

# **Responder<sup>®</sup> 5000 Software Application User Guide**



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# 1: Overview

The Responder 5000 Application is a web based software with serval different modules that allow facilities to enhance the Responder 5000 Nurse Call System in multiple ways. The Application provides customizable activity boards to caregivers for a clear view of the Responder 5000 nurse call activities in real time on a unit or multiple units. It provides room and patient management tools for operational support. A reporting module provides the longer-term picture (up to eighteen months) of the facility and the way nursing and patients' requests are met. Finally, an administration module provides tools for user management and overall customizations for the application.

## **Intended Use**

The Activity Board module allows a user to view nurse call activity and service requests on any display(s) connected to LAN-enabled computers.

The Reports module allows a user to generate and view customizable reports that reflect historical nurse call events.

The Patient Details module allows facilities to manage patients by displaying a compact view of all patients within a facility.

The Administration module allows an Administrator user to manage users, activity board, and overall settings of the system to be maintained – but not replacing basic system functionality.

# **About this Document**

Read this document if your duties include maintaining or using any of the Responder 5000 Software modules.

### Warnings

The following warnings may pose life safety or other serious hazards if ignored:

- ✓ Responder 5000 Application is not intended to be used as a primary annunciation system.
- ✓ Only Rauland-trained or authorized personnel should use the Administration module.
- ✓ The Activity Board module only provides ancillary emergency annunciation and must be used alongside a fully functional ("collaborator") Responder 5000 Nurse console.
- ✓ The Responder 5000 Nurse Call system must be fully configured and operational to use Responder 5000 Application.
- ✓ Responder 5000 Application should be fully tested before being brought online.

# Cautions

The following cautions may cause significant delays or inconvenience to staff and patients if ignored:

✓ Changes made to the default Responder 5000 Application configuration will impact system administrators and users.

# 2: Taking the Tour

# At a Glance – Activity Board

This module allows staff members with proper access rights to view the nurse call activities within a facility in real time. The Activity Board views can be customized by selecting from eleven different data elements to display location, patient and physician information. Furthermore, an Activity Board can be customized to display selected active calls from one or multiple units within a facility. This is a great solution for facilities implementing a centralized nurse call triage area.

Rouland Responder 500	Reports Activit	y Board Patient Deta	ils Administration		Saint Mark Nursing Home 🕜 🚇
West Activity Board 5	West Activi	ty Board 🕖			
East Activity Board 6	Room #	Call Type	First Name	Doctor	Notes
South Activity Board	407	Patient	James	Dr. Paul	None
Pediatrics Activity Board	411	Patient	Michael	Dr. Garcia	Hard on hearing
	404	Call Type	Ann	Dr. Paul	Speaks Spanish
	404	Patient	Jane	Dr. Garcia	MRI at 2PM
	403	Patient	James	Dr. Garcia	None
	419	Patient	Stephen	Dr. Garcia	None
<	400	Patient	Meli 9	Dr. Garcia	MRI at 4PM
	408	Patient	Benjamin	Dr. Paul	None
	408	Patient	Nick	Dr. Garcia	None
	409	Call Type	Anette	Dr. Paul	Speaks Polish

Figure 1: At a glance - Activity Board

ltem	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – Activity Board active menu item
6	Side Navigation – Activity Board inactive menu item
7	Activity Board Title
8	Collapse / Expand Side Navigation
9	Activity Board – Active Calls

# At a Glance – Detailed Call Data by Unit Report

The Detailed Call Data by Unit report displays in detail all call activities, services, staff registrations, count of urgent calls, average staff response times and average voice response times details for the selected unit(s) in a chronological order.

	Detailed Call Da	ata by Unit 🕖 👘		Save As Template	Create Spreadsheet	Create Pl
mary Call Data by				8	9	10
	Select Date Range and Ti	me 🛛 Include entire day in report 👔				
nary Call Data by n/Bed	Custom: 12/1/2015 - 12/31/201	5 Start Time:08:00	End Time:14:	90		
nary Call Data by nt	Select Unit(s) to Include i	n Report 🔲 Select All 问 Combine un	ts together 1			
	Cardio	Emergency Department	Maternity		Med/Surg	
otion Report	OR	Pediatrics				
ring Reports	Select Call Type(s) to Incl	ude in Report 🕞 Select All 🛛 🚺				
	Bath Call	Bath Emergency	Bed Exit		🖉 Code Blue	
rt Templates 🤇 🚺	Cord Out	🔲 In Pain	Deatient			

Figure 2: At a glance - Detailed Call Data by Unit Report

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – Active menu item
6	Side Navigation – Inactive menu item
7	Report Title
8	Save Report as Template
9	Create Report in Spreadsheet format
10	Create Report in PDF format
11	Collapse / Expand Side Navigation
12	Select Date Range – to be used to create the report
13	Select Units – to be used to create the report
14	Select Call Types – to be used to create the report

# At a Glance – Summary Call Data by Unit Report

The Summary Call Data by Unit report gives an overview for the staff responses, including urgent calls, total calls, average staff response and average voice response time information for the selected unit(s).

Responder 5000	Reports Activity Board	Patient Details Administration	n		Saint Mark Nursing Ho	ome 7
etailed Call Data by Unit	ummary Call Da	ta by Unit 🕖		Save As Template	Create Spreadsheet	Create PDF
ummary Call Data by 5	Select Date Range and Time	Include entire day in report		8	9	10
mmary Call Data by	Custom: 12/1/2015 - 12/31/2015	Start Time:08:00	End Time:14:0	D		
ummary Call Data by	Select Unit(s) to Include in Re	port 🗋 Select All 📋 Combine units to	ogether 1			
	Cardio	Emergency Department	Maternity		Med/Surg	
ception Report	OR	Pediatrics				
curring Reports	Select Call Type(s) to Include	in Report 🔲 Select All 🔞				
	Bath Call	Bath Emergency	Bed Exit		🕑 Code Blue	
port Templates 🤇 🚺	Cord Out	🗍 In Pain	Patient			

Figure 3: At a glance - Summary Call Data by Unit Report

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – Active menu item
6	Side Navigation – Inactive menu item
7	Report Title
8	Save Report as Template
9	Create Report in Spreadsheet format
10	Create Report in PDF format
11	Collapse / Expand Side Navigation
12	Select Date Range – to be used to create the report
13	Select Units – to be used to create the report
14	Select Call Types – to be used to create the report

# At a Glance - Summary Call Data by Room/Bed

The Summary Call Data by Room/Bed report provides an overview of staff responses including urgent, total number of calls, average response and average response time information for a specific room and bed.

e avere a c a				Ø	6
etailed Call Data by Unit	Summary Call E	ata by Room/Bec	Save As Template	Create Spreadsheet	Create PD
ummary Call Data by nit	Select Date Range and Tim	18 🛯 Include entire day in report 👔	8	9	10
mmary Call Data by 5	Custom: 12/1/2015 - 12/31/2015	Start Time:08:00	End Time:14:00		
mmary Call Data by tient 6	Select Unit(s) to Include in	Report 🗍 Select All 📋 Combine unit	is together		
	Cardio Cardio	Emergency Department	Maternity	Med/Surg	
reption Report	OR	Pediatrics			
	Select Area - Room [4]	Select Bed 🚯			
curring Reports	OR - 1	Bed 1	l		
port Templates	1)	-			
	Select Call Type(s) to Inclu	de in Report 🛛 Select AI 🄞			
	Bath Call	Bath Emergency	🔲 Bed Exit	🖉 Code Blue	

Figure 4: At a glance – Summary Call Data by Room/Bed

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – Active menu item
6	Side Navigation – Inactive menu item
7	Report Title
8	Save Report as Template
9	Create Report in Spreadsheet format
10	Create Report in PDF format
1	Collapse / Expand Side Navigation
12	Select Date Range – to be used to create the report
13	Select Units – to be used to create the report
14	Select Area-Room – to be used to create the report
15	Select Bed – to be used to create the report
16	Select Call Types – to be used to create the report

# At a Glance – Summary Call Data by Patient Report

The Summary Call Data by Patient report displays an overview for the staff responses, including urgent calls, total calls, average staff response and average voice response time information for the selected patient(s).

Rauland Responder 5000	Reports Activity Board	Patient Details Administration	1	Saint Mark Nursing Home 🗿 🕘
Detailed Call Data by Unit	ummary Call Da	ta by Patient 🥑	Save As Template	Create Spreadsheet Create PDF
Summary Call Data by Unit	Select Date Range and Time	Include entire day in report	0	9
Summary Call Data by 5 Room/Bed	Custorn: 12/1/2015 - 12/31/2015	Start Time:08:00	End Time:14:00	
Summary Call Data by 6	Select Patient(s) to Include in	Report Select All		
Exception Report	Wolfward, Hans	Unational, Januaritria	U brady, ramp	Concisco, cubina
Recurring Reports	Select Call Type(s) to Include	in Report 🕞 Select All 🔞		
Report Templates <	Bath Call	Bath Emergency	Bed Exit	🖉 Code Blue

Figure 5: At a glance – Summary Call Data by Patient

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – Active menu item
6	Side Navigation – Inactive menu item
7	Report Title
8	Save Report as Template
9	Create Report in Spreadsheet format
10	Create Report in PDF format
11	Collapse / Expand Side Navigation
12	Select Date Range – to be used to create the report
13	Select Patients – to be used to create the report
14	Select Call Types – to be used to create the report

# **At a Glance – Exception Report**

The Exception report identifies staff and voice responses that fall outside of targeted goals for a unit. This report helps managers to analyze requests that took longer than expected to be answered and identify areas of improvement within the unit(s).

Responder 5000	Reports Activity Board	Patient Details Administration	1	Saint Mark Nursing H	ome ? 2
Detailed Call Data by Unit	Exception Report	0	Save As Template	Create Spreadsheet	Create PDF
Summary Call Data by Unit	Select Date Range and Time	S Include entire day in report	U	9	
Summary Call Data by Room/Bed	Custom: 12/1/2015 - 12/31/2015	Start Time:08:00	End Time:14:00		
jummary Call Data by Patient	Select Unit(s) to Include in Re	port Select All Combine units to	igether 13		
ixception Report 5	OR	Emergency Department     Pediatrics	U Maternity	Med/Surg	
ecurring Reports 6	Select Call Type(s) to Include	in Report 🔘 Select All 🛛 🚺			
eport Templates 🤇 1	Bath Call	Bath Emergency	Bed Exit	🖉 Code Blue	
	Set Voice Response Goal 🛛 🥵	)	Set Staff Response Goal	16	
	Hours: 00 Minutes: 00	On	Hours: 00 Minutes: 00	On	

Figure 6: At a glance – Exception Report

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – Active menu item
6	Side Navigation – Inactive menu item
7	Report Title
8	Save Report as Template
9	Create Report in Spreadsheet format
10	Create Report in PDF format
1	Collapse / Expand Side Navigation
12	Select Date Range – to be used to create the report
13	Select Units – to be used to create the report
14	Select Call Types – to be used to create the report
15	Set Voice Response Goals – to be used to create the report
16	Set Staff Response Goals – to be used to create the report

# At a Glance – Recurring Reports

The recurring reports mechanism is one of the most robust features of the Reports module and allows for any of the five reports to be configured, generated and delivered automatically via email on specific days of the week to staff members.

Responder 5000	Reports Activity Board	Patient Details Administration	1	Saint Mark Nursing Home 🤗 🚇
Detailed Call Data by Unit	onfigure Report	0		Preview Report Cancel Save
Summary Call Data by Unit	Report Name 🔞	Send To 🔞		0 (9 (0) cc (4
Summary Call Data by Room/Bed	Facilities in Med/Surg. Nov - Dec	reports@rauland.com		info@rauland.com
Summary Call Data by Patient	How often should the report	be sent	What day(s) should t	he report be sent ues.
Exception Report			🖸 Sat.	
Recurring Reports 5	Select a Report 🚯		Start Date	End Date 16
Report Templates 6 < 1	Detailed Calls by Unit	M	12/1/2015	Enter End Date
	Select Unit(s) to Include in Re	eport 📄 Select All 📄 Combine units to	gether	
	Cardio	Emergency Department	Maternity	🖉 Med/Surg
	Select Call Type(s) to Include	in Report 🗆 Select All 🔞		
	Bath Call	Bath Emergency	🔲 Bed Exit	🖉 Code Blue
	Cord Out	🔘 In Pain	Patient	

Figure 7: At a glance - Recurring Reports

Item	Description				
1	Main Navigation – Module selected				
2	Facility Name				
3	Help button				
4	My Profile button				
5	Side Navigation – Active menu item				
6	Side Navigation – Inactive menu item				
7	Report Title				
8	Preview Report				
9	Cancel button				
10	Save button				
1	Collapse / Expand Side Navigation				
12	Report Name				
13	Send report to				

4	CC field
5	Frequency of recurrence selection
9	Days that the recurrence will be delivered
	Select Report to be used for recurrence
<b>2</b>	Start – End date of recurrence
19	Select Units – to be used to create the report
Ø	Select Call Types – to be used to create the report

# **At a Glance – Report Templates**

The Reports module offers a reporting templating feature that allows staff members to configure and save reports to be used at a later date eliminating the need of reconfiguring the reports.

Rouland Responder 500	Reports Activity Board Patient I	Details Administration	Saint Mark Nursi:	ng Home 🥐 🚇 (3) (4)
Detailed Call Data by Unit	Report Templates 🥑		The second se	
Summary Call Data by Unit	Template Name		Date Added	
Summary Call Data by	Template 1		11/15/2015	7
Room/Bed	Template 2	8	11/15/2015	8
Summary Call Data by Patient	Template 3		11/15/2015	8
Exception Report				
Recurring Reports 5				
Report Templates 🛛 🌀 <				

Figure 8: At a glance – Report Templates

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – inactive menu item
6	Side Navigation – Active menu item
7	Page title
8	List of report templates

# **At a Glance – Current Patients**

The Patient Details module offers a feature that allows facilities to manage patients by displaying in a list format a compact view of all patients' information, locations, attending physicians and notes within a facility.

(5)	Current	Patients	0						Add New Pa
	Last Name	First Name	MI	Date of Birth	Sex	Doctor	Location	Room-Bed	Notes
	Kennedy	Lori	J.	09/05/1950	Female	Dr. Paul	4West	409-1	None
	Smiley	Samuel	L,	12/12/1949	Male	Dr. Garcia	4West	409-2	Hard on hearing
	Martinez	Trudie	Ν.	04/12/1957	Female	Dr. Paul	4West	409-3	Speaks Spanish
	Hammonds	Gladys		06/09/1947 9	Female	Dr. Garcia	4West	409-4	MRI at 2PM
	Cook	James	J.	12/13/1958	Male	Dr. Garcia	4West	409-5	None
	Dewey	Timothy	C.	11/27/1951	Male	Dr. Garcia	4West	409-6	None
< 6	Mason	barbara		02/02/1944	Female	Dr. Garcia	4West	409-7	MRI at 4PM
	Carr	Morris	S.	10/12/1961	Male	Dr. Paul	4West	409-8	None
	Gatto	Ezra	N.	06/06/1952	Male	Dr. Garcia	4West	409-9	None
	Moreno	Scott		07/11/1950	Male	Dr. Paul	4West	409-10	Speaks Polish
	Evans	Noah	D.	09/22/1942	Male	Dr. Garcia	4West	409-11	None
	Dudley	Vicky	С.	10/12/1947	Female	Dr. Paul	4West	409-12	Speaks Polish
	« 1 2 3	4 5 »							

Figure 9: At a glance - Current Patients

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – active menu item
6	Collapse / Expand Side Navigation
7	Page title
8	Add new patient button
9	List of patients

# **At a Glance – Patient Details**

This module includes the ability to add or edit patient personal information and location information anytime as needed by staff members with proper access. As patient information is added to the system, the data will be available for use in other Responder 5000 Application modules like Activity Board and Reports, as well.

nt Patients 5	Edit Patient 🕐				Cancel
	Last Name * 🔟	First Name * 1	мі 😰	DOB (3)	Sex 🚺
	Kennedy	Lori	L	09/05/1950	Female
	Doctor (15	Location 16	Room 🕧	Bed	18
	Dr. Paul	4West	409	1	
	Notes 📵				
	Notes				

Figure 10: At a glance - Patient Details

Item	Description					
1	Main Navigation – Module selected					
2	Facility Name					
3	Help button					
4	My Profile button					
5	Side Navigation – active menu item					
6	Collapse / Expand Side Navigation					
7	Page title					
8	Cancel button					
9	Save button					
10	Patient last name					
1	Patient first name					
12	Patient middle initial					
13	Patient date of birth					
14	Patient gender					
15	Covering doctor					
16	Patient's location					

	Patient's room number
18	Patient's bed number
19	Notes area

# At a Glance – Current Users

The Administration module offers a feature that allows facilities to manage their users by displaying in a list format a compact view of all users' information, access to units, last login information, patient edit capabilities and access to the Responder 5000 Software application.

Responder 50	00 Reports	Activity Board	Patient Details	(1 Administ	ration		Saint Mark Nursing H	ome ?
urrent Users 5	Current	Users 🕜						Add New Use
lanage Activity Board	Username	First Name	Last Name	MI	Unit(s)	Last Login	Can Edit Patients	8 Active
ttings	bmcauley	Brian	McAuley	J.	OR	11/15/2015	0	۵
	zkohn	Zachary	Kohn	9	ED	11/14/2015	D	۲
	Ifleming	Lisa	Fleming	A.	ALL	11/14/2015	0	۲
	Iharper	Lulu	Harper	1.	ICU	11/15/2015	D	۲
	cstone	Clay	Stone	J.	ICU	11/15/2015	۲	
3	mhernand	Melissa	Hernand		4West	11/13/2015	Ø	Ø

Figure 11: At a glance - Current Users

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – active menu item
6	Collapse / Expand Side Navigation
7	Page title
8	Add new user button
9	List of system users

# At a Glance – User Management

The user management section of the module allows administrators of the system to manage the staff members' information, authentication credentials, access to the system, access to patient detail information and access to activity boards from different units of the facility.

Responder 5000	Reports Activity Board	Patient Details Administratio	n	
rrent Users 5	Edit User 🕜			Cancel Sa
nage Activity Board	Username * 🔞	First Name *	Last Name * 🕢	
ttings	bmcauley	Brian	McAuley	
	Password * 14	Re-type Password * 1 15	Active User * 16	
		•••••	Yes No	
	User Type * 🕧		Can Edit Patient Details *	* 18
	Administrator Regular Us	er	Q Yes ONo	
< 6	Access to Unit(s) * 🗍 Select All	19		
	Cardio	Emergency Department	Maternity	Med/Surg
	Ø OR	Pediatrics		

Figure 12: At a glance - Edit User

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – Active menu item
6	Collapse / Expand Side Navigation
7	Page title
8	Cancel button
9	Save button
10	Username
1	User first name
12	User last name
13	User middle initial
14	Password
15	Re-type password
16	Active user

17	User type
18	Can edit patient details
19	Access to units

# At a Glance – Manage Activity Board List

The Administration module offers a feature that allows facilities to manage their activity board by displaying in a list format all the activity boards available in the system and options to add or remove such boards.

Rouland Responder 5000	Reports Activity Board	Patient Details	1 Administration	Facility Name (custom per instalation) 👔 😃
Current Users	Manage Activity	Board 🛛		Add New Activity Board
Manage Activity Board 5	Activity Board Name			8
Settings	West Activity Board			8
	East Activity Board		9	2
	South Activity Board			7
	Pediatrics Activity Board			R

Figure 12: At a glance – Activity Board List

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – active menu item
6	Collapse / Expand Side Navigation
7	Page title
8	Add new activity board button
9	List of activity boards

# At a Glance – Activity Board Management

The activity board management section of the module allows administrators to create and manage custom activity boards, where administrators can select what location and patient information, units to be displayed, call types, font colors, font sizes, font styles and tones that will be used for an activity board.

Users	dit Activi	y Boar	d 🕡				Cancel
Activity Board 5	Activity Board Na	me 🔟					8
	West Activity Board						
	Select Data Field	s) to Display	Select All	1)			
	Unit Unit	🖉 Room	C	Bed	🖌 Call Type	Service	Last Name
_	Pirst Name	Sex 💭	C	] Age	O Doctor	🖉 Notes	
6	Select Unit(s) to [	Display 🗍 se	lect All 🔞				
	Cardio		C Emergency	Department	Maternity	<b>M</b>	led/Surg
2	OR		Pediatrics				
	Select Call Type(s	) to Display	Select All	3			
	🖉 Bath Call		🕑 Bath Emerg	gency	🕑 Bed Exit	<b>O</b> C	ode Blue
	Cord Out		🕑 in Pain		🖉 Patient		
	Font Color 🚺	Font Size	To Fo	ont Style 1 🎁	Tones 🕧		
			100		1		

Figure 12: At a glance – Edit Activity Board

Item	Description
1	Main Navigation – Module selected
2	Facility Name
3	Help button
4	My Profile button
5	Side Navigation – Active menu item
6	Collapse / Expand Side Navigation
7	Page title
8	Cancel button
9	Save button
10	Activity board name
(1)	Data fields to be displayed
12	Units to be displayed

13	Call types to be displayed
14	Font color
15	Font size
16	Font style
17	Audio tones

# **3: How-To**

In the following chapter, you'll learn how to use the Responder 5000 Application modules:

# Sign In/Out

To use any of the modules that comprise the Responder 5000 Application, a web link shall be provided to you, and you must have permission to log into the system.

#### To Sign In:

- 1 Open a web browser and navigate to the link provided by your Administrator:
  - > The Log In screen will appear:

Sign in		
Responder 5000         Username         Username         Password         Password         Sign in		
Username         Username         Password         Password         Sign in	Rauland	
Username Username Password Password Sign In	Responder 5000	
Username Password Password Sign in	Username	
Password Password Sign In	Username	
Password Sign In	Password	
Sign In	Password	
	Sign In	

Figure 13: Sign In

- 2 Enter your username and password.
  - > If you do not know your Username or Password, consult your system administrator.
  - ➤ If you are using a touchscreen display, you may use the on-screen keyboard to make your entry.
- 3 Click on the Sign In button to continue.

#### **To Sign Out:**

1 Click on the Sign Out button in the My Profile module:



Figure 14: Sign Out

## Navigate between modules of the application

To access a specific module of the Responder 5000 Software Application you have to interact with the Main Navigation located at the top of each page.

Rauland Responder 5000	Reports	Activity Board	Patient Details	Administration	

Figure 15: Main Navigation

By clicking on a desired module name the application will directed you to the specific module.

# Navigate between features of a module

Each module has one or more features available for users to interact with. For example, the Reports module offers five reports, the recurring reports feature and report templating list view. A user can navigate between these features by:

- 1. Clicking on Reports Module name located on the at the top of each page.
- 2. Clicking on the desired report/feature (e.g. Detailed Call Data by Unit Report) situated on the left side of the screen.
- 3. The Detailed Call Data by Unit Report screen will be loaded.

Responder 50	00 Reports Activity B	oard Patient Details Administra	tion	Saint Mark Nursing Home 🥐 🚇
Detailed Call Data by Unit	Detailed Call	Data by Unit	Save As Template	Create Spreadsheet Create PDF
Summary Call Data by Unit	Select Date Range ar	nd Time 🖉 Include entire day in report		
Summary Call Data by Room/Bed	Custom: 12/1/2015 - 12/3	1/2015 Start Time:08:00	End Time:14:00	
Summary Call Data by Patient	Select Unit(s) to Incl	ude in Report 🔘 Select All 🔘 Combine uni	ts together	
	Cardio	Emergency Department	Maternity	Med/Surg
Exception Report	OR	Pediatrics		
Recurring Reports	Select Call Type(s) to	Include in Report 🔘 select All		
100	🖨 Bath Call	Bath Emergency	Bed Exit	🖉 Code Blue
Report Templates	Cord Out	🔲 In Pain	Patient	

Figure 16: Detail Call Data by Unit

# **Create a Detailed Call Data by Unit Report**

To create a Detailed Call Data by Unit Report, you need to navigate to the Reports Module and then click on the Detailed Call Data by Unit menu item from the left side navigation and the report configuration screen will be loaded.

- 1. Select a predefined date range or custom date range, the start and end time you want to use
- 2. Select Unit(s) you want to include in the report
- 3. Select the Call Type(s) you want to include in the report
- 4. Click on the Create Spreadsheet button if you want to create your report in an Excel format, or click on the Create PDF button if you want to create your report in a PDF format.
- 5. The report in the desired format will open in a new browser tab.

mary Call Data by nr/Bed     Select Date Range and Time I Indude entire day in report     1       Custom: 12/1/2015 - 12/31/2015     Start Time:08:00     End Time:14:00	
mary Call Data by //Bed  arry Call Data by mary Call Data by select Unit(s) to Include in Report Select All Combine units together	
nary Call Data by Select Unit(s) to Include in Report O Select All O Combine units together 2	
Cardio DEmergency Department Maternity @Med/Surg	
ston Report	
ring Reports Select Call Type(s) to Include in Report 🗍 Select All 3	
Bath Call Bath Emergency Bed Exit 🖉 Code Blue	
t Templates Cord Out In Pain Patient	

Figure 17: Detailed Call Data by Unit

# **Create a Summary Call Data by Unit Report**

To create a Summary Call Data by Unit Report, you need to navigate to the Reports Module and then click on the Summary Call Data by Unit menu item from the left side navigation and the report configuration screen will be loaded.

- 1. Select a predefined date range or custom date range, the start and end time you want to use
- 2. Select the Unit(s) you want to include in the report
- 3. Select the Call Type(s) you want to include in the report
- 4. Click on the Create Spreadsheet button if you want to create your report in an Excel format, or click on the Create PDF button if you want to create your report in a PDF format.
- 5. The report in the desired format will open in a new browser tab.

Rauland Responder 5000	Reports Activity Board	Patient Details Administration	1	Saint Mark Nursing Home 🕐 🚇
Detailed Call Data by Unit	Summary Call Da	ita by Unit	Save As Template	Create Spreadsheet Create PDF
Summary Call Data by Unit	Select Date Range and Time	S Include entire day in report		
Summary Call Data by Room/Bed	Custom: 12/1/2015 - 12/31/2015	Start Time:08:00	End Time:14:00	
Summary Call Data by	Select Unit(s) to Include in R	eport 🔲 Select All 💭 Combine units to	igether 2	
Fatient	🔲 Cardio	Emergency Department	Maternity	Med/Surg
Exception Report	OR	Pediatrics		
Recurring Reports	Select Call Type(s) to Include	in Report 🛛 Select All ( 3)		
	🔲 Bath Call	Bath Emergency	🔲 Bed Exit	🖉 Code Blue
Report Templates	Cord Out	问 In Pain	Patient	

Figure 18: Summary Call Data by Unit

# **Create a Summary Call Data by Room/Bed Report**

To create a Summary Call Data by Room/Bed Report, you need to navigate to the Reports Module and then click on the Summary Call Data by Room/Bed menu item from the left side navigation and the report configuration screen will be loaded.

- 1. Select a predefined date range or custom date range, the start and end time you want to use
- 2. Select Unit(s) you want to include in the report
- 3. Select Area Room you want to include in the report
- 4. Select the Bed number you want to create the report for
- 5. Select the Call Type(s) you want to include in the report
- 6. Click on the Create Spreadsheet button if you want to create your report in an Excel format, or click on the Create PDF button if you want to create your report in a PDF format.
- 7. The report in the desired format will open in a new browser tab.

Rouland Responder 5000	Reports Activity Board	Patient Details Administration	n	Saint Mark Nursing Home 🧿 🚇
Detailed Call Data by Unit	Summary Call Da	ta by Room/Bed	Save As Template	Create Spreadsheet Create PDF
Summary Call Data by Unit	Select Date Range and Time	S Include entire day in report		6
Summary Call Data by Room/Bed	Custom: 12/1/2015 - 12/31/2015	Start Time:08:00	End Time:14:00	
Summary Call Data by	Select Unit(s) to Include in Re	eport 🛛 Select All 💭 Combine units to	ogether 2	
Patient	🔲 Cardio	Emergency Department	Maternity	Med/Surg
Exception Report	OOR	O Pediatrics		
	Select Area - Room ( 3	Select Bed		
Recurring Reports	OR - 1	Bed 1		
Report Templates	Select Call Type(s) to Include	in Report 🔲 Select All 🌀		
	Bath Call	Bath Emergency	Bed Exit	🖉 Code Blue
	Cord Out	🗍 In Pain	Patient	

Figure 19: Summary Call Data by Room/Bed

# **Create a Summary Call Data by Patient Report**

To create a Summary Call Data by Patient Report, you need to navigate to the Reports Module and then click on the Summary Call Data by Patient menu item from the left side navigation and the report configuration screen will be loaded.

- 1. Select a predefined date range or custom date range, the start and end time you want to use
- 2. Select Patient(s) you would like to include in the report
- 3. Select the Call Type(s) you would like to include in the report
- 4. Click on the Create Spreadsheet button if you want to create your report in an Excel format, or click on the Create PDF button if you want to create your report in a PDF format.
- 5. The report in the desired format will open in a new browser tab.

Figure 20: Summary Call Data by Patient

# **Create an Exception Report**

To create an Exception Report, you need to navigate to the Reports Module and then click on the Exception Report menu item from the left side navigation and the report configuration screen will be loaded.

- 1. Select a predefined date range or custom date range, the start and end time you want to use
- 2. Select Unit(s) you want to include in the report
- 3. Select the Call Type(s) you want to include in the report
- 4. Set the Voice Response Goal
- 5. Set the Staff Response Goal
- 6. Click on the Create Spreadsheet button if you want to create your report in an Excel format, or click on the Create PDF button if you want to create your report in a PDF format.
- 7. The report in the desired format will open in a new browser tab.

ailed Call Data by Unit	Exception Repor	t	Save As Template	Create Spreadsheet Create PD
nmary Call Data by t	Select Date Range and Time	Include entire day in report		6
nmary Call Data by im/Bed	Custom: 12/1/2015 - 12/31/2015	Start Time:08:00	End Time:14:00	
nmary Call Data by	Select Unit(s) to Include in R	eport 🗍 Select All 🗍 Combine units	together 2	
ient	Cardio	Emergency Department	Maternity	Med/Surg
eption Report	OOR	Pediatrics		
urring Reports	Select Call Type(s) to Include	e in Report 🔲 Select All ( 3)		
	Bath Call	Bath Emergency	🔲 Bed Exit	🖉 Code Blue
ort Templates	Cord Out	🗋 In Pain	Patient	
	Set Voice Response Goal	4	Set Staff Response Goal 5	
	Hours: 00 Minutes: 00	On	Hours: 00 Minutes: 00	On

Figure 21: Exception Report

# **Create a Recurring Report**

To create a Recurring Report, you need to navigate to the Reports Module and then click on the Recurring Report menu item from the left side navigation and the Recurring Reports list screen will be loaded.

Click on Add New Report



Figure 22: Create a Recurring Report

- > The Recurring Report configuration screen will be loaded
- 1. Enter the Report Name you want to use
- 2. Enter the recipient's email address
- 3. If needed, enter additional email addresses in the CC field
- 4. Select how often the report will be sent
- 5. Select on which days the report will be sent
- 6. Select a report you would like to use
- 7. Select the Start and End Date for this recurring report
- 8. Select the Unit(s) to be included in the report
- 9. Select the Call Type(s) to be included in the report
- 10. Click on Preview Report button to preview the report before saving the recurrence
- 11. Click on the Save button to save this recurring report to the system

all Data by Unit	Configure Rep	oort		Preview Report Cancel
Call Data by	Report Name	Send To 🙎		cc 3
	Facilities in Med/Surg. Nov	- Dec reports@rauland.c	om	info@rauland.com
	How often should the	report be sent 4	What day(s) sho	uld the report be sent 5
	O Dally O Weekly C	Monthly	🖸 Sun. 问 Mon.	🖉 Tues. 🗍 Wed. 🖉 Thurs. 🗍 Fri.
			🔲 Sat.	
Reports	Select a Report 6		Start Date	End Date 7
mplates 🤇	Detailed Calls by Unit		12/1/2015	Enter End Date 🛛 No End Date
	Select Unit(s) to Inclu	de in Report 🗍 Select All 📄 Combine un	ts together 8	
	Cardio	Emergency Department	Maternity	Med/Surg
	OR	Pediatrics		
	Select Call Type(s) to	nclude in Report 🔘 Select All 🛛 🧐		
	Bath Call	Bath Emergency	Bed Exit	🗹 Code Blue

Figure 22: Create a Recurring Report

### **Save a Report as Template**

For any of the five reports you have the option to save a report as template for a later use.

- Configure your report
- Once you are done configuring your report click on the Save As Template button located next to Create Spreadsheet and Create PDF buttons



Figure 23: Save As Template

➤ A dialog box will be displayed as illustrated below

				Internet Contra
***	Sense Saw Sarage av	e 1000 🛢		
	Temp	olate Name 🌗	and an and	
	Arrest Dools			
	12××	Cancel Save		
	Senat Call Spreen to	relation to Report Connect		

Figure 24: Save as Template

- 1. Enter the Template Name
- 2. Click on the Save button to add the report template to the Reports Template List

Responder 50	200 Reports Activity Board Patient Details Administration	Saint Mark Nursing Home 🥐 🚇
Detailed Call Data by Unit	Report Templates	
Summary Call Data by Unit	Template Name	Date Added
Summary Call Data by	Template 1	11/15/2015
Room/Bed	Template 2	11/15/2015
Summary Call Data by Patient	Template 3	11/15/2015
Exception Report		
Recurring Reports		
Report Templates		

Figure 25: Report Templates List

### **Add a New Patient**

To add a new patient in the system, you need to navigate to the Patient Details Module and click on the Add New Patient button as illustrated below.



Figure 26: Add New Patient button

- > The Add New Patient view will be displayed.
- 1. Enter patient's last name
- 2. Enter patient's first name
- 3. If needed, enter the patient's middle initial
- 4. Enter patient's date of birth
- 5. Select patient's gender
- 6. If needed, enter patient's physician full name
- 7. Select the unit the patient will be located at
- 8. Select the room number the patient be located at
- 9. Select the bed number the patient will be occupying
- 10. If needed, add notes for the patient
- 11. Click on the Save button to add the patient to the system

Last Name * 1	First Name * 2	мі (3)	DOB <b>4</b>	Sex 5
Doctor 6	Location 7	Room 8	Bed	9
Notes 10				

Figure 27: Add New Patient

### **Edit Patient Information**

To edit patient information in the system, you need to navigate to the Patient Details Module

Click on the patient's last name as illustrated below.

Rauland Responder 50	00 Reports	Activity Board	Patier	nt Details	Administration			Saint Mark Nu	rsing Home 🧿 🚇
Current Patients	Current	Patients							Add New Patient
	Last Name	First Name	MI	Date of Birth	Sex	Doctor	Location	Room-Bed	Notes
	Kennedy	Lori	J.	09/05/1950	Female	Dr. Paul	4West	409-1	None
	Smiley	Samuel	L.	12/12/1949	Male	Dr. Garcia	4West	409-2	Hard on hearing
	Martinez	Trudie	N.	04/12/1957	Female	Dr. Paul	4West	409-3	Speaks Spanish

Figure 28: Edit Patient button

- The Edit Patient view will be displayed.
- 1. If needed, edit patient's last name
- 2. If needed, edit patient's first name
- 3. If needed, edit the patient's middle initial
- 4. If needed, edit patient's date of birth
- 5. If needed, edit select patient's gender
- 6. If needed, edit patient's physician full name
- 7. If needed, edit the unit the patient will be located at (*NOTE: by selecting the option: "None" the patient will be removed from the unit, room and bed*)
- 8. If needed, edit the room number the patient be located at (*NOTE: by selecting the option: "None" the patient will be removed from the room and bed*)
- 9. If needed, edit the bed number the patient will be occupying (*NOTE: by selecting the option: "None" the patient will be removed from the bed*)
- 10. If needed, add notes for the patient
- 11. Click on the Save button to make the changes in the system or on the Cancel button if you want to discard your changes

Last Name * 1	First Name * 🙎	мі	DOB (4)	Sex 5
Kennedy	Lori	- k	09/05/1950	Female
Doctor 6	Location 7	Room 8	Bed	9
Dr. Paul	4West	409	1	
Notes 10				

Figure 29: Edit Patient

### Add a New User

To add a new user in the system, you need to navigate to the Administration Module and select the Current Users menu item from the left side navigation.

Click on the Add New Patient button as illustrated below.

Responder 5	000 Reports	Activity Board	Patient Details	Administr	ation		Saint Mark Nursing Ho	ome 🕐 🚇
Current Users	Current	Users						Add New User
Manage Activity Board	Username	First Name	Last Name	MI	Unit(s)	Last Login	Can Edit Patients	Active
Settings	bmcauley	Brian	McAuley	J.	OR	11/15/2015		0
	zkohn	Zachary	Kohn		ED	11/14/2015	0	

Figure 29: Add New User button

- The Add New User view will be displayed.
- 1. Enter the user's username
- 2. Enter user's first name
- 3. Enter user's last name
- 4. If needed, enter the user's middle initial
- 5. Enter user's password
- 6. Re-type user's password
- 7. Select the user type
- 8. Select if the user can edit patient details
- 9. Select the unit the patient will be located at
- 10. Click on the Save button to add the patient to the system

Responder 50	00 Reports Activity Board	d Patient Details Administrat	ion	Saint Mark Nursing Home 🥐 🙆
ent Users	Add New User			Cancel Save
age Activity Board	Username * 🚺	First Name * 🙎	Last Name * 3	мі 4
ngs				
	Password * 5	Re-type Password *6		
	User Type * 🕜		Can Edit Patient Details	5 * 8
	O Administrator O Regu	lar User	Q Yes Q No	
<	Access to Unit(s) * 🔲 s	select All		
	Cardio	Emergency Department	Maternity	Med/Surg
	OR	Pediatrics		

Figure 29: Add New User

# **Edit User Information**

To edit user information in the system, you need to navigate to the Administration Module and select the Current Users menu item from the left side navigation and the Current User.

#### Click on a username

Responder 5	000 Reports	Activity Board	Patient Details	Administr	ation		Saint Mark Nursing Ho	me 🕐 🚇
Current Users	Current	Users						Add New User
Manage Activity Board	Username	First Name	Last Name	MI	Unit(s)	Last Login	Can Edit Patients	Active
Settings	bmcauley	Brian	McAuley	J.	OR	11/15/2015	0	۲
	zkohn	Zachary	Kohn		ED	11/14/2015	0	

Figure 30: Edit User button

- ➤ The Edit User view will be displayed.
- 1. If needed, edit user's first name
- 2. If needed, edit user's last name
- 3. If needed, edit the user's middle initial
- 4. If needed, edit user's password
- 5. If needed, re-type user's new password
- 6. If needed, edit user's active status (*NOTE:* by selecting the option: "No" the user will no longer have access to the system)
- 7. If needed, edit the user type
- 8. If needed, edit user's rights to edit patient details
- 9. If needed, edit user's access to units
- 10. Click on the Save button to make the changes in the system or on the Cancel button if you want to discard your changes

Responder 50	000 Reports Activity Boar	d Patient Details Administrat	ion	Saint Mark Nursing Home 🕐 🔒
Current Users	Edit User			Cancel Save
Manage Activity Board	Username *	First Name * 🚺	Last Name * 2	мі (3)
Settings	bmcauley	Brian	McAuley	j.
	Password * 4	Re-type Password * 5	Active User * 6	
	*******	•••••	♥Yes ◎No	
	User Type * 🕜		Can Edit Patient Details	5 * 8
	O Administrator O Regu	ılar User	🔘 Yes 💿 No	
<	Access to Unit(s) *	Select All		
	Cardio	Emergency Department	Maternity	Med/Surg
	ØOR	Pediatrics		

Figure 31: Edit User

### Add a New Activity Board

To add a new activity board in the system, you need to navigate to the Administration Module and select the Manage Activity Board menu item from the left side navigation.

Click on the Add New Activity Board button as illustrated below.

Rauland Responder 5	000 Reports	Activity Board	Patient Details	Administration	Facility Name (custom per instalation) 👔 🔱
Current Users	Manage	e Activity	Board		Add New Activity Board
Manage Activity Board	Activity Board M	Vame			

Figure 32: Add New Activity Board button

- > The Add New Activity Board view will be displayed.
- 1. Enter the activity board name
- 2. Select data field(s) to be displayed
- 3. Select the Unit(s) to be displayed
- 4. Select the Call Type(s) to be displayed
- 5. If needed, select a font color
- 6. If needed, select a font size
- 7. If needed, select a font style
- 8. If needed, select an audio tone to be played when a new nurse call activity is displayed
- 9. Click on the Save button to add the activity board to the system

Board	ame 🖪				
			_		
Select Data Field	l(s) to Display 🗍	Select All			
🗍 Unit	Room	Bed	Call Type	Service	🗍 Last Nam
G First Name	Sex	🗍 Age	Doctor	Notes 💭	
Select Unit(s) to	Display 🔲 Select All	3			
Cardio	E E	mergency Department	Maternity	Ом	ed/Surg
	O P	ediatrics			
Select Call Type	s) to Display 🔲 se	elect All			
Bath Call	B B	ath Emergency	Bed Exit		ode Blue
Cord Out		n Pain	Patient		

Figure 33: Add New Activity Board

#### **Edit an Activity Board**

To edit an existing activity board in the system, you need to navigate to the Administration Module and select the Manage Activity Board menu item from the left side navigation.

Click on an activity board name as illustrated below.

Responder 5	000 Reports Activity Board Patient Details	Administration	Facility Name (custom per instalation) 🧿 悤
Current Users	Manage Activity Board		Add New Activity Board
Manage Activity Board	Activity Board Name	_	
Settings	West Activity Board		e

Figure 34: Edit Activity Board button

- > The Edit Activity Board view will be displayed.
- 10. If needed, edit the activity board name
- 11. If needed, edit the data field(s) to be displayed
- 12. If needed, edit the unit(s) to be displayed
- 13. If needed, edit the call type(s) to be displayed
- 14. If needed, edit the font color
- 15. If needed, edit the font size
- 16. If needed, edit the font style
- 17. If needed, edit the audio tone to be played when a new nurse call activity is displayed
- 18. Click on the Save button to make the changes in the system or on the Cancel button if you want to discard your changes

Edit Ad	etivity Boar	d			Cancel
y Board Activity B	oard Name 👔				
West Activ	vity Board				
Select Da	ta Field(s) to Display	Select All			
OUnit	Room	🔘 Bed	🖉 Call Type	Service	🗍 Last Nami
S First Na	me 🔲 Sex	Age	Doctor	🗹 Notes	
Select Un	it(s) to Display 🔲 s	elect All			
Cardio		Emergency Department	Maternity	<b>M</b>	ed/Surg
		Pediatrics			
Select Ca	ll Type(s) to Display	Select All			
🖉 Bath Ca	II .	Bath Emergency	🖉 Bed Exit	🗹 Co	ode Blue
Cord Ou	it	🖉 in Pain	🛛 Patient		
Font Colo	or 👩 Font Size	6 Font Style 7	Tones 🔞		

Figure 35: Edit User