User Guide KI-2225G



Responder® 5 Administration Module User Guide



Rauland-Borg Corporation

Issued: August 2012

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1

1: Overview

In the following document, you'll learn how to configure Responder 5 (R5) applications (My Profile, PC Console, Staff Assignment, and Reports Manager) using the Administration module.

Intended Use

The R5 Administration module allows trained administrative personnel to configure R5 applications. R5 Apps is a Responder Nurse Call system enhancement—expanding, but not replacing basic system functionality.

About this Document

We've arranged this document in the order of initial configuration:

- 1. Facility-Wide Settings
- 2. View Access Groups
- 3. Role-Based Security
- 4. Users
- 5. Workstation Setup
- 6. Nurse Call
- 7. Devices
- 8. Manage Locations
- 9. Text Messaging

Cross-Reference & Impacts

You'll notice that in order to highlight inter-relationships and to show you how configuration choices affect each of the various modules and the R5 Configuration software ("Configurator"), we've used the following sidebar icons and "impacts" notes throughout.



Figure 1: My Profile Module



Figure 2: PC Console Module



Figure 3: Staff Assignment Module



Figure 4: Reports Manager



Figure 5: My Profile, PC Console, and Staff Assignment



Figure 6: R5 Configurator

In addition, you'll notice that we use the following alert icon to draw your attention to those settings that are impacted when Responder IV (RIV) systems are "blended" with Responder 5 systems:



Figure 7: RIV/R5 Blended System Alert

Making R5 configuration choices that do **not** correspond with RIV system configuration selections will result, for instance, in caregivers receiving no or incorrect service requests.

Important Terms

You'll find definitions to important R5 terms in Appendix A.

Revision History



KI-2225G documents the T12 release of the Responder 5 Administration "application." We made the following changes since the last version:

- ✓ added a "User-Device" tab and feature (Users screen);
- ✓ added a "Staff and Devices" item to the "Default Left-Panel List" option (Nurse Call | PC Console tab); and
- ✓ updated the Quick Guide to reflect all relevant changes.

Warnings



The following warnings may pose life safety or other serious hazards if ignored:

- ✓ R5 Apps is not intended to be used as a primary annunciation system.
- ✓ Only Rauland-trained or authorized personnel should use the R5 Apps Administrative module.
- ✓ The PC Console module only provides ancillary emergency annunciation and must be used alongside a fully functional ("collaborator") R5 Nurse console.
- ✓ The Responder Nurse Call system must be fully configured and operational in order to use R5 Apps.
- ✓ R5 Apps should be fully tested before brought online.

Cautions



The following cautions may cause significant delays or inconvenience to staff and patients if ignored:

✓ Changes made to the default R5 Apps configuration will impact system administrators

and users.

- ✓ Apps modules, servers, and databases must be regularly monitored in order to ensure optimal R5 Apps performance.
- ✓ R5 Apps performance is directly linked to and affected by the health of a facility's IT network.
- ✓ Because R5 Apps software upgrades will interrupt or entirely halt service of R5 Apps, they should be properly announced and managed.
- ✓ The Reports Manager module is only intended to report Nurse Call functionality; it is not intended to validate system functionality.

Getting Started

In order to use this Administration module, you require administrator privileges. As you'll learn later in this document (Role-Based Security), these administrative privileges are typically granted to the "Administrative Rights" role.

To Launch the Administrative Module and Log In

1 Double click on the desktop shortcut:



Figure 8: Desktop Shortcut

➤ The Log In screen will appear:



Figure 9: Log In

- 2 Enter "admin" (no quotation marks) in the Username box.
 - > **Note**: the "admin" is the default administrator account; after logging on for the first time, you **must** create your own site-specific main administrative account. See the <u>User section</u> for further details.
 - ➤ **Note**: when you later create Users, you'll note that the Username field is not casesensitive and will accept a maximum of 40 characters.
 - ➤ **Note:** we strongly recommend that, as a facility administrator, you create and assign unique passwords with site-specific administrative permissions to each person

responsible for system administration. That way, you can better audit and attribute changes and access.

- 3 Enter "123456" (no quotation marks) in the Password field.
- 4 Click on the "Log In" button to enter to Administration module:

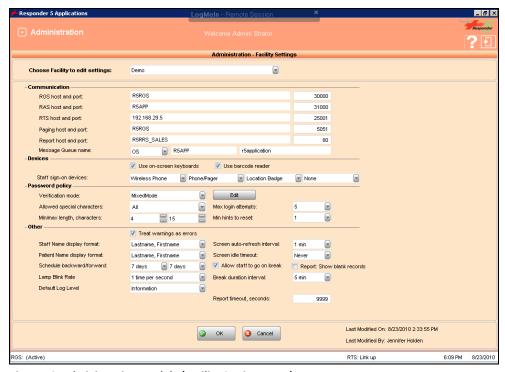


Figure 10: Administration Module (Facility Settings Page)

To Log Out

1 Click on the Log Out icon (upper-right corner of the screen).



Figure 11: Log Out Illustration

➤ The Log In screen will reappear.

Module Selector/Administration Menu

You can access all Administration pages from the Module Selector menu:

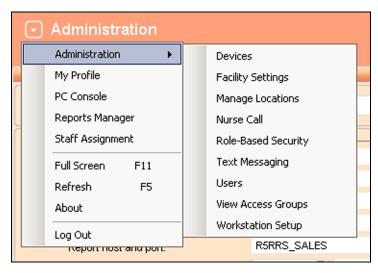


Figure 12: Menu Access

For your convenience, pages are listed in the menu in alphabetical order.

Onscreen/Touchscreen Keyboard

As you'll later learn, the software supports an onscreen/touchscreen keyboard. As you'll also learn, you'll have the option of launching or suppressing the keyboard at each Workstation. If you choose to use it, it will only appear at the Log On page (for designated Users).



Figure 13: Onscreen/Touchscreen Keyboard

Although the keyboard will take mouse clicks, it is best used when installed on a touchscreen display-equipped Workstation.

Keyboard Shortcuts

You can use the F5 function key to refresh a module at any time. You can use the F11 function key to enter full screen mode. In full screen mode, the Workstation's entire display is filled and the system status bar is removed. You can also use the F1 function key to access system help.

System Status Bar

Unless you've elected to operate in full screen mode, you'll find a real-time system status bar at the bottom of all pages. This status bar provides the following information:

- ✓ Server Connection (Not Connected, Active, or Subscribing)
- ✓ Last Call (to arrive at the Workstation)
- ✓ Last Service (to be set at the Workstation or collaborating R5 Nurse Call Console)
- ✓ System Time and Date
- ✓ RTS Link Up (used to show RTLS integration status)

Module Status Message Area

Until you "OK" changes ("save" them), the "Changes pending" message will appear in the Module Status Message Area. After you "OK" changes, the "Changes saved successfully" message will appear:

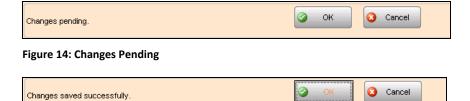


Figure 15: Changes Saved Successfully

When you do make changes, you'll also view the "R5 Apps: Setting Changed" message, indicating that changes won't take effect until you log out and back in:

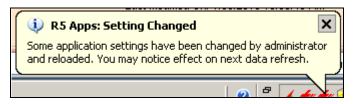


Figure 16: Settings Changed Popup



If you do not see saved changes, click on the F5 function key to refresh your screen. If you still do not see saved changes, log off and back on.

Page Filters

You'll be able to filter what appears on screen using one of the page filters. For example, you'll find the Status filter on many pages:



Figure 17: Page Filter Example

Field Sorting

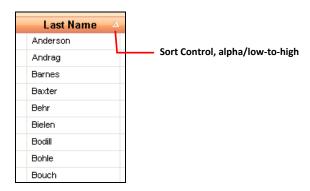
Wherever it appears, you can use the sort control to rearrange a table column.

To Sort a Column

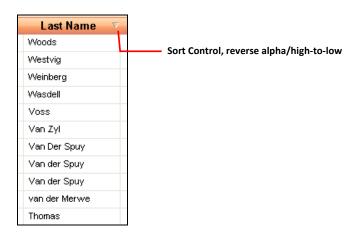
1 Click on any column header:



➤ Alpha columns will sort alphabetically and numeric columns will sort lowest number entry to highest:

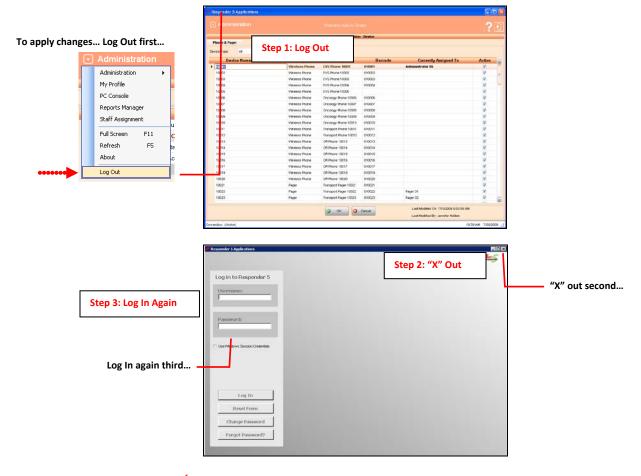


2 Click on the control to reverse the sort:



Other Important Considerations

✓ Changes you make as an administrator (for yourself or Users) won't take effect until you/users Log Out, "X" out of a screen, and Log back On.



✓ Because of the importance of archived data, R5 will allow you to create, but not delete entries. You can, for instance, create, but not delete a User or Role. With that in mind, the best way to manage entries is by using the "Active" checkbox and Status filters (Active, Inactive, Both).



Tip: the best way to manage entries is by using the "Active" checkbox and Status filters (Active, Inactive, Both).

2

2: Facility Settings

In this chapter, you'll learn to use the Facility Settings page to make global configuration decisions for each facility. A facility is a way to group installations. In any given installation, there may be more than one facility. With north, south, east, and west buildings, for instance, Washington General could have four (4) facilities.

While all of the Facility Settings have global impact (become R5 Application defaults), you will be able to establish <u>Workstation</u>-specific settings for Onscreen Keyboard use, Lamp Blink Rate, and Default Log Level.

Facility Settings Page

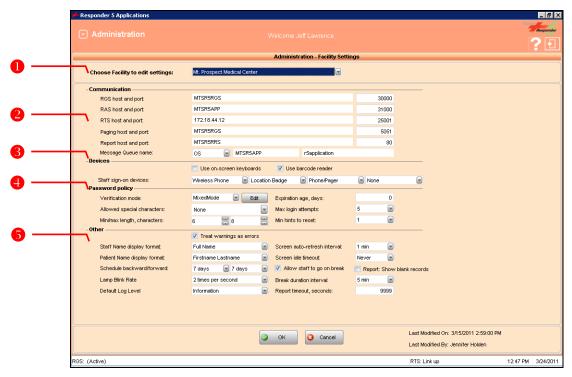


Figure 18: Facility Settings Page

Facility Selection

You'll use the Facility Selection dropdown to indicate which system you are configuring:



Figure 19: Device Table View Filter 1

The following fields appear on the Facilities page:



Facility Setting

Shows all possible R5 facilities open to configuration. The Facility Name in R5 Applications must match the Facility Name in the R5 Configurator.

Communication

Allows you to enter values for the RGS (Responder Gateway Server), RAS (Responder Application Server), RIS (Responder Integration Server), Paging, and Reports Hosts and Ports and to configure the Message Queue.

RGS Host and Port

Allows you to enter the IP address of the RGS (Responder Gateway Server) and the port it uses to communicate with the application modules.



Default Port value = 30000.

Impacts: all modules.

RAS Host and Port



Allows you to enter the IP address of the RAS (Responder Application Server) and the port it uses to communicate with the application modules.

Default Port value = 31000.

Impacts: all modules.

RTS Host and Port



Allows you to enter the IP address of the RIS (Responder Integration Server) and the port it uses to communicate with the Location Interface module (RTLS only).

Default Port value = 25001.

Impacts: all modules.

Paging Host and Port

Allows you to enter the name of the Pocket Paging Server (PgS) and the port number it uses to communicate with the application modules.

Default Port value = 5051.

Impacts: all modules.



Report Host and Port

Allows you to enter the name of the Reports Manager Server and the port number it uses to communicate with the application modules.

Default Port value = 80.

Message Queue Name

Allows you to enter the MSMQ name, which is used for communication between the RGS and the Application Server.



Devices

Allows you to make configuration choices regarding:



Use On-Screen Keyboard

Controls whether the virtual keyboard appears on the Log In screen:



Figure 20: Touchscreen Keyboard

Impacts: all modules.



Use Barcode Reader

Controls whether a Barcode Reader is present and used to scan device IDs into My Profile (Devices):



Figure 21: My Profile, Device Entry Area

Impacts: My Profile.

Staff Sign-on Devices



Controls the presence and order of those devices that appear in the Devices Entry area of My Profile.



Figure 22: My Profile, Device Entry Area



Figure 23: My Profile, Device Entry Area

Default = Wireless Phone, Pager, Location Badge.

Impacts: My Profile.

Password Policy

Allows you to make the following (global) password-related configuration choices. **Note:** if you select "Mixed Mode," you must configure the Active Directory (Password Policy | MixedMode | Edit).

Verfication Mode

Determines whether the password is validated against Window's Active Directory (Active Directory) or the Responder Applications Database (AppDatabase).

Default = Responder Applications Database (AppDatabase).

We recommend leaving the default selection in place.

Impacts: all modules.

Edit

Active Directory (AD) Configuration

Active Directory ("Mixed Mode") integration means users are automatically logged in to R5 Apps when they launch the R5 Apps application; Mixed Mode system users are, therefore, **not** required to enter a an R5 Apps user name or password.

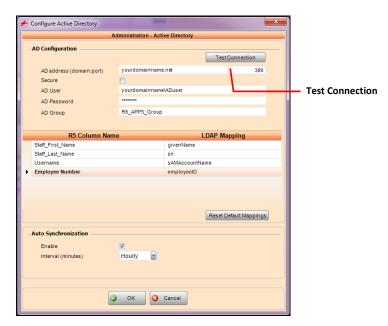


Figure 24: Configure Active Directory: (Password Policy | Mixed Mode | Edit)

AD Address: the name or IP address of the domain or domain controller.

Port: the port that AD server is listening on for AD LDAP requests. **Default** = 389 non-secure, and 636 for LDAP over SSL.

Secure: enables or disables LDAP over SSL (checked = enable).

AD User: the user with credentials to the domain used to bind to LDAP. The name must be entered in domain\username format. Recommended the AD user ID is not used for any other purpose.

AD USER Password: the password for the AD Admin user. Recommend the password is set to never expire.

AD Group: the group in Active Directory that is created specifically for Responder 5 users. All users of R5 must members of this group.

Data Mapping

The first time a system already setup and configured with R5 users synchronizes with the Active Directory (AD) application, all mapped fields are overwritten by the following AD values:



R5 Column Name	Active Directory Mapping	Mandatory
Staff_First_Name	Firstname	Yes
Staff_Last_Name	Lastname	Yes
Username	Username	Yes
Employee Number	employeeID	Yes

Note

The R5 "Employee Number" ("Employee #" in the R5 Users table) is mapped to the AD "employeeID" field.

Test Connection

Allows you to test the connection between R5 and the Active Directory.

Auto Synchronization

Enable: allows you to active/deactivate auto synchronization.

Interval: allows you to indicate when the Users table will be automatically updated.

Allowed Special Characters

Determines which non alpha-numeric characters can be used in a password. Choices are limited to:



Default = "All."

Minimum/Maximum Length (Characters)

Determines the fewest and the most characters that can be used in a password. Choices are limited to four (4) through fifteen (15). This entry is ignored for Active Directory users.

Default = 6 (Min) and 8 (Max).

Expiration Age (Days)

Determines how many days a password will remain valid. After the number of days entered here, the system will require all Users to enter a new and unique password.

Notes: this field only appears when the "AppDatabase" is the selected Verification Mode, and does **not** impact Active Directory users.



The system will not accept an already used password:

New password is the same as old password. Try again.



Regardless of the number you enter here, the system will automatically require a User to change their default password upon initial Log In.

We recommend following your Facility's security and access protocols.

Default = 0.

Impacts: all modules.

Maximum Log In Attempts

Determines how many times a User can attempt to Log In with an invalid password before the system will lock them out. The entry in this field does **not** impact Active Directory users.

User account locked out!

Choices are limited to one (1) through five (5).

We recommend following your Facility's security and access protocols.

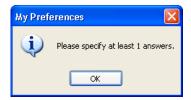
Default = 3.

Minimum Hints to Reset

Determines the minimum number of hints a User must enter in My Profile (My Preferences). These hints are used if a User forgets a password. (After using the hint system, a User must reset her password).



The system will not allow a password change unless the specified number of hints is entered:



Default = 1.

Impacts: all modules.



Other

Allows you to make other configuration choices:

Staff Name Display Format



Determines how Staff Names appear in all modules. Choices are limited to nine (9) different forms. Note: forms bearing asterisks are best used for public area masking. If you select form five (5), for instance ("Initial two (2) characters of last name, first name, plus asterisks"), staff member "John Smith" would appear as "Sm, Jo" at the PC Console.

- 1 Initial two (2) characters of first name, last name, plus asterisks (Fi** La**)
- 2 The entire first name plus initial of the last (Firstname L)
- 3 First name followed by the last name (Firstname, Lastname)
- 4 Full name
- 5 Initial two (2) characters of last name, first name, plus asterisks (La*, Fi*)
- 6 Initial five (5) characters of the last name, plus initial of the first name (Lastn*, F)
- 7 Last name only
- 8 The entire last name, plus the initial of the first (Lastname, F)
- 9 Last name followed by the first name (Lastname, Firstname)

Default = Lastname, Firstname.

Impacts: all modules.

Patient Name Display Format



Determines how Patient Names appear in all Bed Objects. Choices are limited to nine (9) different forms. If you select form five (5), for instance ("Initial two (2) characters of last name, first name, plus asterisks"), patient "John Smith" would appear as "Sm, Jo" at the PC Console.

- 1 Initial two (2) characters of first name, last name, plus asterisks (Fi**, La**)
- 2 The entire first name plus initial of the last (Firstname L)
- 3 First name followed by the last name (Firstname, Lastname)
- 4 Full name
- 5 Initial two (2) characters of last name, first name, plus asterisks (La*, Fi*)
- 6 Initial five (5) characters of the last name, plus initial of the first name (Lastn*, F)
- 7 Last name only
- 8 The entire last name, plus the initial of the first (Lastname, F)
- 9 Last name followed by the first name (Lastname, Firstname)

Default = Initial two (2) characters of first then last name plus asterisks (Fi**, La**).

Impacts: all modules.

Schedule Backward/Forward



Determines the number of days (from the Log In day) one can view **past** or schedule **new** assignments (Staff Assignment Module).

Default = 7 (Backward) and 7 (Forward).

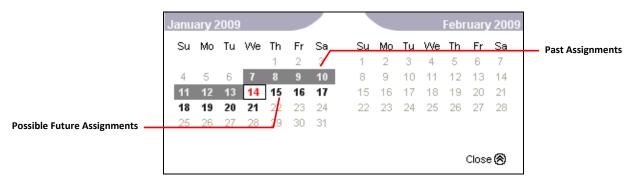


Figure 25: Staff Assignment Module Schedule (7 Backward, 7 Forward Example)

Impacts: Staff Assignment.

Lamp Blink Rate



Determines how times per second the Corridor Light will blink when active. Choices are limited to 1, 2, 4, 8, and 16. You may wish to adjust the rate if you experience less than optimal PC Console response times. The slower the rate, the less processing power is required.

Default = Once (1) per second.

We recommend leaving the default value.

Impacts: PC Console

Default Log Level



Determines how much information is recorded in the logging file on the Applications Server ("tracelog," by default). Choices are limited to:

- Critical: logs non-recoverable failures that halt system operation;
- Error: logs significant, but recoverable failures;
- Warning: logs failures that don't impair the system, but may expose configuration problems;
- **Information:** logs additional information that facilitates failure-troubleshooting;
- **Verbose:** logs all events

Default = Information.

We recommend leaving the "Information" value.

Impacts: all modules.

Screen Auto-Refresh Interval



Determines how often the Staff list is automatically refreshed.

Impacts: all modules and staff status.

Default = every one (1) minute

Screen Idle Timeout

Determines after how many minutes of inactivity in the My Profile module the system will automatically log a User out. Choices are limited to: 5, 10, 15, 20, 25, 30 seconds and 1, through 60 minutes (in five [5] minute intervals).

Default = Never.

We recommend using one (1) minute.

Impacts: My Profile.

Allow Staff to Go on Break



Determines whether the Break area will appear in the My Profile, My Status pane—and whether a staff member will be allowed to transfer coverage to another on duty staff member for a selected period.





Figure 26: Break Not Allowed (Unchecked)

Figure 27: Break Allowed (Checked)

Default = checked (Yes).

Report: Show blank records (pages)



Allows users to suppress blank pages that may generate in a report.

Break Duration Interval



Determines the number of minutes that appear in the "I am going to break for" dropdown box (My Profile, My Status). Choices are limited to 5, 10, 15, 20 minutes and infinite. Choosing "5" for the interval would cause the selector to show "5, 10, 15," etc.



Figure 28: "I am going to break for" Interval (Default Example: 5 Minutes)

Default = five (5) minutes.

We recommend five (5) minutes.

Report Timeout (Seconds)



Determines how long it will take (in seconds) before a report query times out. We recommend leaving the default value in place.

Impacts: Other Covering Staff

Default = 9999 seconds.

How To...

To Configure the Active Directory

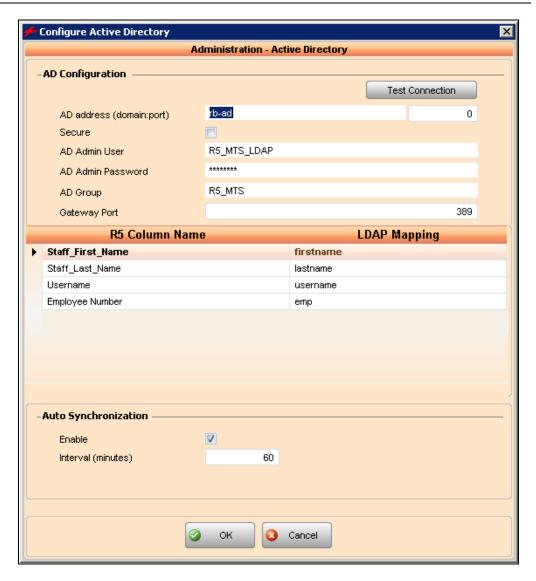
- 1 Access the Facility Settings page (Administration | Facility Settings).
- 2 Click on the Verification Mode dropdown selector:



- 3 Select "MixedMode."
- 4 Click on the associated Edit button:



> The Active Directory Configuration window will appear:



- 5 Enter all required values and/or make all required and optional choices in a) the AD Configuration section, b) the R5→LDAP Mapping table, and c) the Auto Synchronization section.
- 6 Click on the Test Connection button to verify operation:
 - > The system will alert you if the Active Directory integration succeeds or fails:



To Switch Between Verification Modes

If necessary you may switch between MixedMode and the default AppDatabase verification mode at any time.

1 Access the Facility Settings page (Administration | Facility Settings).

2 Click on the Verification Mode dropdown selector:



- 3 Select "AppDatabase."
 - > The system will ask you to confirm the change:



- 4 Click Yes to convert all Active Directory users to R5 Users.
- 5 Navigate to the User page (Administration | Users).
- 6 Click on the Synchronize button to complete the process:

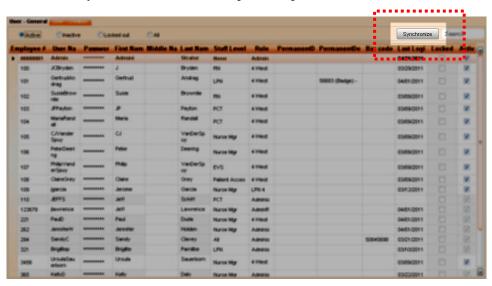
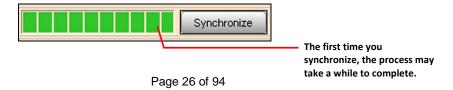


Figure 29: User Page (Synchronize callout)



> The a) status bar and then b) status confirmation dialog will appear:





> The User table will update.

3

3: View Access Groups



In this chapter, you'll learn how to view/create/edit View Access Groups. View Access Groups are a way to manage a given User's access privileges. In the following chapter, you'll also learn that View Access Groups are a component of Role-based Security.

Impacts: all modules.



View Access Groups

Main Page

The View Access Groups main page allows you to assign access to and review existing View Access Groups. The page is comprised of three (3) areas: Application/Screen (read-only), Access, and Description (read-only):

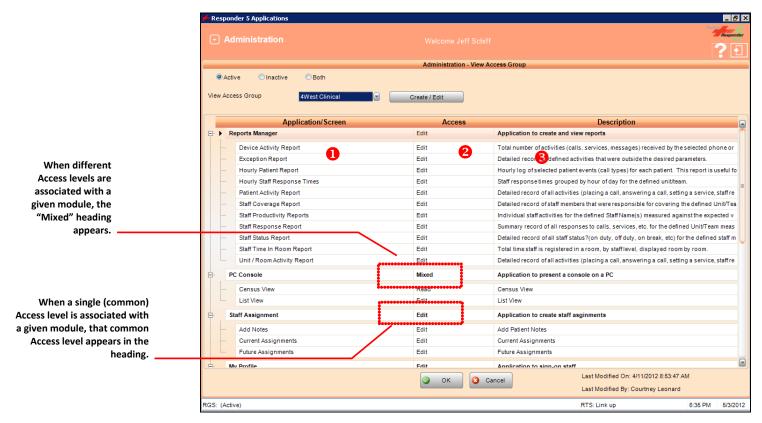


Figure 31: View Access Groups (Main Page)

View Access Configuration Choices

You can use the View Access Group main page to completely restrict, offer full, or offer limited access to particular modules and/or pages. Selecting "Edit" means that the User will be able to view **and** make changes in a module or on a given page; selecting "Read" means that the User will be able to view but **not** makes changes in a module or on a given page; selecting "No Access" means that the module won't appear in the Module Selector menu.



Figure 32: Module Access Options

When a single (common) Access level is associated with a given module, that common Access level appears in the sub-column heading. When different Access levels are associated with a given module, the "Mixed" heading appears:

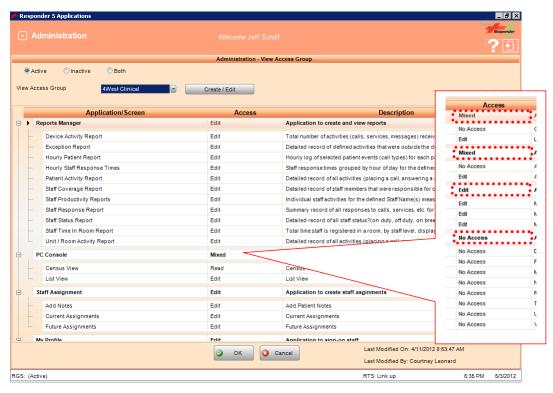


Figure 33: Access Heading Callout

Page Filters

You can use the Activity and View Access Group filters to refine what you view on screen:



Figure 34: Activity Filter

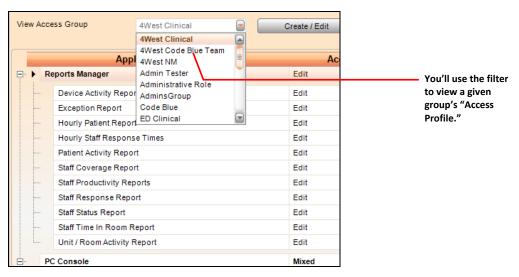


Figure 35: View Access Group Filter

Application/Screen

Allows you to view in expanded or compacted form a read-only list of all modules (PC Console, Staff Assignment, My Profile, Administration) and screens:

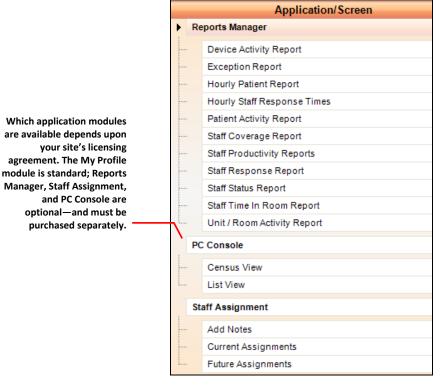


Table 1: Application/Screen (View Access Group)

Default = all modules and screens.

Access

Allows you to assign Access levels (privileges) to any View Access Group in the View Access Group dropdown list:

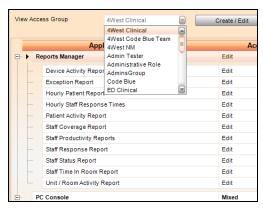


Figure 36: View Access Group List (View Access Group)

Selections are limited to Read, Edit, and No Access:



Figure 37: Access Privilege List (View Access Group)

Default = differs for each View Access Group.

B Description

Allows you to view a read-only description of each module/screen:

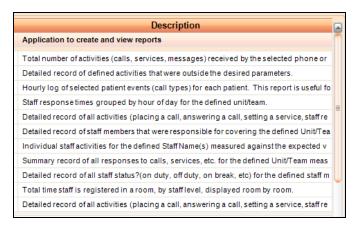


Figure 38: Description (View Access Group)

Create/Edit Page

The Create/Edit View Access Group page allows you to create new or edit existing groups:

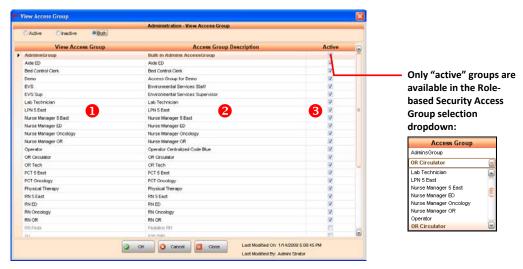


Figure 39: View Access Groups Table (Create/Edit Page)

Description

Allows you to view and, if desired, edit all already created View Access Group names.

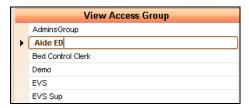


Figure 40: View Access Group List (Create/Edit Page)

Entries are limited to fifty (50) alpha-numeric characters.

Default = those already created.

Access Group Description

Allows you to view and, if desired, edit all already created View Access Group Descriptions.



Figure 41: View Access Group List (Create/Edit Page)

Entries are limited to fifty (50) alpha-numeric characters.

Default = those already created.

Active

Allows you to indicate whether or not an Access Group is active. Only "active" groups are available in the Role-based Security Access Group selection dropdown:



Figure 42: Access Group selection dropdown (Role-based Security Page)

Access Group selection dropdown (Role-based Security Page) selections are limited to active (checked) or inactive (unchecked).

Default = inactive.

How To...

To Create a New Access Group

1 Click on the "Create/Edit" button:



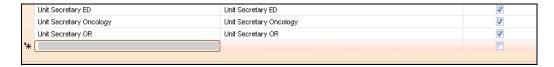
➤ The Create/Edit page will appear:



- 3 Scroll to the end of the existing list.
 - ➤ A blank entry line will appear:



4 Click in the View Access Group field:



- 5 Enter the new group name.
 - > Your entry is limited to 50 characters.
- 6 Enter a meaningful description.
 - > Your entry is limited to 50 characters.
 - ➤ You can use the Escape key (ESC) to undo a typing error.
- 7 Check or leave the "Active" box unchecked:



8 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



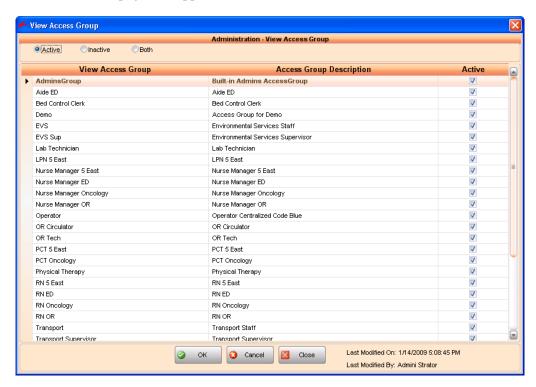
- > Clicking the "Cancel" button returns you to the list.
- 9 Click the "Close" button to return to the View Access Group main page.

To Edit an Existing Access Group's Name and/or Description:

1 Click on the "Create/Edit" button:



➤ The Create/Edit page will appear:



3 Scroll to and select the entry you wish to edit:



- 4 Make desired changes.
 - > Your entry is limited to 50 characters.
- 5 Enter or change the description, if necessary.
 - > Your entries are limited to 50 characters.

- 6 Check or leave the "Active" box unchecked.
- 7 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



- > Clicking the "Cancel" button returns you to the list.
- 8 Click the "Close" button to return to the View Access Group main page.

4

4: Role-Based Security



In this chapter, you'll learn to administer Role-Based Security. A "Role" has three primary traits: its name, its access to Units/Teams (within a Facility), and its ability to view or edit modules/pages (Access Group).

Once you've created a Role, you can use it to easily and quickly assign role traits to any User.



Tip: create as many roles as are necessary to accommodate the different access levels, as these permissions cannot be changed per User (or by a User).

Impacts: all modules.

Role-Based Security

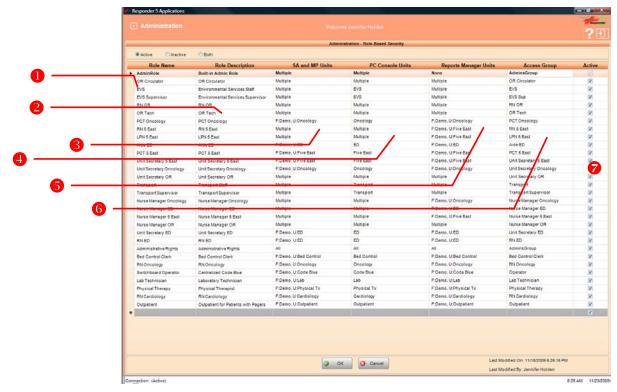


Figure 43: Role-Based Security Table

You'll find the following fields in the Role-based Security table:

Role Name

Allows you to create a site-specific descriptive name for the role. Each User "plays" a role—for example: "EVS Supervisor," "OR Tech," "Nurse Manager Oncology..."

Limited to 50 characters.

Note: we recommend that you name and group roles for easy identification. For instance, if you plan to create more than one role for a department, begin with the department name or job function:

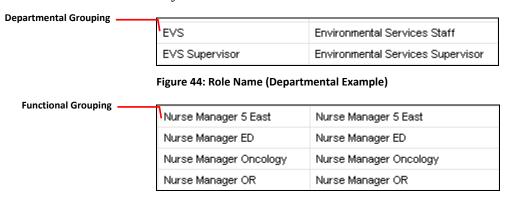


Figure 45: Role Name (Functional Example)

Default = "Administrative Rights." You must create all others.

Role Description

Allows you to describe the role for quick recognition and easy use. Limited to 50 characters.

Limited to 50 characters.

Default = none.

SA (Staff Assignment) and MP (My Profile) Units



Allows you to assign role access to Units/Teams. A role may be associated with multiple Units/Teams. Units/Team ("U") exist within a Facility ("F"). Selections in the dropdown are provided by the R5 system.



Limited to selections in the dropdown box:



Impacts or is impacted by: My Profile, Staff Assignment, R5 Configurator.

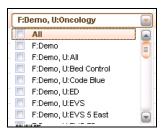
Default= none.

PC Console Units



Allows you to assign access to specific units for PC Console viewing.

Limited to selections in the dropdown box:



Impacts or is impacted by: PC Console.

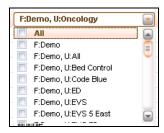
Default= none.

6 Reports Manager Units



Allows you to assign access to specific units for reporting purposes only.

Limited to selections in the dropdown box:



Impacts or is impacted by: Reports Manager.

Default = none.

(View) Access Group



Allows you to associate the role with a single View Access Group. (These entries are created on the Create/Edit page [View Access Groups]). Without this access, a User would not be able to access any screens. A role may be assigned to only one Group.

Limited to selections in the dropdown box:



Impacts or is impacted by: My Profile, Staff Assignments, PC Console, and Reports Manager.

Default= none.

Status (Active)

Allows you to indicate whether the role is active or inactive.

Limited to active (checked) or inactive (unchecked). Note: inactivating a role will deny role-specific permissions to those Users already assigned that role.

Role-based Security Page Filter

You can use the Role-based Security Page Filter to show Active, Inactive, or all (Both) roles in the table:



Figure 46: Role-based Security Page Filter

How To...

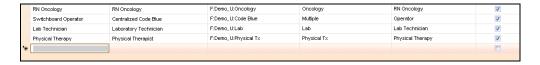
To Create a Role (Role-Based Security):

1 Scroll to the end of the existing list.

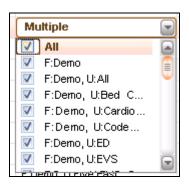
➤ A blank entry line will appear:



2 Click in the Role Name field:



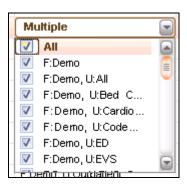
- 3 Enter the new name.
 - > Your entry is limited to 50 characters.
- 4 Click in the Role Description field, and enter a meaningful description.
 - > Your entry is limited to 50 characters.
- 5 Click on the SA and MP Units field, and make your selections from the dropdown box.
 - ➤ You may check as many as you wish:



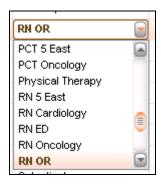
- 6 Click on PC Console Units field, and make your selections from the dropdown box:
 - > You may check as many as you wish:



- 7 Click on the Reports Manager Units field, and make your selections from the dropdown box:
 - > You may check as many as you wish:



- 8 Click on the Access Group field, and make your selections from the dropdown box:
 - ➤ You may only check one:



- 9 Check or leave the "Active" box unchecked:
- 10 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



> Clicking the "Cancel" button returns you to the list.



5: Users



In this chapter, you'll learn to administer R5 Staff and Device "Users." A Staff User is anyone who can Log In to the R5 Application software; a User Device is either a Phone/Pager or Wireless Phone that is typically "logged on" by a Unit Manager and shared among different staff members.



Impacts: all modules.



Tip 1: due to patient-sensitive information and the R5 application's logging features, we strongly recommend **not** making generic Users.

Tip 2: only one (1) User can Log In to a single R5 Application PC at any given time.

Users

User—Staff

You can use the User—Staff tab to view already created Users, and add new ones:

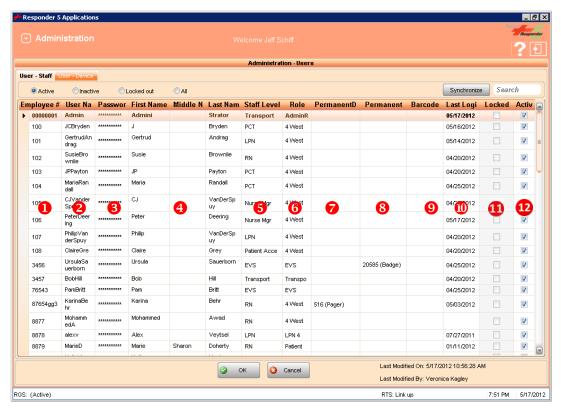


Figure 47: User—Staff

Employee

Allows you to enter the employee number of each User. The system uses this number as a unique identifier that appears in the Staff Object.



This field is automatically completed for Active Directory users.

Limited to 50 characters.

Tip: use the employee's payroll ID.

User Name

Allows you to create a Log On name for each system User. This unique "Username"—in conjunction with a password—is required to Log On to the system.

This field is automatically completed for Active Directory users.



Limited to 40 case-sensitive characters.

Tip: employ a Username that is already familiar to the User—perhaps from another software application.

Password

Allows you to create a password for each system User. This password—in conjunction with a Username—is required to Log On to the system. Users are forced to change administrator-assigned passwords at initial Log On.



This field is automatically completed for Active Directory users.

Limited to 40 case-sensitive characters.

Tip: use the same password for all Users.

Name (First, Middle, Last)

Allows you to enter a User's name (First, Middle, Last). Names appear on Staff Objects (all modules) and in the Other Assigned Staff list (PC Console module). The way names display is configurable. See <u>Staff Name Display Format</u>.

Note: this field is automatically completed for Active Directory users.

Staff Level



Allows you to choose any of the already created Staff Levels. Staff Levels are automatically provided by the system and impact all modules. You can select more than one level. Staff Levels determine patient request responsibility (as dictated by the Call Escalation table in the R5 Configurator).

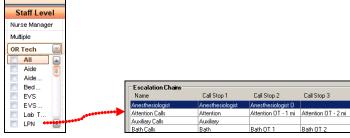


Figure 48: Staff Level Figure 49: R5 Configurator Escalation



Impacts: Service Requests only; calls are routed regardless of level.

Blended System Alert: caregivers covering RIV beds in a blended RIV/R5 system should be assigned only those RIV levels created during RIV system configuration (for instance, "Stat, RN, LPN, and Aide). Should you assign an R5 Staff Level that does **not** correspond with an already created and configured RIV Staff Level, implicated Users will **not** receive the appropriate or, perhaps, any service requests.

6 Role

Allows you to choose any one of the already created Roles. A role affords a User access to Units/Teams and pages. Roles (as defined in the Role-based Security table, Role Name field) impact all modules.



Permanent Device (Phone/Pager)



Allows you to "permanently" assign any phone or pager to a given User. The device you select here is taken from the Devices page and will—upon User Log In—automatically populate the appropriate My Profile Devices area. If necessary, the User may temporarily change this default entry. Changes are session-specific, though, and will revert to the Permanent Device default upon subsequent User logins.

Limited to any device in the dropdown box—entered originally in the Device Name/Extension field (Devices page):

vocera



Tip: the Permanent Device value can be used with Vocera System integration—or if a User always carries the same phone/pager (bearing the same extension).

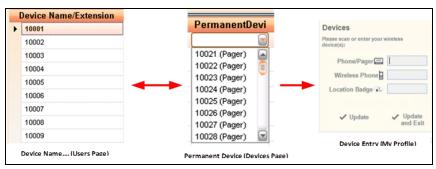


Figure 50: Permanent Device Association/Impact

8 Permanent Device (Location Badge)



Allows you to "permanently" assign a Location Badge to a given User. The device extension you enter here is taken from the Devices page and will—upon User Log In—automatically populate the My Profile Location Badge field. If necessary, the User may temporarily change this default entry. Changes are session-specific, though, and will revert to the Permanent Device default upon subsequent User logins.

Limited to any Badge in the dropdown box—entered originally in the Device Name/Extension field (Devices page):



9 Bar Code



Allows you to enter the User's employee bar code, which may be used as an alternate Sign In method (My Profile).



Limited to twenty (20) alpha or numeric characters.

Tip: if you are using barcodes for Sign on, use one already assigned to a User for other purposes, if possible—Identification Badge, Meds ID, etc.

Last Login

Allows you to review by date the User's last Log On. Read only field (General Tab).

1 Locked Out

Allows you to re-grant access after a User has exceeded the "Max Login Attempts" entry (Facility Settings | Password Policy):



Figure 51: Related Field (Password Policy)

This field is automatically completed for Active Directory Users.

(Status) Active

Allows you to indicate whether the User is active or inactive.

Limited to active (checked) or inactive (unchecked).



Tip: by default, the User is inactive (unchecked). Make sure to check the box for each User you create.

Users—Staff Page Filter

You can use the Users Page Filter to show Active, Inactive, Locked Out, or all Users in the table:



Figure 52: Users Page Filter

Search

You can use the Search box to find any already created user by Employee #, User Name, First/Last Name, Staff Level, Role, or Permanent Device.



Figure 53: Search Box

Synchronize

You can use the Synchronize function to manually retrieve User data (first/middle/last name, current status, and employee number) from the Active Directory (R5 Apps group) if R5 Apps is configured as "Mixed Mode" (Facility Settings | Verification Mode).



Figure 54: Synchronize



Figure 55: Facility Settings | Verification Mode | Mixed Mode

Using this function expedites initial setup—as one needs to manually enter data in fewer fields.

User—Device

You can use the second Users tab to review existing and create new User-Devices. "User-Devices" are devices (phone/pager or wireless phone) permanently assigned to a role or function—for instance, housekeeping supervisor, respiratory tech, pharmacy tech, scrub tech. Because they are typically passed from outgoing to incoming staff members, User-Devices are generally kept on duty.



Figure 56: Users—Device Tab

Device Extension

Allows you to enter the device's dialing number. The system uses this number as a unique identifier that appears in the Device list (PC Console).

Limited to 50 characters.

Tip: the device is likely tagged with its dialing number and provided by the group assigned with programming it—BioMed, IT, Telecommunications, etc.

User Name

Allows you to create a Log On "name" for each system device. This unique "Username"—in conjunction with a password—is required to log the device on to the system.

Limited to 40 case-sensitive characters.

Tip: employ a memorable device User Name—RespTherapy or Code Pink, for example.

Password

Allows you to create a password for each system device. This password—in conjunction with a Username—is required to Log On to the system. The first time the device is logged on, the system will require a password change.

Limited to 40 case-sensitive characters.



Note: when created, the User-Device is automatically placed "on duty." You can change the status using the Staff Assignment module.

Tip: use the same password for all devices used in the same manner. For instance, all pagers associated with the Code Blue team could use the same password.

Device Type

Allows you to select one of two (2) applicable device types: Phone/Pager or Wireless Phone.

Staff Level



Allows you to choose any of the already created Staff Levels. Staff Levels are automatically provided by the system and impact all modules. You can select more than one level. Staff Levels determine patient request responsibility (as dictated by the Call Escalation table in the R5 Configurator).

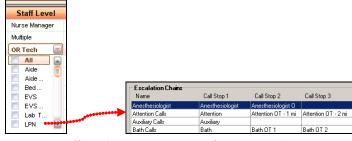


Figure 57: Staff Level Figure 58: R5 Configurator Escalation



Impacts: Service Requests only; calls are routed regardless of level.

Blended System Alert: caregivers covering RIV beds in a blended RIV/R5 system should be assigned only those RIV levels created during RIV system configuration (for instance, "Stat, RN, LPN, and Aide). Should you assign an R5 Staff Level that does **not** correspond with an already created and configured RIV Staff Level, implicated Users will **not** receive the appropriate or, perhaps, any service requests.

6 Role

Allows you to choose any one of the already created Roles. A role affords a User access to Units/Teams and pages. Roles (as defined in the Role-based Security table, Role Name field) impact all modules.



Figure 59: Permanent Device Association/Impact

Bar Code



Allows you to enter the device's bar code, which may be used as an alternate Sign In method (My Profile).



Limited to twenty (20) alpha or numeric characters.

Tip: if you are using barcodes for Sign on, use one already assigned to the device.

8 Last Login

Allows you to review by date the device was last Logged On. Read only field (General Tab).

Output <p

Allows you to grant access to a device that exceeded the "Max Login Attempts" entry (Facility Settings | Password Policy):



Figure 60: Related Field (Password Policy)

(Status) Active

Allows you to indicate whether the device is active or inactive.

Limited to active (checked) or inactive (unchecked).



Tip: by default, the device is active (checked).

Users—Device Page Filter

You can use the Users—Device Page Filter to show Active, Inactive, Locked Out, or all devices in the table:



Figure 61: Users Page Filter

Search

You can use the Search box to find any already created device by Device Extension, User Name, First/Last Name, Staff Level, Role, or Barcode.



Figure 62: Search Box

How To...

To Create a "User—Staff"

- 1 Click on the User-Staff tab.
- 2 Enter or select **all** required information.
 - > All fields must contain an entry or selection.
 - ➤ The password entry must be at least six (6) case-sensitive characters.



- 1) The system forces a User to change their administrator-assigned password upon initial Log On.
- 2) You must create a site-specific "administrative" user account.



Figure 63: Role Dropdown

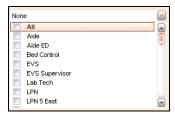


Figure 64: Staff Level Dropdown

- 3 Check or leave the "Active" box unchecked.
- 4 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



To Create a "User—Device"

- 1 Click on the User-Device tab.
- 2 Click on the last line in the table:

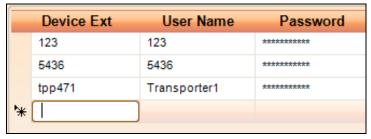


Figure 65: User Device Entry

- 3 Enter or select **all** required information.
 - > All fields must contain an entry or selection.
 - ➤ The password entry must be at least six (6) case-sensitive characters.



The system forces the administrator-assigned device password to be changed upon initial Log On.

4 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



To Create a Site-Specific Administrative User Account

The first time you log on to R5Apps (using the generic "admin" log on), you must make a site-specific administrator account. In order to do so, you'll have to...

- 1 Create a <u>new View Access group</u>.
- 2 Create a <u>new role</u> bearing administrative privileges.
- 3 Create a new administrative user.





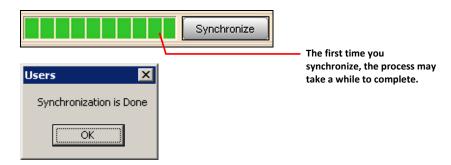


To Manually Retrieve User Data from the Active Directory:

- 1 Access the User Table (Administration | User Table | General).
- 2 Click on the Synchronize button.



> The a) status bar and then b) status confirmation dialog will appear:



> The User table will update.

To Search the User Table:

While viewing the Users page...

- 1 Click anywhere in the Search field.
- 2 Enter all or any part of the following: Employee #, User Name, First/Middle/Last Name, Role, Permanent Device, or Bar Code.
 - ➤ **Note:** restrict your search to a single field. You cannot, say, enter "JH" to search for a user with a first name beginning with "J" and a last name beginning with "H." Rather, search either for "J" or "H."
 - > Search results will automatically appear in the User table as you make your entry. In the following example, "RN" is the search parameter, and all RNs are listed under "Staff Level."

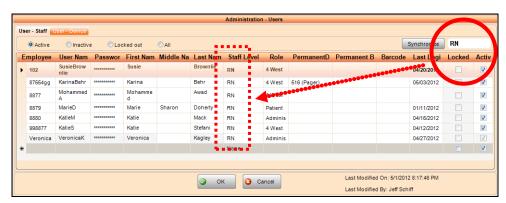


Figure 66: Search Example ("RN")

> You must manually delete everything from the search box in order to view the entire User table.

6

6: Workstation Setup



In this chapter, you'll learn to configure Workstations. A Workstation is any PC used to run R5 applications. Only PCs that meet the following criteria require Workstation Setup:

- Those that are collaborating with a Nurse Console and will display Active Call windows.
- ✓ Those that are only used to monitor activity without Nurse Console collaboration—and that you wish to function in full screen mode.

Impacts: all modules, particularly PC Console—when the Workstation is coupled with an R5 Nurse Console during system configuration (R5 Configurator, Consoles/Staff Terminals page):

Defaults: none.

Workstation Setup

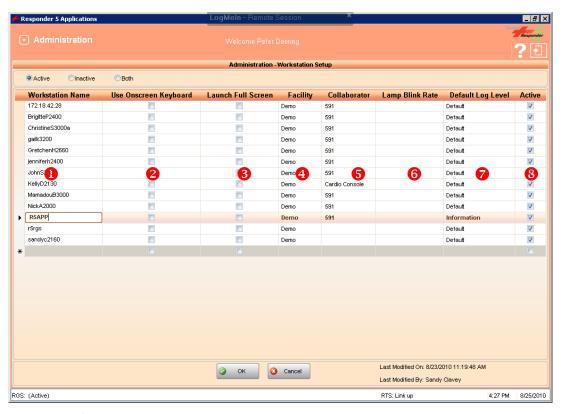


Figure 67: Workstation Setup

Workstation Name

Allows you to enter the **exact** network name of the Workstation/PC, for instance, "ICU03" or "Peds01."

Limited to 50 characters.

Use Onscreen Keyboard

Checking this box causes the onscreen keyboard to appear on the Log On screen.

Limited to yes (checked) or no (unchecked).

B Launch Full Screen

Checking this box causes the application (all modules) to occupy a User's entire display. Leaving the box unchecked will restrict the application to a portion of the display. In full screen mode, neither the system status bar nor the Windows toolbar appear.

Limited to yes (checked) or no (unchecked).



Tip: check the box for those Workstations that are used for display purposes only—such as those mounted on walls or hallways.





Allows you to associate the Workstation with a Facility. A Facility is a single named R5 system.

Limited to already R5 system-generated Facilities in the dropdown list:



Collaborator



Allows you to associate the Workstation with one of the Responder Nurse Consoles (R5 Configurator). Make this collaboration between a Workstation and Nurse Call Console in order to activate the Active Call window (on the Workstation).

Limited to a dial string under 50 characters.

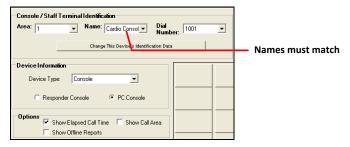


Figure 68: R5 Configurator (Consoles/Staff Terminal)



Figure 69: Collaboration Options

6 Lamp Blink Rate



Determines how many times per second the Corridor Light will blink when active **on the selected Workstation**. You can set the system default Lamp Blink Rate on the <u>Facilities</u> screen.

Choices are limited to 1, 2, 4, 8, and 16. You may wish to adjust the rate if you experience less than optimal PC Console response times. The slower the rate, the less processing power is required.

Default = Once (1) per second.

We recommend leaving the default value.

Impacts: PC Console





Determines, by Workstation, how much information is recorded in the logging database on the Applications Server ("tracelog," by default). You can set the system default Log Level on the <u>Facilities</u> screen. Choices are limited to:

- Critical: logs non-recoverable failures that halt system operation;
- Error: logs significant, but recoverable failures;
- Warning: logs failures that don't impair the system, but may expose configuration problems;
- **Information:** logs additional information that facilitates failure-troubleshooting;
- Verbose: logs all events

Default = Information.

We recommend leaving the "Information" value.

Impacts: all modules.

Tip: assigning a different Log Level to a problem Workstation may facilitate troubleshooting.

8 Active

Allows you to indicate whether the Workstation is active or inactive.

Limited to active (checked) or inactive (unchecked).



Tip: by default, the Workstation is inactive (unchecked). Make sure to check the box for each Workstation you create.

How To...

To Add a New Workstation:

- 1 Scroll to the end of the existing Workstation list.
 - ➤ A blank entry line will appear:



2 Click in the Workstation Name field:



- 3 Enter a meaningful name—for instance, "ICU03" or "Peds01."
 - ➤ Your entry is limited to 50 characters.
- 4 Check the "Use Onscreen Keyboard" box if you want the Log On process to include the onscreen keyboard:



- 5 Check the "Launch full Screen" box if you want the application to fill a User's entire display.
 - ➤ Leaving the box unchecked will cause the application to display occupy only a portion of the display.
- 6 Select a Facility from the dropdown box:



- 7 Enter a valid dialing string in the "Collaborator" field.
 - ➤ A "Collaborator" is a Nurse Console value programmed in the R5 Configurator.
- 8 Click the "OK" button to save the new Workstation.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



- > Clicking the "Cancel" button removes any unsaved entries/selections and returns you to the list.
- 9 Click the "Close" button to return to the View Access Group main page.

7

7: Nurse Call



In this chapter, you'll learn to use the Nurse Call page to configure Bed Objects, Census settings, Text Messages, and Other Covering Staff.

Nurse Call

Nurse Call configuration takes place on two (2) tabbed pages: Display Settings and PC Console:

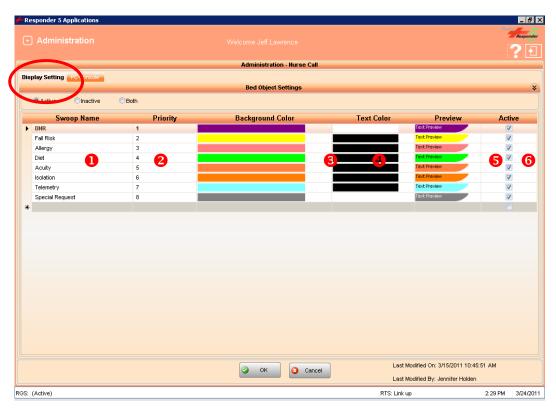


Figure 70: Nurse Call Page (Display Settings Tab)

Display Settings

You may use the Display Settings tab to configure Bed Object Swoops.

Cooper, Sandi AMI Inferoposterior Wall Admitting Alan Butcher RN 5 Ea

Attendin Eddie Joubert LPN 5 E

Figure 71: Bed Object (PC Console)

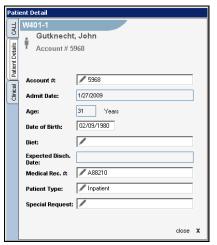
Bed Object Swoop

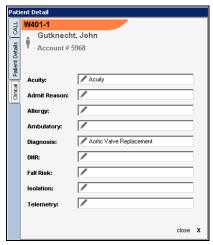
Each active or inactive swoop has a name, bears a relative priority, and has configurable background and text colors.

Swoop Assignment

Swoops are automatically assigned to Bed Objects in one of two (2) ways:

✓ By virtue of HL7 data in any one of the fields on the Patient **or** Clinical tabs:





Patient Details Tab (No Entries)

Clinical Tab (Diagnosis Swoop Entry)

Tab	Manual or Automatic Entry Fields (HL7 Field Name)
Patient Details	Diet (PV1-38)
Clinical	Acuity (PV2-40)
	Allergy (AL1-3)
	DNR (PV2-45)
	Fall Risk (PV2-41.1)
	Isolation (PV2-41.2)
	Special Request (manual)
	Telemetry (manual)

Figure 72: Swoop Data Source

The system only recognizes the presence or absence of characters (alpha, numeric, or even "blank" spaces) in the Clinical or Patient fields (Patient Detail pop-up/PC Console). The system cannot interpret the meaning of nor distinguish between character entries within or between fields. If a character is present, that field will be considered when determining

swoop "ranking." (Remember, the swoop bearing the lowest number bears the highest ranking.)

It makes no difference whether you enter "Yes" or "No" in the DNR field, for instance. If DNR bears the highest priority (as it does in Figure 73), the system will recognize that ranking and assign the corresponding Bed Object the DNR swoop color. Therefore, we recommend that you pay particular attention to your color scheme and field entries.

R5/ADT Interface

You can use the R5/ADT Interface to limit which fields will impact swoop colors. For more information, consult the Map Fields sections of KI-2246, the *Responder 5 ADT Interface Guide*.



If more than one entry is present in the Patient Detail pop-up, the swoop reflects the most urgent association. That is, if both Allergy and DNR entries are present, the DNR swoop would appear.

Swoop Name

There are eight (8) default and fixed Swoop Names: DNR, Fall Risk, Allergy, Diet, Acuity, Isolation, Telemetry, and Special Request.

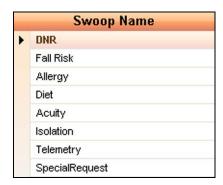


Figure 73: Swoop Name

Priority

Each Swoop carries a relative value. The Priority value (1 = most important) is used to determine which swoop color is displayed when more than one note appears in the Patient Detail pop-up.

Background Color

You can select any Windows default or custom color as the Swoop Background Color.

Important: Swoop Background Colors are **global**; they impact all Bed Object across all modules.

Text Color

You can select any Windows default or custom color as the Swoop Text Color.

Important: Swoop Text Colors are **global**; they impact all Bed Object across all modules.

Preview

The preview entries for each Swoop allow you to view the Background and Text color combination.



6 Active

Allows you to indicate whether the Swoop is active or inactive.

Limited to active (checked) or inactive (unchecked).



Tip: by default, the Swoop is inactive (unchecked). Make sure to check the box for each Swoop you create.

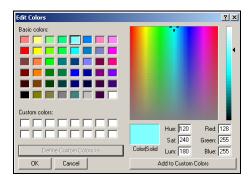
How To...

To Change a Swoop's Background Color

- 1 Double click on any swoop color.
 - > The basic Windows color palette will appear:



- 2 Double click on the color of your choice.
 - ➤ Should you wish, you can click on the "Define Custom Colors" button and access the extended color choices:



3 Click to select any color:



- 4 Click on the "OK" button in the color palette window when you are satisfied with your choice.
 - ➤ The swoop color will change.
- 5 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



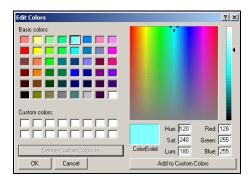
> Clicking the "Cancel" button will discard the change.

To Change a Swoop's Text Color

- 1 Double click on any swoop color.
 - ➤ The basic Windows color palette will appear:



- 2 Double click on the color of your choice.
 - ➤ Should you wish, you can click on the "Define Custom Colors" button and access the extended color choices:



3 Click to select any color:



- 4 Click on the "OK" button in the color palette window when you are satisfied with your choice.
 - > The swoop's text color will change.
 - > You can view pending changes in the Preview column:



5 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



> Clicking the "Cancel" button will discard the change.

PC Console

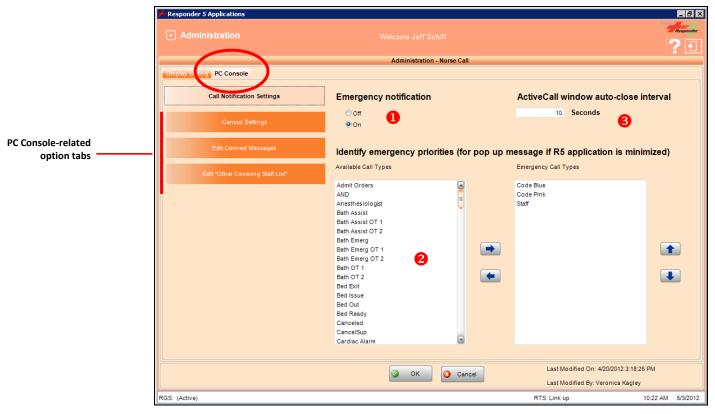


Figure 74: Nurse Call (PC Console Tab, Census Settings)

You may use the Census Settings (PC Console Tab) to make choices regarding:

- Call Notification Settings
- Census Settings
- (Edit) Canned Message
- (Edit) Other Covering Staff (List)

Call Notification Settings Tab

Call Notification Settings include Emergency Notification, Emergency Priorities, and Active Call Window Auto-Close Interval.

Emergency Notification



Allows you to decide whether the calls you've included in the "Identify Emergency Priorities" Emergency list will create a pop-up window on the PC Console.



Figure 75: Emergency Priority Notification

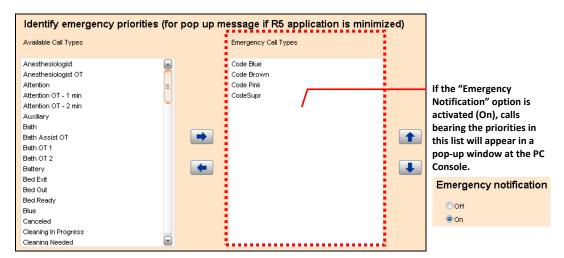


Figure 76: Emergency Priority List (Nurse Call, PC Console Tab, Call Notification Settings, Identify Emer. Priorities)

This pop-up allows the Console operator to more easily recognize "emergency" calls. Choices are limited to On or Off.

Default: Off.

Impacts: PC Console





Allows you to identify which priorities will cause a pop-up window to appear at the PC Console when the "<u>Emergency Notification</u>" feature is active (On). This pop-up allows the Console operator to more easily recognize "emergency" calls.

Choices are limited to labels in the Available Labels list (which are taken from the R5 Configurator):

Default: none.

Impacts: PC Console.

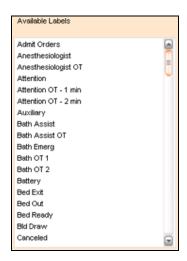


Figure 77: Available Labels (Nurse Call, PC Console Tab, Call Notification Settings, Identify Emer. Priorities)



Active Call Window Auto-Close Interval



Allows you to determine how many seconds of inactivity will cause an Active Call window to automatically close.

Choices are limited to 1-999 seconds.

Default: 10 seconds. **Impacts**: PC Console.

Census Settings Tab

Census Settings include Default Left-Panel List, Caregivers, and Optional Display Field.



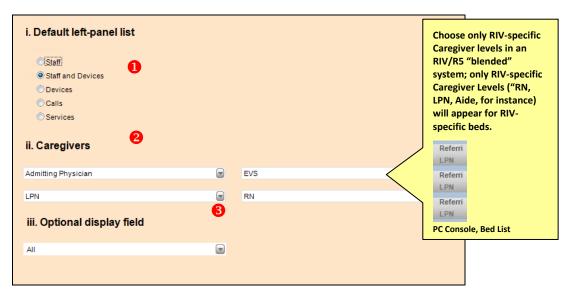


Figure 78: Census Settings (Nurse Call, PC Console Tab)



Default Left Panel List



Allows you to determine which list appears for all Users in the Directory Pane (furthest to the left) of the PC Console module (List and Census Views). Should a User wish, she may change which list occupies the left pane while using the module.



Tip: Users may change which Directory List appears in the Directory pane for use during a single session, but the default (the one selected during PC Console configuration) will reappear when they Log Out and Log back In.

Choices are limited to **Staff**, **Staff and Devices**, **Devices**, **Calls**, and **Services**.

Default: Staff.

Impacts: PC Console.

In the first of the following examples, the Staff selection is being used:

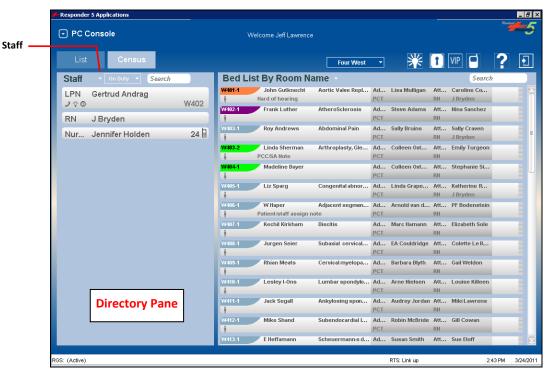


Figure 79: PC Console Module (Staff List Example)

and in the second example, the Staff and Devices selection (new to version T12) is being used:



Figure 80: PC Console Module (Staff and Devices List Example)



Tip: in order to accommodate shared devices, you can—beginning with version T12—create stand alone "user devices" (Phone/Pager or Wireless Phone). These are used interchangeably by, for example, code, transporter, and clinic team members.



Caregivers



You may use any one of the four (4) Caregiver dropdown lists to select those caregivers (physicians) provided by a combination of HL7 data (via optional interface with the ADT system) and the R5 system (Staff Levels). You may use any one of the four caregiver dropdown lists to select which caregivers to display on all Census Views. This list is a composite of Staff Levels and Physicians (as provided by the optional HL7 interface to the hospital's ADT system).

Choices are limited to entries in the four (4) caregiver dropdown lists.

Default: None.

Impacts and is impacted by: PC Console and the R5 Configurator.

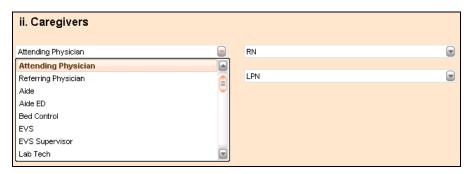
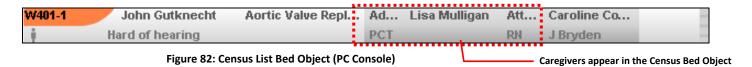


Figure 81: Caregivers (Nurse Call, PC Console Tab, Census Settings)



Optional Display Field



Allows you to select all or any of the five (5) optional display fields, which correspond with certain PC Console, Patient, and Clinical tab fields and will appear in Census List Bed Objects (PC Console).



Figure 83 Optional Display Field (PC Console Tab, Bed Object)

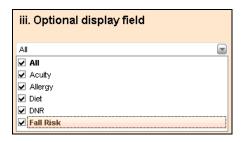
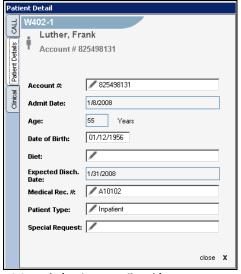
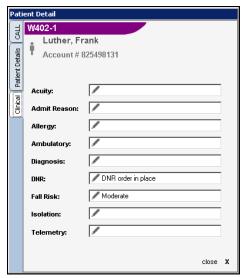


Figure 84 Optional Display Field (Nurse Call, PC Console Tab, Census Settings)





PC Console (Patient Details Tab)

PC Console (Clinical Tab)

Choices are limited to any of the five (5) optional display fields.

Default: all selected. **Impacts**: PC Console.

Edit Canned Messages

There is only one Text Message option setting:

Edit Canned Messages



Allows you to select which text messages will appear in the PC Console Text Messaging Service dropdown list:

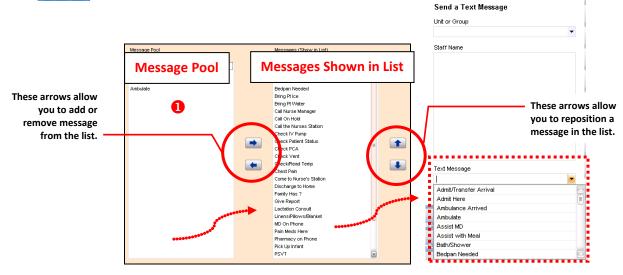


Figure 85: Message Pool (Nurse Call, PC Console, Edit Canned Messages)

Figure 86: PC Console (Text Message Service)

Choices are limited to message in the Message Pool. Should you wish to create additional messages, you must use the Text Messaging option:

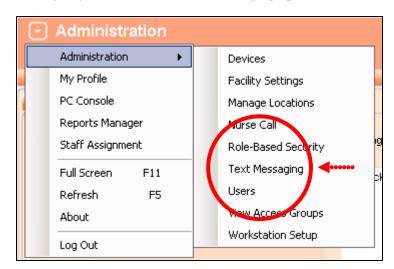


Figure 87: Text Messaging (Administration Menu)

Default: all selected. **Impacts**: PC Console.

Edit Other Covering Staff List

There is only one Text Message option setting:

Edit Other Covering Staff List



Allows you to select which staff members will appear in the PC Console Active Call window "Other Covering Staff" dropdown list.

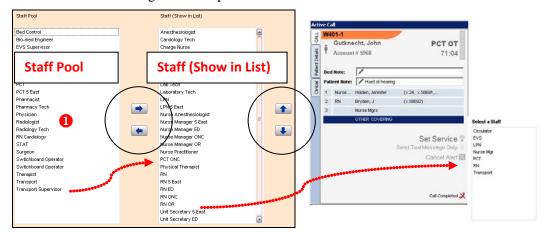


Figure 88: Staff Pool (Nurse Call, PC Console, Edit Other Covering Staff)

Figure 89: Other Covering Staff (PC Console, Active Call Window)

Choices are limited to any entries in the Staff Pool.

Default: various selected.

Impacts: PC Console.



8: Devices



In this chapter, you'll learn to use the Devices page to configure wireless devices. In the current release (T12), R5 supports three (3) device types: Wireless Phones (phones), Pagers, and Location Badges. In order to use a Device, it must appear in the Devices table.

Device configuration serves multiple purposes:

- ✓ It validates the status of a device (active/inactive).
- ✓ It provides a way to associate a device with its barcode.
- ✓ It allows Users to scan barcoded device data into a selected "Devices" entry field in the Sign On/Off Pane (My Profile, My Status):



Figure 90: My Profile (My Status View)

Impacts: My Profile

Devices

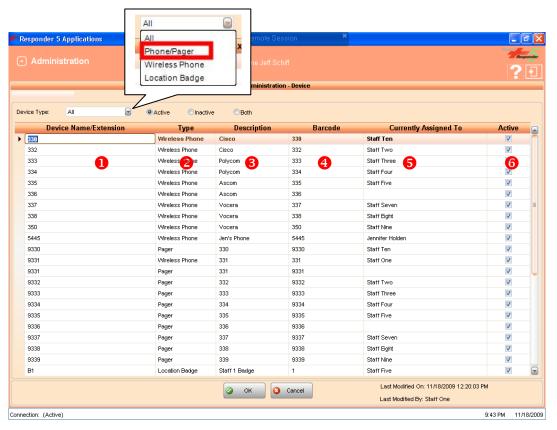


Figure 91: Device Table

Device Name/Extension

Allows you to enter the internal dialing number of the wireless device.

Entries cannot exceed fifty (50) numeric characters.

Default: none.

Impacts: My Profile (Sign On/Off).

(Device) Type

Allows you to select which the device type. Three (3) devices (Phone/Pager, Wireless Phone, and Location Badge) are supported in the T12 R5 Applications release.

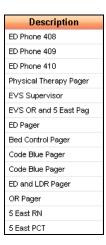
Choices are limited to Phone/Pager, Wireless Phone, and Location Badge.

Default: none.

Impacts: My Profile (Sign On/Off).

(Device) Description

You can use the "Description" field to record a plain language description of the device to further identify ownership. For example:



Entries cannot exceed fifty (50) characters.

Default: none.

Impacts: My Profile (Sign On/Off).

(Device) Barcode

Allows you to enter the device's barcode. Barcodes speed up and simplify User Sign On (My Profile).

Entries cannot exceed twenty (20) alpha-numeric characters.

Default: none.

Impacts: My Profile (Sign On/Off).

(Device) Currently Assign To

This read-only field allows you to see if anyone is currently Signed On to the system with the device.

Default: none.

Impacts: My Profile (Sign On/Off).

6 Active (Status)

Allows you to indicate the status of any listed wireless device.

Choices are limited to activate (checked) or deactivate (unchecked).

Default: deactivated.

Impacts: My Profile (Sign On/Off).

Devices Page Filters

You can use either or both of the two (2) filters to determine which devices appear on screen. The first filter allows you to narrow by device, the second by status:



Figure 92: Device Filter (Device Table View)



Figure 93: Status Filter (Device Table View)

How To...

To Create and Activate a New Wireless Device

- 1 Navigate to the Devices page.
- 2 Locate the first unused line in the Device list:



3 Click in the Device Name/Extension field:



- 4 Enter the Device Name/Extension.
- 5 Click on the Type field, and select a device type:



- 6 Click on the Description field, and enter a memorable device description.
- 7 (Optionally) click on the Barcode field, and enter a memorable device description.
 - ➤ The "Currently Assigned To" field shows if a User is already Signed On with the device.
- 8 Click on the Active checkbox.
- 9 Click on the OK button to complete the process.

To Edit an Existing Wireless Device

- 1 Navigate to the Devices page.
- 2 Locate, and click on the device you wish to edit.
 - ➤ The line will highlight:

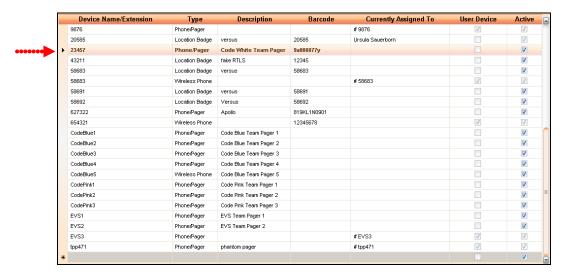


- 3 Make desired changes.
- 4 Click on the OK button to complete the process.

To Convert a "Device" to a Device User

In order to convert an existing device to a Device User, you must first remove its actual device name from the Devices database. Here's how:

- 1 Navigate to the Devices page.
- 2 Locate the device you wish to convert in the Device list:



- 3 Change the name of the device to any Device Name/Extension you will never use—such as "zzzzzzzzz" or "999999999."
- 4 Make sure the "Active" checkbox is unchecked.



- 5 Click on the OK button to complete the process.
- 6 Navigate to the Users page.
- 7 Click on the User-Device tab.
- 8 Click on the last line in the table:

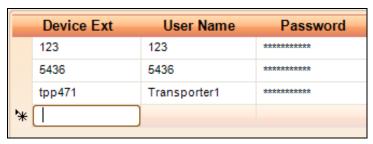


Figure 94: User Device Entry

- 9 Enter the Device Name/Extension you changed on the Devices screen.
- 10 Enter or select **all** other required information.

- > All fields must contain an entry or selection.
- ➤ The password entry must be at least six (6) case-sensitive characters.



The system forces the administrator-assigned device password to be changed upon initial Log On.

11 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



9

9: Manage Locations

In this chapter, you'll learn to use the Manage Locations page to view and edit locations:

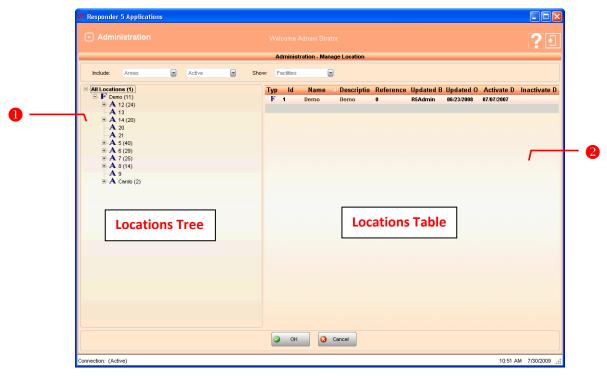


Figure 95: Manage Locations

Important

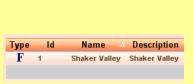
Although R5Apps allows you to create new facilities (Administration | Manage Locations), you should never attempt to do so. **Responder 5 only supports a single facility**.

Responder 5 is shipped with a default ("Built-in") facility, named "Main Facility." You must rename this default facility (Administration | Manage Locations) **prior to initial system download.**



That is, in order for the R5 Applications to receive Nurse Call configuration, the facility name entered in the R5 Applications Manage Locations page must match the facility name entered on the R5 Configuration software home page.

Screens Help





🚣 Responder 5 Configuration Software - Regional Hospital

Figure 96: R5 Applications Facility Name

Figure 97: R5 Configuration Facility Name

You'll find the following fields/controls on the Facilities page:

Locations Tree

You can view Areas (**A**), Units (**U**), Teams (**T**), and Rooms (**R**) for selected Facilities (**F**) in the expandable Location Tree.



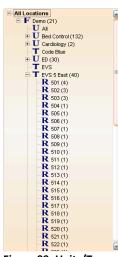


Figure 98: Areas Included

Figure 99: Units/Teams Included

2 Locations Table



The Location Table contains the following fixed (updated by the system only) and editable (will take user input) fields:

- Type: the system supports four (4) Location Types—Facilities (**F**), Areas (**A**), Rooms (**R**) and Beds (**B**). Read-only.
- **Id:** unique Location identification number generated by the Application Database. Read-only.

- Name: of the Location derived from the R5 Configurator read-only for all but the Facility entry.
- **Description:** of the Location derived from the R5 Configurator Editable field.
- **Reference**: a number derived from the R5 Configurator assigned by the system to each Location. Read-only.
- **Updated By:** the name of the User who lasted updated the Location. Read-only.
- Update On: the date the Location was last updated. Read-only.
- Activate Date: the date the Location was made "active." Read-only.
- **Inactivate Date**: the date the Location was made "inactive." Read-only.

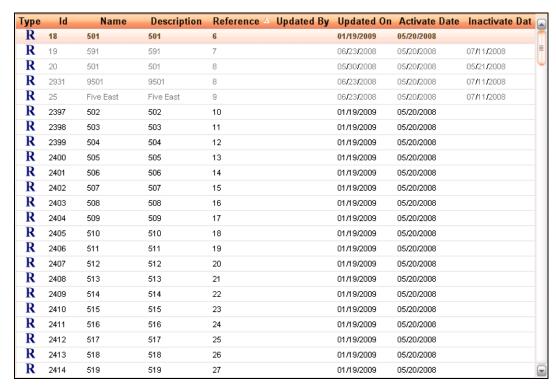


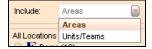
Figure 100: Locations Table

Locations Page Filters

You can use either or both of the three (3) filters to determine which Locations appear on screen. The first filter allows you to narrow by Areas/Teams, the second by status (active/inactive/both), and the third by Type:

View Filter (Include)

Allows you to select whether you wish to view Areas or Units/Teams.



Status Filter

Allows you to select whether you wish to view Active, Inactive, or both Active and Inactive (Both) Locations:



Show Filter

Allows you to select which Location Types (Facilities, Areas, Rooms, Beds) shown in the Locations Table. The Show filter is context-sensitive. It works in conjunction with your Location Tree selection.



10

10: Text Messaging

In this chapter, you'll learn to use the Text Messaging function to create text messages.

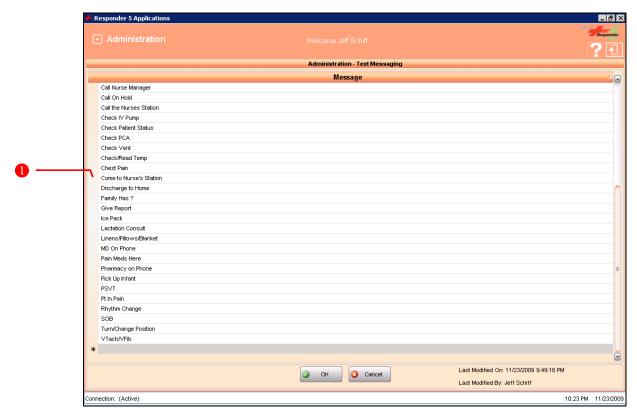


Figure 101: Text Messaging Page

Message

Allows you to create new Text Messages that appear in the Message Pool and/or Show List (Nurse Call | Edited Canned Messages) and can then be selected at the PC Console screen.

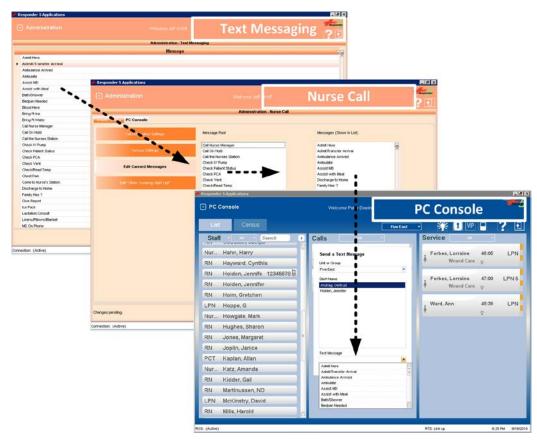


Figure 102: Text Message Flow

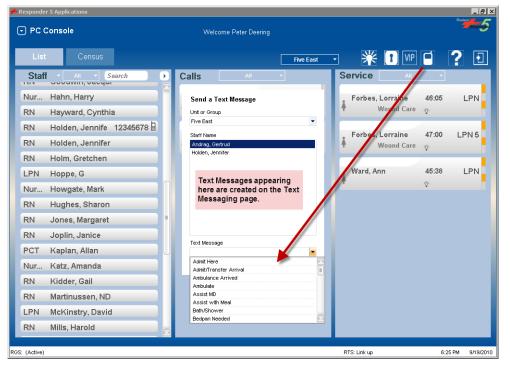


Figure 103: PC Console (Text Messaging Example)



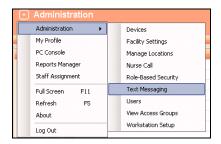
Default: those already in the list.

Impacts: PC Console (Send Text Message).

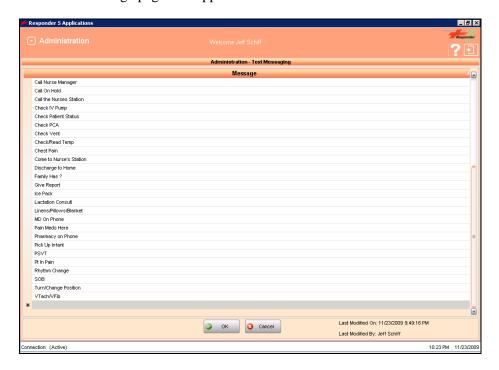
How To...

To Add a New "Canned Message"

1 Click on the Text Message menu entry:



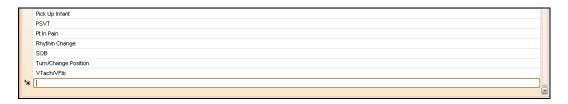
> The Text Message page will appear:



- 2 Scroll to the end of the existing list.
 - ➤ A blank entry line will appear:



3 Click on the empty line:



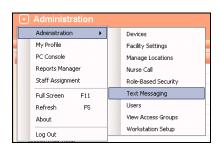
- 4 Enter the message text.
- 5 Repeat as necessary.
- 6 Click on the "OK" button (at the bottom of the page) to accept the change.



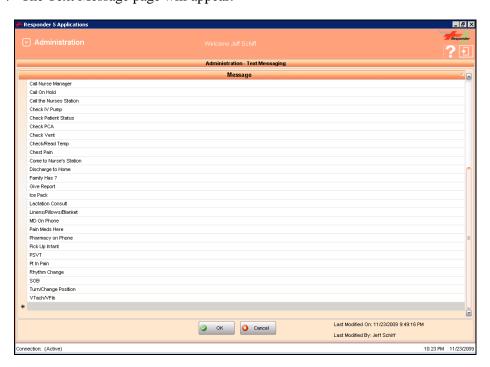
➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.

To Edit an Existing "Canned Message"

1 Click on the Text Message menu entry:

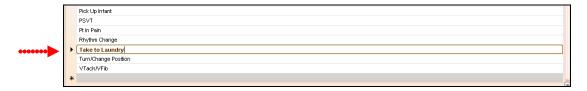


> The Text Message page will appear:



2 Scroll to and click on the entry you wish to edit.

> The message will highlight:



- 3 Make desired changes.
- 4 Repeat as necessary.
- 5 Click on the "OK" button (at the bottom of the page) to accept the change.



➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.



Appendix A: Important Terms

Knowing the following terms will help you use the Administration module:

Active/Inactive: In order to maintain an accurate transactional record over time, R5

does not allow you to delete any saved record. That is, once you create and save a Device, Physician, Role, User, View Access Group, or Workstation, you cannot purge it from the system. Instead, you can

render the item "inactive."

Access Group: Also known as "View Access Group." An Access Group is a

privilege profile element that allows or denies read/write/view access

to designated modules and/or pages.

Break Duration This "interval" determines the length of the break periods that show in the My Preferences page (My Profile module) Break dropdown

in the My Preferences page (My Profile module) Break dropdown selector. Choices are limited to: 5-60 minutes. Choosing "20" for the interval, for instance, would cause the dropdown to show "20, 40, and

60."

Call Coverage: Refers to one of the PC Consoles established during system

configuration (R5 Configurator).

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 R5 instead of "Primary" and

"Backup" coverage.

Collaborator: Refers to a Nurse Console linked to a particular Workstation (running

PC Console).

Devices: In the initial release of R5, a device is either a wireless phone or

pager. Calls are sent to a covering staff member's device. Also knows

as "wireless devices."

Facility: Facilities are a way for R5 to allow for multiple networked

"systems." In any given installation, there may be more than one facility. With north, south, east, and west buildings, Washington

General could have four (4) facilities, for instance.

Role: A "Role" has three primary traits: its name, its access to Units/Teams

(within a Facility), and its ability to view or edit modules/pages

(Access Group).

RAS Host and The IP address of the Responder Application Server (RAS) and the

> Port: port it uses to communicate with the application modules.

RGS Host and The IP address of the Responder Gateway Server (RGS) and the port

> it uses to communicate with the application modules. Port:

RRS Host and The IP address of the Reports Manager Server (RRS) and the port it Port

uses to communicate with the application modules.

Screen Auto-How often a module page is automatically refreshed. **Refresh Interval**

Sign On/Off: While you Log In and Out of the R5 system, My Profile allows a

User to "Sign On" and "Sign Off" duty (for any listed Unit/Team).

Swoop: Swoops are a color-coding that promotes quick needs assessment. They appear as part of the Bed object. Swoops are automatically assigned by virtue of either manual entries in the Patient or Clinical

Tab (Patient Object, PC Console) or from the HL7 system.

Teams are functional groupings, such as "Code Blue" or "Security" Team: and may be populated by any User. A User may belong to and be on

duty in multiple Teams simultaneously. Teams and Units are often

used synonymously in R5.

Units are typically comprised of rooms in a particular physical area Unit:

> (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. Units and Teams are often

used synonymously in R5.

Urgent Event: Staff Assist and Code Blue calls are considered "Urgent Events" in

the R5 system.

Usernames (User Names) are assigned by your system administrator **Username:**

and are necessary (in conjunction with a password) to Log In to the

system.

User Device: User-Devices are devices (phone/pager or wireless phone)

permanently assigned to a role or function—for instance,

housekeeping supervisor, respiratory tech, pharmacy tech, scrub tech. Because they are typically passed from outgoing to incoming staff

members, User-Devices are generally kept on duty.

Also known as "Access Group." An View Access Group is a **View Access**

privilege profile element that allows or denies read/write/view access Group:

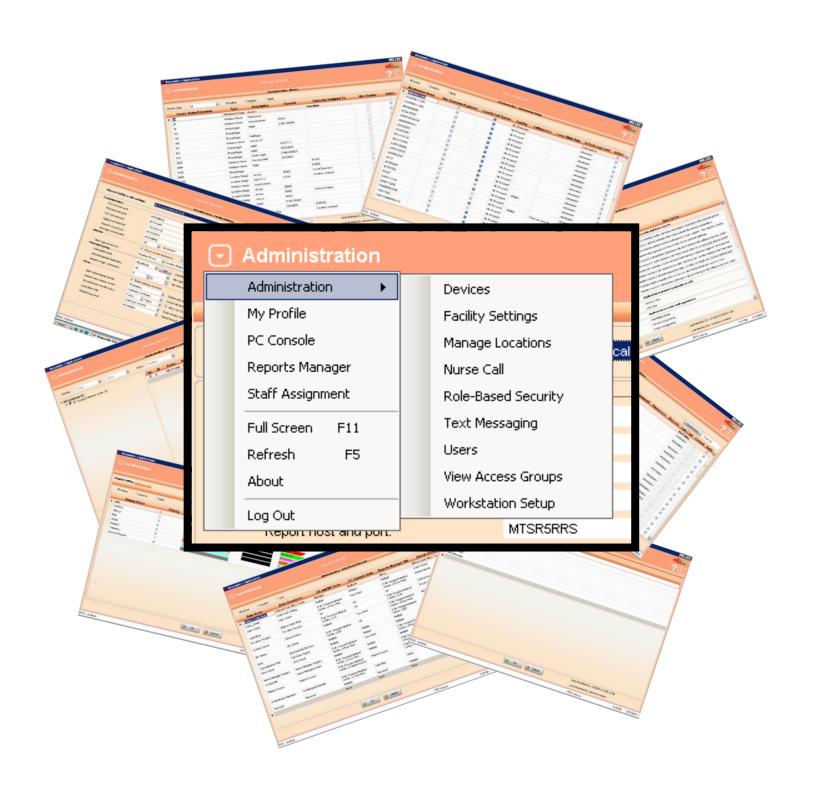
to designated modules and/or pages.

Workstation: Is the physical PC running PC Console—and optionally associated

with an R5 Nurse Call Console.

Appendix B: Quick Guide







Initial Administration

The first time you "administer" the system, we recommend you observe the following order: 1) Facility-Wide Settings, 2) View Access Groups, 3) Role-Based Security, 4) Users, 5) Workstation Setup, 6) Nurse Call, 7) Devices, and 8) manage Text Messages.

1) Manage Facility-Wide Settings

Facility-Wide Settings

Facility Selection

Choose which R5 facility you are configuring.

Communication

Enter details regarding RGS Host/Port, RAS Host/Port, etc.

Devices

Decide about the On-Screen Keyboard, Barcode Reader, etc.

Password Policy

Decide about the Verification Mode, the use of Special Characters, etc.

Other

Configure warnings, Staff/Patient Name format, scheduling, Lamp Blink Rate, Log Level, Screen Refresh Interval, etc.

2a) Manage View Access Groups

Use the View Access Group main page to completely restrict, offer full, or offer limited access to the following modules and/or pages:

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PC Console

Census View, List View

Staff Assignment

Add Notes, Current Assignment, Future Assignment

My Profile

My Bed Assignments, My Preferences, My Status

Administration

Devices, Facility Settings, Manage Locations, Nurse Call, Role-based Security, Users, View Access Groups, Workstation Setup

Selecting "Edit" means that the User will be able to view **and** make changes in a module or on a given page; selecting "Read" means that the User will be able to view but **not** makes changes in a module or on a given page; selecting "No Access" means that the module won't appear in the Module Selector menu.

2b) Create View Access Groups

Use the Create/Edit button to create a new View Access Group.

3) Create Roles

A "Role" has three primary traits: its name, its access to Units/Teams (within a Facility), and its ability to view or edit modules/pages (Access Group). **Tip:** create as many roles as are necessary to accommodate the different access levels, as these permissions cannot be changed per User (or at that User level).

Role-Based Security

Role Name

Create a site-specific descriptive name for the role. Each User "plays" a role—for example: "EVS Supervisor," "OR Tech," "Nurse Manager Oncology..." The only default system role is named "Administrative Rights." You must create all others.

Role Description

Describe the role for quick recognition and easy use.

Role-Based Security

Access to Units

Assign role access to Units/Teams. Without this access, a User would not be able to view Bed Objects, Calls, Services, etc. A role may be associated with multiple Units/Teams. Units/Team ("U) exist within a Facility ("F"). Selections in the dropdown are provided by the R5 system.

(View) Access Group

Associate the role with a single View Access Group. (These entries are created on the Create/Edit page [View Access Groups]). Without this access, a User would not be able to access any screens. A role may be assigned to only one Group.

Call Coverage

Assign coverage to the role. Coverage is created using the R5 Configurator. Without this access, a User would not be able to view Bed Objects, Calls, Services, etc. from the PC Console.

Activity (Status)

Indicate whether the role is active or inactive.

To Create a Role:

- 1 Enter a descriptive Role Name and Role Description.
 - ➤ Your entries are limited to 50 characters.
- 2 Make your Access to Units selections.
 - ➤ You may check as many as you wish:
- 4 Check the "Active" box.
- 5 Click on the "OK" button (at the bottom of the page) to accept the change.
 - ➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.

4a) Administer Users

Use the User-Staff tab to create a "Staff" user or the User-Device tab to create a "Device." "Staff Users" are staff members with log in privileges; "Device Users" are devices (phone/pager or wireless phone) permanently assigned to a role or function—for instance, housekeeping supervisor, respiratory tech, pharmacy tech, scrub tech.

User (Both Staff and Device)

Employee Number # (Staff User only)

Enter a number of each User. The system uses this number as a unique identifier that appears in the Staff Object. **Tip**: use the employee's payroll ID.

User Name

A unique "Username"—in conjunction with a password—is required to Log On to the system. **Tip**: employ a Username that is already familiar to the User

Password

A password—in conjunction with a Username—is required to Log On to the system. The system forces Users to change administrator-assigned password at initial Log On. Limited to 40 case-sensitive characters. "MixedMode" allows any User--Staff to authenticate and log in using their Windows credentials.

User Names (Staff User only)

Enter a User's name. Names appear on Staff Objects (all modules) and in the Other Assigned Staff list (PC Console module). The way names display is configurable.

Staff Level

Choose any of the already created Staff Levels. Staff Levels are automatically provided by the system and impact all modules. You can select more than one level. Staff Levels determine patient request



User (Both Staff and Device)

responsibility (as dictated by the Call Escalation table in the R5 Configurator).

Role

Choose any one of the already created Roles. Roles (as defined in the Role-based Security table, Role Name field) impact all modules. A role affords access to Units/Teams and pages.

Permanent Device (Staff User only)

Choose any device "permanently" assigned to a User. The device extension you enter here is taken from the Devices page and will—upon User Log In—automatically populate the appropriate My Profile Devices area.

Barcode

Enter the User's employee bar code, which may be used as an alternate Sign In method (My Profile). **Tip**: if you are using barcodes for Sign on, use one already assigned to a User for other purposes.

Last Login

Review by date the last Log On.

Locked (Status)

Allows you to re-grant access after the "Max Login Attempts" have been exceeded.

Activity (Status)

Indicate whether the User is active or inactive.

User (User--Device Only)

Device Extension # (Device User only)

The system uses this number as a unique identifier that appears in the Device list (PC Console). The device is likely tagged with its dialing number and provided by the group assigned with programming it—BioMed, IT, Telecommunications, etc.

Device Type # (Device User only)

Allows you to select one of two (2) applicable device types: Phone/Pager or Wireless Phone.

Barcode (Device User only)

Insert device barcode.

4b) Create Users

To Create a New Staff User or Device User

- 1 Click on the appropriate tab (User—Staff or User—Device).
- 2 Enter or select **all** required information.
 - ➤ All fields must contain an entry, selection, or the word "none."
 - ➤ The password entry must be at least six (6) case-sensitive characters.
- 3 Check or leave the "Active" box unchecked.
- 4 Click on the "OK" button (at the bottom of the page) to accept the change.
 - ➤ You'll know the system requires your "OK" if you see the "Changes pending" message in the Module Status Message Area.

To Convert a "Device" to a Device User

- 1 Navigate to the Devices page.
- 2 Locate the device you wish to convert in the Device list.
- 3 Change the name of the device to any Device Name/Extension you will never use—such as "zzzzzzzzzz" or "99999999."
- 4 Make sure the "Active" checkbox is unchecked.
- 5 Click on the OK button to complete the process.
- 6 Navigate to the Users page.
- 7 Click on the User-Device tab.
- 8 Click on the last line in the table.

- 9 Enter the Device Name/Extension you changed on the Devices screen.
- 10 Enter or select **all** other required information.
 - ➤ All fields must contain an entry or selection.
 - ➤ The password entry must be at least six (6) case-sensitive characters.
- 11 Click on the "OK" button (at the bottom of the page) to accept the change.

5) Manage Workstations

A Workstation is any PC used to run R5 applications. Only PCs that meet the following criteria require Workstation Setup: 1) those collaborating with a Nurse Console that will display Active Call windows; 2) those that are only used to monitor activity without Nurse Console collaboration—and that you wish to function in full screen mode.

Workstation Setup

Workstation Name

Enter the network name of the Workstation/PC, for instance, "ICU03" or "Peds01."

Use Onscreen Keyboard

Check this box if you wish the onscreen keyboard to appear at Log On.

Launch Full Screen

Check this box if you wish to have the application (all modules) occupy a User's entire display. Leaving the box unchecked will restrict the application to a portion of the display. In full screen mode, the system status bar does not appear. Leave the box unchecked for touchscreen Workstations (without a physical keyboard)

Facility

Associate the Workstation with a Facility. A Facility is a single named R5 system. Limited to already created (by the system) Facilities in the dropdown list.

Collaborator

The Collaborator entry is limited to one of the Consoles created in the R5 Configurator and is necessary to activate the Active Call window (on the Workstation).

Lamp Blink Rate

Indicate how many times per second the Corridor Light will blink when active on the selected Workstation

Default Log Level

Determine how much information is recorded per Workstation in the logging database on the Applications Server ("tracelog," by default).

Activity (Status)

Indicate whether the Workstation is active or inactive.

6) Manage Nurse Call Settings (Nurse Call)

Use the Nurse Call page to configure Bed Objects (Display Settings) and Census settings (PC Console).

Display Settings

Use the Display Settings tab to reassign colors to any of the default Swoop Names (arranged by relative importance in this list): DNR, STAT, Allergy, Diet, Acuity, Fall Risk, Isolation, and Telemetry.

The changes you make to swoop colors impact all Bed Object across all modules. The Priority value (1 = most important) is used to determine which swoop color shall be displayed when more than one note appears in the Patient Detail pop-up—or is taken from an HL7 system.

PC Console

Use the Census Settings (PC Console Tab) to make choices regarding the default PC Console Directory Pane list (List and Census View), Call Notification, Caregivers, and the Optional Display field.



7) Manage Devices

Use the Devices page to configure wireless devices. R5 supports two (2) device types: wireless phones (phones) and pagers.

Device configuration serves multiple purposes:

- It validates the status of a device (active/inactive).
- It provides a way to associate a device with its barcode.
- It allows Users to scan barcoded device data into a selected "Devices" entry field in the Sign On/Off Pane (My Profile, My Status)

8) Manage Text Messages

Use the Text Messaging page to confirm or enter the Text Messages you wish to have available at the PC Console.