

## How to integrate a Marquee with Responder 5



### Application Scenarios

The Responder<sup>®</sup> 5 Nurse Call system can send call information to a variety of systems such as wireless phones and pocket pagers to notify specific staff of calls from their patients. Another way to notify staff of pending calls is to install a monitor showing PC Console at the end of or junction of a hallway. Additionally, a marquee display can be installed in hallways to indicate nurse call activity. WaveWare Wall Pager combines a marquee display with the ability to receive messages from a pocket paging transmitter. By integrating the Responder Pocket Paging Interface Module with a WaveWare transmitter, calls can be sent to marquee displays.

To send calls to a Wall Pager, a staff member needs to be on duty with

the proper call coverage, phone/pager extension and the Responder 5 configuration needs to be set up to send out cancel messages in order of the calls to be removed from the display once they are cancelled.

This Application Note outlines how to set the configuration and applications for send calls to the WaveWare Wall Pagers.

If you have any further questions, please contact Health Care Technical Support.

### Benefits

- Easy to read
- Faster notification of calls to staff



## Responder® 5 Equipment Notes

Responder 5 Equipment Needed:

- Responder 5 Pocket Paging Interface Modules licensed for the number of beds being covered by marquee(s).
- Responder 5 PC Console licensed for the number of beds being covered by marquee(s).
- Responder 5 Staff Assignment licensed for the number of beds being covered by marquee(s).

## Programming Notes

### Notes:

These instructions assume that the site is properly licensed for the Pocket Paging Interface module, PC Console and Staff Assignment and is directly connected to, or via middleware, a WaveWare paging transmitter.

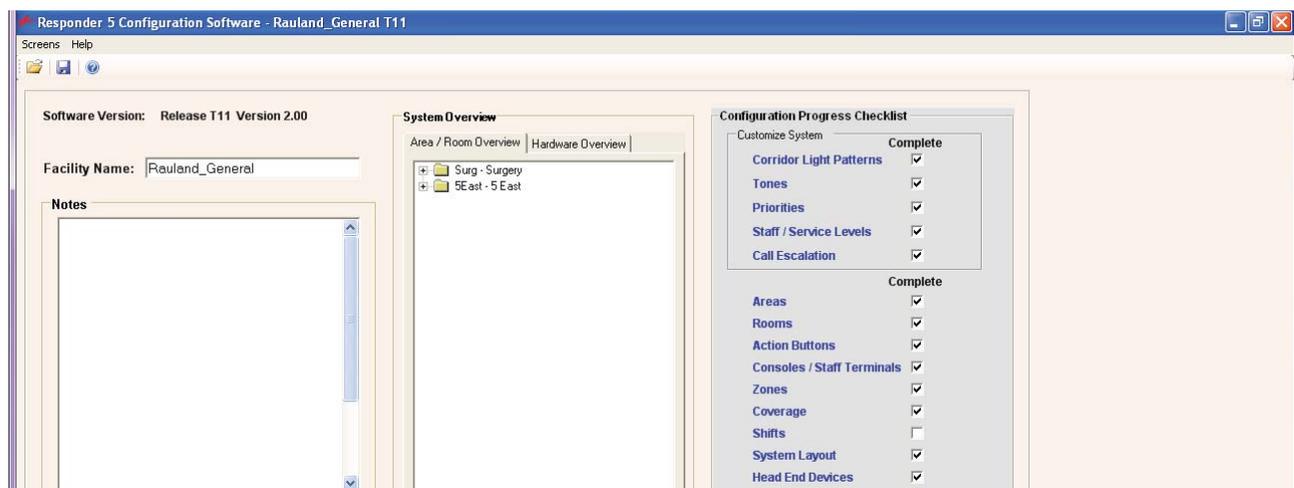
### Prior to beginning setup:

Decide what area(s) the marquee display(s) will be showing calls from and then determine which types of calls will be displayed. Once you have the list of areas and escalation chains, you are ready to begin programming the configuration.

You will also need to know the cap code(s) on the Wall Pager(s).

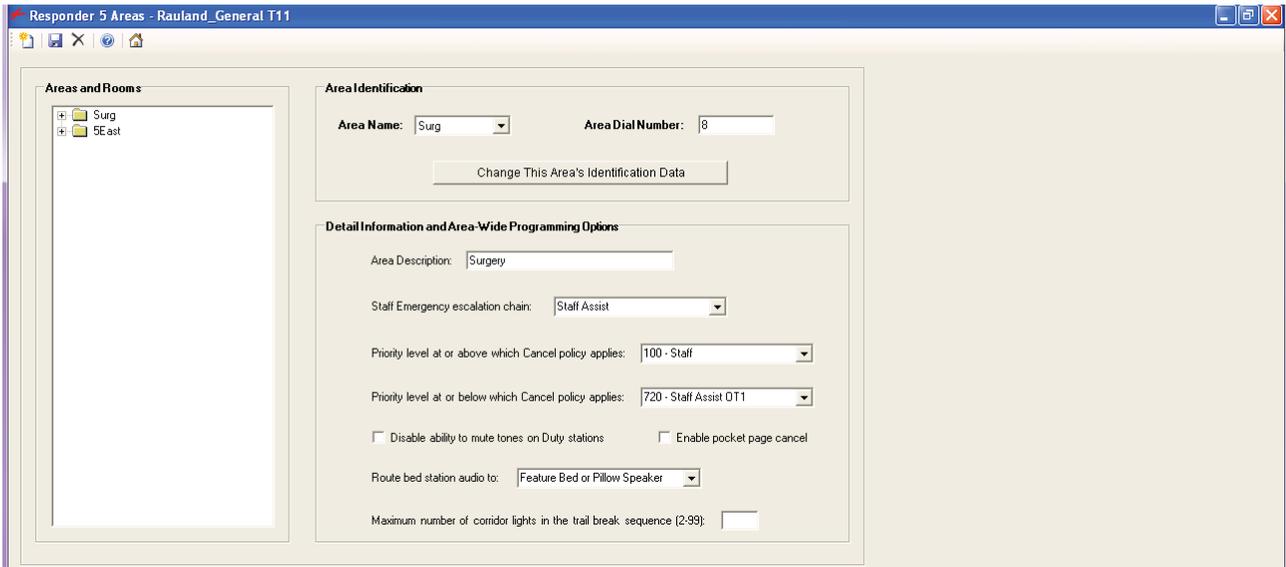
Note: Once the Enable Pocket Page Cancel feature is turned on for an Area, all pocket pagers being used by staff in that area will receive cancel messages for all calls. This may be a change for the staff, so please ensure that they will be properly notified and trained. Staff that are receiving calls directly to their SIP wireless phones (no middleware involved) will not be affected by this change.

1. Begin by enabling the cancel call message in the area(s) you outlined above.
2. Go to *Areas*.

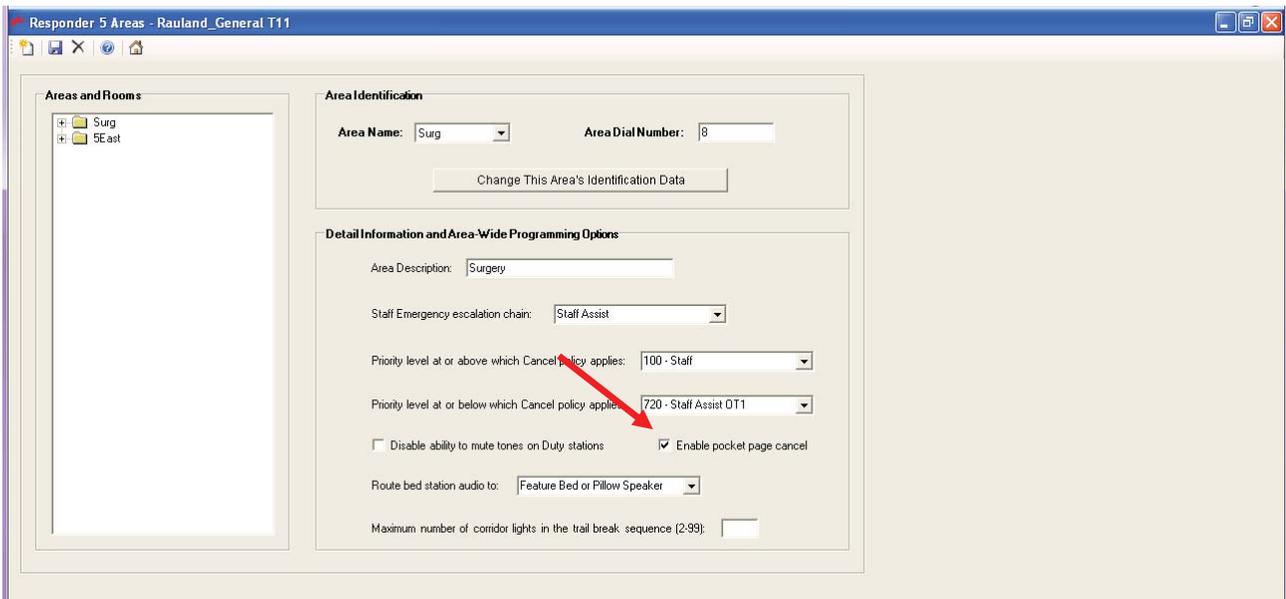


## Programming Notes Con't

3. Select the first area that *Enable pocket page cancel* needs to be enabled.

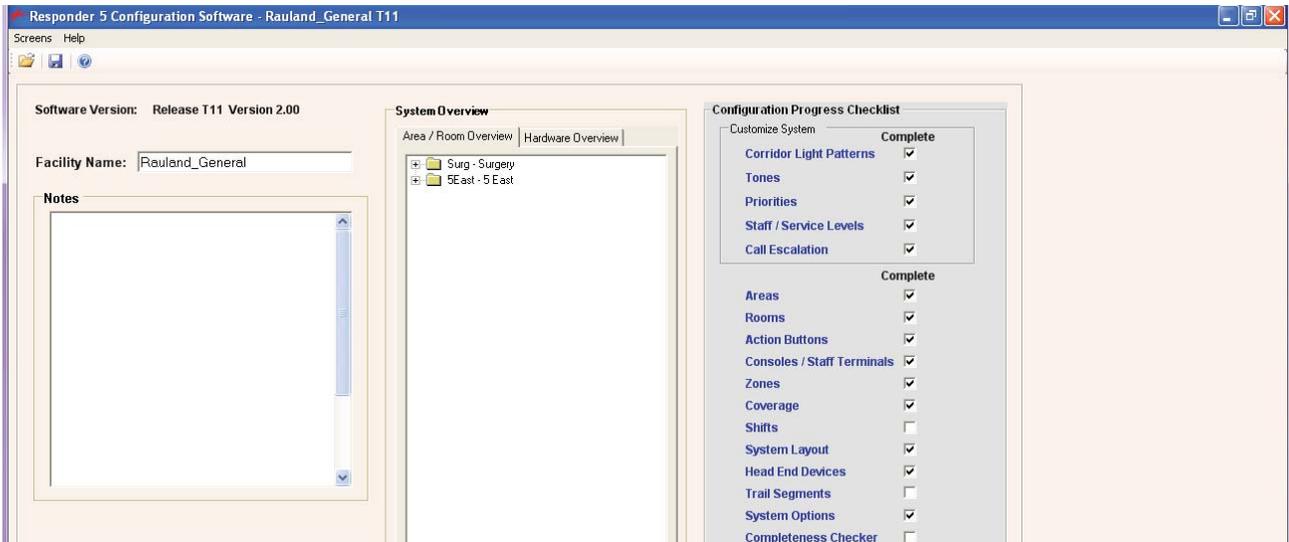


4. Click in the box in front of *Enable pocket page cancel* to place a check mark.

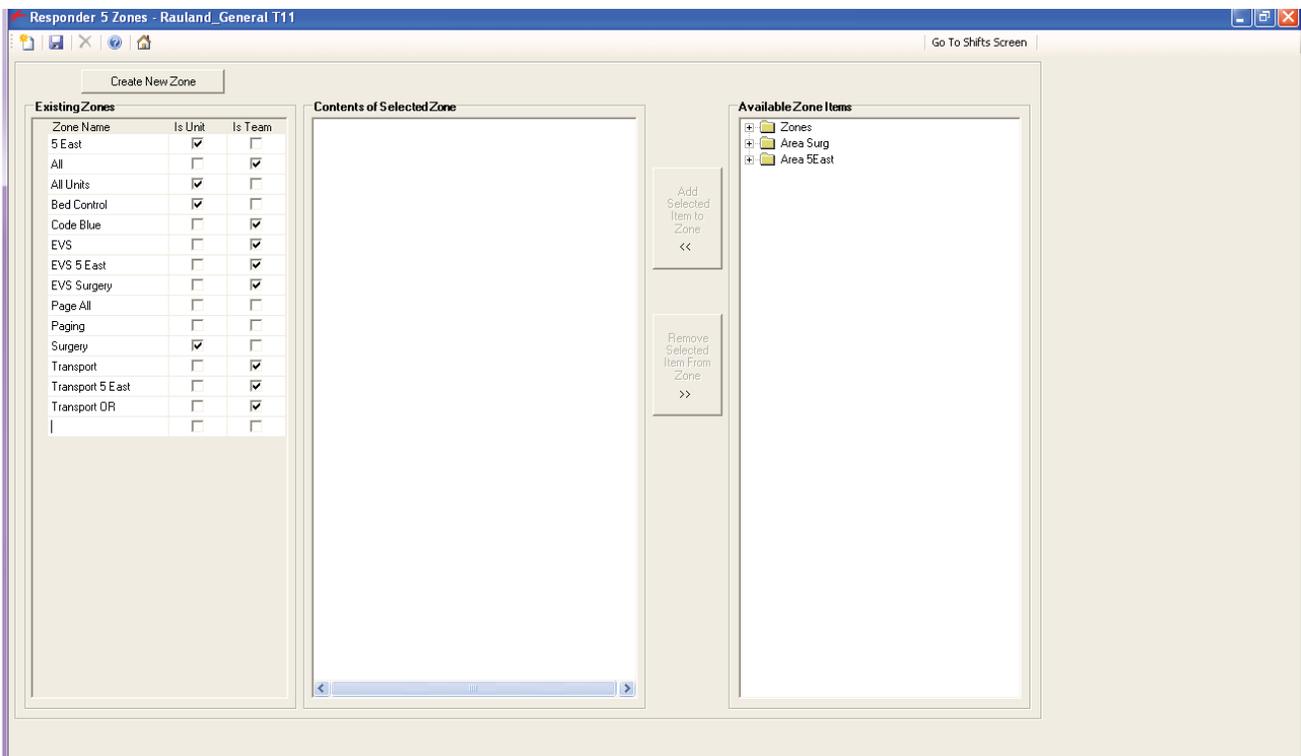


## Programming Notes Con't

5. Repeat this for all areas that will be covered by a marquee display.
6. Once this is complete, return to the Home Screen.

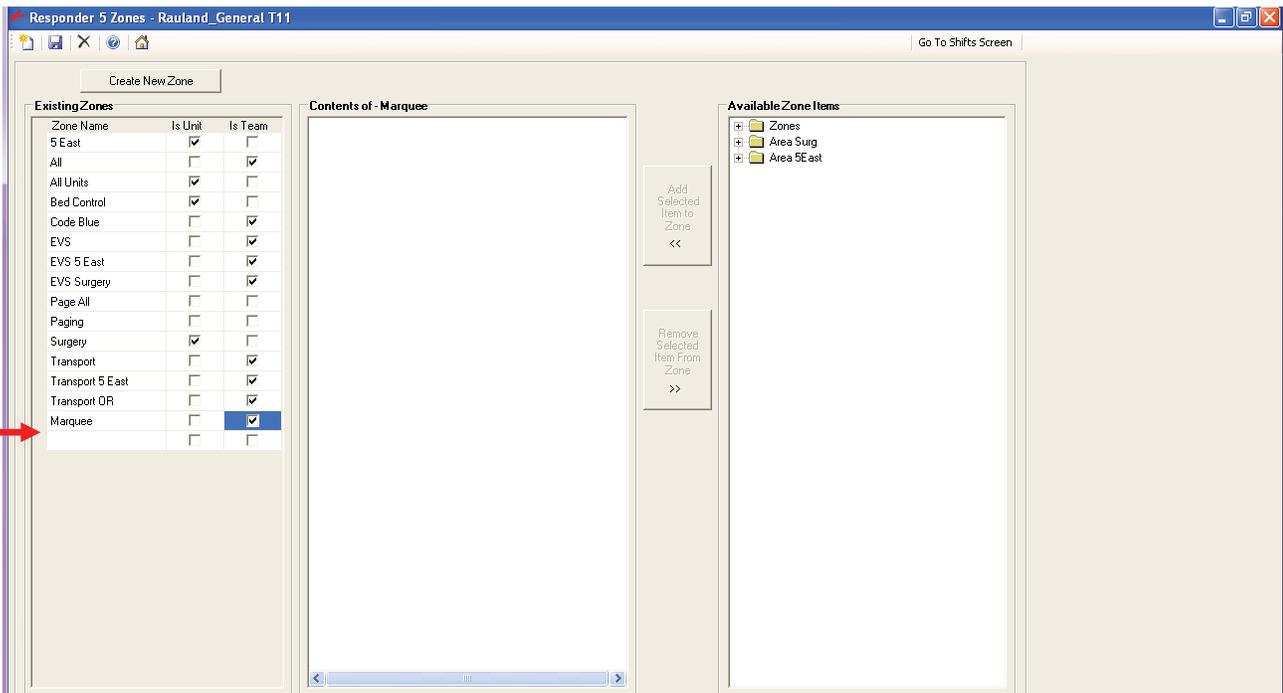


7. Now create a new zone to set up coverage for the marquee display.
8. Click on *Zones*.

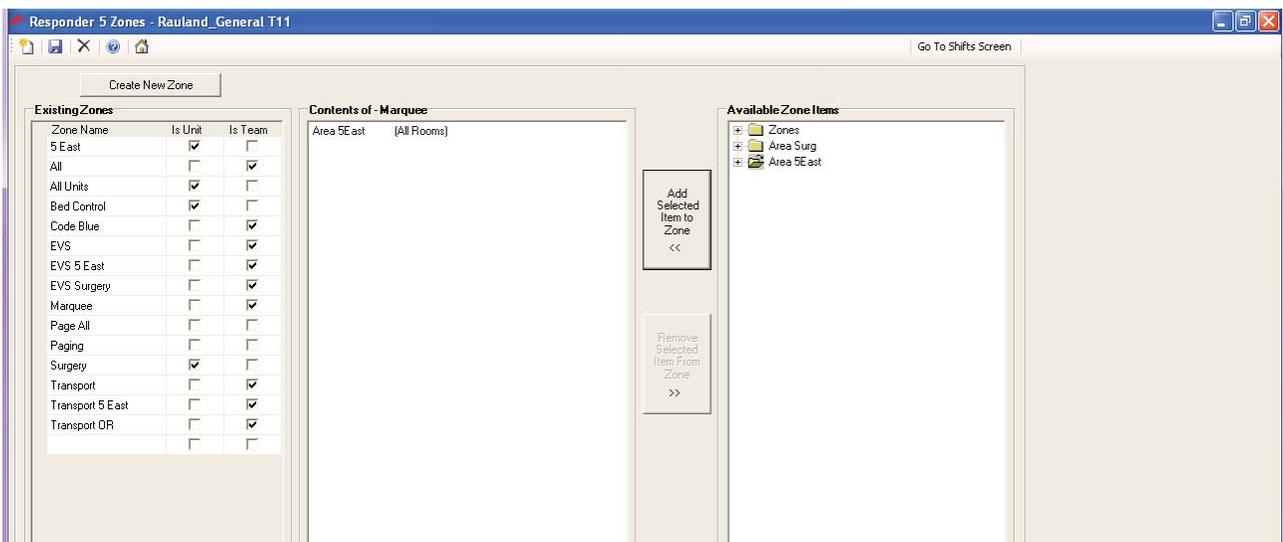


## Programming Notes Con't

9. Click on the *Create New Zone* button.
10. Give it a name, in the example it is Marquee.
11. Check the *Is Team* Box.
12. Move off the line to save it and then click on it again to edit coverage.

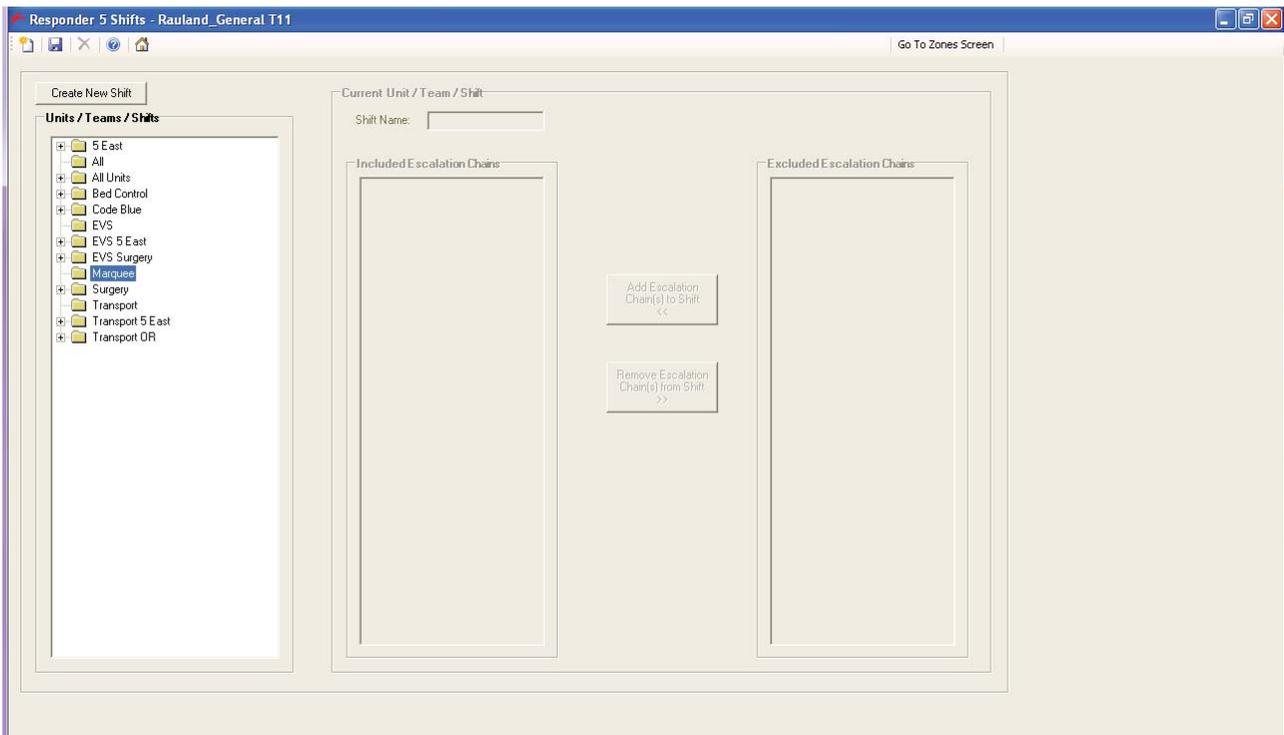


13. Select the zones/rooms from the list on the right to assign coverage for this zone.
14. Add the zones/rooms to the coverage by using the *Add Selected Item to Zone* button.

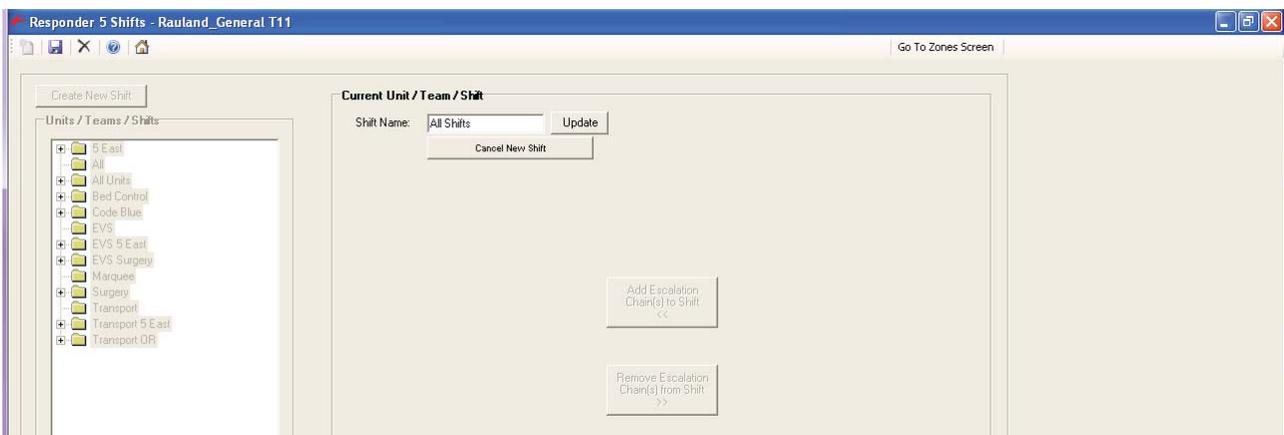


## Programming Notes Con't

15. Repeat the process for any other displays that need different coverage.
16. Once all zones have been created and given coverage, return to the Home screen.
17. Now edit the shift(s) to include only the necessary escalation chains.
18. Click on *Shifts*.

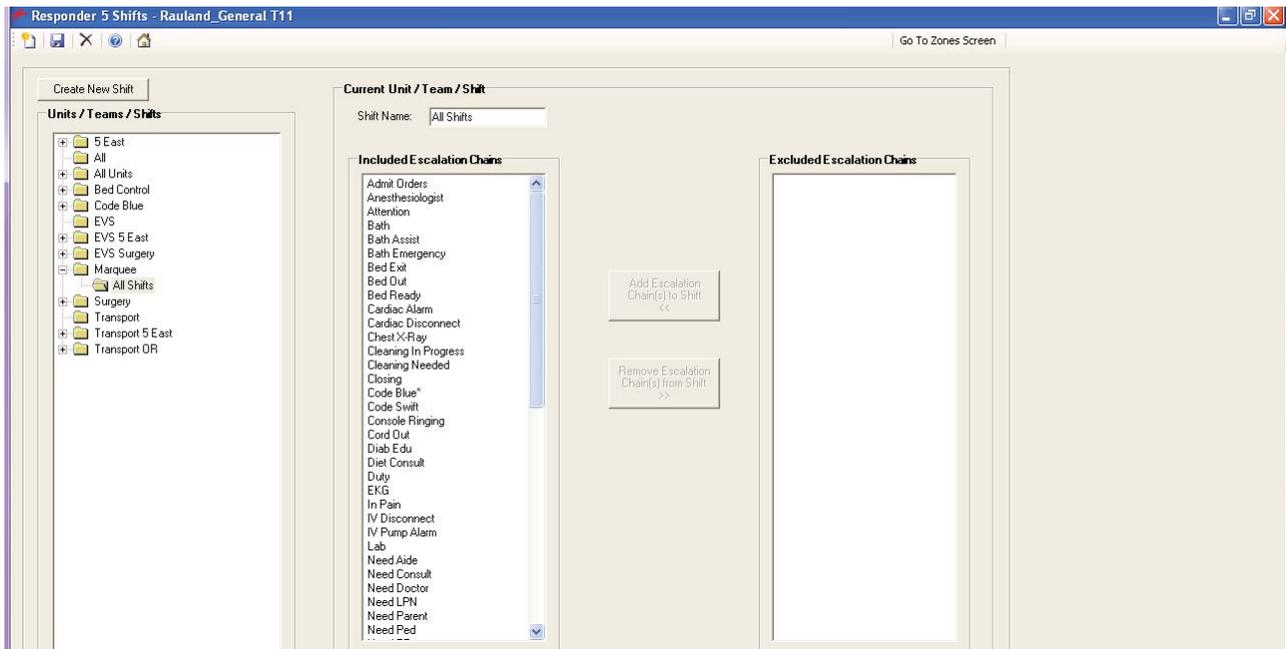


19. Locate the new Unit/Team name that you created in the last step and click to highlight it. In example that is Marquee.
20. Click on the *Create New Shift* button.
21. Give the shift a name such as All Shifts since the marquee displays will be permanently on duty.



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22. Click on *Update*.

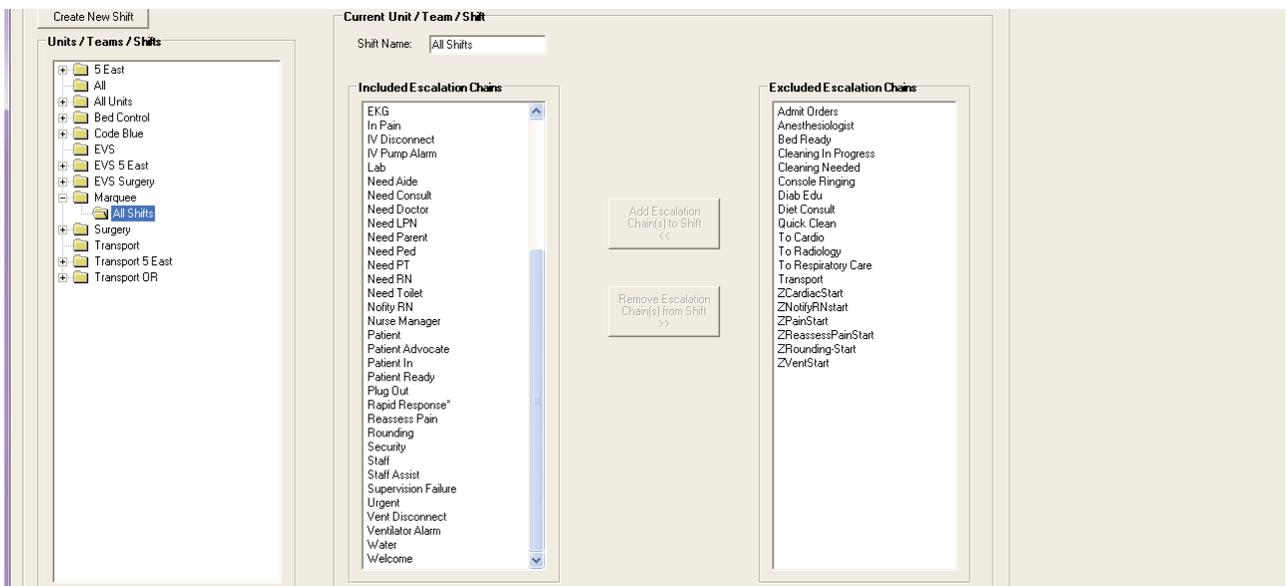


23. Remove the escalation chains that the marquee display will not be showing. Use the *Add/Remove Escalation Chain(s) to Shift* buttons.

a. Hold down the Control or Shift keys to select multiple chains at a time.

24. Repeat this process for all Units/Teams that you created for displays.

25. Once you have the proper chains in the Included Escalation Chains list, return to the Home screen.



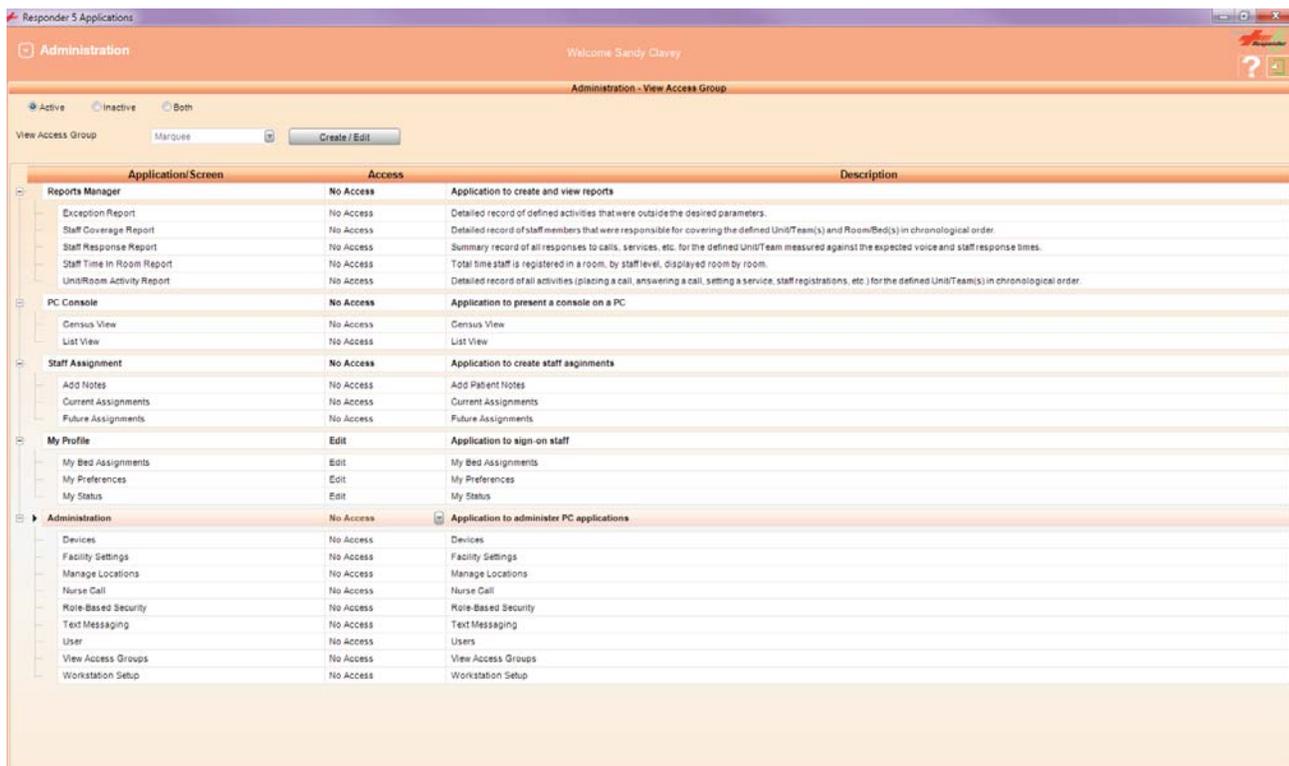
## Programming Notes Con't

26. Now you are ready to download the configuration into the system.

### Notes:

In order for the system to send calls out to the marquee displays, a staff member must be setup in the application, put on duty for a unit and given room coverage along with a Phone/Pager extension. Once this is done, this person will show up in the On Duty list of Staff list of PC Console. If the site has Reports Manager, this staff name will show up in the Staff Member list when generating reports. Both of these lists show staff in alphabetical order. A suggestion to minimize confusion of the staff would be to give this marquee user a name at the end of the alphabet such as ZMarquee ZDisplay.

27. Once the configuration is loaded into the system, you are ready to create a role, staff member and device in the Responder 5 Applications.
  - a. This will need to be done for each individual display on the system that has unique coverage.
28. Once you have logged into the Responder 5 client as a user with administrative privileges (not as the built-in admin user), go to View Access Group.
29. Create a new access group, in our example we created Marquee.
30. The only access that was given to this group was to My Profile.



Application/Screen	Access	Description
<b>Reports Manager</b>	No Access	Application to create and view reports
Exception Report	No Access	Detailed record of defined activities that were outside the desired parameters.
Staff Coverage Report	No Access	Detailed record of staff members that were responsible for covering the defined Unit/Team(s) and Room/Bed(s) in chronological order.
Staff Response Report	No Access	Summary record of all responses to calls, services, etc. for the defined Unit/Team measured against the expected voice and staff response times.
Staff Time In Room Report	No Access	Total time staff is registered in a room, by staff level. Displayed room by room.
Unit/Room Activity Report	No Access	Detailed record of all activities (placing a call, answering a call, setting a service, staff registrations, etc.) for the defined Unit/Team(s) in chronological order.
<b>PC Console</b>	No Access	Application to present a console on a PC
Census View	No Access	Census View
List View	No Access	List View
<b>Staff Assignment</b>	No Access	Application to create staff assignments
Add Notes	No Access	Add Patient Notes
Current Assignments	No Access	Current Assignments
Future Assignments	No Access	Future Assignments
<b>My Profile</b>	Edit	Application to sign-on staff
My Bed Assignments	Edit	My Bed Assignments
My Preferences	Edit	My Preferences
My Status	Edit	My Status
<b>Administration</b>	No Access	Application to administer PC applications
Devices	No Access	Devices
Facility Settings	No Access	Facility Settings
Manage Locations	No Access	Manage Locations
Nurse Call	No Access	Nurse Call
Role-Based Security	No Access	Role-Based Security
Text Messaging	No Access	Text Messaging
User	No Access	Users
View Access Groups	No Access	View Access Groups
Workstation Setup	No Access	Workstation Setup

31. Once the access group is setup, now continue to Role-Based Security.

## Programming Notes Con't

32. Create a new role, in our exapme we created Marquee.



Role Name	Role Description	SA and MP Units	PC Console Units	Reports Manager Units	Access Group	Active
AdminRole	Built-in Admin Role	F.Rauland_General	All	F.Rauland_General	AdminsGroup	<input checked="" type="checkbox"/>
EVS	Environmental Services	Multiple	EVS	F.Rauland_General, U.EVS	Clinical	<input checked="" type="checkbox"/>
RN ED	RN ED	Multiple	ED	F.Rauland_General, U.ED	Clinical	<input checked="" type="checkbox"/>
POT ED	Aide ED	F.Rauland_General, U.ED	ED	F.Rauland_General, U.ED	Clinical	<input checked="" type="checkbox"/>
LPN ED	LPN ED	F.Rauland_General, U.ED	ED	F.Rauland_General, U.ED	Clinical	<input checked="" type="checkbox"/>
Nurse Manager ED	Nurse Manager ED	Multiple	Multiple	Multiple	Clinical	<input checked="" type="checkbox"/>
PCT S East	Aide S East	F.Rauland_General, U.S East	S East	F.Rauland_General, U.S East	Clinical	<input checked="" type="checkbox"/>
LPN S East	LPN S East	F.Rauland_General, U.S East	S East	F.Rauland_General, U.S East	Clinical	<input checked="" type="checkbox"/>
RN S East	RN S East	Multiple	S East	F.Rauland_General, U.S East	Clinical	<input checked="" type="checkbox"/>
Nurse Manager S East	Nurse Manager S East	Multiple	Multiple	F.Rauland_General, U.S East	Nurse Manager	<input checked="" type="checkbox"/>
Radiology	Radiology	F.Rauland_General, U.Radiology	Multiple	Multiple	Clinical	<input checked="" type="checkbox"/>
RN Rehab	RN Rehab	F.Rauland_General, U.Rehab	Rehab	Multiple	Clinical	<input checked="" type="checkbox"/>
PCT Rehab	LPN Rehab	F.Rauland_General, U.Rehab	Rehab	Multiple	Clinical	<input checked="" type="checkbox"/>
ReportRole	Report Role	F.Rauland_General, U.S East	None	Multiple	ReportsGroup	<input checked="" type="checkbox"/>
Administrative Priv	Admin Rights	Multiple	Multiple	Multiple	Admin Priv	<input checked="" type="checkbox"/>
Vocera Guest Telephony	Vocera Guest Telephony	F.Rauland_General, U.Staff Directory	None	Multiple	Vocera	<input checked="" type="checkbox"/>
Training	Training Sales	Multiple	Multiple	Multiple	Training	<input checked="" type="checkbox"/>
Pharmacy	Pharmacy	F.Rauland_General, U.Pharmacy	Multiple	Multiple	Clinical	<input checked="" type="checkbox"/>
Patient Access	Patient Access	F.Rauland_General, U.Patient Access	Multiple	F.Rauland_General, U.Patient Access	Clinical	<input checked="" type="checkbox"/>
Transport	Transport	Multiple	Transport	Multiple	Clinical	<input checked="" type="checkbox"/>
Switchboard Operator	Switchboard Operator	F.Rauland_General, U.Switchboard	Multiple	Multiple	Non-Clinical	<input checked="" type="checkbox"/>
Nurse Manager Surgery	Nurse Manager Surgery	Multiple	Multiple	F.Rauland_General, U.Surgery	Clinical	<input checked="" type="checkbox"/>
Circulator Surgery	Circulator Surgery	F.Rauland_General, U.Surgery	Multiple	F.Rauland_General, U.Surgery	Clinical	<input checked="" type="checkbox"/>
PCT Pediatrics	Aide Pediatrics	F.Rauland_General, U.Pediatrics	Pediatrics	Multiple	Clinical	<input checked="" type="checkbox"/>
LPN Pediatrics	LPN Pediatrics	F.Rauland_General, U.Pediatrics	Pediatrics	Multiple	Clinical	<input checked="" type="checkbox"/>
RN Pediatrics	RN Pediatrics	Multiple	Pediatrics	Multiple	Clinical	<input checked="" type="checkbox"/>
Nurse Manager Pediatrics	Nurse Manager Pediatrics	Multiple	Multiple	Multiple	Clinical	<input checked="" type="checkbox"/>
Marquee						<input type="checkbox"/>

33. For SA and MP units, select the units that were created previously, in example that is Marquee.
34. Assign no units for PC Console units or Reports Manager units.
35. Assign the role to the new access group that was created, in example that is Marquee.
36. Make sure the role is active.
37. Once all the roles are created, create the device that corresponds to the marquee.
38. Go to the Device screen.
39. In the Device table, enter in the cap code of the wall pager that you obtained previously in to the *Device Name/Extension* box.
40. Set the *Type* to Phone/Pager.
41. Give the device a description.
42. Make sure that the device is active and move off the line to save it.
43. Repeat this for all wall pagers.

## Programming Notes Con't

Responder 5 Applications Administration - Device

Welcome Sandy Clavy

Administration - Device

Device Type: All Active Inactive Both

Device Name/Extension	Type	Description	Barcode	Currently Assigned To	Active
73EDFA	Location Badge	AeroScout Personnel Badge	000CC073EDFA		<input checked="" type="checkbox"/>
73EE00	Location Badge	AeroScout Personnel Badge	000CC073EE00		<input checked="" type="checkbox"/>
73EE01	Location Badge	AeroScout Personnel Badge	000CC073EE01		<input checked="" type="checkbox"/>
73EE03	Location Badge	AeroScout Personnel Badge	000CC073EE03		<input checked="" type="checkbox"/>
78	Location Badge	Versus badge	00078		<input checked="" type="checkbox"/>
1196	PhonePager	WaveWare Wall pager		Wallpaper WaveWare	<input checked="" type="checkbox"/>
201	Wireless Phone	Blamp Paging System			<input checked="" type="checkbox"/>
403	Wireless Phone	ED Phone 403			<input checked="" type="checkbox"/>
404	Wireless Phone	ED Phone 404			<input checked="" type="checkbox"/>
406	Wireless Phone	ED Phone 406			<input checked="" type="checkbox"/>
406	Wireless Phone	ED Phone 406			<input checked="" type="checkbox"/>
407	Wireless Phone	ED Phone 407			<input checked="" type="checkbox"/>
408	Wireless Phone	ED Phone 408			<input checked="" type="checkbox"/>
409	Wireless Phone	ED Phone 409			<input checked="" type="checkbox"/>
410	Wireless Phone	ED Phone 410			<input checked="" type="checkbox"/>
480	PhonePager	Radiology 480	8140L110880		<input checked="" type="checkbox"/>
481	PhonePager	Pediatrics Pager 481	811HL110972		<input checked="" type="checkbox"/>
821	Wireless Phone	Polycam Phone 802	10049		<input checked="" type="checkbox"/>
822	Wireless Phone	Polycam Phone 804	8068		<input checked="" type="checkbox"/>
823	Wireless Phone	Polycam Phone 803	8069		<input checked="" type="checkbox"/>
824	Wireless Phone	Polycam 8440	100504664		<input checked="" type="checkbox"/>
825	Wireless Phone	Polycam 8440	10055555		<input checked="" type="checkbox"/>
826	Wireless Phone	Polycam 8482	1002314		<input checked="" type="checkbox"/>
1000	Wireless Phone	Vocera Telephony Directory		Vocera Guest	<input checked="" type="checkbox"/>
1001	PhonePager	Vocera Badge Karina Behr 1001			<input checked="" type="checkbox"/>
1002	PhonePager	Vocera Badge Mike Bouch 1002			<input checked="" type="checkbox"/>
2020	PhonePager	5 East Pager 2020	819HL110030		<input checked="" type="checkbox"/>
2021	PhonePager	5 East Pager 2021	819HL110031		<input checked="" type="checkbox"/>
2022	PhonePager	5 East Pager 2022	819HL110032		<input checked="" type="checkbox"/>
2023	PhonePager	5 East Pager 2023	819HL110033		<input checked="" type="checkbox"/>
2024	PhonePager	5 East Pager 2024	819HL110034		<input checked="" type="checkbox"/>
3007	Location Badge	Versus Badge	3007		<input checked="" type="checkbox"/>
3019	Location Badge	Versus Badge	3019		<input checked="" type="checkbox"/>
3029	Location Badge	Versus Badge	3029		<input checked="" type="checkbox"/>
3035	Location Badge	Versus Badge	3035		<input checked="" type="checkbox"/>
3043	Location Badge	Versus Badge	3043		<input checked="" type="checkbox"/>
3044	Location Badge	Versus Badge	3044		<input checked="" type="checkbox"/>
5011	Wireless Phone	Ascom 5011	5056		<input checked="" type="checkbox"/>
5012	Wireless Phone	Ascom 5012	5012		<input checked="" type="checkbox"/>
5013	Wireless Phone	Ascom i82	009		<input checked="" type="checkbox"/>

44. Now create a user in the system that will be assigned the new device.
45. Go to the *User* table.
46. Click on the *User - Creation* tab.
47. Give the user a first and last name, in example that is WaveWare Wallpager. User name is WallPager.
48. Assign them the phone/pager that was created.
49. Assign them to the role that was created and choose a staff level to assign them. The level does not matter unless the user will be receiving service messages.

## Programming Notes Con't

Responder 5 Applications Administration Welcome Sandy Clavy

Administration - Users

User - General Active Inactive Locked out All Search

Employee #	User Name	Password	First Name	Middle Name	Last Name	Staff Level	Role	PermanentDevice	Permanent Badge	Barcode	Last Login	Locked Out	Active
10007	ZayO'Suliman	*****	Zayd		Suliman	LPN	PCT 8 East				04/20/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10021	WRBarnes	*****	WR		Barnes	Pharm Tech	Pharmacy				04/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1191	Wallpager	*****	Wallpager		WaveWare	Switchboard Operator	Switchboard	199 (Pager) - W.W.			04/05/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10064	UrsulaSauerborn	*****	Ursula		Sauerborn	Nurse Mgr	Nurse Manage				03/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	training4	*****	Training		4	Nurse Mgr	Training				04/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	training3	*****	Training		3	Nurse Mgr	Training				04/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	training2	*****	Training		2	RN	Training				04/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1	training1	*****	Training		1	LPN	Training				04/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10023	TimVanderSpuy	*****	Tim		Van der Spuy	Circulator	Circulator Sur				11/08/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10020	TimHeathcote	*****	Tim		Heathcote	Circulator	Circulator Sur				11/08/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10021	TaniaLee	*****	Tania		Lee	Circulator	Circulator Sur				11/08/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10017	SusieBrowmie	*****	Susie		Browmie	Circulator	Circulator Sur				11/08/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>
467	SusanTurkington	*****	Susan		Turkington	Switchboard Operator	Switchboard O				11/08/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8944	susanstefani	*****	Susan	M	Stefani	LPN	Radiology				08/06/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>
94	SusanChin	*****	Susan		Chin	LPN	PCT Pediatric				11/08/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9384	SondraGlea	*****	Sondra		Glea	LPN	PCT ED				11/08/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10049	SharonHughes	*****	Sharon		Hughes	RN	RN 8 East				02/15/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10001	SharonBieten	*****	Sharon		Bieten	Circulator	Circulator Sur				04/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	SeanD	*****	Sean		Daherly	Nurse Mgr	Nurse Manage					<input type="checkbox"/>	<input checked="" type="checkbox"/>
2234	ScottJones	*****	Scott		Jones	LPN	PCT ED				11/08/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>
889	scottc	*****	Scott		Chilson	LPN	ReportRole				06/06/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>

50. Make sure that the user is active.

51. Now you are ready to login as that new user and put them on duty and give them assignments.

Responder 5 Applications My Profile Welcome Wallpager WaveWare

My Status My Assignments My Preferences

User Swi... Wallpager WaveWare

My Settings

Password

Old Password

New Password

Verify Password

Default screen: My Profile My Preferences

Default Unit/Team: None

Password hint

What is the town you were born in?

What is your pet's name?

What is the name of the street you grew up on?

What is your favorite movie?

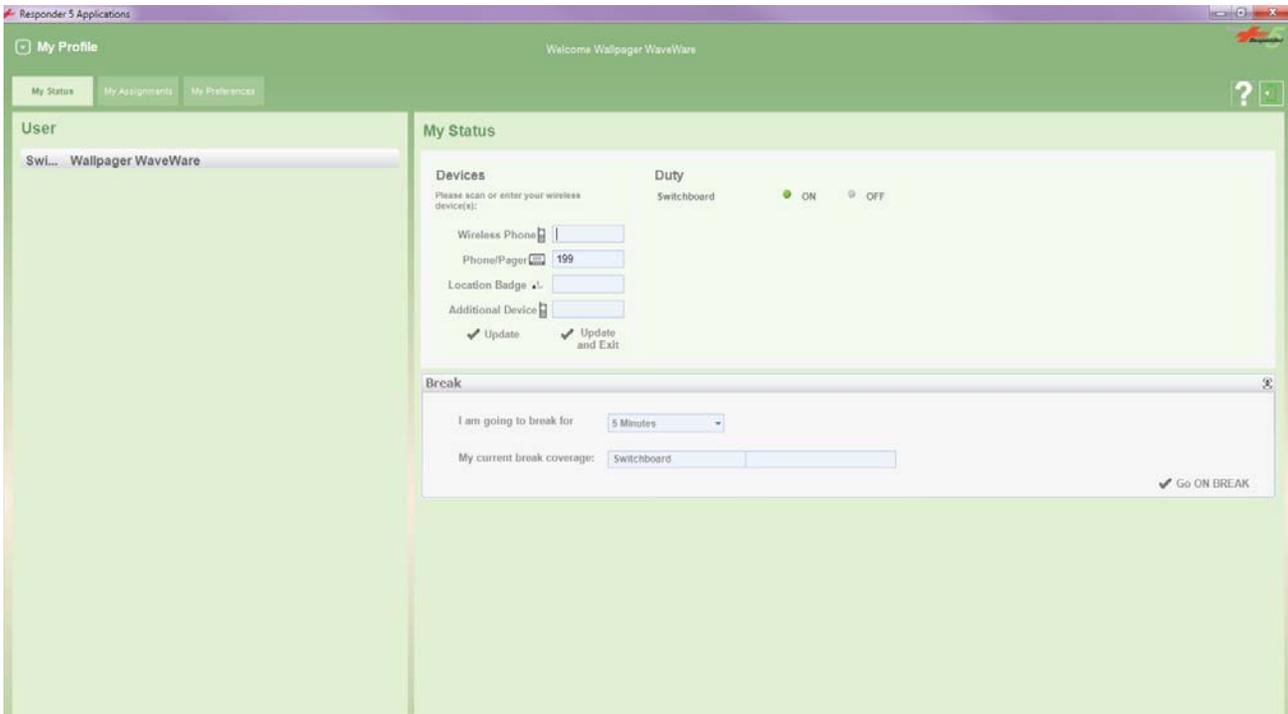
What is your favorite sport's team?

Save Cancel

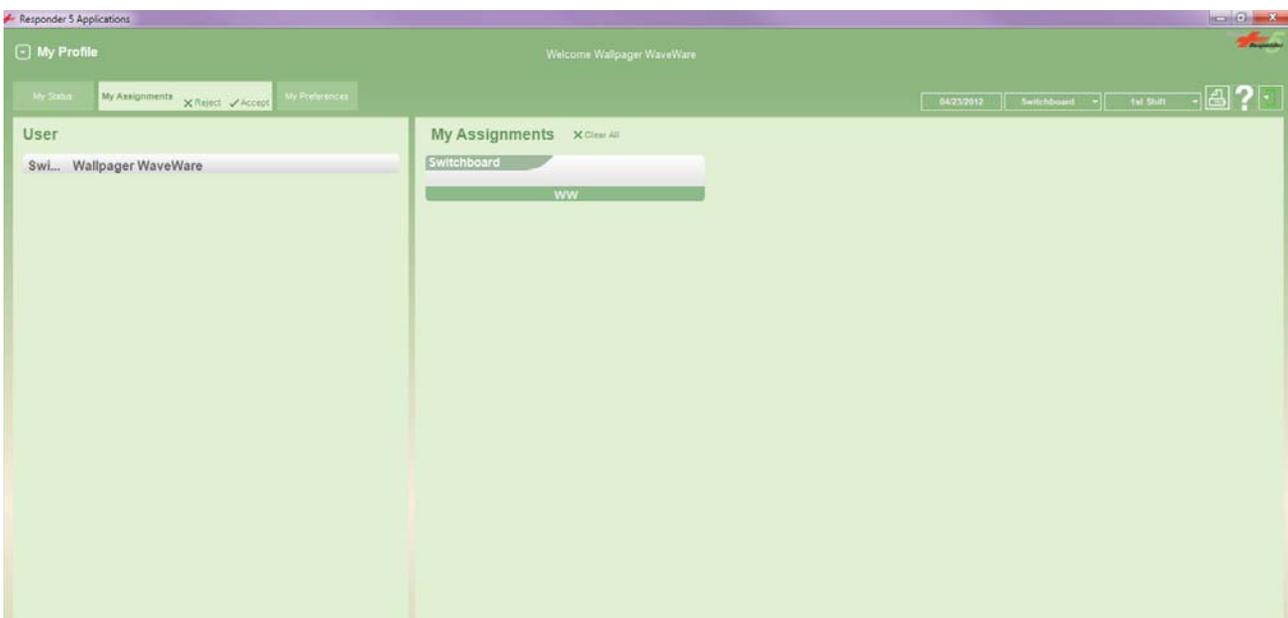
RGS: (Active) 3:53 PM 4/23/2012

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52. Go to their Status screen and put the user on duty for the team.
53. Confirm that they have the correct Phone/Pager assigned.

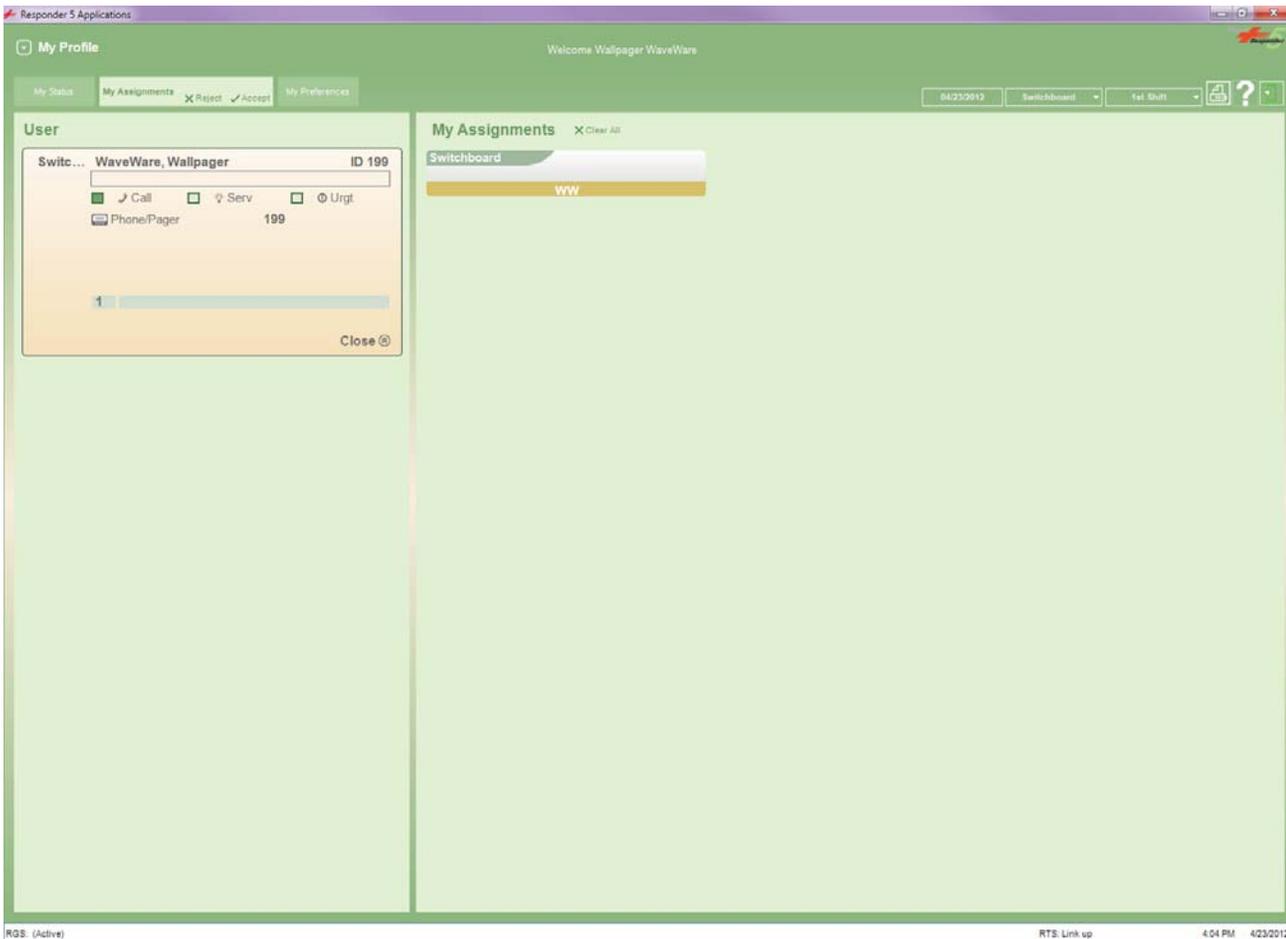


54. Now, edit their assignments.
55. Assign them to the team in the single call stop.



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56. Double click on the user's name and make sure that only Call is checked.
  - a. Only check Service if the display is going to receive service requirements that are set on rooms in the coverage set for the staff level that is assigned to the marquee.
  - b. Only check Urgent if urgent calls are not part of the team coverage and the display needs to show these calls.



57. You are now ready to test the display.