USER MANUAL

Ascom Unite View

ascom

About This Document

This document describes the Ascom Unite View application. The document is intended for users of the Unite View application.

HIPAA disclaimer

All examples of personal or protected health information in this document are fictitious. Any resemblance to a real person or facility is purely coincidental. The owners and users of this product are solely responsible for complying with all protected health information privacy laws. The users, by their use of this product, agree to indemnify the manufacturer or seller of this product against all claims, litigation, and suits filed for protected health information violations.

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1   About Unite View

Welcome to the Ascom Unite View application, an application especially designed to help caregivers in their daily work.

The Unite View application provides an overview of events and alerts in your unit. You will be informed about patients needing help and any alerts coming from equipment for monitoring patients. To help you to quickly get an overview over the current situation, the Unite View application will show the location from where an alert originates, the time and what type of alert it is

You also have the ability to send messages to staff members assigned to the unit(s).

You will have the opportunity to locate staff members and also find location badges with low battery status, provided that badges exist in your system.

> The application does not substitute for the primary monitoring and nurse call systems and it should only be used as a redundant, parallel notification method.

Intended Use (General)

The intended use of Unite View is to present notifications of alarms in a Patient Monitoring System, events in a Nurse Call system and events from other non-medical equipment in order to provide a secondary means of visual indication to healthcare professionals.

Upon a notification of alarm in a Patient Monitoring system, an operator can forward the notification to display devices. Unite Connect for Patient Monitoring configuration will be used as a fallback if the operator does not act upon the notification of alarm.

Unite View does not alter the behavior of the alarming equipment in the patient monitoring system, neither is it intended to replace or alter primary alarm functions on the alarming equipment.

Upon a notification of an event in a Nurse Call system, a Unite View operator can, after talking to the patient, request the Nurse Call system to create a task for a specific role.

Upon a notification of an event in a Nurse Call systems, a Unite View operator can, after talking to the patient, upgrade the priority of the event. The Nurse Call system configuration determines if an event is upgradable in Unite View and to which priorities the event can be upgraded.

Unite View can send a request to cancel the event to the Nurse Call system if the Nurse Call system has indicated that it is a cancellable event.

Unite View can handle rounding workflow for a specific patient or a group of patients based on patient information. If rounding workflow has not been completed within the preset time span, Unite View will request the Nurse Call system to create a task for a specific role.

Unite View can update patient information in Unite Connect for EHR. Unite View does not alter the information in the connected clinical information system.

Unite View is intended for use by professional clinical personnel and relies on proper use and operation of both the communication infrastructure in a place at the healthcare facility and the display device used.

Unite View is a computer software installed on a hardware that cannot come into physical contact with a patient.

Intended Use (EU/EFTA)

If Unite View is used as part of Connect for Clinical Systems in EU/EFTA the intended use is as follows:

"Unite View is part of the system as a display device.

The intended use of the Ascom Unite Connect for Clinical Systems is to provide an interface with clinical systems to forward information, including vital physiological parameters, associated with particular events to designated display device(s) in order to support monitoring of patients. The display device(s) provide(s) a visual, and/or audio and/or vibrating mechanism upon receipt of alert(s).

Connect for Clinical Systems applies configurable processing and filtering to event notifications, reducing their frequency and number, in order to present clinically actionable information to healthcare professionals.

For medical, near real time alarms, Connect for Clinical Systems is intended for use as a secondary alarm, i. e. a parallel, redundant, forwarding mechanism to inform healthcare professionals of particular medical related events. It does not replace the alarm function of primary medical devices and it does not alter their behavior and associated alarm annunciations.

Connect for Clinical Systems is indicated for use with specified medical devices by healthcare professionals whenever there is a need for monitoring the physiological parameters of patients. The patient population and patient conditions are established by the connected medical devices.

The product is installed on specified hardware in healthcare facilities in critical care units, sub-intensive units, general wards and other departments and relies on the proper use and operation of connected medical devices, systems, display devices and the medical IT network."

1.1 Unite View with Patient Information

If information about patients is included in your system, the Unite View application can display the patient's name, sex, age, etc.

Caution

Care should be used when using a product that can display protected patient information, with respect to the product's placement and to prevent unauthorized users from accessing the information.

1.2 Caution and Notes

Please read and adhere to all of the cautions listed throughout this manual.

A WARNING is provided to outline items that may directly or indirectly cause or contribute to a hazardous situation which may result in significant physical injury or damage to the health of people, or damage to property or the environment.

A CAUTION is provided to alert the user that special care should be taken for the safe and effective use of the device.

A NOTE is provided when additional general information is available.

Warning

Tasks are not intended to be used to direct patient care. The functionality should only be used for services such as, for example giving a patient an extra blanket or a glass of water.

> **Warning**
>
> Messaging is not intended to be used to direct patient care. The functionality should only be used for general messaging.

> **Warning**
>
> Patient information is not intended to be used to direct patient care. The functionality should only be used for general information about a patient.

> **Important**
>
> Unite View is designed to be operated at a distance of less than 1 meter from the operator.

1.2.1   Information about Alert Sounds

The sound pressure levels for audible alert notifications can be adjusted using the PC where Unite View is installed, or if applicable on any external loudspeaker being used.

The default sound files used for Alert sounds have been designed to be appropriate for alert notification purposes.

> **Warning**
>
> Sound pressure levels less than ambient sound levels can impede user recognition of alarm notifications.

Sound Pressure Levels, as Measured on Other Ascom Display Devices

	Medium priority alarm (1 beep)	High priority alarm (siren)
Minimum:	43 dB	43 dB
Maximum:	70 dB	67 dB

> Sound pressure level range for adjustable auditory signals: 43 dB–70 dB.

> If Unite View is used in conjunction with external loud speakers, ensure that the loud speakers are capable of reproducing the volume ranges described in the above table.

2   Unite View User Interface

Ascom Unite View has three main views, one for incoming **Alerts**, another for information about **Patients** and a third for handling **Tasks**. If your unit uses reminders, for example for uncleared alerts, a **Reminders** view may also exist in the application. Your system may also include a **Report** view which gives you the possibility to create reports from logs in your system.

Which views that are available in your Unite View application, and the way alert information is presented, depends on your system and how your application is configured.

The navigation bar allows you to switch between the available views. Your choice is highlighted.

The number in the circles next to **Alerts** and **Tasks** in the navigation bar, shows the number of alerts and tasks, respectively. If you work in for example the **Tasks** view and a new alert arrives, you will be notified by the red color in the circle next to **Alerts**. The same applies if you work in **Alerts** and a new task arrives.

Icons in the navigation bar indicates different settings (such as manual mode, filtering, disabled alert sound, No. of alerts, and so on). Manual mode means that you can override the pre-set redirection chain and for example expedite an alert and also add a message before it is sent to the recipients. Filtering is a way to display alerts from a subset of all locations or alert types in the unit.

Figure 1. User interface
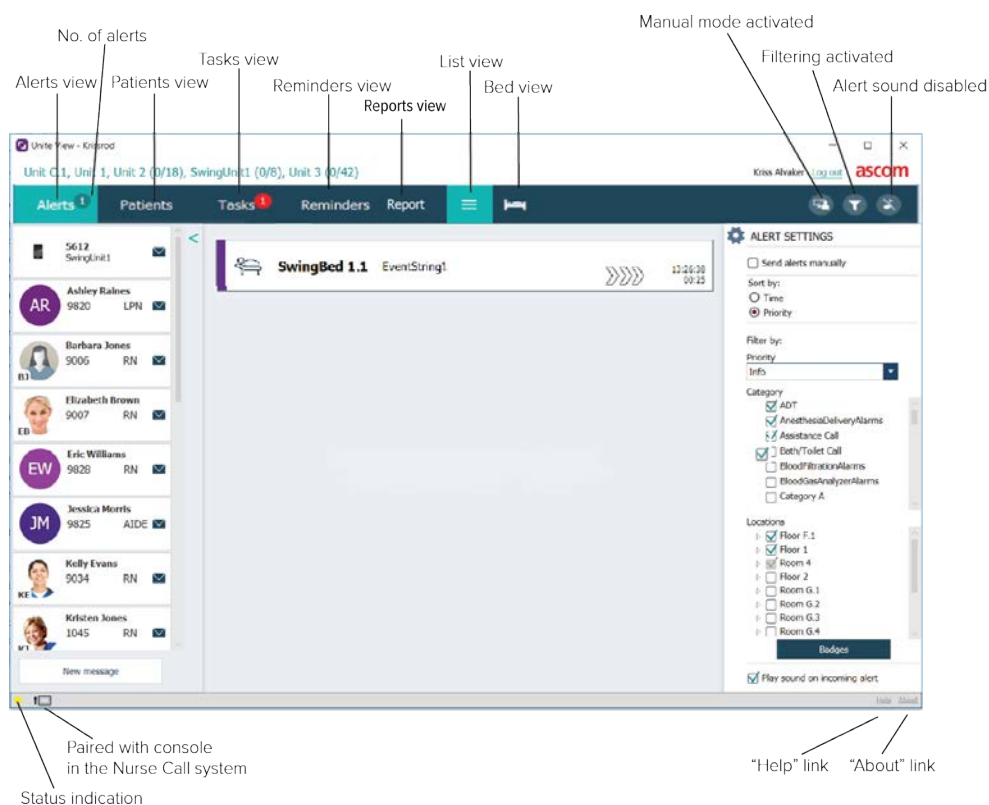
The status bar at the bottom can have a console icon, next to the status indication, that indicates that your Unite View application is paired with a console in the Nurse Call system. By clicking the console icon, you will find out with which console the application is paired.

Clicking **Help** opens a window with work instructions and other information about the Unite View application. For information about the manufacturer Ascom address, software version, and so on, click **About**.

2.1 In the SW About File

The following information can be found in the SW **About** file.

In the SW **About** File	Title of symbol	Description
CE 2460	CE mark	Indicates the conformity of the device with the provisions of Council Directive 93/42/EEC of 14 June 1993 concerning medical devices to enable it to move freely within the Community and to be put into service in accordance with its intended purpose.
(factory symbol)	Manufacturer	Indicates the medical device manufacturer, including address and telephone number.
(date symbol)	Date of manufacture	Indicates the date when the medical device was manufactured.
(manual symbol)	Consult instructions for use	Indicates the need for the user to consult the instructions for use.
REF	Catalogue number	Indicates the manufacturer's catalogue number so that the medical device can be identified.
(caution triangle)	Caution	Indicates the need for the user to consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the medical device itself.
UDI	Unique Device Identifier	Indicates a Unique Device Identifier that adequately identifies a device through its distribution and use.

2.2 Alerts View

In the Alerts view, incoming alerts are presented in a list. An alert can be that a patient is calling for a glass of water or an extra blanket, or that equipment monitoring a patient triggers an alarm.

All alerts are listed either in order of category/priority, or in chronological order. This means that alerts with the highest priority, or the most recent alerts, are at the top.

If the main workspace is empty when the application is started, it means that currently no alerts exist in the unit. All staff members on the current shift are listed in the left pane.

Figure 2. Incoming alert

An alert can be presented with the following information:

- The category or priority: The category or priority of an alert is indicated by a colored stripe. The colors are pre-set for the unit.
  If the lower part of the colored stripe has a different color than the rest of the stripe, the priority of the alert has changed in the equipment monitoring the patient. The lower part shows the previous priority status.

- The alert type: see Appendix A Alert Details, page 42.

- From which location the alert originates and short information about the alert.

- If information about patients is included in your system, Unite View can display information such as the patient's name, sex and age. If the patient has any precautions that information can be displayed as well, for example, is on a diet, have an allergy, and so on.

- Time of the alert and the elapsed time since the alert was issued.

- Current position of the alert in the redirection chain.
  For example, if the first recipient does not accept the alert within the preset time, the Unite View application will visually show that the alert is redirected to the second recipient.
  It will also show the name and picture of the staff member who is currently receiving the alert. The picture is continuously updated according to the steps in the redirection chain. When a user accepts an alert, a green check mark appears next to the staff member.
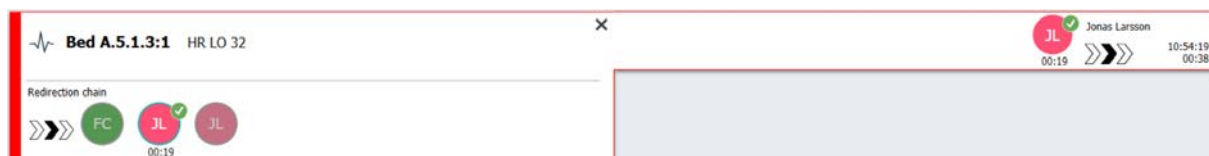
Figure 3. Redirection chain
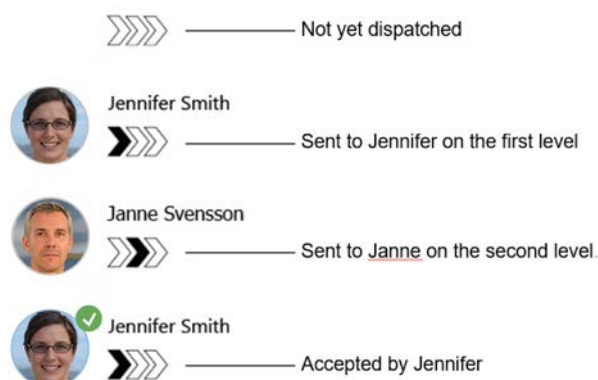
- An ongoing call with a patient is indicated with an "Ongoing call" icon.

Figure 4. Ongoing call

- If the option is enabled, a timer starts when an alert has been accepted and shows the elapsed time since the alert was accepted. The timer is displayed below the picture or initials of the recipient that accepted the alert.

- If supported by the system, an "Operator reminder" icon can be displayed on an alert that has been accepted, to inform the operator that the alert has not been taken care of within the specified time period and needs follow up.

- If staff is present at the location where the alert started, it indicates by highlighting part of the alert and adding the role and picture, or initials, of the staff member.

Figure 5. Staff present
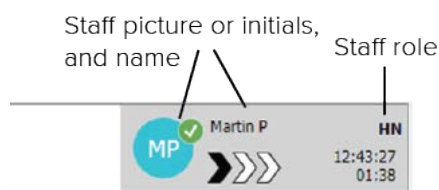
2.2.1   The Alerts List's Manual and Automatic Mode

The alerts list view can be set in two different modes for the alert flow; manual mode and automatic mode.

Manual Mode

Manual mode means that the user can add a message and/or upgrade the priority before the alert is sent to the recipients in the redirection chain.

Additionally, manual mode can also allow the user to override the preset settings and for example expedite an alert, forward the alert to another recipient and even stop the alert from being sent if the user finds that the alert is incorrect.

Automatic Mode

Automatically means that alerts follow the preset redirection chain.

2.2.2   Overview of the Alert Situation

Alerts can also be presented in a bed-centered view which provides a quick overview of the alert situation. It is used to give a graphical overview of alerts and event information, preferably on large screens placed at suitable locations. The bed-centered view gives no possibilities for the user to override the pre-set event sequence. For more details, see 10 Get an Overview of Alerts and Locations, page 29.

2.3   Reminders View

If reminders apply to your system, uncleared alerts are presented in a Reminders view. The Reminders view appears at the first incoming reminder and will remain visible until the Unite View application closes down.

2.4   Patient View

Patient view shows information about patients, information coming from an EHR system or manually entered. Clicking a row will display more details about the patient. Patient information not supplied by the EHR system can be added in this view. It also shows staff members assigned to patients/locations.

Patient view has two different ways of presenting information about patients and locations, in a list and in a bed/location centered view.

- In **List** view, all patients/occupied locations in the unit are listed.
- In **Bed** view, information about patients/locations are presented in a bed centered view which provides a quick overview over the unit. Both occupied as well as unoccupied locations (beds) in the unit are shown.

2.5 Tasks View

Creating tasks is possible only if the system includes a Telligence Nurse Call system.

In the **Tasks** view, tasks can be created and sent to a staff member, for example as an action following a conversation with a patient. Tasks can also be created in the alerts view, at an incoming Nurse Call alert.

2.6 Report View

The report view is used for creating reports from logs in your system. What types of reports that apply to your system are set up on the system side.
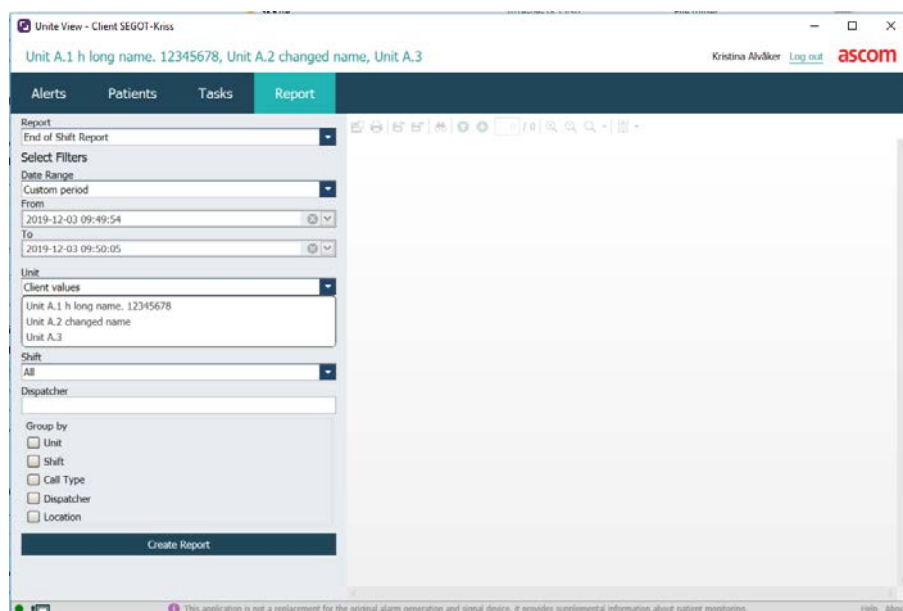
2.7 Staff List

The Unite View application displays a list with all staff members assigned to the shift. The list shows information about the staff members such as name, phone number, initials and a photo. If no photo exists, initials are used. Phones assigned to the shift, will also be visible in the list.

If a staff member uses a shared extension, i.e. needs to log on to the phone to get the shared phone number, the phone number will be shown only when the staff member is logged on.

If the system contains a real-time locating system (RTLS), the list may show the actual location of the staff member as well.

If your system supports the function, the staff list includes messaging facilities, see 7 Working with Messages, page 25.

Figure 6. Staff members
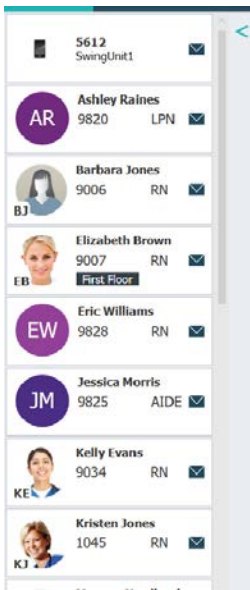
2.7.1   Collapse/Expand the Staff List

If you want to enlarge the main workspace, you can collapse the staff list by clicking the Arrow < at the top, to the right of the staff list. Click the Arrow > to expand it again.

3   Handling Alerts

The user needs to have the appropriate access rights to override the pre-set redirection chain in the Unite View application, and the setting "Send alerts manually" must be enabled for the application. The setting can be pre-set but may also be set in the application. The setting can be pre-set but may also be set in the application, see .

All functions described here may not be supported in your Unite View application.

3.1   Log On

1.   Click the Ascom Unite View desktop icon. A logon window will open.

2.   Enter your **username** and **password** in the text fields and click **Log in**.
      Which view that opens in your Unite View application and the way alert information is presented, depends on how your Unite View application is configured.

3.2   Open the Alerts List

1.   In the navigation bar, click **Alerts** and then click the List icon ☰ . If pre-set, this view will open at login. All alerts appear in the list.
      To draw attention to a new incoming alert, the alert is filled with the color that indicates the priority or the category level. The fill color disappears after about one second, only a colored stripe on the left side remains. Category icons appearing on the alert provides you with additional information about the alert. See .
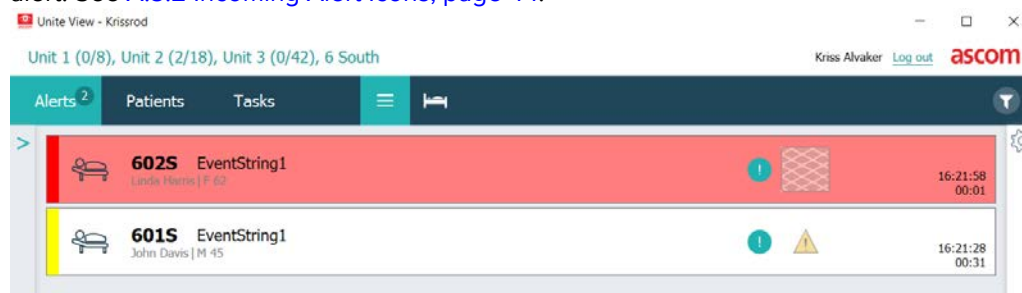
If the main workspace is empty when the application is started, it means that currently no alerts exist in the unit(s).

2.   In the list, click the alert to expand and view details.

If supported by your system, you can now override the pre-set redirection chain. Note that all of the listed possibilities may not be allowed.

- Upgrading the alert priority, see 3.3 Upgrade the Alert Priority or Clear the Alert, page 12.

- Clearing the alert, 3.3.2 Clear the Alert, page 12.

- Creating a service task, see 3.4 Create a Task, page 13.

- Adding a message to the incoming alert or/and forwarding the alert, see 3.5 Send Message with Alert or/ and Forward Alert to another Recipient, page 13.

- Stopping the alert from being sent, see 3.8 Dismiss the Alert, page 16.

If you do not interact within a pre-set time (default 45 seconds), then the alert will automatically be sent to the assigned recipients.

After the alert has been sent you may also have the following possibilities:

- Sending a reminder message, see 3.6 Send Reminder Message, page 14.

- Taking back the control of the alert, see 3.7 Manual Redirection of Alerts, page 15.

•   Dismissing the alert, see 3.8 Dismiss the Alert, page 16.

3.3   Upgrade the Alert Priority or Clear the Alert

Possible only if supported by the Nurse Call system and if allowed for the specific alert type.
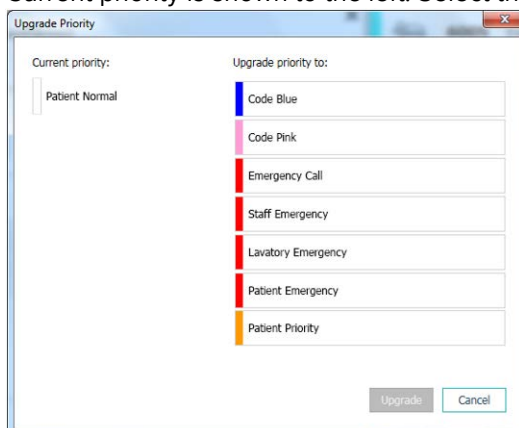
Upgrade & Clear ————
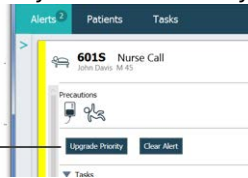
3.3.1   Upgrade the Alert Priority

At an incoming Nurse Call, during the ongoing speech call or after talking with the patient, you can upgrade the priority of the alert.
For example; a patient presses a button to call for a nurse. If you consider it to be more serious when you talk with the patient, you can upgrade to a higher priority.

1.   During or after the call, click the Nurse Call alert in the list to expand and view details.

2.   Click **Upgrade Priority**.

3.   Current priority is shown to the left. Select the new priority in the **Upgrade priority to** list.

4.   Click **Upgrade**.
      The upgraded call will be sent as a new Nurse Call alert.

3.3.2   Clear the Alert

Important

The "Clear" function will also clear the call at the source from where it derives.

At an incoming Nurse Call, during the ongoing speech call or after talking with the patient, you can clear an alert.

For example; a patient presses a button by mistake and a Nurse Call with normal priority is sent. When you talk with the patient and understand that there is no need for further action, you can clear the alert.

1.   During or after the call, click the Nurse Call alert in the list to expand and view details.

2.   Click **Clear**. A confirmation window opens.

3.   Click **OK** to confirm.

When the alert is cleared, it will disappear from the list when the alert is collapsed.

3.4 Create a Task

Possible only if the Nurse Call system supports the function.

Tasks can be created from an incoming Nurse Call alert. When you find out what the patient needs, you can create a task and send it to appropriate staff member(s).

1. In the list, click the alert to expand and view details.

2. Click **Tasks**, if not already expanded.

3. Select which **Staff** role you want to send the task to.

4. Select **Reasons**, either predefined reasons and/or type a reason in the **Custom reason** text field. Up to three reasons can be added to the task.

5. Click **Create**.

When the task is created it will be added to the task list.

3.4.1 Edit the Task

1. In the Alerts list, click the alert to expand and view details.

2. Click **Tasks**, if not already expanded.

3. Click **Edit**.

4. Do your changes and click **Create**.

3.4.2 Clear the Task

1. In the list, click the alert to expand and view details.

2. Click **Tasks**, if not already expanded.

3. Click **Clear**, A confirmation window opens.

4. Click **OK**, to confirm.

3.5 Send Message with Alert or/and Forward Alert to another Recipient
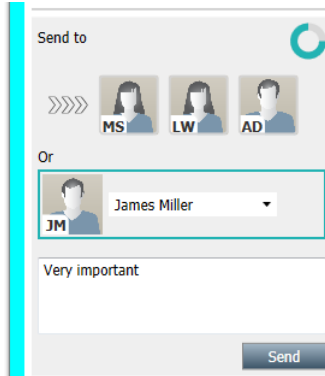
Possible only if your system supports the function.

You can send a message with the alert, for example, to add more information about the patient. You can also forward an alert to another recipient, for example if you know that another staff member is closer to the patient or more suitable for the specific type of alert. Note that forwarding alerts to another staff member may have been disabled in your system.

1. In the list, click the alert to expand and view details.

2. You can override the pre-set redirection chain and send the alert to another recipient.
    You can select one in the pre-set redirection chain, or in the drop-down list select someone outside the redirection chain. The list will give you all available recipients assigned to the shift.
    If you select a recipient currently not logged on to a device, you will be notified that this person cannot receive the alert.

3. You can add a message in the text box

4. When ready, click **Send**. The alert together with any message will be sent to the staff members in the pre-set redirection chain, or to the one you have selected.

If the recipient declines, the alert will be sent back to the View application and you can select another recipient to send the alert to.

3.6   Send Reminder Message

An operator can send a reminder message to a recipient as soon as the recipient has accepted the alert.

If supported by the system, the operator can also be notified if an accepted alert has not been cleared within a specified time period. An "Operator reminder" icon will then appear on the accepted alert in the list to remind the operator that a follow up is needed.

When a recipient has accepted the alert, a **Reminder** field appears below the redirection chain and you can send a reminder to the recipient.

You can enter a message in the text field and, if configured, you can also choose from predefined messages in a drop down list.

1. In the list, click the alert to expand and view details.

2. In the **Reminder** view, enter a message in the text field, or if you have pre-configured reminder messages in your system, select a message in the drop down list.

3. Click **Send Reminder**.

3.7 Manual Redirection of Alerts

 Applicable only if your system supports the function.

Two different types of manual redirection can be done:

- If the alert has been sent to an individual recipient, the operator has the possibility to take back control of the alert.

- If the alert has been sent to the redirection chain, the operator has the possibility to send it to the next level in the redirection chain and finally, if the alert has not been taken care of, resend the alert to all recipients in the catch net.

3.7.1 Take back Control

If you have sent an alert to a single recipient, either in the pre-set redirection chain or to another recipient, a **Take back control** button will appear next to the redirection chain.

You might want to recall the alert and redirect it to another staff member, for example, if the recipient that accepted the alert has been prevented from taking care of it or if it was sent to and accepted by the wrong recipient, or recall and dismiss the alert if it was false.

1. In the list, click the alert to expand and view details.

2. Next to the **Redirection chain**, click **Take back control**.
   The alert will be recalled and you now have the same options as before the alert was sent.

3.7.2   Send Alert to next Level in Redirection Chain

When the alert has been sent to the redirection chain, a **Send to next level** button will be displayed, and you can send the alert to the next level in the redirection chain.
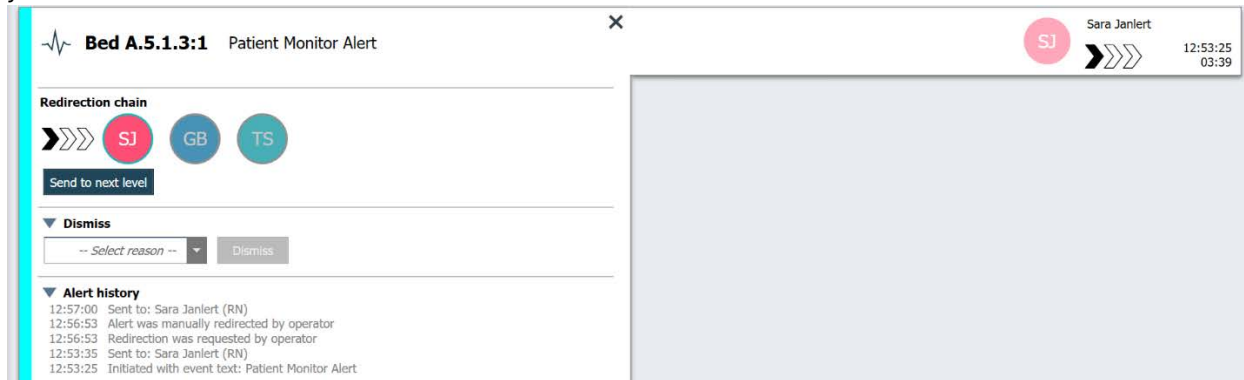
1. In the list, click the alert to expand and view details.

2. Click **Send to next level**.

3.7.2.1   Resend Alert to Catch Net

When the alert has reached catch net and still has not been taken care of, the **Send to next level** button will be replaced by a **Resend to level** button and you can resend the alert to catch net.
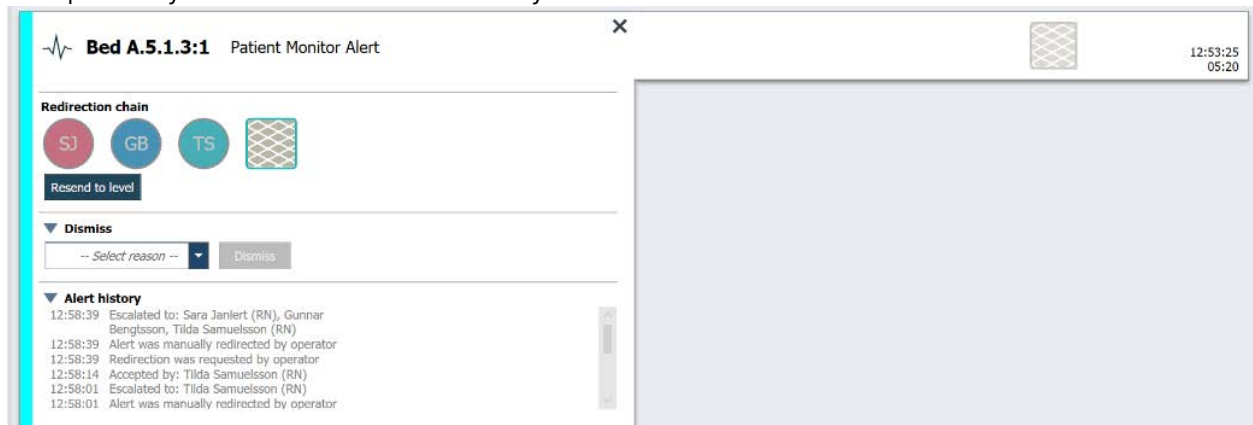
1. In the list, click the alert to expand and view details.

2. Click **Resend to level**.

3.8   Dismiss the Alert

Possible only if your system supports the function and if you have the appropriate access rights to dismiss alerts.

Provided that the alert originates from an integration that supports the dismiss function, you can stop the alert from being sent to the assigned recipients but also dismiss the alert even if it has been accepted by a recipient. The reason in the latter case, can for example be that you receive the information that it was a

false alarm. A reason for dismissing the alert must be selected. The reasons for dismissing alerts are pre-configured.

The dismissed alert will still be visible in the main workspace.

The "Dismiss" function will not dismiss the alarm at the source from where it derives.

1. In the list, click the alert to expand and view details.

2. In the **Select reason** drop-down list, select the reason for why you want to dismiss the alert.

3. Click **Dismiss**.

3.8.1　Recall the Dismissed Alert

When an alert is dismissed, the **Dismiss** button will be replaced by a **Recall** button. This makes it possible to enable the alert again.

1. In the list, click the alert to expand and view details.

2. Click the dismissed alert to expand and view details.
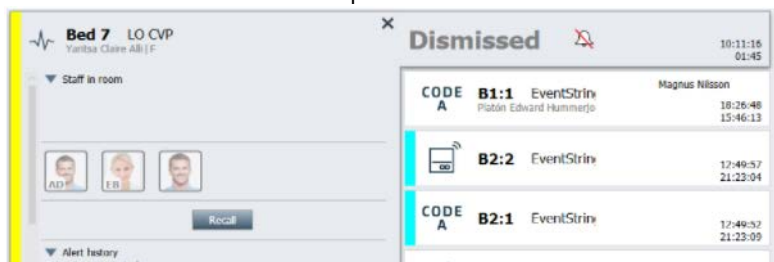
3. Click **Recall**.
    The alert will be enabled again and you will have the same options as before the alert was dismissed. That is, the possibility to interact within the pre-set time (default 45 seconds), before the alert is automatically sent to the assigned recipients.

3.9　Log Off

Click **Log out** in the upper right corner.

4 Viewing Reminders

The Reminders view appears only if reminders apply to your system.

When a reminder is set from a Staff Console or an Annunciator in the Nurse Call system, it will appear in the Reminders view in the Unite View application as well. Reminders are set for calls that cannot be addressed immediately.

1. Log in to Unite View, see 3.1 Log On, page 10.
   The Reminders view will appear at the first incoming reminder.

2. To view reminders, click **Reminders** in the navigation bar.
   A reminder disappears when the call is canceled. Reminders are listed according to its priority and the elapsed time since the call was received.
   The Reminders view will remain visible until the Unite View application closes down, even if no reminders exist. Next time, after logging in to the application, the Reminders view will be hidden until the first incoming reminder.

5 Working with Tasks

A task can be created as an action following a conversation with a patient. The Task view is visible in the Unite View application only if creating tasks is possible in your system.

> The user needs to have the appropriate access rights to override the pre-set redirection chain in the Unite View application, and the setting "Send alerts manually" must be enabled for the application. The setting can be pre-set but may also be set in the application, see 11.1 Change Operator Mode, page 34.

1. Log in to Unite View, see 3.1 Log On, page 10.
2. Click **Tasks** in the navigation bar.
3. From the Tasks view, click **Create task**.
4. In the **Location** text field, type the location name, or select a location from the list. Entering the first character(s) in the name will display a list of possible matches to select from.
5. In the **Staff** list, select which role you want to send the task to.
6. In the **Reasons** list, select predefined reasons and/or enter a reason in the **Custom reason** text field. Up to three reasons can be added to the task.
7. Click **Create**.

When the task is created it will be added to the task list.

5.1 Edit the Task

1. In the Task list, select the task and click **Edit**.
2. Do your changes and click **Create**.

5.2 Clear the Task

1. In the Task list, select the task and click **Clear**.
2. A dialog window opens, click **OK**.

6   Working with Patients

The user needs to have the appropriate access rights to see information and to update or add information.

If connected to an EHR system, a user has the opportunity to see the patient's health information such as the patient's name, age and sex. A user might also have access rights to add new patients and update information about patients.

If you do not have an EHR system that supply you with information about patients, you can use the Patient view and add information about new patients when they are admitted to the hospital.

Patient information coming from the EHR system cannot be altered in the Unite View application. Only information not supplied by the EHR system can be added and/or edited.

The Patients list view presents all patients in the unit.

Figure 7. Patient list view

The list can display the following information:

- Name of the patient
- Location
- The status of the patient
- Doctor responsible
- Assigned staff
- Any notes about the patient and precautions

The Patients bed/location centered view displays an overview of patients in the unit as well as unoccupied beds. Patients/locations are represented by location cards.

Figure 8. Patient bed view
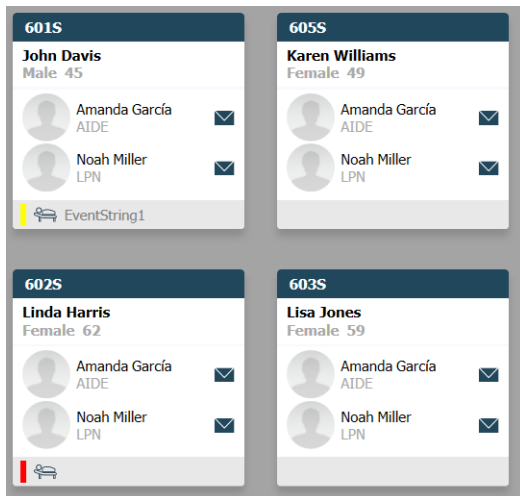
Location cards can display the following information:

- Location
- Name, sex and age of the patient, if the unit is integrated to an EHR system.
- The name and picture of assigned staff members, picture and phone number, or the name of the teams.
- Alert priority: A colored icon indicates the priority of the alert based on the settings in the connected gateways.
- Alert type, see A.3.1 Alert Type Icons, page 43.

Patients view also includes messaging facilities, see 7 Working with Messages, page 25.

6.1 Get an Overview of Patients

1. Log in to Unite View, see 3.1 Log On, page 10.
2. In the navigation bar, click **Patients**.
3. In the navigation bar, click the **Bed** icon .

6.2 Display Detailed Information about a Specific Patient

1. Log in to Unite View, see 3.1 Log On, page 10.
2. In the navigation bar, click **Patients**. Default the pane opens in list view, but the Unite View application may have been preset to open in bed view.
3. If you want to change view, select either the List icon or the Bed icon
   Detailed information can be displayed in any of the two views.
4. Select your patient. You can search for the patient in the search field above the main work area. To filter patient names, enter a name or part of a name in the search field.
5. Double-click the patient. Detailed information about the patient will be displayed.
6. To close the detailed information view, click **Close**.

Figure 9. Example of detailed patient information in Patient view

6.3   Add a Patient

Patients can be added by a user with appropriate access rights.

1.   In the navigation bar, click **Patients**. Default the pane opens in list view but the Unite View application may have been preset to open in bed view.

2.   If it opens in Bed view, select the List icon ☰ .

3.   Click **Add patient**. An **Add patient** window opens.

4.   The following information can be added:

Patient ID*:	Required
First name:	Type in the name
Middle name:	Type in the name
Last name:	Type in the name
Date of Birth:	Select date in the drop-down list or type in the date.
Sex:	Select **Male**, **Female**, **Other** or **Undefined** in the drop-down list.
Location*:	Required. Select location in the drop-down list.
Precautions:	Click **Add** and select precaution(s) in the list.
Patient status*:	Required. Select **Routine**, **Urgent** or **Emergent** in the drop-down list.
Physicians:	Type in the name
Comments/Notes:	If you want to add something about the patient.

5.   When ready, click **Add**.

6.4   Edit Patient Information

Patient information that has been manually added in the Unite View application, can be changed by a user with appropriate access rights.

1.   Log in to Unite View, see 3.1 Log On, page 10.

2.   In the navigation bar, click **Patients**. Default the pane opens in list view but the Unite View application may have been preset to open in bed view.

3.   If you want to change view, select either the List icon ☰ or the Bed icon 🛏. Editing can be done in any of the two views.

4.   Select your patient. You can search for the patient in the search field above the main work area. To filter patient names, enter a name or part of a name in the search field.

5.   Double-click the patient. Detailed information about the patient will be displayed.

6.   In the detailed information view, click **Edit**.

7.   Do your changes and click **Save**.

8.   To close the detailed information view, click **Close**.

6.5   Move Patient

If you need to move a patient from one location (bed) in the unit to another location, you can update the information in the Unite View application.

1.   Log in to Unite View, see 3.1 Log On, page 10.

2.   In the navigation bar, click **Patients**. Default the pane will open in list view but the Unite View application may have been preset to open in bed view.

3.   If you want to change view, select either the List icon ☰ or the Bed icon 🛏. Editing can be done in any of the two views.

4.   Select your patient. You can search for the patient in the search field above the main work area. To filter patient names, enter a name or part of a name in the search field.

5.   Double-click the patient. Detailed information about the patient will be displayed.

6.   In the detailed information view, click **Move patient**.

7.   In the drop-down list, select a new location for the patient.

8.   To close the detailed information view, click **Close**.

6.6   Remove Patient

When a patient is discharged from the hospital or is transferred to another facility such as one for rehabilitation or to a nursing home, you can remove patient information that has been added manually in the Unite View application.

Note that you cannot remove patient information coming from an EHR system, it will be removed only after the EHR system is updated.

1.   Log in to Unite View, see 3.1 Log On, page 10.

2.   In the navigation bar, click **Patients**. Default the pane will open in list view but the Unite View application may have been preset to open in bed view.

3.   If you want to change view, select either the List icon ☰ or the Bed icon 🛏. Editing can be done in any of the two views.

4. Select your patient. You can search for the patient in the search field above the main work area. To filter patient names, enter a name or part of a name in the search field.

5. Double-click the patient. Detailed information about the patient is displayed.

6. In the detailed information view, click **Remove**.
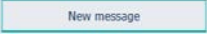
7. A dialog window opens, click **Yes**.

7 Working with Messages

Applicable only if your system supports the function.

Messages to staff members can be sent from the Unite View application. The recipient cannot respond to the message.

7.1 Send Message

1. Click the Envelope icon in ✉ the Staff list or in the Patient bed view, or click the " New message " button below the staff list. If the Envelope icon is greyed out, it means that the staff member is unavailable and cannot receive messages.
   If you send the message from the staff list, the staff member's name will be preselected, and if you send it from a specific location in Patient bed view, the location name, and the patient's name if available, will also be added to the Subject text field

2. To add recipients, type the first letter(s) in the name, or digits in the number. A list with matching results will be displayed.

3. Select recipient(s). Selected recipients can be removed by clicking the ×sign to the right of the name.

4. Add a subject in the Subject text field and your message in the message text field. A predefined subject can be edited. The text fields must not be empty.

5. Click **Send**.

If the message cannot be sent you will receive a summary feedback dialog with the reason to why it went wrong. If there are more then one recipient, this feedback dialog is displayed once the status is known for all individual messages.
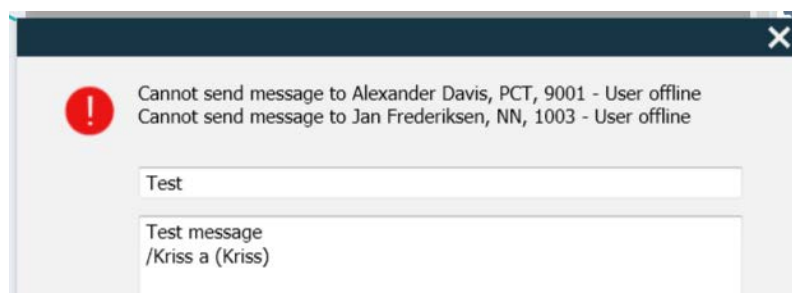
8   Working with Reports

Applicable only if your system supports the function.

You also need Unite View Operator and Unite Analyze Report Viewer access rights.

Figure 10. Reports view
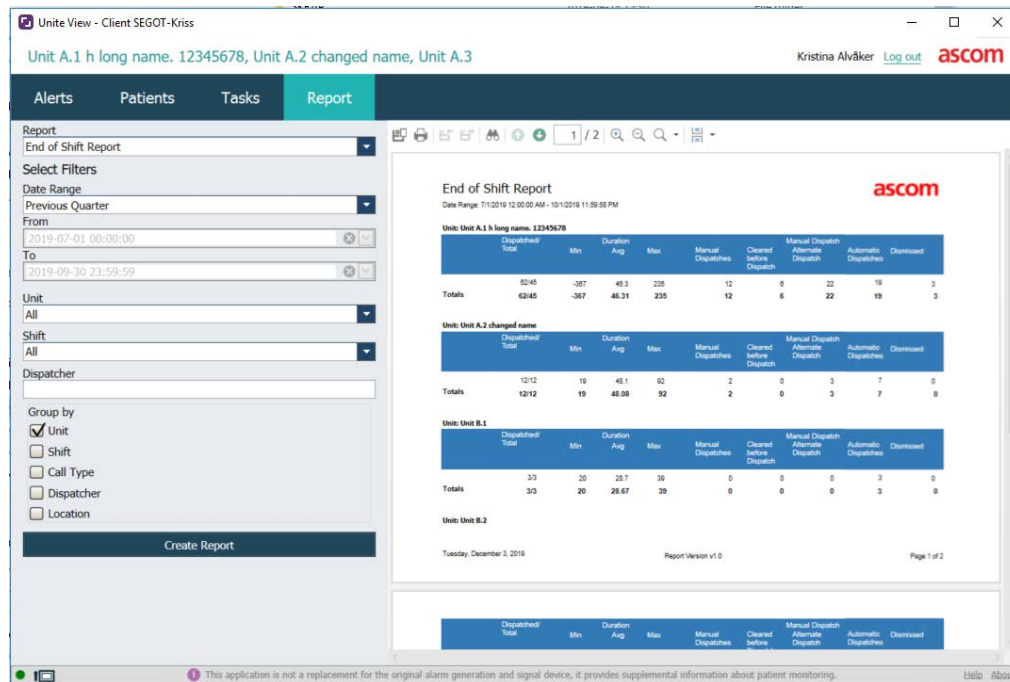
1. Log in to Unite View, see 3.1 Log On, page 10.

2. Click **Report** in the navigation bar.

3. In the Report drop-down list, select which type of report you want to create.

4. In the **Date Range** drop-down list, select a time range. You can select; Previous day, Previous or Current week, Previous or Current month, Previous or Current Quarter, This Year or Last 12months

    –   If you want another time range for the report, select **Custom period**, click the **From** drop-down arrow and select a start date in the calendar. You can also specify a start time. When ready, click **OK**. Click the **To** drop-down arrow and select a stop date in the calendar. You can also specify a stop time. When ready, click **OK**.

5. Dependent on what type of report you want to create, you will have different choices to customize your report.

6. When ready, click **Create Report**.

7. You can save the report as a PDF file or print it.

    –   To create a PDF file, click the "Save as PDF" icon above the report.

    –   To print the report, click the "Printer" icon above the report.
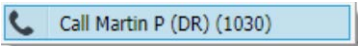
9   Calling a Staff Member

> ℹ️ Unite View Operator access right is required, and the setting "Show call button" must be enabled for the application.

If supported by your system, an operator can call any staff member assigned to the shift. Calls can be set up from the staff list or from the redirection chain in an alert.

1.   Log in to Unite View , see 3.1 Log On, page 10.

2.   Click **Alerts** in the navigation bar.

3.   Select a staff member in the staff list, or right-click the circle with a recipient in the alert.
      Right-clicking the circle with a recipient in the redirection chain will display a call button with a Call icon and the recipient's name and call number.

4.   To set up the call, click the Call icon 📞 in the staff list or the Call button [📞 Call Martin P (DR) (1030)].

A successful call connection will be indicated in the navigation bar [📞 Connected call to Martin P]. A failed connection will also be indicated in the navigation bar [📞 Failed to connect call to Martin P].

10   Get an Overview of Alerts and Locations

In Bed view, the main work area presents a visual view of all locations in the unit, unless the Unite View application has been customized to show only certain locations.

The primary use case for a Unite View application configured to only show Bed view, is unmanned (no user logged on).

A location can be a bed, a room, or a corridor, for example. All assigned staff members on the unit are listed in the pane next to the locations pane.

Each location is represented by a framed location name, with a symbol for the location type. If all locations have short names they will be framed by circles, but if any location has been given a longer name, all frames will adapt to the longer location name and become broader.

1.   Log in to Unite View, see .

2.   In the navigation bar, click **Alerts** and then click the Bed icon 🛏. If pre-set, this view will open at logon.

Figure 11. Bed view overview
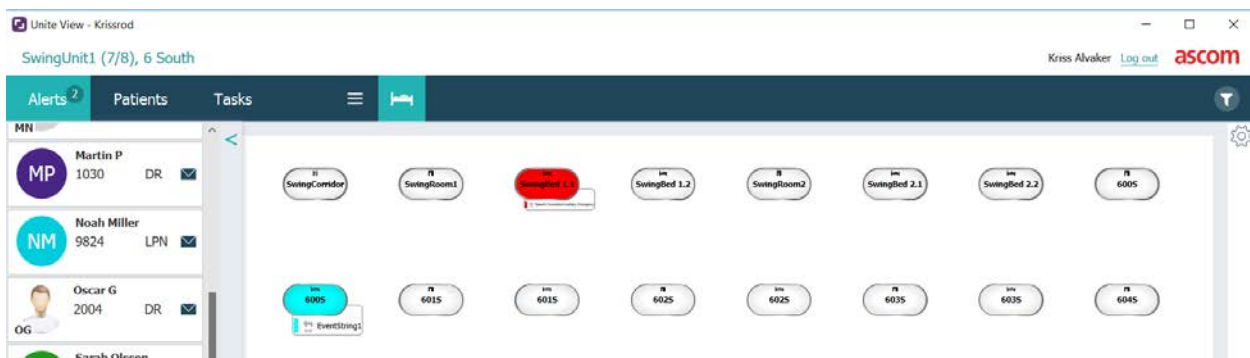
In the picture above the operator has used the filtering feature. Filtering is indicated in the menu bar by the

"Filtering" icon   . The number of alerts in the chosen unit(s) are shown in the menu bar, in the circle attached to **Alerts**.

The following information can be shown:

•   Location: The alert is presented on the location where it belongs.

Table 1 Location icons in Bed View

Bed	🛏
Room	⌐
Corridor	◫
Floor	▤

•   Priority: The color in the framed location symbol indicates the highest priority among all the alerts belonging to that location. The colors are based on settings in the connected gateways.

- Alert description, together with the time of the alert, is added below the location. If there is an assistance call, emergency call, or other type of alert at the location, a corresponding icon is visible next to the location. If there are several alerts from one of these categories at the same location, the highest priority alert is shown in the framed bubble. Alert icons are listed in A.3.1 Alert Type Icons, page 43.

- The state of the alert: The state is indicated by an icon next to the alert description.

Table 2 Alert state icons

Alert assigned: This icon indicates that the alert has been assigned to a recipient.	❯
Alert accepted: The green check mark shows that the alert has been accepted.	✅
Waiting for dispatch: The alert is waiting to be handled.	❯
Unhandled alert: This icon indicates that no one has taken care of the alert.	⚠
Catch Net: When this icon appears no one has accepted and the alert has not been taken care of, but is sent to catch net.	▨

Example: The alert from bed A.1.1.:1 has been sent to a recipient and also accepted by the recipient.
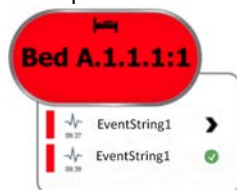
- Specific alert types, visualized with specific icons, for example assistance call.
- Ongoing call
- Presence indication

Table 3 Bed View icons

Ongoing call: This icon appears when a call has been set up with the location	📞
Staff presence: In Bed view, a quarter of a circle appears in the upper right corner, above the framed location name, when a staff member is present at the location. Dependent on settings on the system side, the quarter of a circle can either be white or colored green.	◜s ◜s

Figure 12. Staff presence and ongoing call indications

Figure 13. Number of alerts coming from bed
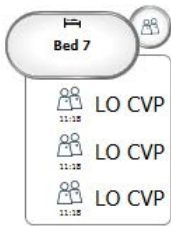
The alerts coming from the location are assistance calls, which is indicated by the corresponding icon in the emphasis bubble.

11   Settings

Settings are available for logged in users only.

In settings, you can modify the behavior of the Unite View application. You can filter incoming alerts and if you have the appropriate access rights, you can also switch to manual mode.
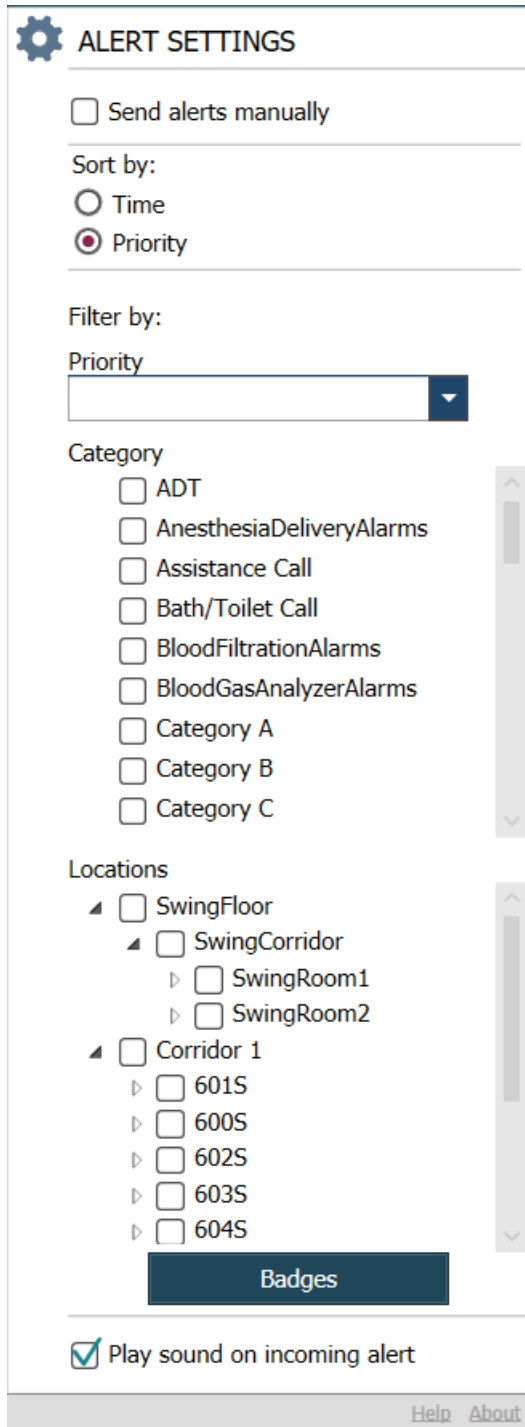
- To open the Alert Settings view, click the Settings icon ⚙ to the right of the main workspace. Close the Settings view by clicking the Settings icon ⚙ again.

Figure 14. Alert Settings

11.1 Change Operator Mode

Unite View Operator access right is required.

In automatic mode, the preset recipient and redirection settings apply, but you can change to manual mode, if you have been given the Unite View Operator access right.

ALERT SETTINGS

☑ Send alerts manually
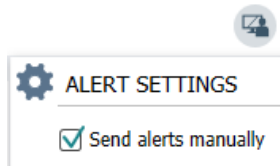
1. Activate manual mode by selecting the **Send alerts manually** check box. The setting will affect the next alert received by the application.
With "Send alerts manually" enabled, the user can add a message to the alert before it is sent. The user may also affect the preset redirection chain. When an alert is initiated the user can select any recipient, in or outside the redirection chain, to send the alert to.

2. Deactivate manual mode and activate the automatic mode by clearing the **Send alerts manually** check box. The setting will affect the next alert received by the application.

## 11.2 Sorting Order

11.2.1 Sort Alerts

Alerts can be sorted in **Time** order or in **Priority** order.

Sort by:
○ Time
◉ Priority
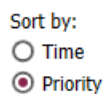
1. In the Settings view, select desired sort order by enabling either **Time** or **Priority**.

11.2.2 Sort Patients in Patient Bed view

Patients can be sorted in **Location name** order, **Patient name** order or in **Occupied/unoccupied bed** order.

PATIENT SETTINGS

☐ Send alerts manually

Sort by:
○ Location name
◉ Patient name
○ Occupied/unoccupied bed
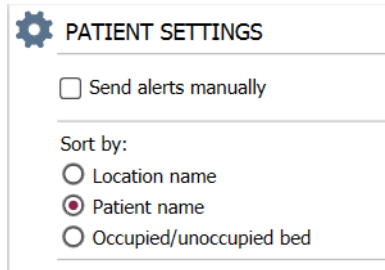
1. In the Patient Settings view, select desired sort order by enabling either **Location name**, **Patient name** or **Occupied/unoccupied bed**.

11.2.3 Filter Patient in Patient List view

The list can be filtered by **Precautions** or by **Locations**.

1. In the Patient Settings view, select precaution(s) and/or Location(s).

11.3   Filtering of Alerts

By default, all incoming alerts are displayed in the Unite View application, but you can filter and select the type of alerts you want to be displayed in the application.

11.3.1   Filter by Priority

By default, alerts of all priority types appear in the Unite View application. By using the filter option, you can select the lowest priority type you want to be displayed in the application. All priority types with a higher severity than the one you select will be displayed.

1.   In the Settings view, click the **Priority** drop-down list.

2.   Select the lowest priority level you want to be displayed in the Unite View application.

11.3.2   Filter by Category

By default, alerts of all category types appear in the Unite View application. By using the filter option, you can select the category types you want to be displayed in the application.

1.   In the Settings view, in the **Category** list, select the category types you want to be displayed in the Unite View application.

Category
- [ ] ADT
- [ ] Assistance Call
- [ ] Bath/Toilet Call
- [ ] Category A
- [ ] Category B
- [ ] Category C
- [ ] Category D
- [ ] Category E
- [ ] CodeA
- [ ] CodeB
- [ ] Emergency Call
- [ ] Location Update
- [ ] Medical
- [ ] Nurse Call
- [ ] Patient Monitor
- [ ] PM Technical
- [ ] Push Button 1
- [ ] Push Button 2
- [ ] RTLS Alarm
- [ ] Service Call
- [ ] Technical Call
- [ ] Temperature Alarm
- [ ] Workflow 1
- [ ] Workflow 2
- [ ] Workflow 3
- [ ] Workflow 4
- [ ] Workflow 5
- [ ] Zone Alarm

The listed Categories depend on the type of connected third-party integrations of your system.

11.3.3   Filter by Location

By default, alerts from all locations appear in the Unite View application. By using the filter option, you can select to display alerts from specific locations only.

If too many locations are selected, then the locations will be so small that the view will be unreadable. A larger display with higher resolution will be able to show more locations without them being unreadable. The number of locations can be filtered by the administrator on the server side and, if allowed, also by the user on the client side.

1. In the Settings view, in the **Locations** list, select the locations you want to be displayed in the Unite Unite View application.

Locations
- ▲ [ ] First Floor
  - ▲ [ ] Corridor West
    - ▷ [✓] Room1
    - ▷ [✓] Room2
    - ▷ [✓] LAB
    - ▷ [ ] Room3

11.4   List Location Badges

By default, all location badges in the system are listed in the Unite View application, but you can filter your search based on badge ID, role, and unit. You can also search for location badges with low battery status.

1. To open the Location Badges page, click the **Badges** button.

- To search for staff members, filter the search criteria by entering a badge ID, selecting a specific unit and/or a specific role.

- To search for location badges with low battery status, select the **Show low battery badges only** check box.

11.5 Activate/Deactivate Alert Sound

The sound for incoming alerts can be switched on or off.

1. To activate the alert sound in the Settings view, select the **Play sound on incoming alert** check box.

2. To deactivate the sound, clear the **Play sound on incoming alert** check box

☐ Play sound on incoming alert

The Sound off icon in the upper left corner shows that the sound is deactivated.

11.6 Default Alert Behavior in Different Integrations

The alert behavior in Unite View depends on the integrations configured in the Unite Admin application. For certain integrations, the alert disappears from the application when the alert has been cleared at the specified location. In other cases, the alert disappears from the application when a user has accepted the alert in the handset. If a user rejects an alert, the alert is forwarded to the next person in the redirection chain. The alert can also disappear if nobody in the redirection chain responds to the alert. For teleCARE IP using Unite Connect for Nurse Call, the alert is resent in this case.

Table 4 Conditions for Alert to Disappear from Unite View, page 38 summarizes the behavior of the alerts.

Table 4 Conditions for Alert to Disappear from Unite View

Nurse Call systems	User clears the alert at the alarm location	User accepts the alert in the handset	Alert is not handled by anyone in the redirection chain
Rauland Borg		X	X
Ascom Telligence (TAP)		X	X
Hill-Rom		X	X
Ascom teleCARE IP		X	X
teleCARE IP using Unite Connect for Nurse Call	X		
Ascom Telligence	X		
Patient Monitoring systems	**The alert is removed by the monitor when the cause of the alert is corrected**	**User accepts the alert in the handset**	**Alert is not handled by anyone in the redirection chain**
Philips	X		X
GE Carescape	X		X
Mindray		X	X
Spacelabs		X	X
Nihon Kohden		X	X
Dräger	X		
Digistat	X		

12   Related Documents

Ascom Unite View, Data Sheet, TD 93045EN

Ascom Unite View, Installation Guide, TD 93068EN

13   Document History

Version	Date	Description
A	25 September 2013	First released version
B	17 June 2014	New chapters: View Alert Details, Alert Details in Automatic mode, Alert Details in Manual Mode Settings. New icons
C	3 September 2014	Added Category A – E
D	27 November 2014	New features: Staff presence and Ongoing call. • New icons
E	13 May 2015	New features: Staff location information, possibility to dismiss alerts and support for ECG waveform images. New chapters: Staff List and Dismiss the Alert • New icon
F	01 July 2015	Added HIPAA Compatibility.
G	15 December 2015	New chapters and sub-chapters: Add or Edit Patient Information, Messaging, Menu Bar Icons, Collapse/Expand the Staff List, and Related Documents.
H	19 January 2017	Document restructured. Added Tasks View, Intended Use, and Cautions and Notes
I	27 October 2017	Added important note to 1.2 Caution and Notes, page 2 and 1.2.1 Information about Alert Sounds, page 3. Added 2.1 In the SW About File, page 5 and Appendix B Central Monitoring Unit (CMU) Advanced Dispatch, page 47
J	08 July 2019	CE Notified Bodies (NB) marking added.
K	14 October 2019	Removed references to functions unknown by the user, for example On-line help, Unite Admin, MMG, and IPS. 11.6 Default Alert Behavior in Different Integrations, page 37: Added behavior for Ascom Telligence to Nurse Call systems. Added Dräger and Digistat to Patient Monitoring systems. Appendix B Central Monitoring Unit (CMU) Advanced Dispatch, page 47: Information added about cleared alerts behavior and persistence behavior. Table with information about Event configuration in MMG removed as intended reader of this document is nurse operating Unite View.

L	04 December 2019	Added 2.6 Report View, page 8 and 8 Working with Reports, page 27.
		Updated bed view icons in 10 Get an Overview of Alerts and Locations, page 29.
M	08 May 2020	2.2 Alerts View, page 5: Added information about the "Timer" that starts when an alert is accepted and the "Reminder" icon.
		3.2 Open the Alerts List, page 10: Updated.
		3.6 Send Reminder Message, page 14: New
		3.7 Manual Redirection of Alerts, page 15: New
		3.7.2 Send Alert to next Level in Redirection Chain, page 16: New
		3.7.2.1 Resend Alert to Catch Net, page 16: New
		10 Get an Overview of Alerts and Locations, page 29: Added table with icons showing the state of the alert in Bed view.
		A.2 Alert Details after Logging on, and Set in Manual Mode, page 42: Added "Operator reminder" icon and modified the description of the Catch net icon.
		A.3.3 Precautions Icons, page 45: Added icons.

Appendix A   Alert Details

A.1   Alert Details in Automatic Mode

Click the alert in the Alerts list to expand and view details. Which alert details you can see depend on if you have logged on to the application, or if the application opens automatically without requiring logon.

You will always see the event history, that is when the alert was initiated, to whom it was sent, if it was redirected, and when it was accepted. If a staff member is present at the location you will see what role the staff member has in the organization, and if a call was set up you will see when it was started and when it ended.

ECG waveform images can also be displayed, provided that the system includes capturing of images from patient monitors.

If the system includes a Real-time Locating System (RTLS) and the application has been configured to receive information from the RTLS, you will see all staff members that are present in the room.

Without logging on you can see all recipients in the redirection chain, but you cannot influence in any way in the preset redirection chain.

Figure 15. Alert Details in Automatic Mode
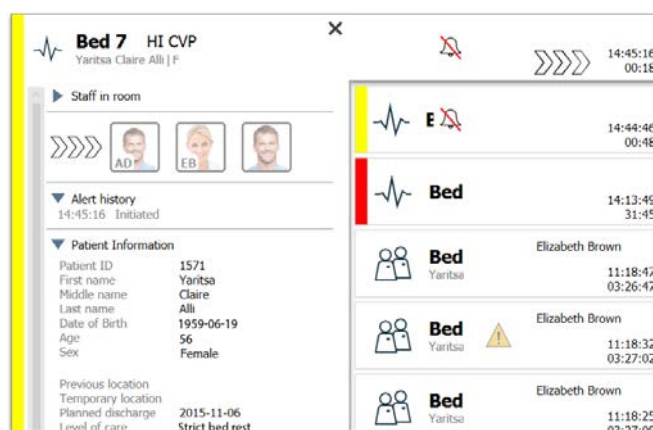
A.2   Alert Details after Logging on, and Set in Manual Mode

Unite View Operator access right is required.

When you have logged on to the application and "Send alerts manually" is enabled, you have the possibility to influence in the event flow.

If the system is connected to an EHR system and you have access rights to read that information, the Unite View application can display patient information (PHI) provided that the alert originates from a location with an individual patient. You can see the patient's name, sex, and age. Other information about the patient may also be shown, such as comments and precautions.

Provided that the alert originates from an integration that supports the dismiss function, you can stop the alert from being sent to the assigned recipients. A reason for dismissing the alert must be selected. The reasons for dismissing alerts are pre-configured.

Figure 16. Alert details in manual mode
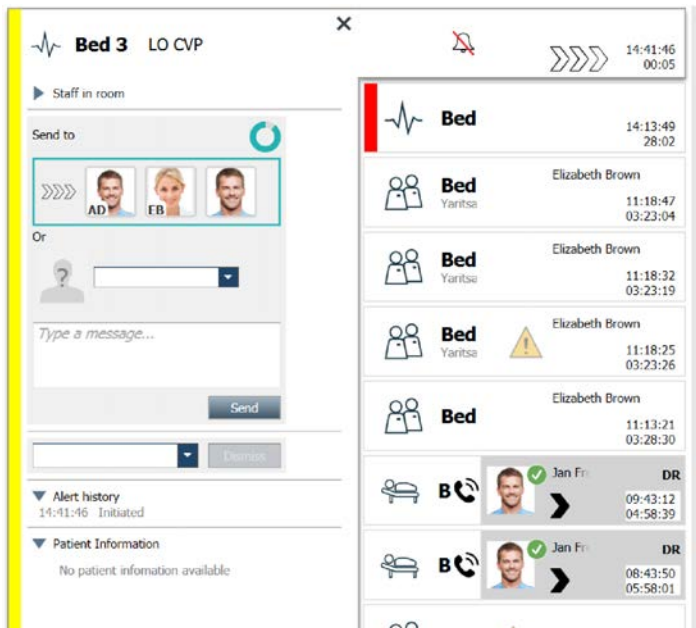
If needed, you can send the alert to a recipient and optionally add a message. A counter, counting down from the pre-set time, appears above the assigned recipients.

You may also have the possibility to upgrade the priority, clear the alert, create service tasks and dismiss the alert.

A.3   Unite View Icons

A.3.1   Alert Type Icons

The following alert category icons can be shown in Unite View:

Assistance call	
Bath/Toilet call	
Category A	
Category B	
Category C	
Category D	
Category E	
Code A	CODE A
Code B	CODE B

Emergency call	📢
Medical alert	📟
Nurse call	🛏
Patient monitor	〰
Push button (1 and 2) alert	1👆 2👆
RTLS alert	◉
Service call	!
Technical call	⚙
Temperature alert	🌡
Workflow icons	1 2 3 4 5
Zone alert	▨

A.3.2 Incoming Alert Icons

The following icons can be shown in an alert:

Alert is from a monitor that is silenced	🔕
Redirection positions:	
– The alert is waiting to be handled	⟩⟩⟩
– First redirection position	❯⟩⟩
– Second redirection position	❯❯⟩
– Third redirection position	⟩⟩❯
Reminder This icon appears on the alert in the Reminders list when an event, with a reminder setting, has not been cleared.	⏰
Operator reminder If supported by the system, this icon appears on the alert in the Alerts list as a reminder to the operator that a follow up is needed for an alert that has been accepted but not cleared within the specified time.	⏰

Counter This icon visualizes the time left for the user to stop the alert, before the alert automatically is sent to the recipients in the redirection chain. The last 10 seconds, the remaining time will be displayed in figures.	
Alert is acknowledged The green check mark shows that the alert has been acknowledged.	
Catch Net When this icon appears no one has accepted and the alert has not been taken care of, but is sent to catch net.	
Unhandled alert This icon indicates that no one has taken care of the alert.	
Precautions This icon indicates that some precautions applies for the patient.	
Ongoing call This icon appears when a call has been set up with the location from where the alert was originated.	
Staff presence When a staff member is present at the location from where the alert was originated, the background changes to grey. The title set for the present staff member also appears in the upper right corner. If no title has been set, it will just display `presence`.	

Dependent on which mode the application is set to (Automatic or Manual) there will be different possibilities.

A.3.3   Precautions Icons

The following precaution icons can be shown:

Diet The patient is on a diet.	
Allergy The patient has an allergy.	
Fall risk The patient has a fall risk.	
I/O Intake and output. Foods and fluids taken in and the output (faeces and urine) must be measured.	
NPO The patient is not allowed to eat or drink anything.	
IV Intravenous. The delivery of fluids and/or medication into the blood stream is done via a needle inserted into a vein.	

Isolation The patient is isolated.	
NINP No information, no publicity.	
Touch The patient should not be touched.	
Wander The patient may have wandered away.	
A general precaution called "Other" may also be displayed.	Other

A.3.4   Paired with a Console Icon

| Paired with a console When this icon appears in the application's bottom left corner, it means that the Unite View application has been paired with a console in the Nurse Call system.	

Appendix B   Central Monitoring Unit (CMU) Advanced Dispatch

Unite View in combination with GE patient monitoring is capable of supporting a number of different workflow scenarios. One such workflow specific to the Central Monitoring Units (CMU) workflow, includes enhanced operator dispatch capabilities to better support transient or short duration alarms.

These types of short duration alarms are typically self-correcting and have a tendency to appear & disappear quickly, sometimes before the operator has the ability to determine a proper course of action.

An alternate configuration of the integration of GE patient monitoring in combination with Unite View, when utilizing one of the CMU Workflow templates for GE patient monitoring, provides the ability for Alerts to remain visible longer, providing technicians with more time to decide if action needs to be taken, even after an Alarm condition has been resolved at the patient monitoring location. The duration of time that alerts remain visible and actionable in Unite View is customizable.

*Figure 17. Dispatching Cleared Alerts for Later*
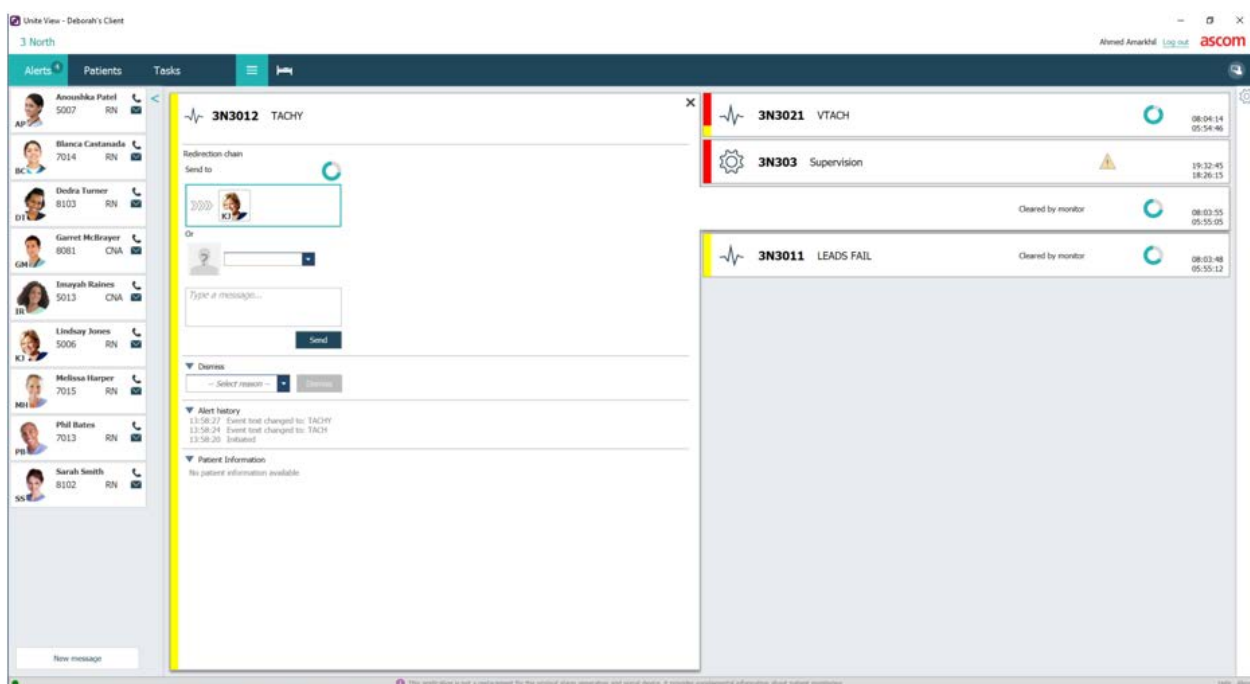
In this scenario, Unite View keeps alerts related to cleared alarms on the screen longer so technicians have more time to decide if action should be taken. The alerts will remain visible on the screen until the dispatch timer expires. These alerts can be dispatched, just like active alerts.

A dispatched alert remains available until accepted by the recipient, and if configured, for an additional time period in order for the operator to see that someone has taken notice.

A dispatched alert that ends up as unhandled also remains available for an additional time period in order for the operator to take action, for example to notify additional care givers over phone.

Figure 18. Dismissing Cleared Alerts
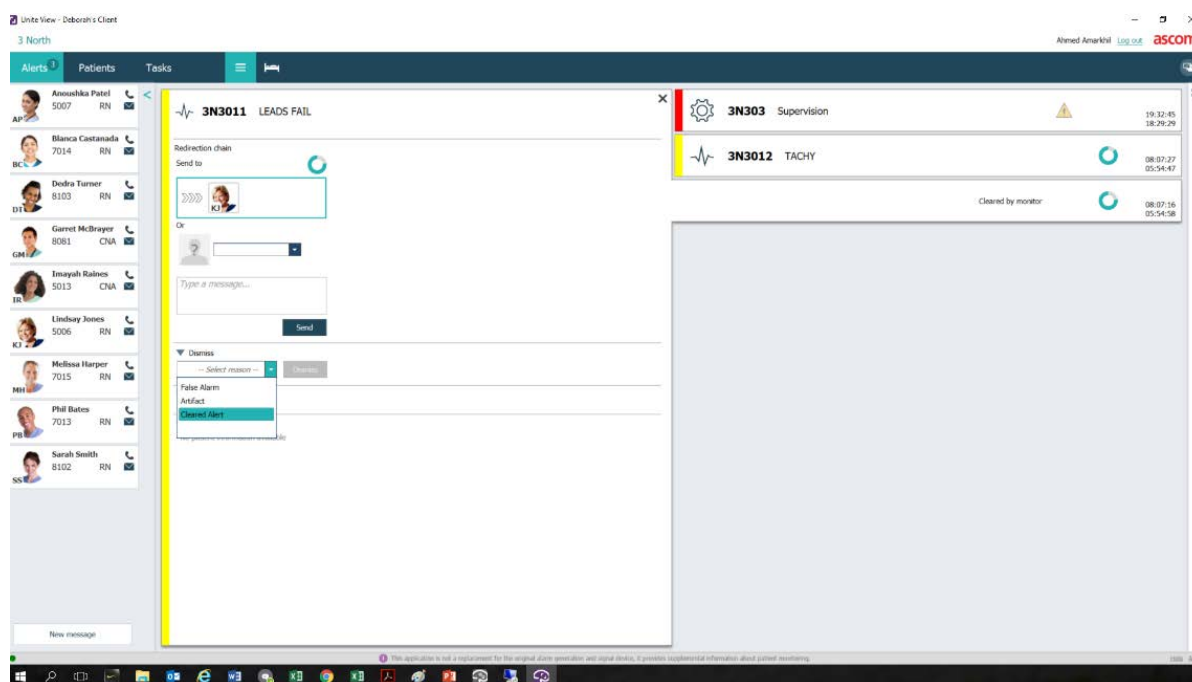
If a number of cleared alerts do not require any action, the Dismiss feature can be used to remove these alerts from the screen. Dismissing cleared alerts works the same way as dismissing active alerts except that dismissed cleared alerts are removed from the list, and cannot be recalled.

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