

MITEL
Impresa™
Nurse Dispatch

User Guide



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User Guide
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About This User Guide

This User Guide is for users of the MITEL Impresa™ Nurse Dispatch messaging system. It is comprised of the following chapters:

- *Introduction*: describes the product including a description of the Administrator window and the Guardian window.
- *Getting help*: describes the different sources of help available.
- *Getting started*: describes the types of alarms plus the path these alarms take.
- *Configuring the alarm system*: describes the order and the procedures that one uses to configure an alarm system.
- *Alarms*: describes the alarm detection, the alarm messages, and the response options available to the nurse/caregiver. This chapter also describes how the Guardian window displays an alarm.
- *Reports*: describes the types of reports, and provides procedures to view, print, and export the reports.
- *Lists*: describes the types of lists, and provides procedures to view, print, and export the reports.

Where to find more information

The MITEL Impresa Nurse Dispatch program comes with a comprehensive set of documentation, including:

Printed documentation

- *Impresa Nurse Dispatch Start Up Guide*: outlines the installation process and provides a "road map" to details in the Impresa Nurse Dispatch Technical Documentation.

Printable documentation

- *Impresa Nurse Dispatch Technical Documentation*: provides instructions on how to install, program, troubleshoot, and maintain the system. This document is a PDF file printable from the software CD-ROM or the WEB.
- *Impresa Nurse Dispatch User Guide*: provides instructions on how to administer and use Impresa Nurse Dispatch. The content of this user guide is similar to Impresa Nurse Dispatch Help. This document is a PDF file printable from the software CD-ROM or the WEB.

Printing from the Mitel Online website requires authorization. You require a username and passcode to access this site.

On-line Help system

- *Impresa Nurse Dispatch Help*: provides assistance to front-desk managers who are responsible for administering the Impresa Nurse Dispatch system settings. This help system resides with Impresa Nurse Dispatch on the PC desktop.

Documentation feedback

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1 Introduction

About Impresa Nurse Dispatch

MITEL® Impresa Nurse Dispatch is a messaging system that sends telephone, pull cord, and door alarms from extended care residents to their nurses/caregivers.

Impresa Nurse Dispatch uses Guardian - a safety net for the alarm messaging system. Guardian reports all of the alarms and provides a constant watch over the alarm system and the devices being monitored. Guardian also flags any malfunctions in the system, therefore notifying nurses/caregivers to take the necessary safety precautions and to correct the errors in the alarm messaging system.

Administrator window

The Administrator window provides access to administrative functions. The display contains the following work areas:



The menu bar displays **File, View, Configure, Reports,** and **Help.**

File

Closes the system and prints the window shown on the screen.

View

Views Guardian screen, and finds and views a report in the computer system.

Configure

Configures alarm paths, attendants, attendant groups, and residents. Also sets the door monitors, paging service, and system parameters.

Reports

Provides access to attendant lists, alarm reports, and resident lists.

Help

Provides information about MITEL Impresa Nurse Dispatch.

The right corner of the main window (from left to right) has the minimize, maximize, and close buttons.

Minimize

Reduces the window to an icon.

Maximize

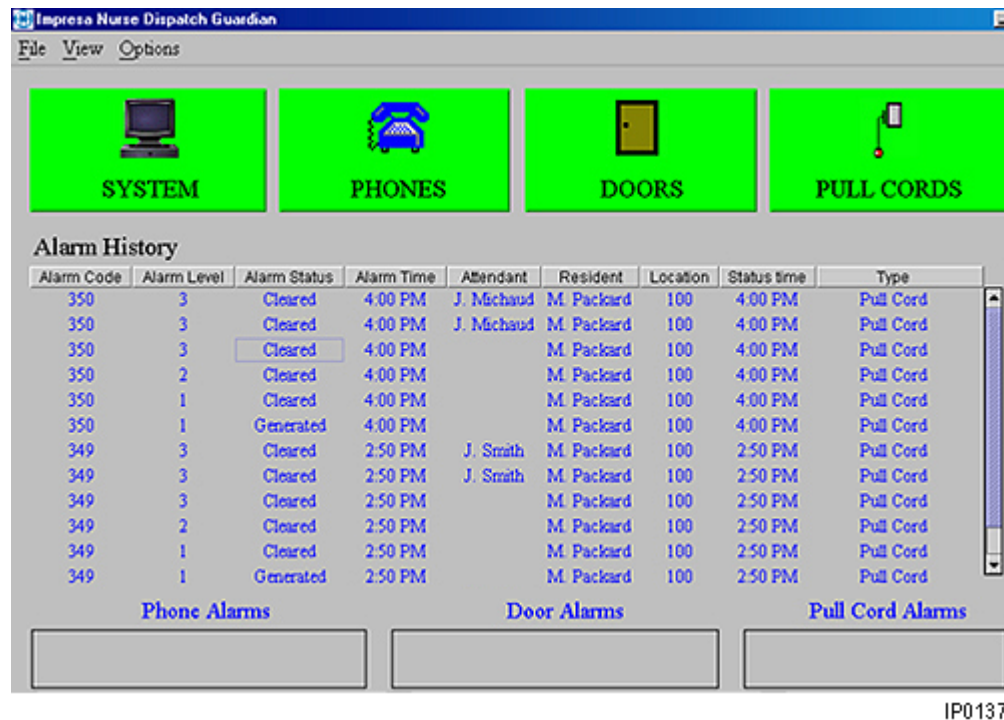
Enlarges the window to fill the display area.

Close

Closes all document windows and causes the program to exit.

Guardian window

The Guardian window operates in real-time displaying the status of the system and the alarms. This display is browser-based and can be viewed anywhere outside the facility. Guardian can be set to beep and/or print whenever an alarm generates, clears, or re-generates.



Menu Bar

The menu bar displays File, View, and Options.

File

Closes the Guardian window.

View

Clears the alarm information on the screen.

Options

Sets the Printing or Sound options on or off. When an alarm is generated, accepted, cleared, or regenerated, a local dot-matrix printer can print the alarm and/or the PC monitor can beep.

Four Icons

Below the menu bar, four icons color-code the operational status for the system and for each alarm type (phones, doors, and pull cords). The icons are green for a normal condition, red for an alarm, and yellow for a malfunction. The icons also show pliers snipping a cord if the system is down or when the monitoring device (phone, door, or pull cord) is disabled.

Alarm History

Below the four icons, Alarm History shows the status of the alarms. The most recent alarm appears on the top. A scroll bar on the right side of the screen allows you to view the previous alarms.

The following table describes the fields in Alarm History.

| Field | Description |
|--------------|--|
| Alarm Code | The number assigned to each alarm. The numbers are assigned consecutively. The most recent code (the higher number) is at the top of the Alarm History list. |
| Alarm Level | The level that was associated with the alarm when the alarm was generated, re-generated, accepted, or cleared. |
| Alarm Status | The status of the alarm: generated, re-generated, accepted, or cleared. |
| Alarm Time | The time that the alarm was generated. |
| Attendant | The nurse/caregiver that accepts the alarm. The system assumes that the person that accepts the alarm also clears the alarm. |
| Resident | The name of the resident that activates the alarm. |
| Location | The location of the device (telephone, door, or pull cord) that is being monitored |
| Status Time | The time that the alarm was generated, re-generated, accepted, or cleared. |
| Alarm Type | The type of device (telephone, door, or pull cord) that caused the alarm. |

Active Alarm Display

Below Alarm History, Active Alarm Display shows windows with the icon (phones, doors, and pull cords) specific to the type of alarm that is generated. The windows show all of the active alarms and expand as more alarms are generated. An icon with an X represents a monitor failure state. The text accompanying the icon shows the room number or location of the alarm. Additional information (such as resident's name, phone number, location, and door number) appears as well.

Exiting the program

To exit the program:

- On the menu bar click **File**, then click **Close**.

2 Getting help

Information about using Impresa Nurse Dispatch may be found in this guide or on the Impresa Nurse Dispatch Help on your PC desktop. You will find explanations and procedures to guide you as you work. You will also find information on how to contact Technical Support.

Use online help

The Help system provides online help while you work with the program. To access the Help system while you are working, do one of the following:

- Press **F1**.
- On the Impresa Nurse Dispatch **Help** menu, click **Contents**.

Find help quickly

The Help system provides you with three tabs to find information quickly:

Contents tab

Groups the main topics of the Help system into books. To open a book, click the plus sign near the book. To view a topic, click the topic name.

Index tab

Lists index entries alphabetically. To see more index entries, type a keyword in the box. Double-clicking a keyword in the list displays the related topic.

Search tab

Lets you list all topics containing a particular word or phrase. Type the word or phrase in the box and then press ENTER. To view a topic, double-click the topic name.

Get product information

1. On the **Help** menu, click **About Impresa Nurse Dispatch**.
2. Write down the name, version, and serial number of the software.

Contact Technical Support

Please contact your local MITEL dealer if you require technical assistance. Before you call, check the online Help system for tips and solutions. If you are unable to find a solution, please have the following information ready when you call:

- The product serial number
- The nature of the problem
- What you were doing with the application when the problem occurred
- Troubleshooting results.

3 Getting Started

Getting Started describes the types of alarms plus the path that these alarms take.

Alarm types

Impresa Nurse Dispatch supports the following alarm types:

Telephone Timer Alarm

The Telephone Timer alarm generates when the telephone of the resident is in the following states:

- Off-hook and nothing dialed in a specified time period
- Off-hook, incomplete dialing, and idle for a specified time period
- On hold for a specified time period
- Abnormal states (re-order tone) for a specified time period.

The Telephone Timer alarm does not generate if the telephone is in a connected state or if the telephone is on-hook.

Emergency 911 Alarm

The Emergency 911 alarm generates when a resident or an attendant dials 911. This alarm notifies staff of an emergency, so the appropriate actions can take place.

Assistance Required Alarm (pull cords)

The Assistance Required alarm generates when a pull cord is pulled. This alarm will remain active until the pull cord is put back to its normal state.

Door Alarm

The Door alarm generates when a monitored door opens. The monitored doors have two-wired contact sensors; one on the frame and one on the movable door. When the door opens, the sensor contact is lost and the sensor generates an alarm. The alarm goes off when the door opens and remains active until the attendant takes responsibility for the alarm and closes the door. If the door is opened and closed immediately, the alarm will remain active until an attendant takes responsibility for the alarm.

Alarm levels

The alarm path can pass through three alarm levels: Level 1, Level 2, and Level 3.

Three alarm levels are configured for the day shift, and three levels for the night shift.

Each alarm level is assigned an attendant group.

The alarm is initially generated at Level 1 and increments to higher levels if an attendant in the lower level does not clear the alarm within a specified time period or does not take responsibility for the alarm. Once the alarm is at Level 3, the alarm remains at Level 3 until the alarm is accepted and cleared.

Alarm paths

The alarm path consists of three attendant groups (Level 1, Level 2, and Level 3) for the day and night shift. Each attendant group consists of a list of nurses/caregivers (attendants).

The alarm path begins with notifying the first attendant listed in the attendant group assigned to Level 1. If the attendant does not accept or clear the alarm, the alarm then goes to the next attendant listed in this group until the alarm is accepted and cleared. If no attendant in Level 1 accepts and clears the alarm, then the alarm goes to Level 2, notifying the attendant listed first, and continues down the list until an attendant accepts and clears the alarm. The alarm route increments up to Level 3 if an attendant in Level 2 does not clear the alarm or does not take responsibility for the alarm. The attendants in Level 3 are notified in the same manner. The alarm re-generates at Level 3 until the alarm is accepted and cleared.

► **Tip**

The last attendant in Level 3 can be an attendant with an external pager. If the internal staff do not accept the alarm, the alarm can go externally.

4 Configuring the Alarm System

Forming the Alarm System

The alarm passes through an alarm path that can consist of three levels of attendant groups. Because the attendant groups consist of attendants, one must first define the attendants before defining the attendant groups. Once the attendant groups are formed, then the alarm path can be formed.

Therefore, the configuration of an alarm system takes place in the following order:

1. Paging services (necessary only if the attendant uses a pager)
2. Attendants
3. Attendant groups
4. Alarm paths

After the alarm paths are defined, it is possible to define the residents and the door monitors.

Setting the system parameters are also necessary.

Defining Attendants

Attendants are nurses/caregivers or any other individuals that are assigned to receive an alarm with a wired/wireless telephone and/or a pager. Attendants are assigned to attendant groups. Attendant groups are assigned to levels in the alarm path.

The data for the attendant is defined in the Attendants window. This window defines the name of the attendant, pager number and service, telephone type and extension, pager PIN, and if the telephone for the attendant will use camp-on. The attendant group that the attendant belongs to is displayed after the attendant is assigned to an attendant group.

► Tip

Create a paging service in the system before programming an attendant using a pager.

Create an attendant

► Note

If the attendant intends to use a pager to detect an alarm, first create a paging service in the system. See “Create a paging service” on page 21.

1. On the menu bar click **Configure**, then click **Attendants**. The **Attendants** window opens.
2. Click **Create**. The **Attendant Creation** window opens.

3. Complete the following fields as required:

| Field | Description |
|---------------------|--|
| Last Name | Last name of the nurse/caregiver (attendant). |
| First Name | First name of the nurse/caregiver (attendant). |
| Pager Number | Usually an 8-digit number (leading digit should be included, area code may be added). |
| Paging Service | The company that is servicing the pager. |
| Telephone Extension | The telephone extension number of the nurse/caregiver. |
| Telephone Type | The type of telephone that the nurse/caregiver is using. None must be selected if the nurse/caregiver is using a pager only. Mitel SS refers to Mitel SUPERSET telephones. |
| Pager PIN | This is the Personal Identification Number that your system administrator provides you with. This number (usually 4 digits) allows you to dial back into the system. |
| Use Camp-on | Allows the nurse/caregiver to camp-on the present caller in order to receive the alarm message. Similar to call waiting. |

4. Click **OK** to create the attendant. If you do not want to create the attendant, click **Cancel**.
5. If you would like to create another attendant, repeat the steps above starting at step 2.
6. Click the **X** in the top right corner of the window to close the **Attendants** window.

Delete an attendant

1. On the menu bar click **Configure**, then click **Attendants**. The **Attendants** window opens.
2. In the **Last Name** box, select the name of the attendant that you want to delete.
3. Click **Delete**. The **Delete Confirmation** window opens. Click **Yes** if you want to delete the attendant. The **Attendants** window opens.
4. If you want to delete another attendant, repeat the steps above, starting at step 2.
5. Click the **X** in the top right corner of the window to close the **Attendants** window.

Modify an attendant

1. On the menu bar click **Configure**, then click **Attendants**. The **Attendants** window opens.
2. In the **Last Name** box, select the name of the attendant whose record you want to modify.
3. Click **Modify**. The **Attendant Modification** window opens.
4. Make the required changes. See "Create an attendant" for information about the fields in the window.

5. Click **OK**. The **Attendants** window opens.
6. If you want to modify another attendant, repeat the steps above, starting at step 2.
7. Click the **X** in the top right corner of the window to close the **Attendants** window.

Defining attendant groups

Attendant groups are logical groups of attendants (nurses/caregivers) that are assigned to receive alarms. The grouping can be based on the skills or the location of the attendant. The attendant group can have up to six attendants. Attendants can be in multiple attendant groups.

Attendant groups are assigned to levels in the alarm path.

The attendants assigned to the attendant groups are shown in the Attendant Groups window. This window lists the name and the alarm-detection device of the attendants for the selected attendant group.

► Tip

Attendants must be created in the system before attendant groups can be created.

Create an attendant group

1. On the menu bar click **Configure**, then click **Attendant Groups**. The **Attendant Groups** window opens.
2. Click **Create**. The **Attendant Group Creation** window opens. A list of available attendants appears.
3. In the **Name** box, type in a name for the attendant group you are creating.
4. Click on the name of the attendant that you wish to add to the attendant group you are creating.
5. Click **Add**.
6. Repeat steps 4 and 5 for the other attendants that you want to add to the attendant group. Selecting an attendant in the **Attendants in Group** field and clicking **Remove** returns the attendant to the **Available Attendants** list.
7. Click **OK**. The **Attendant Groups** window appears.
8. If you want to create other attendant groups, repeat the steps above, starting at step 2.
9. Click the **X** in the top right corner of the window to close the **Attendant Groups** window.

Delete an attendant group

1. On the menu bar click **Configure**, then click **Attendant Groups**. The **Attendant Groups** window opens.
2. In the **Name** box, select the name of the attendant group that you want to delete.
3. Click **Delete**. The **Delete Confirmation** window opens. Click **Yes** if you want to delete the attendant group. The **Attendant Groups** window opens.
4. If you want to delete other attendant groups, repeat the steps above, starting at step 2.

5. Click the **X** in the top right corner of the window to close the **Attendant Groups** window.

Modify an attendant group

1. On the menu bar click **Configure**, then click **Attendant Groups**. The **Attendant Groups** window opens.
2. In the **Name** box, select the name of the attendant group that you want to modify.
3. Click **Modify**. The **Attendant Group Modification** window opens.
4. Select the name of the attendant that you wish to add or remove from the attendant group.
5. Click **Add** or **Remove**.
6. Click **OK**. The **Attendant Groups** window opens.
7. If you want to modify other attendant groups, repeat the steps above, starting at step 2.
8. Click the **X** in the top right corner of the window to close the **Attendant Groups** window.

Defining alarm paths

The alarm path begins at Level 1, notifying the first attendant listed in the attendant group assigned to Level 1. If the first attendant does not accept or clear the alarm, the alarm then goes to the next attendant listed in this group. The alarm proceeds to the next attendant listed until the alarm is accepted and cleared. If no attendant in Level 1 accepts and clears the alarm, then the alarm goes to Level 2, notifying the attendant listed first and continuing down the list until an attendant accepts and clears the alarm. The alarm route increments up to Level 3 if an attendant in Level 2 does not clear the alarm or does not take responsibility for the alarm. The attendants in Level 3 are notified in the same manner. The alarm re-generates at Level 3 until the alarm is accepted and cleared.

Each alarm path has Level 1, Level 2, and Level 3 attendant groups for the day and night shift.

To form an alarm path, you must first define the attendants (attendants using pagers must have a paging service defined) and attendant groups.

To form an alarm path, you must define the following in this order:

1. Paging services (necessary only if the attendant uses a pager)
2. Attendants
3. Attendant groups
4. Alarm paths

After the alarm paths are defined, you can define the residents and door monitors. Remember to set up the system parameters too.

Create the alarm path

1. On the menu bar click **Configure**, then click **Alarm Paths**. The **Alarm Paths** window opens.

2. Click **Create**. The **Alarm Path Creation** window opens.
3. In the **Path Name** box, type in the name of the alarm path you are creating.
4. In the six level attendant group boxes, select the attendant group for Level 1, Level 2, and Level 3 for the day shift and the night shift.
5. Click **OK**. The **Alarm Paths** window opens.
6. If you want to create other alarm paths, repeat the steps above, starting at step 2.
7. Click the **X** in the top right corner of the window to close the **Alarm Paths** window.

Delete the alarm path

1. On the menu bar click **Configure**, click **Alarm Paths**. The **Alarm Paths** window opens.
2. In the **Path Name** box, select the name of the path that you want to delete.
3. Click **Delete**. The **Delete Confirmation** window opens. Click **Yes** if you want to delete the alarm path. The **Alarm Paths** window opens.
4. If you want to delete other alarm paths, repeat the steps above, starting at step 2.
5. Click the **X** in the top right corner of the window to close the **Alarm Paths** window.

Modify the alarm path

1. On the menu bar click **Configure**, then click **Alarm Paths**. The **Alarm Paths** window opens.
2. In the **Path Name** box, select the name of the path that you want to modify.
3. Click **Modify**. The **Alarm Path Modification** window opens.
4. Make the required changes in the **Path Name** box or in the level attendant group boxes.
5. Click **OK**. The **Alarm Paths** window opens.
6. If you want to make changes to other alarm paths, repeat the steps above, starting at step 2.
7. Click the **X** in the top right corner of the window to close the **Alarm Paths** window.

Defining residents

Residents in extended-care facilities require supervision plus access to care at all times. Impresa Nurse Dispatch enables nurses and caregivers to be notified when a resident opens a door, calls 911 or leaves the phone off-hook, or pulls a pull cord.

Two residents can occupy one room, and the system can monitor one telephone, up to three pull cords, and doors for that room.

Create a resident

1. On the menu bar click **Configure**, then click **Residents**. The **Residents** window opens.
2. Click **Create**. The **Resident Creation** window opens.

3. In the **Name(s)** box, type the last name and the first name for the resident(s) in the room. One line for each resident.
4. In the **Room Number** box, type the room number of the room that the resident(s) occupies.
5. In the **Alarm Path** box, select the alarm path assigned for the resident(s).
6. In the **Telephone Ext.** box, type the extension number of the telephone for the resident(s).
7. In the **Telephone Type** box, select the type of telephone for the resident(s). If the telephone is a Mitel SUPERSET telephone, select **Mitel SS**. If there is no telephone, select **None**.
8. In the **Pull Cord Ext.** box, type the extension number of the pull cord.
9. In the **Pull Cord Type** box, select the type of pull cord.
10. In the **Pull Cord Location** box, type the location of the pull cord (bed, toilet, etc.)
11. Click **OK**. The **Residents** window opens.
12. If you want to create other residents, repeat the steps above, starting at step 2.
13. Click the **X** in the top right corner of the window to close the **Residents** window.

Delete a resident

1. On the menu bar click **Configure**, then click **Residents**. The **Residents** window opens.
2. In the **Select a Resident** box, select the name of the resident you wish to delete.
3. Click **Delete**. The **Delete Confirmation** window opens. Click **Yes** if you want to delete the resident. Note that if the room includes two residents, both residents will be deleted. The **Residents** window opens.
4. If you want to delete other residents, repeat the steps above, starting at step 2.
5. Click the **X** in the top right corner of the window to close the **Residents** window.

Modify a resident

1. On the menu bar click **Configure**, then click **Residents**. The **Residents** window opens.
2. In the **Select a Resident** box, select the name of the resident you wish to modify.
3. Click **Modify**. The **Resident Modification** window opens.
4. Make the required changes. For further information, refer to "Create a resident" on page 19.
5. Click **OK**. The **Residents** window opens.
6. If you want to modify other residents, repeat the steps above, starting at step 2.
7. Click the **X** in the top right corner of the window to close the **Residents** window.

Defining paging services

A paging company provides a paging service that gives functionality to the pager in use. Many paging services can be displayed in the Paging Service window. The length of time Impresa Nurse Dispatch waits before entering the alarm code to a paging service is the Pause Duration. This time is set and displayed in seconds.

Paging services are only necessary if the attendants are using pagers.

The paging service for the attendant's pager must be defined in the system before an attendant using a pager can be defined.

Create a paging service

1. On the menu bar click **Configure**, then click **Paging Services**. The **Paging Service** window opens.
2. Click **Create**. The **Paging Service Creation** window opens.
3. In the **Name** box, type the name of the company that is servicing the pager.
4. In the **Pause Duration** box, click the arrows to select a time in seconds. The Pause Duration is the length of time that Impresa Nurse Dispatch waits before entering the alarm code to the paging service.
5. Click **OK**. The **Paging Service** window opens.
6. If you want to create other paging services, repeat the steps above, starting at step 2.
7. Click the **X** in the top right corner of the window to close the **Paging Service** window.

Delete a paging service

1. On the menu bar click **Configure**, then click **Paging Services**. The **Paging Service** window opens
2. In the **Name** box, select the name of the paging service that you want to delete.
3. Click **Delete**. The **Delete Confirmation** window opens. Click **Yes** if you want to delete the paging service. The **Paging Service** window opens.
4. If you want to delete other paging services, repeat the steps above, starting at step 2.
5. Click the **X** in the top right corner of the window to close the **Paging Service** window.

Modify a paging service

1. On the menu bar click **Configure**, then click **Paging Services**. The **Paging Service** window opens.
2. In the **Name** box, select the name of the paging service that you want to modify.
3. Click **Modify**. The **Paging Service Modification** window opens.
4. Make the necessary changes. See "Create a paging service" on page 21.
5. Click **OK**. The **Paging Service** window opens.
6. If you want to delete other paging services, repeat the steps above, starting at step 2.

7. Click the **X** in the top right corner of the window to close the **Paging Service** window.

Defining door monitors

A monitored door must have two contact sensors; one on the frame and one on the movable door. When the door opens, the sensor contact is lost and the sensor generates an alarm.

When the door opens, the alarm generates and remains active until the attendant takes responsibility for the alarm and closes the door. If the door is opened and closed immediately, the alarm will still remain active until an attendant takes responsibility for the alarm.

The door can be monitored always or for a specified time period.

Create a door monitor

1. On the menu bar click **Configure**, then click **Door Monitors**. The **Door Monitors** window opens.
2. Click **Create**. The **Door Monitor Creation** window opens.
3. In the **Location** box, type the location (room number, hall, etc.) of the door that you want monitored.
4. In the **Extension** box, type the extension of the door.
5. In the **Alarm Path** box, select an alarm path for the door alarm.
6. In the **Door Monitors** field, click the arrows to select the start time and end time of the monitoring period. Check off **Always** monitor if you want constant monitoring.
7. Click **OK**. The **Door Monitors** window opens.
8. If you want to create other door monitors, repeat the steps above, starting at step 2.
9. Click the **X** in the top right corner of the window to close the **Door Monitors** window.

Delete a door monitor

1. On the menu bar click **Configure**, then click **Door Monitors**. The **Door Monitors** window opens.
2. In the **Location** box, select the location of the door that you want to delete.
3. Click **Delete**. The **Delete Confirmation** window opens. Click **Yes** if you want to delete the door monitor. The **Door Monitors** window opens.
4. If you want to delete other door monitors, repeat the steps above, starting at step 2.
5. Click the **X** in the top right corner of the window to close the **Door Monitors** window.

Modify a door monitor

1. On the menu bar click **Configure**, then click **Door Monitors**. The **Door Monitors** window opens.
2. In the **Location** box, select the location of the door that you want to modify.
3. Click **Modify**. The **Door Monitor Modification** window opens.

4. Make the necessary changes. See “Create a door monitor” on page 22.
5. Click **OK**. The **Door Monitors** window opens.
6. If you want to delete other door monitors, repeat the steps above, starting at step 2.
7. Click the **X** in the top right corner of the window to close the **Door Monitors** window.

Defining system parameters

System parameters are settings that need to be defined for an effective dispatch system.

The **System Parameters** window allows you to set the following parameters:

| Field | Description |
|----------------------------------|---|
| Telephone Time-out Timer | The number of seconds that the telephone that is being monitored can be off-hook before generating an alarm. Valid ranges are minimum 1 and maximum 300. |
| Telephone Hold State Timer | The number of seconds that the telephone being monitored can keep a call on hold before generating an alarm. Valid ranges are minimum 0 and maximum 360. |
| Attendant Alarm Ring Timer | The number of seconds that the telephone of the attendant rings when an alarm is generated. If the attendant does not answer during this time period, the call will proceed to another attendant. Valid ranges are minimum 24 and maximum 60. |
| Attendant Camp-on Timer | The number of seconds that the telephone beeps when an alarm is generated if the attendant is busy on the telephone with a call. Valid ranges are minimum 24 and maximum 60. |
| Simultaneous Alarm Calls | The number of alarms that can call attendants at one time. |
| Pager Call Back Telephone Number | The number that the attendant uses to call back into the system to get information about the alarm. |
| Alarm Regeneration Timer | The number of seconds that the attendant has to clear the alarm, before the alarm is regenerated. Valid ranges are minimum 120 and maximum 600. |
| Night Service | The start and finish time of the night service for the facility. Time is in 12-hour format HH:MM AM/PM. |

Set system parameters

1. On the menu bar click **Configure**, then click **System Parameters**. The **System Parameters** window opens.
2. In the boxes, click the arrows to select the settings.
3. Click **OK**.

5 Alarms

This chapter describes the alarm detection, the alarm messages, and the response options available to the nurse/caregiver. This chapter also describes how the Guardian window displays an alarm.

Handling alarms

Alarm detection

Nurses/caregivers can use the following devices to detect an alarm:

- Wired/wireless telephone
- Pager

The telephone of the attendant rings. The attendant answers the call and receives the alarm message. If the attendant is on a telephone call while an alarm is generated, the attendant can receive beeps and will be able to camp-on (this is an optional feature). The attendant can use any type of telephone to receive the alarm message.

The pager beeps the attendant. The pager shows a telephone number and the alarm code. The attendant goes to the nearest telephone and dials the displayed telephone number. A voice message from the telephone tells the attendant to enter the pager PIN number and the alarm code. After entering these digits, the telephone provides the alarm message.

► Tip

The Guardian screen on the PC informs the PC viewer that an alarm occurs. The icon specific to that type of alarm shows a red background when an alarm is generated. The PC can also beep when an alarm occurs.

Alarm messages

The alarm message begins with the alarm type, the level number of the alarm path, and the room number (or extension number if the alarm is a door) associated with the alarm. For information about the types of alarms, see “Alarm types”. The message then follows with instructions for three options. The nurse/caregiver can accept, reject, or replay the message.

| Alarm Type | Alarm Message Example |
|---------------------------|--|
| Telephone Timer Alarm | Telephone Timer Alarm, Level 1, in room 105 To accept this alarm, press 1 To reject this alarm, press 2 To replay this alarm, press 3 |
| Emergency 911 Alarm | 911 Dialed Alarm, level 1, in room 202 To accept this alarm, press 1 To reject this alarm, press 2 To replay this alarm, press 3 |
| Assistance Required Alarm | Assistance Required Alarm, level 1, in room 102 To accept this alarm, press 1 To reject this alarm, press 2 To replay this alarm, press 3 |
| Door Alarm | Open Door Alarm, level 2, extension 8000 To accept this alarm, press 1 To reject this alarm, press 2 To replay this alarm, press 3 |

Accept the alarm

1. After listening to the alarm message, press 1 on the telephone.
The message "Acceptance of this alarm has been confirmed" plays.
2. Resolve the alarm.
3. Put the monitored device back in service.

Reject the alarm

Do one of the following:

- Do not respond to the alarm.

or

- After listening to the alarm message, press **2** on the telephone. The system hangs up the call and calls the next attendant in the alarm path.

Repeat the alarm message

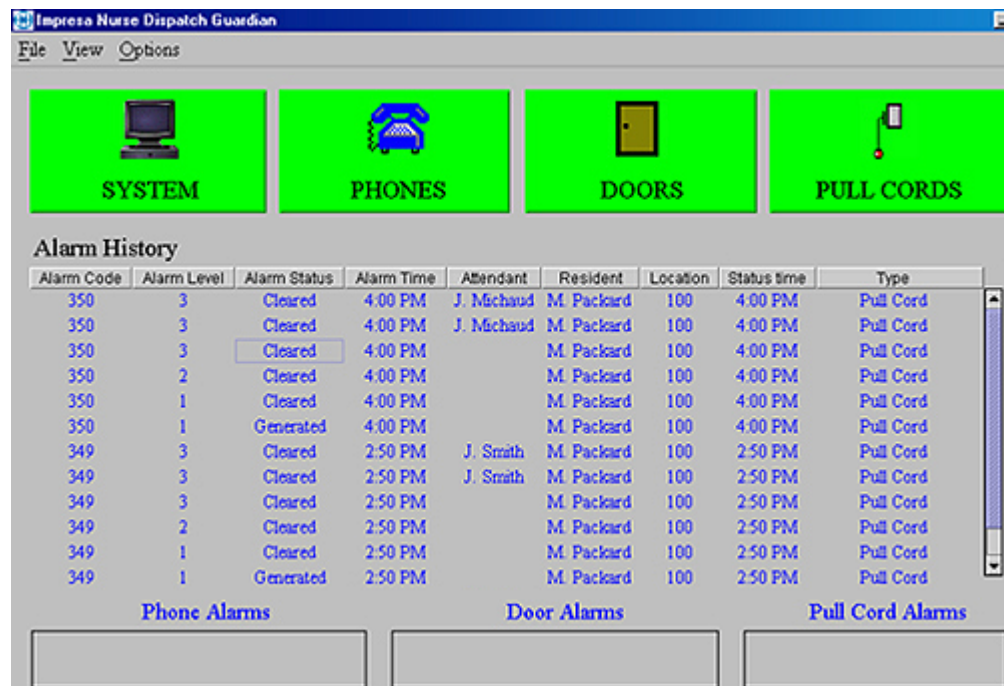
- After listening to the alarm message, press **3** on the telephone. The system replays the alarm message.

Viewing alarms

Guardian

Guardian keeps a watch on the system and on the monitored devices for Impresa Nurse Dispatch. The Guardian window displays this real-time status and shows a log of all the alarms as they happen. A front-desk operator, or a user outside the facility, can observe this activity and keep watch over the system.

Icons with color codes provide a quick and easy interpretation: green is normal, red is an alarm, yellow is a malfunction.



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The icons change depending on the alarm status:

- A green background represents normal operation without alarms.
- A red background represents an active alarm. The alarm when cleared will return to the green background.
- A picture of pliers snipping a cord with a green background represents a device monitor failure with no alarm.
- A picture of pliers snipping a cord with a red background represents a device-monitor failure with an active alarm.
- A picture of pliers snipping a cord with a yellow background represents a disabled system. This code alerts the user that the system is not dependable.

View Guardian

- On the menu bar click **View**, then click **Guardian**.

6 Reports

This chapter describes the types of reports, and provides procedures to view, print, and export the reports.

Types of reports

Five types of summary alarm reports exist that you can view, print, and export.

- Attendant Report
- Resident Report
- Alarm Report
- Alarm Path Report
- Detailed Alarm Report

Each of these reports presents the information for a selected time period.

► Tip

Reports are only printed to a local printer attached to that PC; not a network printer. The printer can be a bubble-jet or a dot-matrix printer.

Attendant Report

The Attendant Report shows for each attendant

- The number of alarm calls received
- The number of alarms accepted and cleared
- The number of alarms for each alarm type.

On the bottom row, the report shows totals for the parameters stated above.

Resident Report

The Resident Report shows for each resident

- The room number
- The alarm path
- The number of alarms for each alarm type
- The number of alarms.

On the bottom row, the report shows totals for the last two parameters.

Alarm Report

The Alarm Report shows for each alarm type

- The number of alarms at each level
- The total number of alarms

- The average time (in seconds) to clear that alarm type
- The number of alarms that used a pager.

On the bottom row, the report shows totals for the parameters stated above.

Alarm Path Report

The Alarm Path Report shows for each alarm path

- The number of alarms for each type of alarm
- The number of alarms for each level
- The average time (in seconds) to clear the alarm
- The number of day-shift alarms
- The number of night-shift alarms
- The total number of alarms.

On the bottom row, the report shows totals for the parameters stated above.

Detailed Alarm Report

The Detailed Alarm Report shows for each alarm code

- The time that the alarm was generated
- The type of alarm
- The level that cleared the alarm
- The status of the alarm
- The attendant who cleared the alarm
- The location of the alarm.

Handling reports

View the report

1. On the menu bar click **Reports**, then click **Summary Alarm Reports**. The **Time Period** window opens.
2. In the **Choose a Report** box, select the report that you want to view.
3. Select a start date and an end date for the report.
4. Click **OK**. The report opens. The Zoom option decreases and increases the size of the report.

Print the report

1. On the menu bar click **Reports**, click **Summary Alarm Reports**. The **Time Period** window opens.
2. In the **Choose a Report** box, select the report that you want to view.
3. Select a start date and an end date for the report.

4. Click **OK**. The report window opens.
5. Click the Printer icon (on the top left corner of the report window).
6. Click **OK**.

▶ **Tip**

Use a local printer attached to the PC; not a network printer. The printer can be a bubble-jet or a dot-matrix printer.

Export the report

1. On the menu bar click **Reports**, then click **Summary Alarm Reports**. The **Time Period** window opens.
2. In the **Choose a Report** box, select the report that you want to view.
3. Select a start date and an end date for the report.
4. Click **OK**. The report opens.
5. Click the **Export** icon (on the top left corner of the report window next to the Printer icon).
6. In the **Save In** box, select the folder that will hold your file.
7. In the **File Name** box, give your file a name. The file is saved as a text file.
8. Click **Save**.

7 Lists

This chapter describes the types of lists, and provides procedures to view, print, and export the lists.

Types of Lists

Two types of lists exist that you can view, print, and export: the Attendant List and the Resident List.

Attendant List

The Attendant List provides the name of each attendant along with their extension and pager number.

Resident List

The Resident List provides the name of each resident along with their room number, extension number, and alarm path.

Handling lists

View the list

- On the menu bar click **Reports**, then click the appropriate list (Attendant List or Resident List). The appropriate window displays the list. The Zoom option increases and decreases the size of the list.

Print the list

1. On the menu bar click **Reports**, then click the appropriate list (Attendant List or Resident List). The appropriate window displays the list.
2. Click the **Printer** icon (on the top left corner of the list window).
3. Click **OK**.

Export the list

1. On the menu bar click **Reports**, then click the appropriate list (Attendant List or Resident List). The appropriate window displays the list.
2. Click the **Export** icon (on the top left corner of the list window next to the Printer icon).
3. Click **OK**.
4. In the **Save In** box, select the folder that will hold your file.
5. In the **File Name** box, give your file a name. The file is saved as a text file.
6. Click **Save**.

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