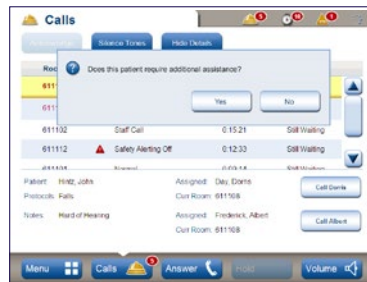## Create a Patient Request

Patient requests communicate to caregivers specific details of a patient request. Patient requests are created at staff consoles in response to an active nurse call. The patient request displays on the Wait List on the staff console, on the Calls screen on the graphical room station, and in the Calls column on Status Board. The patient request annunciates using the configured call settings.

1. Access the Patient Request screen by doing one of the following:
   - Answer an eligible incoming nurse call at the staff console. Once you hang up the hand set, a screen will pop up and ask **Does this patient require additional assistance?**. Select **Yes**. Then, the staff console will navigate to the **Patient Request** screen.
   - Select call on Hold from the Call List on the staff console (one that you answered previously and put call on Hold), and then select **Specify Request.**
   - Select a call from the Call List on the staff console that you have not yet answered, and then select Answer.

2. Click the **More** button in the bottom right corner of the screen to view the patient note pop up.

3. Press a **Patient Need** button to select

the type of patient request. (All non-emergency calls in the Notification Calls group appear as Patient Needs on the Patient Requests screen.)

4. Send the request by pressing the **Hang Up & Send** button.

Standard Audio Station

1. Code Lever: Pull to declare a patient emergency (code).
2. Audio Open Indicator: Illuminates red when connection is made.
3. Call Placed Indicator: Illuminates yellow when you place a call and/or when you have a call waiting.
4. Cancel Button: Press to cancel calls.
5. Assist Button: Press to request non-emergency assistance.
6. Emergency Button: Press to declare a staff emergency.
7. Microphone: Allows you to talk from anywhere within the room.

Dome Light

Once a call is placed from a pillow speaker, staff station or patient station, the dome light will illuminate based on your hospital's chosen lights and tones configuration on call type.

Using the Standard Audio Station

■ CODE:
Can route to PBX.

1. To request immediate assistance with a situation that is life-threatening, pull the **blue Code lever** on the top of the room station.
   - The Dome Light signals a Code with lights and tones.
   - The call annunciates at the staff console of the nursing unit as well as any room station configured to annunciate Code calls.

2. To end the call, push the lever back up, then press **Cancel**. Code calls must be cancelled at the location where the call was placed.

■ STAFF EMERGENCY:
Many customers utilize this for a Rapid Response Team.
Can route to PBX.

1. To request immediate assistance with an emergency situation that is not life-threatening, press the **red Emergency** button.
   - The Dome Light signals a staff emergency with lights and tones.
   - The call annunciates at the staff console of the nursing unit as well as any room station configured to annunciate staff emergency calls.

2. To end the call, press **Cancel**. Staff emergency calls must be canceled at the location where the call was placed.

■ STAFF ASSISTANCE:
Helpful in patient calls

1. To request immediate assistance with a situation that is not an emergency, press the **yellow Assist** button.
   - The Dome Light signals a staff assist with lights and tones.
   - The call annunciates at the staff console of the nursing unit as well as any room station configured to annunciate staff assistance calls.

2. To end the call, press **Cancel**.

■ CANCEL:
1. Press the **Cancel** button to:
   - End any call.
   - Reset an equipment disconnect alarm.
   - Disconnect audio for an open call.
   - Place the device in CLEAN mode.

For further information about products or services, please contact your local Hillrom representative at 800-445-3730 or visit hillrom.com.

NAVICARE®
NURSE CALL
Quick Reference Guide

Graphical Staff Console

The Graphical Staff Console controls the operation of the NaviCare® Nurse Call (NNC) station and is usually located at the central nursing station.

1 Display: Can be tilted forwards or backwards to adjust for glare and viewing position.

2 Screen: Displays information and is touchscreen activated. Touchscreen activated.

3 Handset: Allows more private communication; and can use for paging rooms.

Note: Staff consoles can be desk or wall mounted.

Common Types of Calls

CALL TYPE	DESCRIPTION
Code	Request for immediate assistance with a life-threatening emergency.
Staff Emergency Call	Request for immediate assistance with a non life-threatening emergency.
Staff Assist Call	Request for assistance with a situation that is not an emergency.
Nurse Call	A call placed by the patient requesting assistance.
Priority Call	A call from a patient with additional needs or difficulties.
Equipment Alarm	A call placed automatically when patient equipment that is connected to equipment jacks generates an alarm.
Patient Equipment Alarm	A call placed automatically when patient equipment is disconnected unintentionally.

Change Attended Settings

Unattended Mode sets nurse calls to annunciate at Patient Stations or Staff Stations when a nurse is not present at a Staff Console. Check with your system administrator for your nursing unit's Unattended Mode configuration.
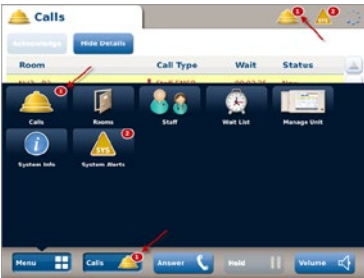
Note: Nurse calls always annunciate at duty stations, regardless of the Unattended Mode setting.

1. Press **Menu → Manage Unit** to open the Manage Unit screen.
2. Set the Unattended Mode slider.
   - Set to Off if a nurse is on at the Staff Console.
   - Set to On if a nurse is not at the Staff Console.

Answer a Call

1. Press the **Calls** icon (located in three places) to go to the Calls screen:

2. Select a call from the list and press **Answer** or pick up the handset. If you press **Answer** without selecting a call, you will answer the oldest, highest priority call by default.
3. Conduct your call. Press **Hold** to put the call on hold, **Resume** to continue.
4. Press **Hang Up** or return the handset to its cradle.

Note: To remove a call from the Calls screen, the call must be cancelled at the location where the call was placed unless configured to cancel when voice audio is ended.
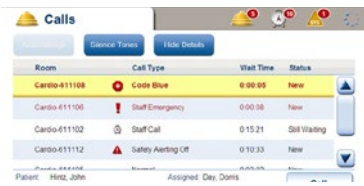
Call a Room

1. Press **Menu → Rooms** to open the Rooms screen.
2. Press a location on the list.
3. Pick up the handset and press **Call** (or just press **Call** to use the speakerphone).
4. Conduct your call and press. Press **Hold** to put the call on hold, **Resume** to continue.
5. Press **Hang Up** or return the handset to its cradle.

Paging

Paging can only occur from a Graphical Staff Console equipped with a handset. If the Paging option is not available from the Menu, then paging is not available for your nursing unit.

1. Press **Menu → Paging** to open the Paging screen.
2. Select a paging group and press **Page**.
3. Conduct your page using the handset. The page is broadcast to the area configured for the selected paging group.
4. Hang up the handset to end the page.

Call a Staff Member

The Locating feature must be enabled to call a staff member.

1. Press **Menu → Staff** to open the Staff screen.
   Icons indicate whether a staff member can be called:
   - Callable (located and near a room station)
   - Not callable (located but not near a room station)
   - Not callable (not located)
2. [Optional] Press **Show Located** to show only the staff who are located and can be called.
3. Select a staff member marked by a green icon. All other staff members on the list cannot be called either because they have not been located or they are not near a room station.
4. Pick up the handset and press **Call** (or just press **Call** to use the speakerphone).
5. Conduct your call. Press **Hold** to put the call on hold, **Resume** to continue.
6. Press **Hang Up** or return the handset to its cradle.
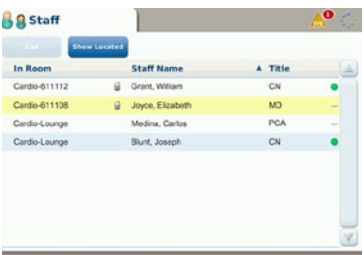
Adjust the Volume

1. Press **Volume**.
2. Use the **Tone** slider to set a new ring volume level.
3. If on a speakerphone audio connection, use the **Speaker** slider to set a new speaker volume level.
4. If on a handset audio connection, use the **Handset** slider to set a new handset volume level.
   The new setting is stored until the next automatic volume change.
5. Press **Volume** to close the window and save the new setting.
   New volume settings only affect the Graphical Staff Console where you adjust the volume.
6. To restore volume settings or troubleshoot issues with audio, press **Menu → System Info** and then press **Reset Audio**.

Clean the Graphical Staff Console

You must have the following to clean the screen:
- A clean cloth.
- A mild household cleaner (do not use harsh antiseptic solutions).

1. Press **Menu → System Info**.
2. Press **Clean Device**. The room station controls are disabled for 15 seconds. A window shows the time elapsed.
3. Clean the display. Do not spray the room stations directly with a cleaning solution. Spray the cleaner only to lightly dampen the cloth.

Respond to System Alerts

A system alert provides information about a component that is disconnected from the system.

1. Press **Menu → System Alerts** or press the System Alerts icon in the upper right of the screen.
2. Press an alert, and then press **Acknowledge** to silence the tone.

3. Press **Show Details** for more information about the alert.

Notify your system administrator of every system alert.

A system alert is cancelled when one of the following occurs:
- The component is reconnected and reestablishes communication with the system.
- The system administrator inactivates the component in the system.
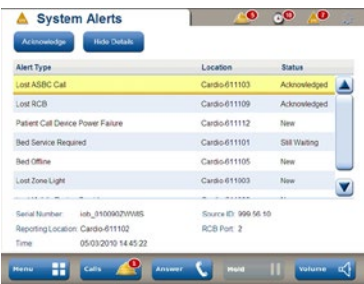
View the Wait List

1. Select **Menu → Wait List** or press the Wait List icon in the upper right of the screen.
2. Do one of the following:
   - Return a call before the reminder occurs: Select a call and press **Call**. The call will remain on the Wait List until cancelled.
   - Cancel a call: Select a call and press **Cancel**.
   - View the patient's status: Select a call and press **Show Details**.
   - View or call staff members assigned to the room: Select a call, press **Show Details**, and press **Call** if any assigned staff are located.
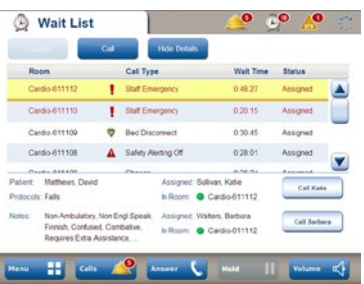
Silence the Tones

Check with your system administrator to see if this feature is enabled for your nursing unit.

1. When a call is being annunciated, press **Silence Tones** on the Calls screen.
2. To turn ring tones back on, press **Resume Tones**.