The Hil-Rom Nurse Console Care System For the MART

The Hil-Rom Nurse Console Care System integration is composed of the Navicare Nurse Console, Patient Pillow Speaker and the Dome Lights display for that unit.

The **Navicare Nurse Console** is a device that will be located at the Nurses Communication Station and provides a means of bi-directional correspondence with the staff & patient in their room via the Pillow Speaker. It allows staff to view the type of calls being received from the patient's room. The regular Nurse Call bells will display here also. This is not an outside phone line.

Features:

   a. Handset   d. Speaker

   b. Touchscreen   e. Attended Mode

   c. Microphone   f. Unattended Mode

As indicated by the red squares above, the **main screens** on the console consist of:

1. Calls Screen
2. Rooms Screen
3. Wait List Screen
4. System Alerts Screen
5. Manage Unit Screen

A. Calls Screen

The **Calls** screen lists all **new Calls** and all calls that have been sent to the **Wait list**.

- For **HIPAA** compliance, the preferred method for answering should be to utilize the handset.
- **Select the call** to be answered from the screen, then **pick up the handset**.
- Option to use the **Answer** button at bottom of screen
- General Request – Nurse button: Dome lights up **White & flashing.** You click 'Answer' button & converse with patient.
- When you hang up, will get a pop-up 'Does the patient needs additional assistance'? If click **'Yes',** it triggers the **Dome Light** to stay on & change to **green** lights.
- The call goes to the **Wait List**. If you answer '**No',** the Dome light will turn off.
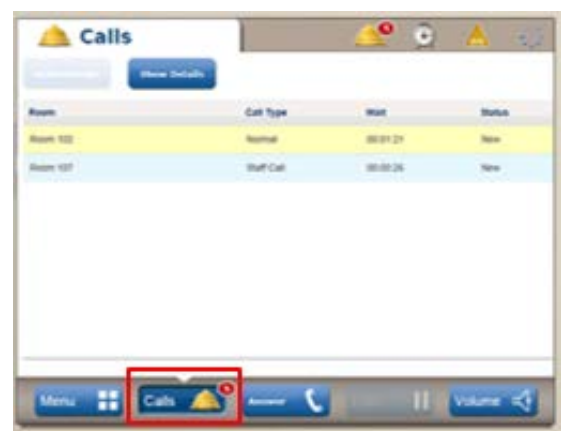
- The **red audio button*** on the lower right hand side will illuminate to indicate the device is ready for the communication to occur.

  *If Red light still displays after hang up, it means that the line and

  audio is still open for that call.
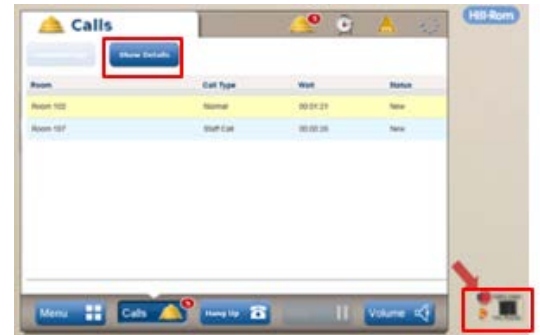
- On the top of the screen there is a button that says '**Show Details'.** This allows you to view important information such as the patient's name, risks, pertinent notes, room number and call priority.
- Click **Hide Details** to return to the main calls screen.

B. Rooms Screen

Rooms screen is utilized for making calls room to room.
Calls can be made to the audio device in a patient's room or to the pillow speaker.
Each patient's room will be listed multiple times on the screen.
One entry will have '**dash and the letter A'** next to it to indicate that it is the **Pillow Speaker**.

- To make a call, **select the room** and pick up the handset
- Then, press the **Call** button on the Navicare Screen.
  The audio light will illuminate to indicate the call is in progress.
- When in the room receiving the call, a **chirping noise** will be heard to indicate a call is coming through.
- **The device that originated the call is the only one that can hang up to end the call.**
- To end the call, you can press the **hang up button** or **place the handset** back into its receiver.

C. Wait List Screen

The Wait List screen is a holding area for calls that have been answered but still require additional attention. There is a preset timer that is set to **hold these** calls for _____ before sending them back to the calls screen as a reminder that the caller is still waiting.

D. Manage Unit Screen

This screen has two modes: Attended and Unattended. **Attended Mode** means that the unit will sound a tone when a call is coming through. **Unattended Mode** means that the call will annunciate at the nursing station console.

E. System Info Screen

Clean Device Button:

Selecting the **Clean Device** Button will put the unit in cleaning mode for 15 seconds so that the device can be sanitized.

- A pop up window will display to indicate that the device is in **'cleaning mode'**.
- The call placed indicator will flash an **amber light** and all buttons on the device will be inactive.
- To clean, the device can be wiped with **purple wipes** or a mild cleaner and a soft. Nothing harsh or abrasive should ever be used on the device.


F. Systems Alerts Screen

A system alert indicates a technical issue within NNC system. A yellow triangle will appear in the top right corner of the screen. The console will make a soft sound and the issue will list on the screen. The tone can be silenced by highlighting the item, then pressing 'acknowledge'. The Help Desk should be called to address any system issues.

Volume Button:

To adjust the volume on console, click on the Volume button at the bottom of the screen. You can then adjust the volume by using your finger on the touchscreen to increase or decrease the tone, handset and speaker volumes to the desired levels.
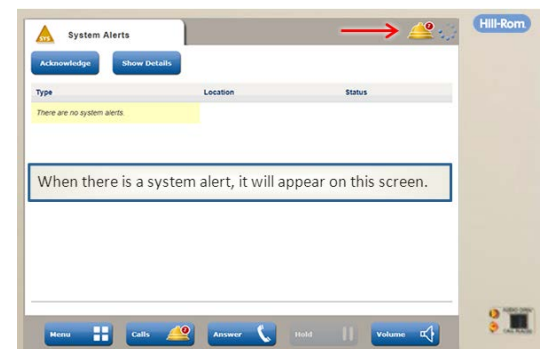
Downtime Procedure:

During an unplanned or a scheduled downtime the downtime process for your area should be followed.

Dome Light Colors, Patterns & Tones (MART)

Source	CLINICAL ALERTS	HILL ROM DOME LIGHT	TONE-Dome	TONE-Console
Pillow Speaker	Normal Call	All White/ Slow Flash	NONE	Yes
	Bathroom Request	Lower (2) Yellow/White Slow Flash	NONE	Yes
	Pain Related Req	Lower (2) Red/White Slow Flash	NONE	Yes
	Pillow Speaker Disconnect	All Pink/ Fast Flash	Yes	Yes
Inside Bathroom	Bathroom Emergency Req	All Red Fast Flash	Yes	Yes
	Shower Emergency Req	All Red Fast Flash	Yes	Yes
In Room Wall Panel	Staff Assist	All Green / Slow Flash	NONE	Yes
	Staff Emergency	All Red Fast Flash	Yes	Yes
	Code Blue	All Blue / Fast Flash	Yes	Yes