#### **Create a Patient Request**

📥 Calls

611

611102

211101 Patient Hintz John

totes Hard of Heating

Sequests

Patient Need:

Clean Up

Dr Orders

Hungry

Destruction Earlier

Sance Tones Hide Details

Roc O Does this patient require additional assistance

Staff Cal

Menu 🔛 Calls 📤 🎱 Answer 📞

For Location: TS-RM 1001 - A Patient:Patient T

Lab Request

Pain Complain

Putty

ke Request Room Dirty

611112 A Safety Alerting Off

**0** 0 0

Still Walting

Cell Donia

Call Albert

Yes No

Select\_

Notes: 3m tape, Adhesive, Cannot Speak, ...

\* 🚦 Calls 🧟 Answer 📞 Hold 🔢 Velume 🖙

the type of patient request. (All non-

emergency calls in the Notification

4. Send the request by pressing the Hang

the Patient Requests screen.)

Up & Send button.

Calls group appear as Patient Needs on

0.12.33

Assigned Day, Dons

Assumed Frederick Albert

Cur Rosey 611508

Our Room Att 108

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

#### **Standard Audio Station**

Code Lever: Pull to declare a patient emergency (code).

- Audio Open Indicator: Illuminates red when connection is made.
- 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 nonemergency assistance.
- Emergency Button: Press to declare a staff emergency.
- 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 lifethreatening, 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.
- with lights and tones. The call annunciates at the staff

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.

• The Dome Light signals a staff assist

console of the nursing unit as well as any room station configured to annunciate staff assistance calls.

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



Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.

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# **NAVICARE<sup>®</sup> NURSE CALL**

**Quick Reference** Guide



# Graphical Staff Console

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

- Display: Can be tilted forwards or backwards to adjust for glare and viewing position.
- Screen: Displays information and is touchscreen activated. Touchscreen activated.
- 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	A call placed automatically when patient equipment is

### Change Attended Settings

disconnected unintentionally.

Alarm

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 settina.

- 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.

Calls		🔄 🚣 🔮 🔮 🐇		
	Gience Tones    lide Details			
Room	Call Type	Wait Time	Status	
Cardio-611108	O Code Blue	0:00:05	New 🔺	
Cardio-611106	Staff Emergency	0.00.38	New	
Cardio-611102	StaffCall	01521	Still Waiting	
Cardo-611112	A Safety Alerting Off	0.10.33	New	
et Hintz John	Assigned D	ey, Donis	-	

#### Call a Room

- 1. Press **Menu**  $\rightarrow$  **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.

Call			
Room	A Room Name	Patient Name	
NU 1 - rm1060	rm 1060	Doug Grant	
NU 1 - rm1060 - A	rm1060	Melissa Hardy	
NU 1 - rm1070	nm 1070	Caroline Feldman	
NU 1 - rm1070 - A	rm 1070	Manuel Garza	
NU 1 - m1070 - B	rm 1070	Roderick Culpepper	
NU 1 - rm2000	rm2000	Tom Smith	
NU 1 - rm2000 - A	rm2000	Lisa Rodriguez	
NU 1 - rm2000 - B	rm2000	Gina Gladstone	
NU 1 - m2030	rm2030	Louis Siegrist	6

# 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.

 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

8 Staff					
Sal Shee	v Located				
In Reom		Staff Name		Title	
Cardio-611112	Ű.	Grant, William		CN	
Cardio-611108	8	Joyce, Elizabeth		MD	
Cardio-Lounge		Medina, Carlos		PCA	
Cardio-Lounge		Blunt, Joseph		CN	

#### Adjust the Volume

#### 1. Press Volume

2. Use the **Tone** slider to set a new ring volume level.

adjust the volume.

Reset Audio.

screen:



3. Clean the display. Do not spray the room stations directly with a cleaning solution. Spray the cleaner only to lightly dampen the cloth

A clean cloth.

- 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
- 6. To restore volume settings or troubleshoot issues with audio, press Menu → System Info and then press



#### Clean the Graphical Staff Console

You must have the following to clean the

 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.

### **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

System Alerts	🔎 😳 🚣			
Acknowledge Hide Details				
Alert Type	Location	Status		
Lost ASBC Cat	Cardio-611103	Acknowledged		
Lost RCB	Cardio-611109	Acknowledged		
Patient Call Device Power Failure	Cardio-611112	New		
Bed Service Required	Cardio-611101	Still Waiting		
Bed Offine	Cardio-611105	New		
Lost Zone Light	Cardio 611003	New		
Serial Number iob_0100902WW85	Source ID: 999 56	10		
ReportingLocation: Cardio-611102	ROB Port 2			
Time 05/03/2010 14 45/22				

# 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.