

USER MANUAL

Ascom Unite View

About This Document

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

HIPAA disclaimer

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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 of the current situation, the Unite View application displays the location where an alert originated as well as the time and type of alert.

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

You can locate staff members and also find location badges with low battery status if badges are used in your system.



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

1.1 Intended Use/Purpose

Intended Use (General)

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

When there is an alarm notification in a Patient Monitoring system, an operator can forward the notification to one or more display devices. Unite Connect for Patient Monitoring configuration will be used as a fallback if the operator does not act upon the alarm notification.

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

When there is an event notification 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.

When there is an event notification in a Nurse Call system, 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 which priorities the event can be upgraded to.

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 workflows for a specific patient, or a group of patients based on patient information. If the 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 within the healthcare facility and the display device used.

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

Intended Purpose (EU/EFTA/UK/AUS/MYS)

The intended purpose 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, that is a parallel, redundant, forwarding mechanism to inform healthcare professionals of particular medical related events.

For selected source devices and systems, Connect for Clinical Systems acts as integrator and communicator of a Distributed Alarm System (DAS/CDAS) to reliably forward and deliver physiological and technical alarms to healthcare professionals on designated display devices and to specified systems.

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.

Connect for Clinical Systems is installed on specified IT-systems and relies on the proper use and operation of connected medical devices, systems, display devices and the medical IT network.

Connect for Clinical Systems is used in healthcare facilities, in critical care units, sub-intensive units, general wards and other departments and, depending on the specific configuration, when outside the healthcare facility.

1.2 Clinical Benefits To Be Expected

- Reduces the risk of missing critical patient alerts.¹
- Helps reduce alarm fatigue by decreasing the number of patient alert messages received by caregivers.¹
- Helps improve response time to critical patient events.¹
- Contributes to workflow effectiveness by avoiding unnecessary work interruptions.¹
- Provide near-real time indication of system status to users.²

1.3 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. NOTE! This claim may ONLY be made when Unite View is used in combination with Ascom Unite Software for distribution of PM/NC alerts/events (for example Unite Connect for Clinical Systems).
 2. NOTE! This claim may ONLY be made for the Class IIb system (Unite Connect for Clinical Systems with Unite View and/or Unite Axxess for Smart Devices)

1.4 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 the care of the patient. This function should only be used for services such as giving a patient an extra blanket or a glass of water, for example.



Warning

Messaging is not intended to be used to direct the care of the patient. This function should only be used for general messaging.



Warning

Patient information is not intended to direct the care of patients. The function should only be used for general information about a patient.



Important

Unite View is designed to be operated at a distance of no more than 1 meter from the operator.

1.4.1 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.

1.5 Vigilance and Reporting Incidents

End users, or resellers / distributors must inform Ascom in writing, within five (5) business days from knowledge of an event, of all incidents relating to the Products. A complaint in this instance may be an oral or written statement or insinuation that the Product fails to meet requirements with respect to identity, quality, durability, reliability, safety, effectiveness, or performance of a device.



Any serious incident, that is any incident that directly or indirectly led, might have led or might lead to the death of a patient, user or other person, the temporary or permanent serious deterioration of a patient's, user's or other person's state of health or a serious public health threat, that has occurred in relation to the Product should be reported to the manufacturer, via email to vigilance@ascom.com, and the competent authority of the Member State in which the user and/or patient is established.

For any serious incident, or if there is a perceived Product malfunction that could contribute to death or injury, or if a customer expresses concern about patient safety, then end users or resellers / distributors will notify Ascom as soon as possible using best efforts to provide such notice orally (Ascom Technical Assistance Center) within twenty-four (24) hours of gaining knowledge, or from the receipt of such complaint, or becoming aware of such Product issue. Oral notification shall be followed with written (email) confirmation within 24 hours to vigilance@ascom.com.

End users or resellers / distributors will provide sufficient information to allow Ascom to fulfil its regulatory reporting obligations for incidents and events that must be reported and registered according to national regulations within the Territory. If an event is considered to be an incident which must be reported to National Competent Authorities, then Ascom shall prepare and submit a report.

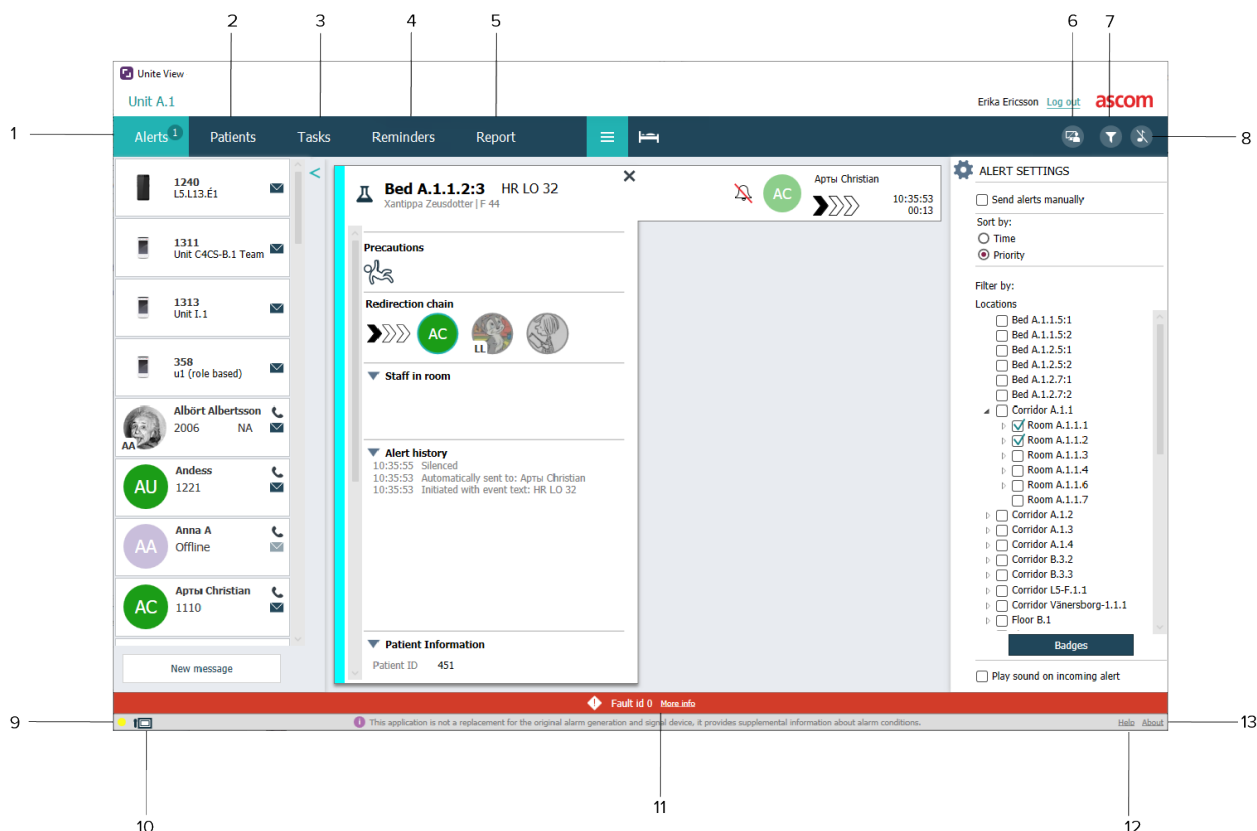
If any regulatory body or competent authority provides written notice to an end user, or reseller / distributor with respect to inquiries about, or investigations of any Product, or to conduct an inspection or audit of facilities used for the storage of Products, or request any information related to the any Product, then end user, or reseller / distributor shall promptly notify Ascom.

2 Unite View User Interface

Ascom Unite View has the following main views: **Alerts**, **Patients Tasks**, **Reminders**, and **Report**. The availability of the various views in Unite View and how alert information is presented, depend on your system and how the application has been configured.

The navigation bar allows you to switch between the available views. The current view selection is highlighted. The navigation bar consists of the following elements:

Figure 1. User interface



Number	Item	Description
1	Alerts view	Displays incoming alerts, which can be viewed in either List ≡ or Bed 🛏 view. The number encircled next to Alerts indicates the total number of alerts.
2	Patients view	Displays information about patients, which can be viewed in either List ≡ or Bed 🛏 view. For additional information, see 6 Working with Patients, page 22 .
3	Task view	In Task view, tasks can be created and assigned to a staff member. The number encircled next to Task shows the total number of tasks. For additional information, see 5 Working with Tasks, page 20 .
4	Reminders	If your unit uses reminders, such as for uncleared alerts, a Reminders view may also be available in the application. For additional information, see 4 Viewing Reminders, page 19 .

5	Reports	Your system may also include a Report view, which allows you to generate reports from the logs in your system. For additional information, see 8 Working with Reports, page 29 .
6	Manual mode	Manual mode means that you can override the preset redirection chain and process an alert faster, for example, and also add a message before it is sent to the recipients.
7	Filtering	Indicates that filtering is used, that is, a subset of locations and/or alerts is shown in the view.
8	Alert Sound turned off	Indicates that the audible notification for new and unhandled alerts is turned off.
9	Status indication	Indicates the status of the connection to the server, modules, and Nurse Call. For additional information, see Status Indication, page 6 .
10	Paired with Console	Indicates that your Unite View application is paired with a console in the Nurse Call system. Click the Paired with console icon  to see which console the application is paired with. When Unite View is paired with a console, all alert events are displayed both on the paired console and within the application.
11	System Reliability	Displays active system faults with color indications above the status bar, where yellow indicates a warning type and red indicates an error of high severity. For more information on the types of error messages and how to handle them, see 12 Handle Warning Messages, page 40 .
12	Help link	Opens a window with instructions for use and other information about the Unite View application.
13	About link	Shows information about the manufacturer's address, software version, and so on. For additional information, see 2.3 Software Label Symbols, page 10 .

If product is used in a test environment, it is indicated by the banner above the navigation bar.

TEST ENVIRONMENT

Status Indication

Hover over the indicator on the status bar at the bottom of the application window to see the connection status.

Status indication Error	Probable cause	Action or comment
Yellow	Error is shown when one of the integrations is not connected. For example, the Connect for Clinical Systems is not connected to Unite View.	Contact your system administrator.
Red	Error is shown when Unite View is not connected to the server.	Contact your system administrator.

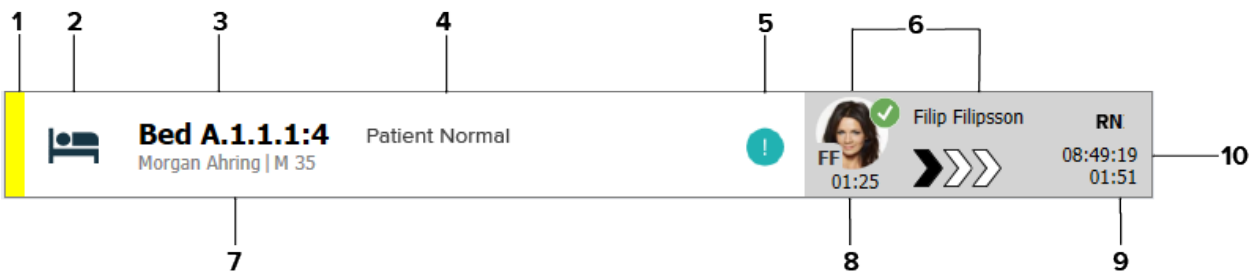
2.1 Alerts View

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 the 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 there are currently no alerts to present 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:

Number	Item	Description	
1	Category or priority	The category or priority of an alert is indicated by a colored stripe. The colors are preset for the unit. The following colors are typically used to indicate the categories or priorities of incoming alerts. Other colors may be configured for your system.	
		 Red	High Priority
		 Yellow	Medium Priority
		 Cyan	Low Priority
		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.	
2	Alert type	Type of alert, see A.3.1 Alert Type Icons, page 42	
3	Location	The location where the alert originated.	
4	Alert information	Information about the alert.	
5	Precautions	Indicates if the patient has any precautions, for example, whether they are on a diet, have allergies, and so on.	

6	Redirection chain	Indicates which staff member that is currently receiving the alert and the current level in the redirection chain. The information is continuously updated according to the steps in the redirection chain. 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. When a user accepts an alert, a green check mark appears next to the staff member.	
			Not yet dispatched.
			Sent to Jennifer on the first level.
			Sent to Janne on the second level.
			Accepted by Jennifer.
7	Basic patient information	If information about patients is included in your system, Unite View can display information such as the patient's name, sex and age.	
8	Timer	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.	
9	Elapsed time	The elapsed time since the alert was issued.	
10	Alert time	Time of the alert since the alert was issued.	

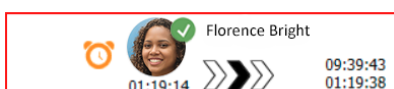
Ongoing Call

An ongoing call with a patient is indicated with an **Ongoing call** icon.



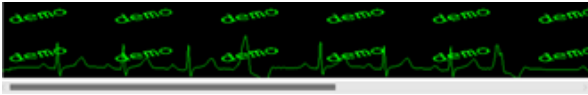
Operator Reminder

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.



Waveform Snapshot

A snapshot image of a waveform can also be displayed if the system is integrated with a patient monitoring system able to show images from patient monitors.



2.1.1 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.

Manual mode also allows the user to override the preset settings and process an alert faster, 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

Automatic mode means that alerts follow the preset redirection chain. If the operator does not dispatch the alert within a preset time, the alert will be dispatched automatically to the preset redirection chain.

2.1.2 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 does not allow the user to override the preset event sequence. For more details, see [10 Get an Overview of Alerts and Locations, page 32](#).

2.2 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. Depending on the configuration, the list can display names sorted by either last name followed by first name or first name followed by last name. If no photo exists, initials are used. Phones assigned to the shift will also be visible in the list.

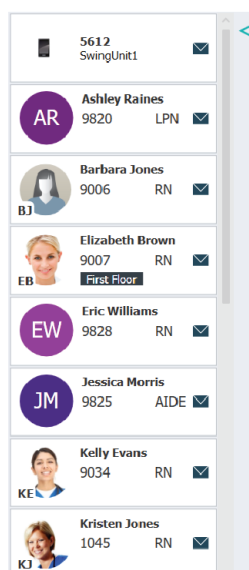
If a staff member uses a shared extension, that is, needs to log into the phone to get the shared phone number, the phone number will be shown only when the staff member is logged in.

If the system contains a real-time locating system (RTLS), the list may show the current 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 27](#).

If you want to enlarge the main workspace and collapse the staff list, click the **Collapse list** button  at the top, to the right of the staff list. Click the **Expand list** button  to expand the list again.

Figure 3. Staff members



2.3 Software Label Symbols

The software label can be found in **About**, in the lower-right corner of the application.

Symbol	Title of symbol	Description
	CE mark	Indicates the conformity of the device with the provisions of Council Directive 93/42/EEC of 14 June 1993 and Regulation 2017/745 of the European Parliament and of the Council concerning medical devices to enable it to move freely within the Community and to be put into service in accordance with its intended purpose.
	Manufacturer	Indicates the medical device manufacturer, including address and telephone number.
	Date of manufacture	Indicates the date when the medical device was manufactured.
	Consult instructions for use	Indicates the need for the user to consult the instructions for use.
	Catalogue number	Indicates the manufacturer's catalogue number so that the medical device can be identified.
	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.
	Medical Device	Indicates that the item is a medical device.
	Unique Device Identifier	Indicates a Unique Device Identifier that adequately identifies a device through its distribution and use.

3 Handling Alerts



The user needs to have the appropriate access rights to override the preset redirection chain in the Unite View application, and the setting **Send alerts manually** must be enabled for the application. The setting can be preset, but may also be set in the application, see [11.1 Change Operator Mode, page 35](#).



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

3.1 Log In/Log out

- To log in, click the Ascom Unite View desktop icon. A login window will open.
- Enter your username and password and click **Log in**.
The view that opens in your Unite View application and how alert information is presented, depends on how your Unite View application has been configured.

To log out, click **Log out** in the upper right corner.

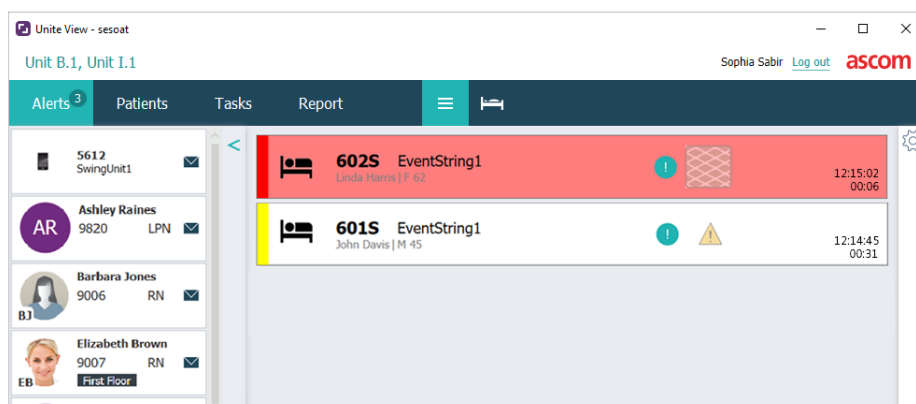
Log in with Other Authentication Services

Your organization may use an OpenID Connect compliant authentication service. In this case, you may be re-directed to this authentication service to complete the login process. Please follow the instructions provided by the authentication service.

Make sure the time of your device is the same as the time of the server, otherwise you might not be able to log in.

3.2 Open the Alerts List

- In the navigation bar, click **Alerts** and then click the **List** icon . If preset, this view will open at login. All alerts appear in the list. If the main workspace is empty when the application is started, it means that there are no active alerts in the unit(s).
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 provide additional information about the alert. See [A.3.2 Incoming Alert Icons, page 45](#).



If configured, incoming alerts can also be indicated audibly. For alarm and high priority alerts, the sound will be repeated with 15 seconds interval. For medium, low and info priority alerts, the sound is

repeated with 30 seconds interval. If there are several active alerts, the highest priority alert will be repeated. If there are several alerts active of the same priority level, the oldest alert will be repeated. The alert creating the sound is visually indicated by a frame around it.

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

The screenshot shows the details of a 'Nurse Call' alert for patient 'NU1DA1Room1Bed1' (Young | M 5). The alert is active, indicated by a yellow triangle icon and a timestamp of 13:05:59. The interface includes several sections:

- Precautions:** Shows 'NPO' (Nothing by Mouth) with a glass and fork icon. Below are buttons for 'Upgrade Priority' and 'Clear Alert'.
- Tasks:** A task 'LPN Drink' is listed with a checkbox, a timer at 04:42, and 'Edit' and 'Clear' buttons.
- Redirection chain:** Shows a sequence of icons: a red circle with 'kh', a grey square with a grid, and a yellow triangle with an exclamation mark.
- Staff in room:** A section for listing staff currently in the room.
- Alert history:** A list of events:
 - 13:02:47 DR is no longer present
 - 13:02:22 DR is present
 - 13:06:27 Task created: 2
 - 13:05:59 Alert unhandled, no one accepted this alert
 - 13:05:59 Alert could not be delivered to: kasper2 høg
 - 13:05:59 Redirected to: kasper2 høg
 - 13:05:59 Alert could not be delivered to: kasper2 høg
 - 13:05:59 Automatically sent to: kasper2 høg
 - 13:05:59 Initiated with event text: EventString1
- Patient Information:**
 - Patient ID: Angus
 - First name:
 - Middle name:
 - Last name: Young
 - Date of Birth: 2020-02-25
 - Age: 5
 - Sex: Male
 - Doctors: Dr Creek (Attending)

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

- Upgrading the alert priority or Clearing the alert, see [3.3 Upgrade the Alert Priority or Clear the Alert, page 13](#).
- Creating a service task, see [3.4 Create a Task, page 14](#).
- 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 14](#).
- Stopping the alert from being sent, see [3.8 Dismiss the Alert, page 17](#).

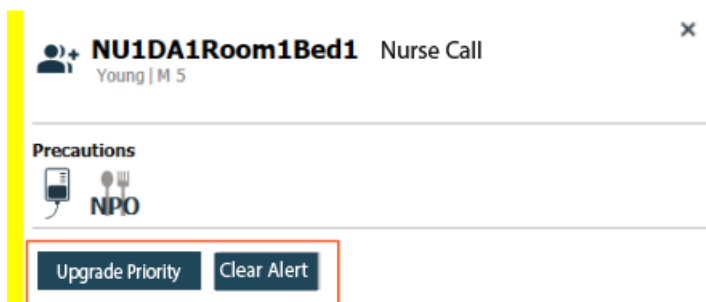
If you do not interact within a preset time (default 45 seconds), then the alert will automatically be sent to the assigned recipients. After the alert has been sent you may also have the following possibilities:

- Sending a reminder message, see [3.6 Send Reminder Message, page 15](#).
- Taking back control of the alert, see [3.7 Manual Redirection of Alerts, page 16](#).
- Dismissing the alert, see [3.8 Dismiss the Alert, page 17](#).

3.3 Upgrade the Alert Priority or Clear the Alert



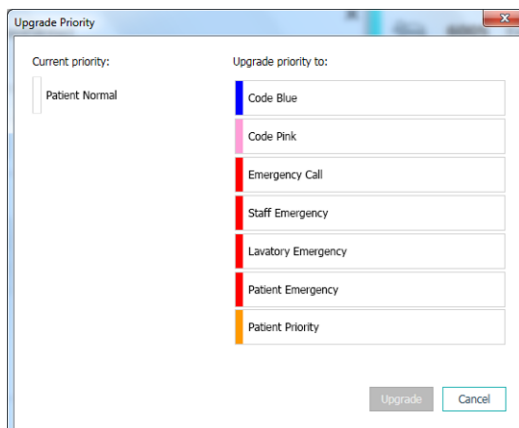
Possible only if supported by the Nurse Call system and if allowed for the specific alert type.



Upgrade the Alert Priority

You can upgrade the priority of the alert for incoming Nurse Calls, during an ongoing speech call, or after talking with the patient. 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 on 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.

Clear the Alert



Important

The **Clear** function will also clear the call at the source where it originated.

You can clear the alert for incoming Nurse Calls, during an ongoing voice call, or after talking with the patient.

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 at the source, 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. Make 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

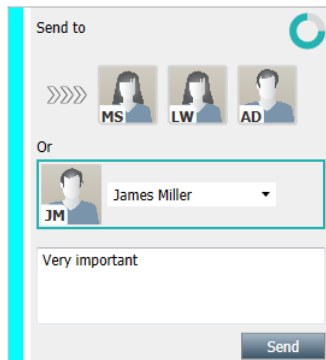


Possible only if your system supports the function.

You can send a message with the alert to add more information about the patient. You can also forward an alert to another recipient 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 preset redirection chain and send the alert to another recipient.
You can select one in the preset redirection chain, or in the 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 onto a device, you will be notified that this person cannot receive the alert.
3. You can add a message in the text box.



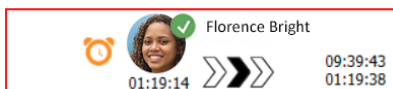
4. When ready, click **Send**. The alert along with any message will be sent to the staff members in the preset redirection chain, or to the one you have selected.

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 list.

Bed A.5.1.3:1 Patient Monitor Alert

Redirection chain: SJ, GB, TS (selected)

Send to next level

Reminder

Select predefined reminder text

Or

Type a message to remind the recipient about the accepted alert...

Send Reminder

Dismiss

-- Select reason --

Dismiss

Alert history

- 12:58:14 Accepted by: Tilda Samuelsson (RN)
- 12:58:01 Escalated to: Tilda Samuelsson (RN)
- 12:58:01 Alert was manually redirected by operator
- 12:58:01 Redirection was requested by operator
- 12:57:20 Escalated to: Gunnar Bengtsson
- 12:57:20 Alert was manually redirected by operator
- 12:57:20 Redirection was requested by operator

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 made:

- If the alert has been sent to an individual recipient, the operator can take back control of the alert.
- If the alert has been sent to the redirection chain, the operator can 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 preset redirection chain or to another recipient, the **Take back control** button will appear next to the redirection chain.

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

Bed A.5.1.3:1 Patient Monitor Alert

Redirection chain: SJ (selected)

Take back control

Dismiss

-- Select reason --

Dismiss

Alert history

- 12:53:35 Sent to: Sara Janlert (RN)
- 12:53:25 Initiated with event text: Patient Monitor Alert

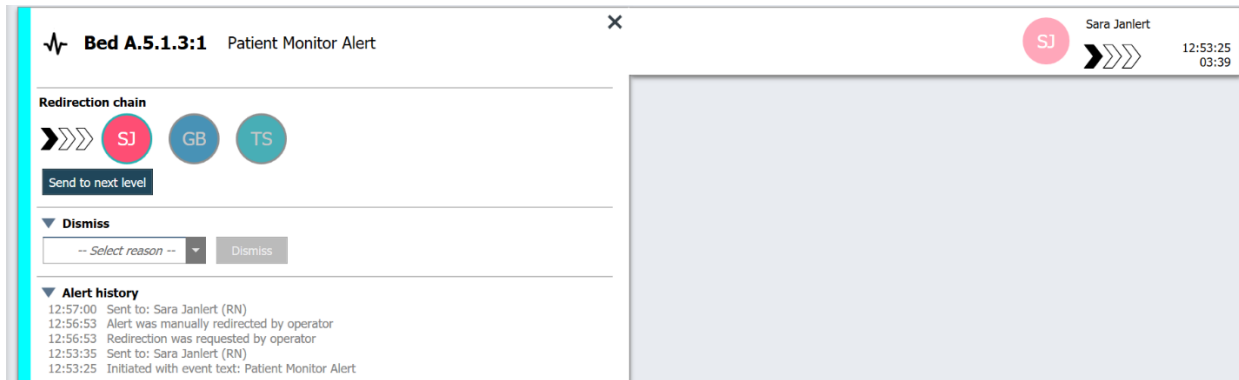
1. In the list, click the alert to expand and view details.

- 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 the Redirection Chain

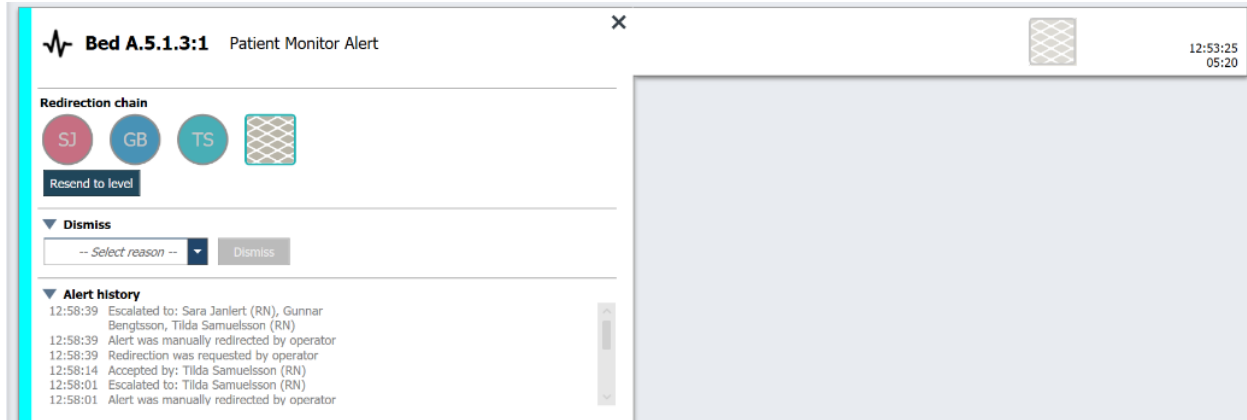
When the alert has been sent to the redirection chain, a **Send to next level** button will be displayed, and you can send the alert to the next level in the redirection chain.



- In the list, click the alert to expand and view details.
- Click **Send to next level**.

3.7.2.1 Resend Alert to the Catch Net

When the alert has reached the catch net and still has not been handled, the **Send to next level** button will be replaced by a **Resend to level** button and you can resend the alert to the catch net.



- In the list, click the alert to expand and view details.
- 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 recipient, and 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 from the source it originated from.

1. In the list, click the alert to expand and view details.
2. In the **Select reason** list, select the reason for dismissing the alert.

3. Click **Dismiss**.

3.8.1 Recall the Dismissed Alert

When an alert is dismissed, the **Dismiss** button will be replaced by the **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 preset time (default 45 seconds), before the alert is automatically sent to the assigned recipients.

3.9 Alert history

In the alert history, you can see when the alert was initiated, who the recipient was, whether 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. If a call was set up, you will see when it was started and when it ended.

The alert history can also include information about changes in the alert state, such as silenced, no longer silent, suppressed, no longer suppressed, and cleared by monitor.

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 into Unite View, see [3.1 Log In/Log out, page 11](#).
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 their 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 there are no more reminders left. Next time, after logging into the application, the Reminders view will be hidden until the first incoming reminder.

5 Working with Tasks



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 in connection with an incoming Nurse Call alert.



The user needs to have the appropriate access rights to override the preset redirection chain in the Unite View application, and the setting “Send alerts manually” must be enabled for the application. The setting can be preset, but may also be set in the application, see [11.1 Change Operator Mode, page 35](#).

1. Log into Unite View, see [3.1 Log In/Log out, page 11](#).
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

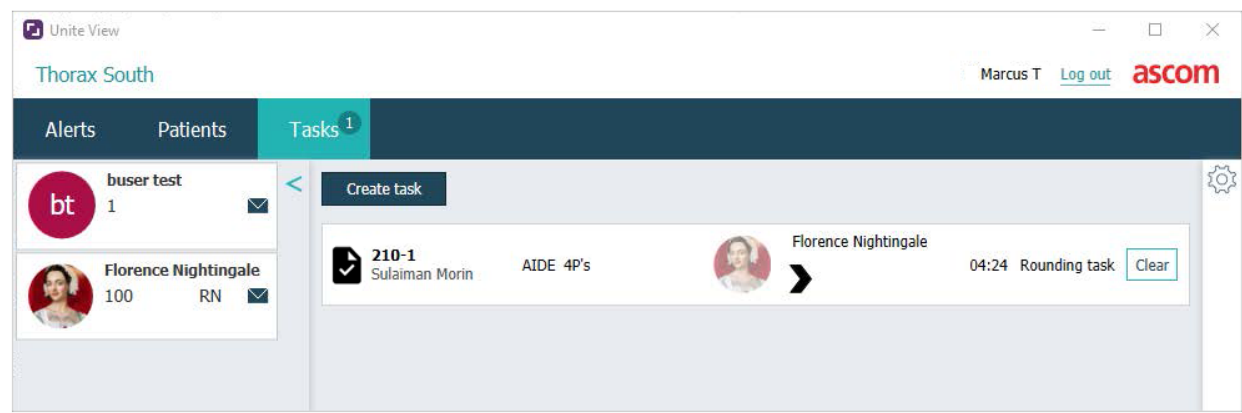
1. In the Task list, select the task and click **Edit**.
2. Make your changes and click **Create**.

5.2 Clear the Task

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

5.3 Rounding Tasks

Rounding tasks are set up in the system to remind staff about regular tasks that need to be done for all patients, or all patients with a set precaution.



6 Working with Patients



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

The **Patient** view shows information about patients, which can either come from an EHR system or manually entered.

If connected to an EHR system, you can see the patient's health information such as the patient's name, age and sex. You may also have access rights to add new patients and update patient information.

If you do not have an EHR system to provide 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 modified in the Unite View application. Only information not supplied by the EHR system can be added and/or edited.

This view also shows staff members assigned to patients or locations. Patient view has two different ways of presenting information about patients and locations, in a list  or in a bed/location centered  view, as described in the section below.

Patients List View

The Patients list view presents all patients in the unit. 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.

Figure 4. Patient list view

Patient name	Admitted location	Status	Doctor	Nurse	Aide 1	Aide 2	Notes	Precautions
John Davis	601S	Routine		Amanda Gar...	Noah Miller			
Linda Harris	602S	Routine		Amanda Gar...	Noah Miller			
Lisa Jones	603S	Routine		Amanda Gar...	Noah Miller			

Patients Bed View

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. Location cards can display the following information:

- Location.
- Name, sex and age of the patient, if the unit is integrated with 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 42](#).
- Incoming alerts in the Patients bed view are indicated both visually and audibly (if configured). To visually indicate which location the sound is coming from, the location card has a border and shadow.
- Patients view also includes messaging, see [7 Working with Messages, page 27](#).

6.1 Get an Overview of Patients

1. Log into Unite View, see [3.1 Log In/Log out, page 11](#).
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 into Unite View, see [3.1 Log In/Log out, page 11](#).
2. In the navigation bar, click **Patients**. By default the pane opens in list view, however the Unite View application may have been preset to open in bed view.
3. If you want to change view, select either the **List**  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 5. Example of detailed patient information in Patients view

Bed 4

Mirela Jade Lyzin

Patient ID PatientId_80CF7F4

First name Mirela

Middle name Jade

Last name Lyzin

Date of Birth 2002-11-25

Age 13

Sex Female

ASSIGNED STAFF

 Jan Frederiksen NN 

 Elizabeth Brown PCT 

Previous location

Temporary location

Planned discharge 2015-11-27

Level of care Bed rest with bathroom privileges

Physicians

Martin Johansson **Attending**

Ambulatory status

Precautions

Isolation

Advanced directives

Allergies

Food Moderate

Nuts

Food Severe

Eggs

Swelling

Drug Severe

Antibiotics

Swelling

Comments/Notes

• No visitors

6.3 Add a Patient

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

1. In the navigation bar, click **Patients**. By default the pane opens in List view, however 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**. The *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 list or type in the date.
Sex:	Select Male , Female , Other or Undefined in the list.
Location*:	Required. Select location in the list.
Precautions:	Click Add and select precaution(s) in the list.
Patient status*:	Required. Select Routine , Urgent or Emergent in the 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 manually added in the Unite View application can be changed by a user with appropriate access rights.

1. Log into Unite View, see [3.1 Log In/Log out, page 11](#).
2. In the navigation bar, click **Patients**. By default the pane opens in List view, however the Unite View application may have been preset to open in Bed view.
3. If you want to change view, select either the **List**  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. Make 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 into Unite View, see [3.1 Log In/Log out, page 11](#).
2. In the navigation bar, click **Patients**. By default the pane will open in List view, however the Unite View application may have been preset to open in Bed view.
3. If you want to change view, select either the **List**  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 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.



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

1. Log into Unite View, see [3.1 Log In/Log out, page 11](#).
2. In the navigation bar, click **Patients**. By default the pane will open in List view, however the Unite View application may have been preset to open in bed view.
3. If you want to change view, select either the **List**  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**.

6.7 Filter Patient in Patient List view

The list can be filtered according to precautions or locations. In the **Patient Settings** in **Patients** view, select Precaution(s) and/or Location(s).

 **PATIENT SETTINGS**

☐ Send alerts manually

Filter by:

Precautions

☐ IV

☐ FallRisk

☐ Diet

☐ Touch

☐ NPO

☐ Isolation

☐ Allergy

☐ IO

Locations

☐ Corridor L.1.1

☐ Corridor L.1.2

☐ Corridor L.1.3

☐ Corridor L.1.4

☐ Corridor L.1.5

☐ Corridor L.1.8

☒ Room C4CS.1

☐ Room Skara A.1

Badges

☒ Play sound on incoming alert

6.8 Sort Patients in Patient Bed View

Patients can be sorted according to location, patient's name or occupied/unoccupied bed.

In the **Patient Settings** in **Patients** view, select desired sort order by enabling either **Location name**, **Patient name** or **Occupied/unoccupied bed**.

 **PATIENT SETTINGS**

☐ Send alerts manually

Sort by:

☐ Location name

☒ Patient name

☐ Occupied/unoccupied bed

7 Working with Messages

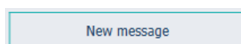


Applicable only if your system supports the function.

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 **Message** icon in the Staff list or in the Patient bed view. If the **Envelope** icon is grayed out, it means that the staff member is unavailable and cannot receive messages. You can also click the **New message** button below the staff list to send the message.



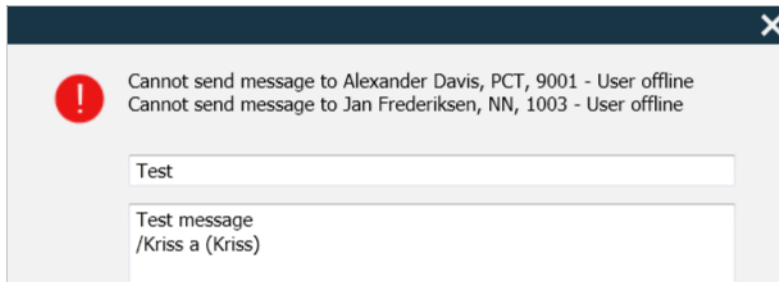
If you send the message from the staff list, the staff member's name will be preselected, and if you send it from a specific location in Patient bed view, the location name will also be added to the **Subject** text field.

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

3. Select the recipient(s). Selected recipients can be removed by clicking the **Remove** button 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 stating the cause for the failure. If there is more than one recipient, this feedback dialog is displayed once the status is known for all individual messages.



8 Working with Reports

The **Report** view is used for creating reports from logs in your system.



Applicable only if your system supports the function.



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

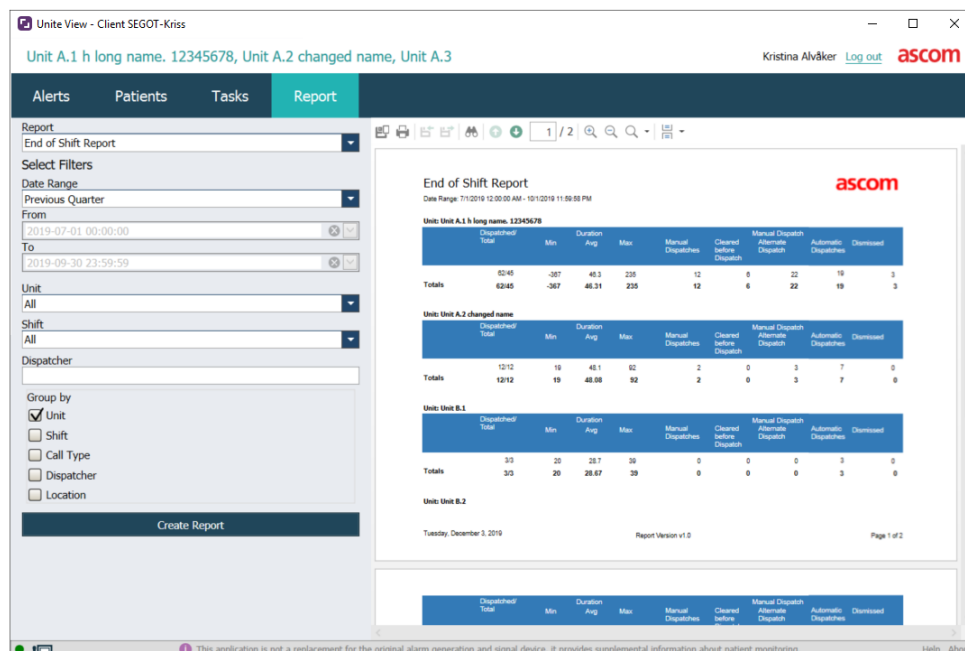
The following are examples of reports that may be available, they are all configured in the system, which means additional reports can be included, but some of these reports may not be available.

Table 1 Type of reports

Type of reports	The report shows
End of Shift Report	Shows a summary of dispatched alarm events during a shift.
Redirected Events ¹	Shows redirected events by number and percentage.
Redirected Events and Conditions ¹	Shows redirected events and conditions by number and percentage.
View Dispatch Statistics	Shows statistics about how dispatch has been performed in the Unite View client.
Trace Events	Shows a list of all events.

1. Compatible only with Connect for Clinical Systems 8.3+

Figure 6. Reports view



1. Log into Unite View, see [3.1 Log In/Log out, page 11](#).
2. Click **Report** in the navigation bar.

3. In the **Report** list, select which type of report you want to create.
4. In the **Date Range** list, select a time range. You can select:

- Previous day
- Previous week
- Current week
- Previous month
- Current month
- Previous Quarter
- Current Quarter
- This Year
- Last 12 months

If you want another time range for the report, select **Custom period** and do the following:

- a. 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**.
 - b. 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. Depending 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** button  above the report.
 - To print the report, click the **Printer** button  above the report.

9 Calling a Staff Member



Unite View Operator access rights are 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 into Unite View, see [3.1 Log In/Log out, page 11](#).
2. Click **Alerts** in the navigation bar.
3. You can place a call in one of the following ways:
 - Select a staff member in the Staff list and click the **Call** button
 - Right-click the image of a recipient in the redirection chain of the alert. This will display a button with a Call icon and the recipient’s name and call number.



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.

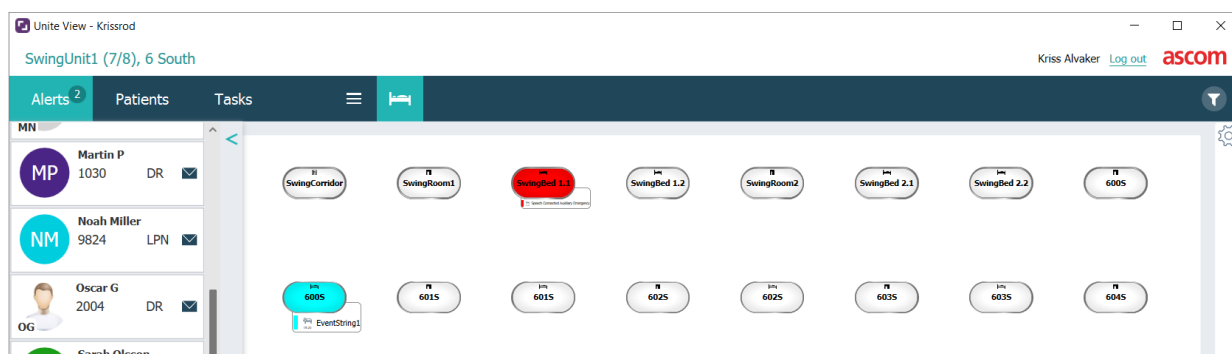
The primary use case for a Unite View application configured to only show Bed view, is unmanned (no user logged in).

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 wider.

1. Log into Unite View, see [3.1 Log In/Log out, page 11](#).
2. In the navigation bar, click **Alerts** and then click the **Bed** icon . If preset, this view will open at login.

Figure 7. 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 2 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 42](#).
- The state of the alert: The state is indicated by an icon next to the alert description.

Table 3 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 in the redirection chain has accepted the alert, so the alert has been sent to the catch net.

Example: The alert from bed A.1.1.1.:1 has been sent to a recipient and also accepted by the recipient.



- Incoming alerts are indicated both visually and audibly (if configured). If there are multiple unhandled alerts, the alert generating a sound has a frame in a black color.
- Specific alert types, visualized with specific icons, for example assistance call.
- Ongoing call

- Presence indication

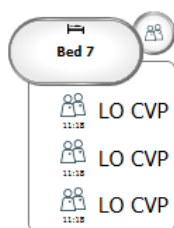
Table 4 Bed view icons

	<i>Ongoing call:</i> This icon appears when a call has been set up with the location.
	<i>Staff presence:</i> 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. Depending on settings on the system side, the quarter of a circle can either be white or colored green.

Figure 8. Staff presence and ongoing call indications



Figure 9. Number of alerts coming from the bed



The alerts coming from the location are assistance calls and are indicated by the **Call assistance** icon  in the emphasis bubble.

11 Settings



Settings are only available when logged in.

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 the manual mode.

To open the Alert settings view, click the **Settings on** icon  to the right of the main workspace.

Close the Alert settings view by clicking the **Settings off** icon  again.

Figure 10. Alert settings

 ALERT SETTINGS

☐ Send alerts manually

Sort by:
☐ Time
☒ Priority

Filter by:
Priority

Category
☐ ADT
☐ AnesthesiaDeliveryAlarms
☐ Assistance Call
☐ Bath/Toilet Call
☐ BloodFiltrationAlarms
☐ BloodGasAnalyzerAlarms
☐ Category A
☐ Category B
☐ Category C

Locations

☐ SwingFloor

☐ SwingCorridor

☐ SwingRoom1
☐ SwingRoom2

☐ Corridor 1

☐ 601S
☐ 600S
☐ 602S
☐ 603S
☐ 604S

Badges

☒ Play sound on incoming alert

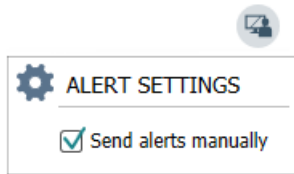
[Help](#) [About](#)

11.1 Change Operator Mode



Unite View Operator access rights are required.

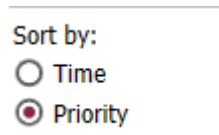
In automatic mode, the preset recipient and redirection settings apply, but you can change to manual mode if you have been given Unite View Operator access rights.



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 operator can add a message to the alert before it is sent. The operator may also override the preset redirection chain. When an alert is initiated, the operator 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 Sort Alerts

Alerts can be sorted according to time or priority. In the Settings view, select the desired sort order by enabling either **Time** or **Priority**.



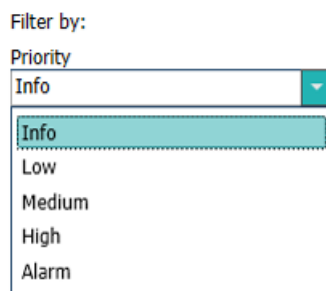
11.3 Filtering of Alerts

By default, all incoming alerts are displayed in the Unite View application, however 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** 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.

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

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

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

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 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, however you can filter your search based on badge ID, role, and unit. You can also search for location badges with low battery status.

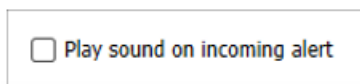
To open the Location Badges page, click the **Badges** button.

- 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. This will also remove any repetition of audible alert notifications reminding about unhandled alerts.



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 5 Conditions for an alert to disappear from Unite View, page 39](#) summarizes the behavior of the alerts.

Table 5 Conditions for an 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
Voalte (Hill-Rom)		X	X
Ascom teleCARE integrated	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 Suite	X		

12 Handle Warning Messages

The following table describes the actions available for handling warning messages displayed on your device.

Warning message	Description	Action
System unreliable You may not receive all alerts	The connection to medical devices is not fully functional. Depending on the root cause, some alerts may still be distributed as expected.	Follow backup routines and contact your system administrator.
Alerts could not be delivered No assignees	Assignments have not been set up.	Assign staff to all roles in Unite Assign. If the issue remains, follow backup routines and contact your system administrator.
Missing system status indicators One or more devices are not reachable	Single fault safety for system status indication cannot be achieved.	• Check that Digistat Smart Central is running on dedicated work stations • Check that the light tower is connected • Check that status receivers configured in Unite Assign are still logged in to their devices.
Unhandled alert Could not be delivered to assigned staff	An alert was not distributed to anyone.	• Assign staff to all roles in Unite Assign. • Check that all assignees are still logged in to their devices. If the issue remains, follow backup routines and contact your system administrator.
Unhandled alert Rejected by all assignees	The alert was distributed to at least one assignee, but the alert was not accepted by anyone.	• Assign staff to all roles in Unite Assign. • Check that all assignees are still logged in to their devices.
System unreliable The system may not work as expected	A configuration error in the system prevents alerts from connected medical devices to be distributed as expected. Alerts from other systems, for example nurse call, may still be distributed.	Follow backup routines and contact your system administrator.

Appendix A Alert Details

A.1 Alert Details in Automatic Mode

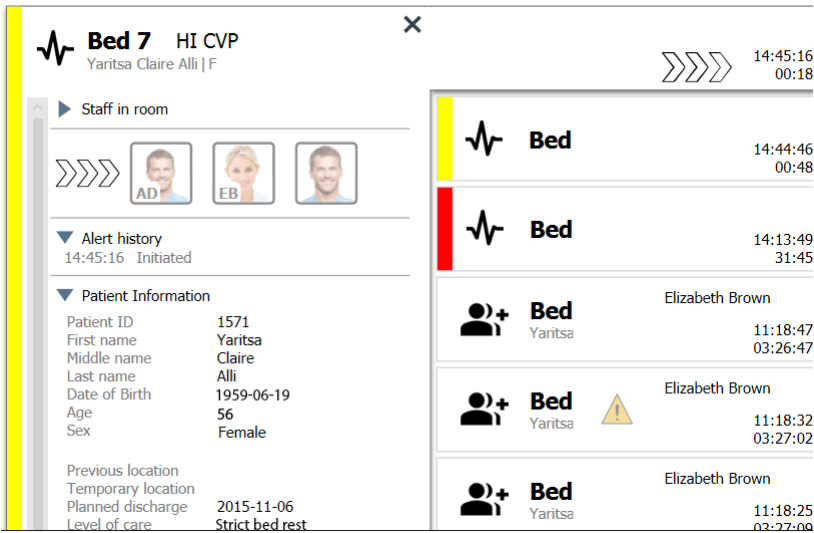
Click the alert in the Alerts list to expand and view details. The type of alert details presented depend on whether you are logged into the application, or if the application opens automatically without requiring any login.

ECG waveform images can also be displayed, provided that the system includes image capture 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 in you can see all recipients in the redirection chain, however, you cannot alter the preset redirection in any way.

Figure 11. Alert Details in Automatic Mode



A.2 Alert Details in Manual Mode

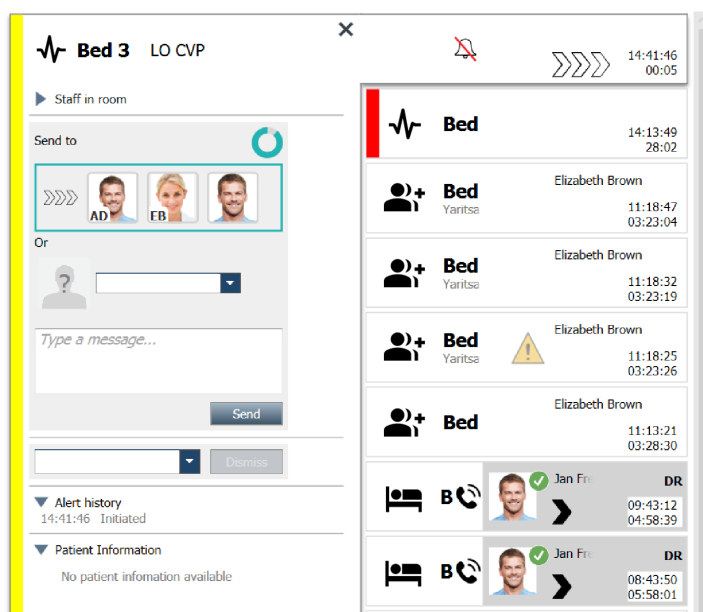
 Unite View Operator access rights are required.

When you have logged into the application and **Send alerts manually** is enabled, you are able to alter 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 12. 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 preset 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:

Icon	Description
	Anesthesia delivery unit
	Assistance call
	Balloon pump
	Bed alert
	Blood filtration
	Blood gas analyzer

	Category A
	Category B
	Category C
	Category D
	Category E
	Clinical Decision Support System (CDSS)
CODE A	Code A
CODE B	Code B
	Enteral pump
	Emergency
	Failure
	Fire
	General alert
	Heart lung machine
	Incubator
	Lab results
	Lavatory call

	Medical call
	Nurse call
	Patient monitor
	Presence
	Push button 1
	Push button 2
	RTLS
	Security
	Service call
	Scale
	Syringe/Infusion pump
	Temperature
	Task
	Technical alert
	Thermoregulation device
	Ventilator
	Volumetric pump

	Workflow 1
	Workflow 2
	Workflow 3
	Workflow 4
	Workflow 5
	X ray
	Zone

A.3.2 Incoming Alert Icons

Depending on which mode the application is set to (Automatic or Manual) there will be different possibilities. The following icons can be shown in an alert:

Icon	Title	Description
	Silenced alert	Alert is from a monitor that is silenced.
	Suppressed alert	Alerts cannot be manually dispatched while being suppressed, and will not be automatically dispatched.
	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 operator to stop the alert, before the alert is sent to the recipients in the redirection chain. The remaining time will be displayed in digits for the last 10 seconds.
	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 the catch net.
	Unhandled alert	This icon indicates that no one has taken care of the alert.
	Precautions	This icon indicates that some precautions apply for the patient.
	Ongoing call	This icon appears when a call has been set up at the location where the alert originated.
	Staff presence	When a staff member is present at the location where the alert originated, the background changes to gray. 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.

A.3.3 Precaution Icons

The following precaution icons can be shown:

Icon	Title	Description
	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 is likely to become lost or confused about their location if they wander away.
Other		A general precaution called “Other” may also be displayed.

A.3.4 Paired with a Console Icon

Icon	Title	Description
	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.

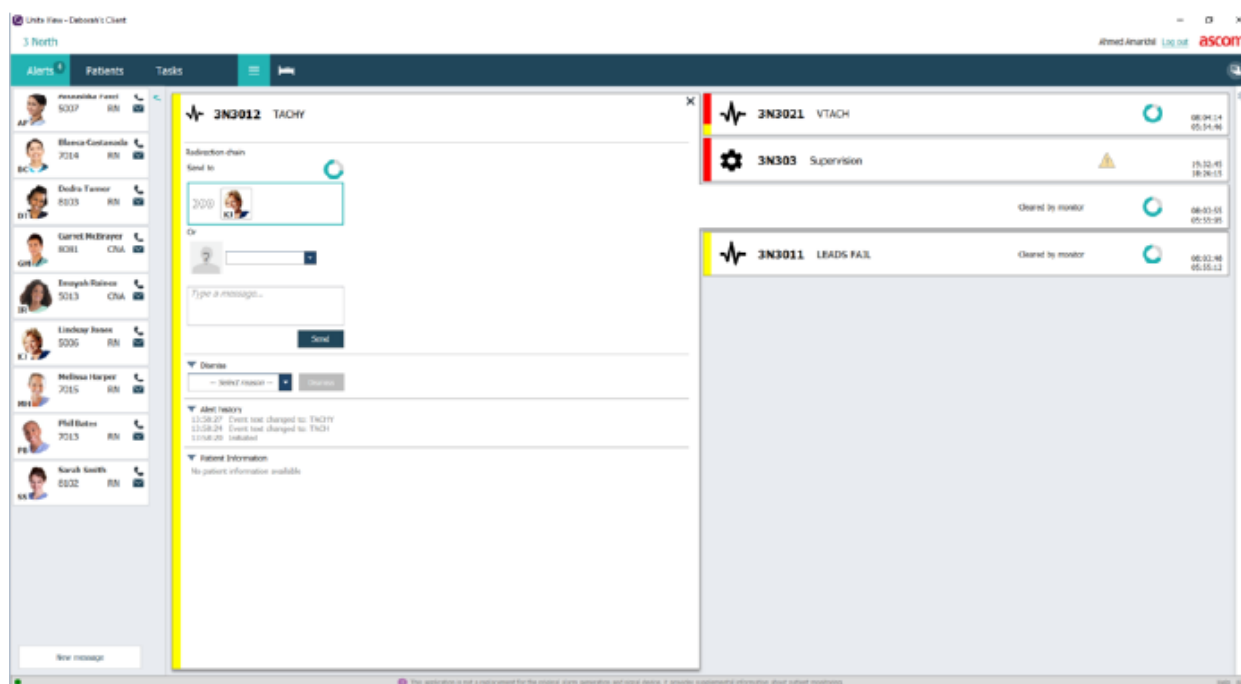
Appendix B Central Monitoring Unit (CMU) Advanced Dispatch

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 and disappear quickly, sometimes before the operator is able to determine a proper course of action.

The integration of GE patient monitoring can be configured in an alternative way, so alerts remain visible longer in Unite View. This gives technicians more time to decide if any 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 13. Dispatching cleared alerts for later

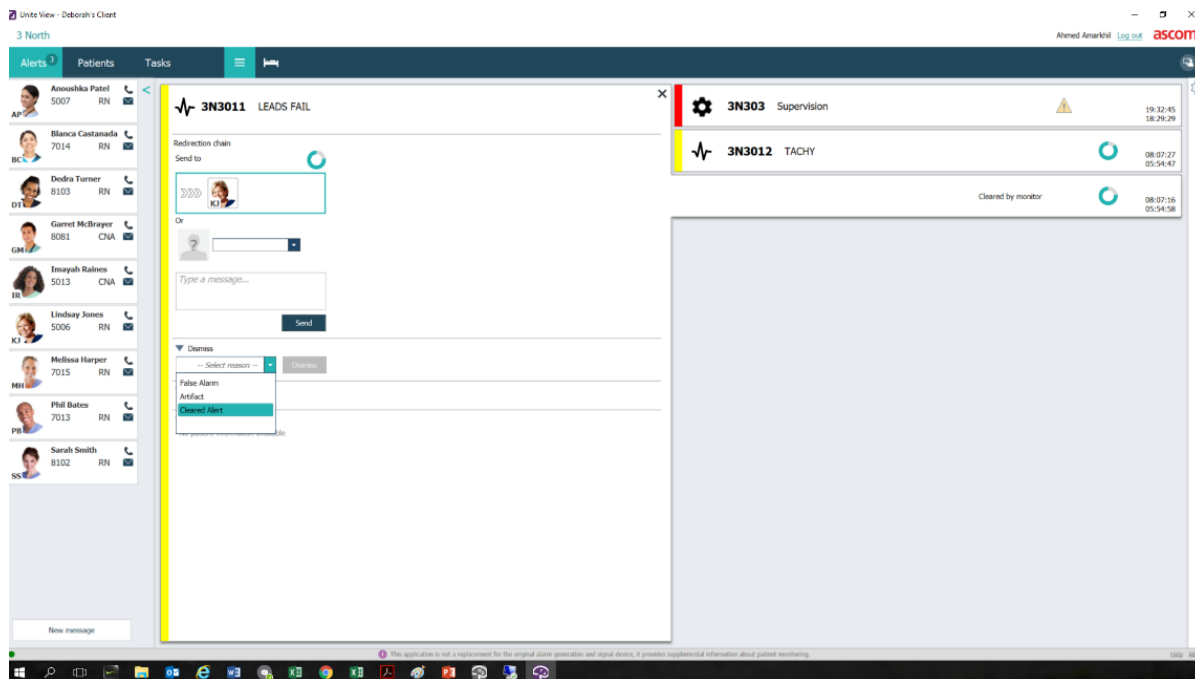


In this scenario, Unite View keeps alerts related to cleared alarms on the screen longer so technicians have more time to decide if action should be taken. The alerts will remain visible on the screen until the dispatch timer expires. These alerts can be dispatched, just like active alerts.

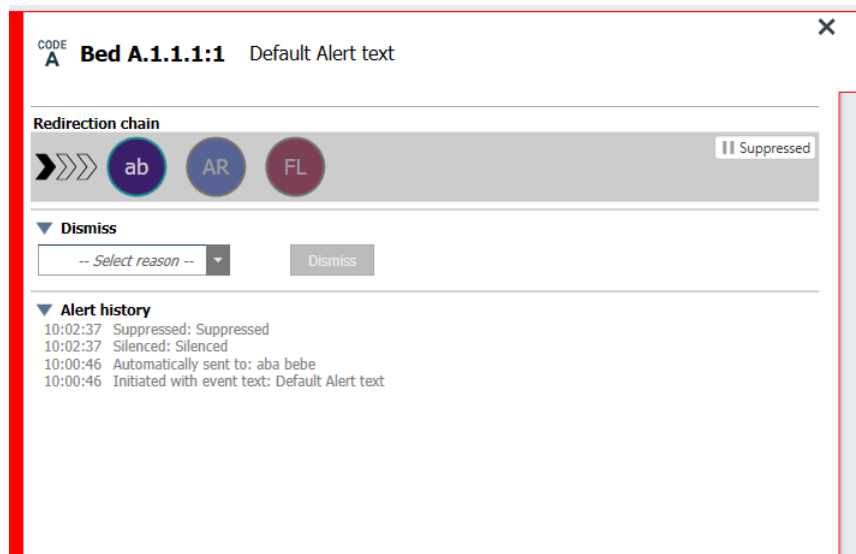
A dispatched alert remains available until it is accepted by the recipient. If configured, it can also remain available for an additional period of time so the operator can see whether someone has handled the alert.

Any dispatched alert that remains unhandled will also remain available for an additional time period so that the operator can notify additional caregivers over the phone, for example.

Figure 14. 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.



If an alert is silenced at the patient monitor, the workflow can be set up to suppress the alert, and then it will not be dispatched automatically. Similarly, if the alert is suppressed, it cannot be dispatched manually at the Central Monitoring Unit (CMU). In the Unite View application, the suppressed state will be indicated by a pause symbol.

Appendix C Related Documents

Ascom Unite Analyze 6.x, User Manual, TD 93168EN

Ascom Unite Axxess for Smart Devices, User Manual, TD 93276EN

Appendix D Document History

Version	Date	Description
S	25 March 2025	2 Unite View User Interface, page 5 and 2.1 Alerts View, page 7: Added legends to the image. 2.2 Staff List, page 9: Added information that Staff List is sorted either by last name or first name. 3.1 Log In/Log out, page 11: Added information about OpenID Connect for Log in/Log Out. 3.9 Alert history, page 18: New chapter. 11.6 Default Alert Behavior in Different Integrations, page 38: Updated Hill-Rom to Voalte (Hill-Rom) in table. A.3.2 Incoming Alert Icons, page 45: Added new icon and information about suppressed alert. Appendix B Central Monitoring Unit (CMU) Advanced Dispatch, page 48: Added information about suppressed alert.
R2	04 March 2024	Updated: Added information about the test environment in 3 Unite View User Interface, page 7.
R	23 February 2024	New: 12 Handle Warning Messages, page 42. Updated: Malaysia added to specific Intended Purpose statement in 1.1 Intended Use/Purpose, page 1 Added description about status bar, system reliability, and error messages in 2 Unite View User Interface, page 5. Added to 3.2 Open the Alerts List, page 13 information about how sound is repeated for incoming alerts and how alert creating the sound is indicated. Added to 6 Working with Patients, page 24 and 10 Get an Overview of Alerts and Locations, page 33 information about how alert creating the sound is indicated. Updated the icons in A.3.1 Alert Type Icons, page 44. Updated all images in the document where redesigned icons appear.
Q	12 June 2023	Updated: Added Australia in the Intended Purpose in 1.1 Intended Use/Purpose, page 1. Removed from 7.1 Send Message, page 28 information that patient names are automatically added to message subject (GDPR compliance). New: 1.2 Clinical Benefits To Be Expected, page 2.

P	27 September 2021	Updated: Added description about alert colors in 2.2 Alerts View, page 6. Added information about snapshot waveform images in 2.2 Alerts View, page 6. Added information about rounding tasks in 5 Working with Tasks, page 21. Added information about available reports in 8 Working with Reports, page 30.
O	23 August 2021	Updated: Icons and descriptions updated in 2.1 In the SW About File, page 6.
N	15 December 2020	Updated: Added icons in A.3.1 Alert Type Icons, page 46.
M	06 May 2020	Updated: Added information in 2.2 Alerts View, page 5 about the “Timer” that starts when an alert is accepted and the “Reminder” icon. Updated 3.2 Open the Alerts List, page 10. Added in 10 Get an Overview of Alerts and Locations, page 29 the table with icons showing the state of the alert in Bed view. Added “Operator reminder” icon and modified the description of the Catch net icon in A.2 Alert Details after Logging on, and Set in Manual Mode, page 42. Added icons in A.3.3 Precautions Icons, page 45. New: 3.6 Send Reminder Message, page 14. 3.7 Manual Redirection of Alerts, page 15. 3.7.2 Send Alert to next Level in Redirection Chain, page 16. 3.7.2.1 Resend Alert to Catch Net, page 16.
L	04 December 2019	Updated: Added 2.6 Report View, page 7 and 8 Working with Reports, page 25. Updated bed view icons in 10 Get an Overview of Alerts and Locations, page 27.
K	14 October 2019	Updated: Removed references to functions unknown by the user, for example On-line help, Unite Admin, MMG, and IPS. Added Dräger and Digistat to Patient Monitoring systems in 10.6 Default Alert Behavior in Different Integrations, page 33. Added behavior for Ascom Telligence to Nurse Call systems. Information added about cleared alerts behavior and persistence behavior in Appendix B Central Monitoring Unit (CMU) Advanced Dispatch, page 42. Table with information about Event configuration in MMG removed as intended reader of this document is nurse operating Unite View.
J	08 July 2019	New: CE Notified Bodies (NB) marking added.

I	27 October 2017	Updated: Added important note to 1.2 Caution and Notes, page 2 and 1.2.1 Information about Alert Sounds, page 2. Added 2.1 In the SW “About” File, page 5, and Appendix B Central Monitoring Unit (CMU) Advanced Dispatch, page 39.
H	19 January 2017	General: Document restructured. Added Tasks View, Intended Use, and Cautions and Notes.
G	15 December 2015	New: New chapters and sub-chapters: Add or Edit Patient Information, Messaging, Menu Bar Icons, Collapse/Expand the Staff List, and Related Documents.
F	01 July 2015	New: Added HIPAA Compatibility.
E	13 May 2015	New: 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.
D	27 November 2014	New: New features: Staff presence and Ongoing call. New icons.
C	3 September 2014	New: Added Category A – E.
B	17 June 2014	New: New chapters: View Alert Details, Alert Details in Automatic mode, Alert Details in Manual Mode Settings. New icons.
A	25 September 2013	First released version.

