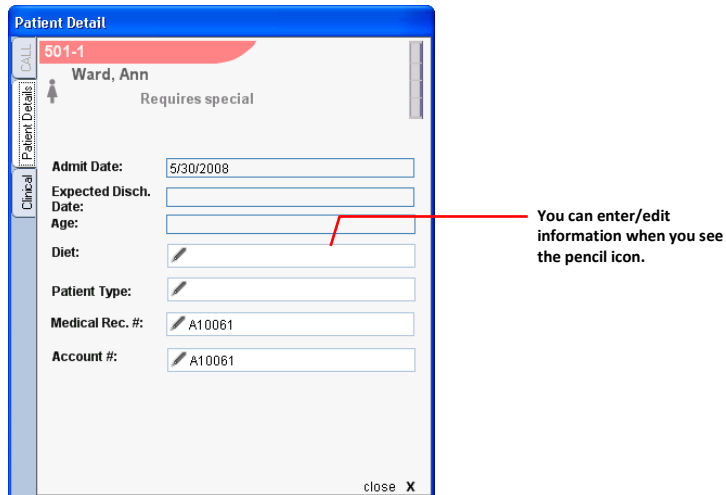
You can review Room/Bed information while 1) viewing an Active Call window or 2) viewing the Bed List pane (Census View).

### To Review a Room/Bed Object

- 1 Bring the Bed List into view.
- 2 Locate and double click on any Room/Bed object.

Bed List					
501-1	Ward, Ann	Non-osseous tumor	Admi	Byrono Gerbe	RN
	Requires special attention		Atten	Amy Mulaudzi	LPN
501-B					
502-1	Forbes, Lorraine	Laminoplasty	Admi	Mary Sprosto	RN
	Wound Care		Atten	Lizette Preiss	LPN
503-1					
504-1	Love, Rob	Vocal cord disease	Admi	Jane Ginsber	RN
			Atten	Chris Tobler	LPN

- Room/Bed objects are located in the Directory Pane—if it is set to show calls and a call from the Room/Bed is pending—or the Bed List pane (Census View):




Patient Detail


CALL 501-1


Ward, Ann  
Requires special


Admit Date: 5/30/2008


Expected Disch. Date:

Age: 

Diet: 


Patient Type: 

Medical Rec. #: A10061 

Account #: A10061 

close X

You can enter/edit information when you see the pencil icon.

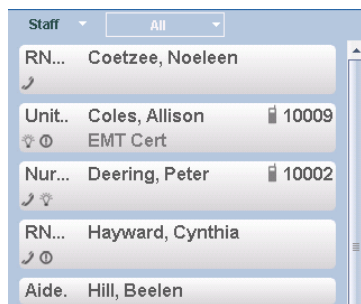
- 2 Click on any of the three (3) available tabs (Call, Patient Details, and Clinical) to view layered windows; the Call tab is only available if the call is active in the system.
- 3 Click on any field bearing the  to enter/edit information.
- 4 Click on the “Close” button to finish.

## Reviewing Staff Information

You can review Staff information from any window bearing a Staff Object. Should you need to make changes to anything other than the Notes section or Service type, you’ll need to do so using the Staff Assignment module.

### To Review a Staff Object

- 1 Locate and double click on any Staff Object:



Staff All

RN...	Coetzee, Noeleen	10009
Unit..	Coles, Allison	10009
	EMT Cert	
Nur...	Deering, Peter	10002
RN...	Hayward, Cynthia	
Aide.	Hill, Beelen	

- The expanded Staff Object will appear:

R... Mills, Harold 10064  
Tele Float  
[Calls] [Service] [Urgent]  
10011  
1  
2  
3  
On Duty  
Close

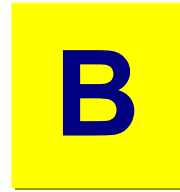
- 2 Click on the Notes field to enter or change existing information.
- 3 Select or make changes to the Service type (Calls, Service, or Urgent).
  - ▶ If the **Calls** type is selected, calls from any Room/Bed you've been assigned will appear at your wireless device.
  - ▶ If the **Service** type is selected, you will be notified when a Service Request has been placed at a Room/Bed you've been assigned.
  - ▶ If the **Urgent** type is selected, you will be notified when Staff Assist or Code Blue calls are placed from any Room/Bed you've been assigned.



## Appendix A: Important Terms

Knowing the following terms will help you use any of the Responder 5 modules:

- Call Stop:** A Call Stop is a duty coverage for a bed. A maximum of eight (8) Call Stops can be created for each bed. Typically, calls unanswered by a caregiver in a bed's first Call Stop position are then directed to the caregiver in the second position, and so on—thereby creating a coverage chain. Call Stops are used in Responder 5 instead of “Primary” and “Backup” coverage.
- “Multi”** Used as in abbreviation in Bed objects to show a call stop has been assigned to more than one staff member.
- Sign On/Off:** While you Log In and Out of the Responder 5 system, the My Profile module allows you to “Sign On” and “Sign Off” duty.
- Team:** Teams are functional groupings, such as “Code Blue” or “Security” and may be populated by any User. A User may belong to and be on duty in multiple Teams simultaneously.
- Unit:** Units are typically comprised of rooms in a particular physical area (Pediatrics, Intensive Care, Oncology, for instance). Active Users are associated with one or more Units. A User may belong to and be on duty in multiple Units simultaneously.
- Urgent Event:** Staff Assist and Code Blue calls are considered “Urgent Events” in the Responder 5 system.
- Username:** Usernames (User Names) are assigned by your system administrator and are necessary (in conjunction with a password) to Log In to the system.



# Appendix B: Quick Guide

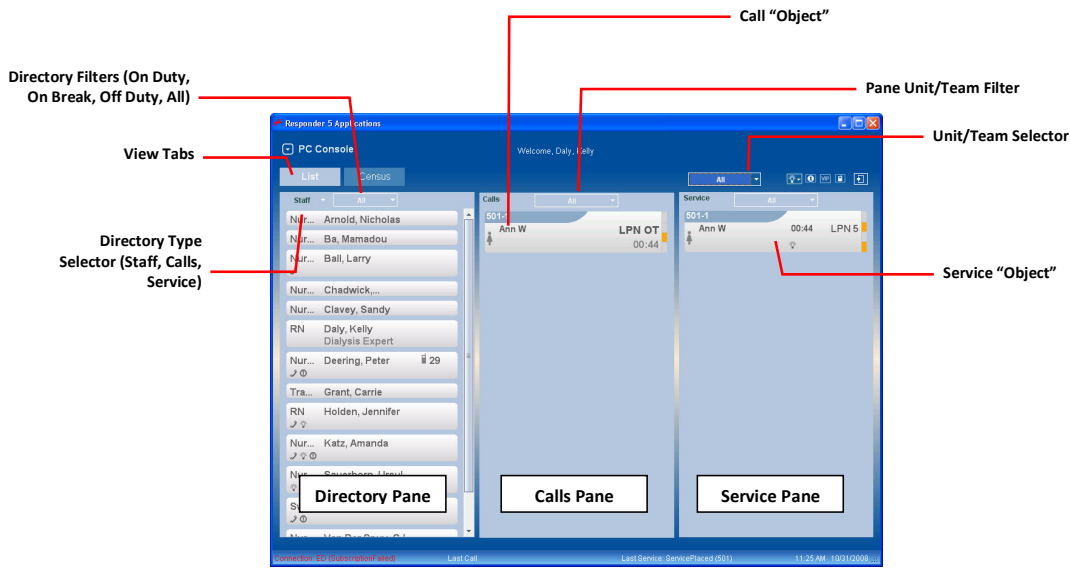


Figure 47: List View

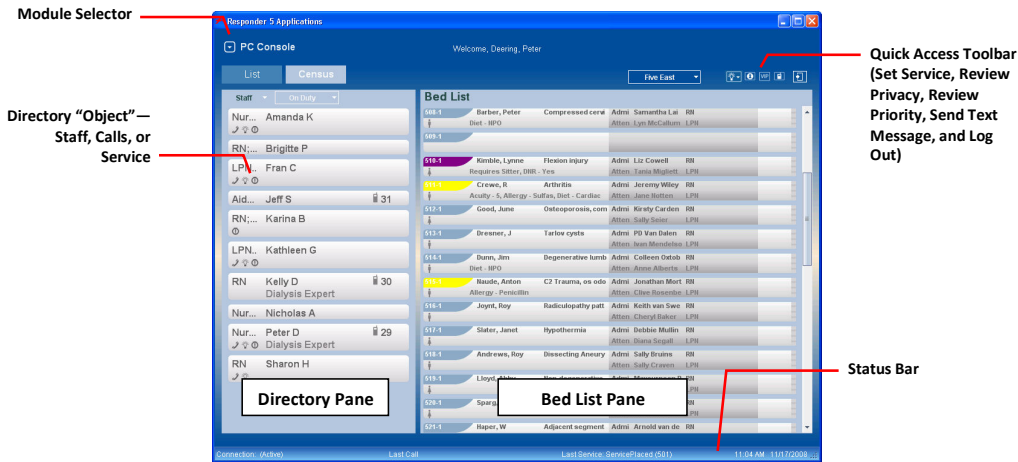


Figure 48: Census View

## Logging In

- 1 Double click on the desktop shortcut:



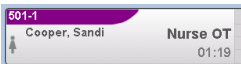
- 2 Scan or enter your Username and password.
- 3 Click on the “Log In” button.

## Answering Calls

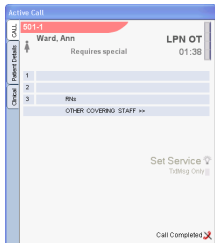
You can use the PC Console in conjunction with its associated Nurse Console to **select** and **answer** any calls in the call stack.

### Selecting a Call

- 1 Locate a pending call in the Calls Pane:



- 2 Double click on the call object you wish to answer.
  - An active call window will pop into view:



- The Active Call window provides all available detail regarding a patient on three (3) tabs.

### Answering the Call

Once you’ve selected the call you wish to answer...

- 1 Use the handset or PTT key to answer the call.
- 2 Speak into the handset or console microphone.
- 3 Click on the “Call Completed” button to close the window.

## Setting a Service Request

You can use the PC Console to set a service request and direct it to the covering Staff member at any time.

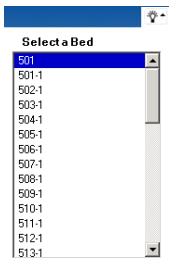
### To Set Service at a Room/Bed (Idle Console)

While no calls are pending...

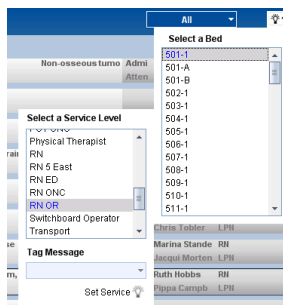
- 1 Click on the Set Service icon in the Quick Access Toolbar:



- The Set Service Room/Beds window will appear:



- 2 Click on a Room/Bed in the list.
  - The Select Service Level window will appear:



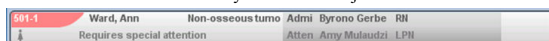
- 3 Choose the Service Level.
- 4 Click on the “Set Service” button to send a message and light/flash the associated Corridor Light.

## Reviewing/Editing Room/Bed Objects

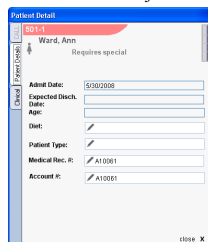
You can review Room/Bed information while 1) viewing an Active Call window or 2) viewing the Bed List Pane (Census View).

### To Review a Room/Bed Object

- 1 Locate and double click on any Room/Bed object.



- The Room/Bed object will appear:



- 2 Click on any of the three (3) available tabs.
- 3 Click on any field bearing the to enter/edit information:
- 4 Click on the “Close” button to finish.

## Reviewing Priorities or Privacy

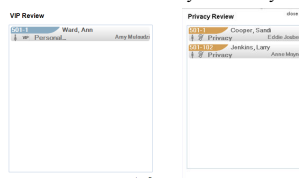
You can use either the VIP (Priority) or Keyhole (Privacy) icons to launch a review of those patients who require special attention or rooms set to Privacy.

### To Review Rooms/Bed Set to Priority and Privacy

- 1 Click on the VIP (Priority) or Keyhole (Privacy) icon in the Quick Access Toolbar.



- The appropriate Review window will appear bearing the Rooms/Beds set to Priority or Privacy:



Priority Review Privacy Review

- 2 Click on the “Close” button to end the review.