Responder® 5000
Software Application User Guide

A Division of AMETEK, Inc.

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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.

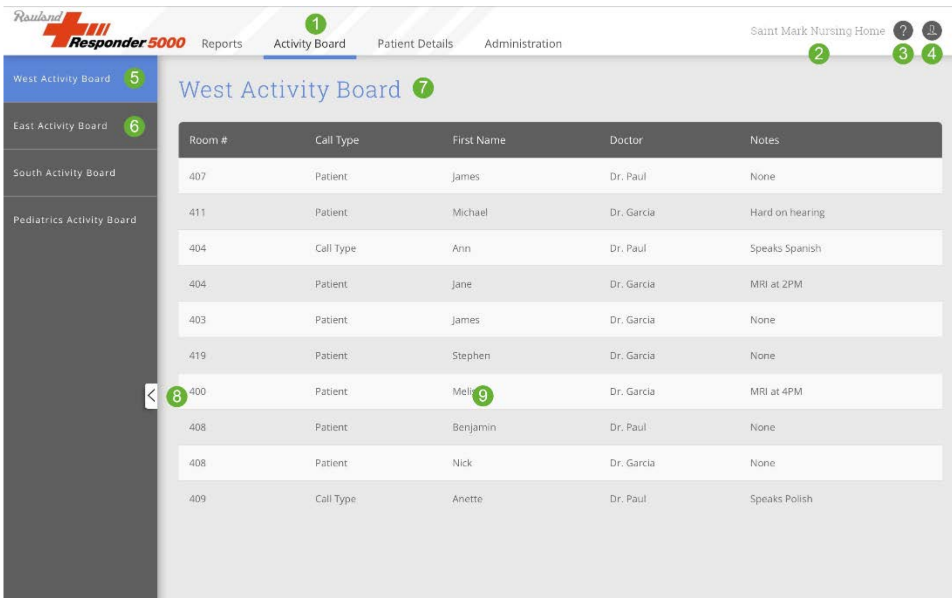

Figure 1: At a glance – Activity Board

Item	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.

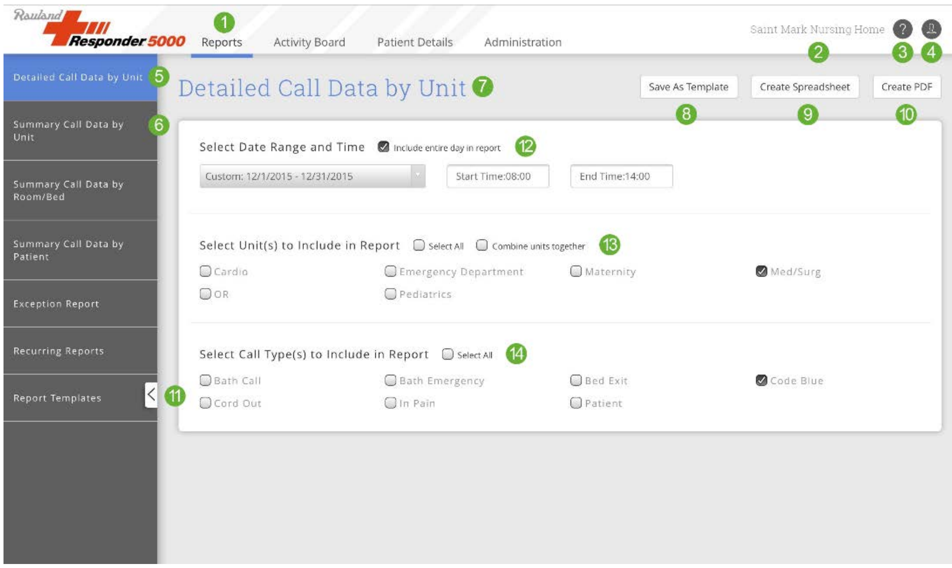

Figure 2: At a glance – Detailed Call Data by Unit Report

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).

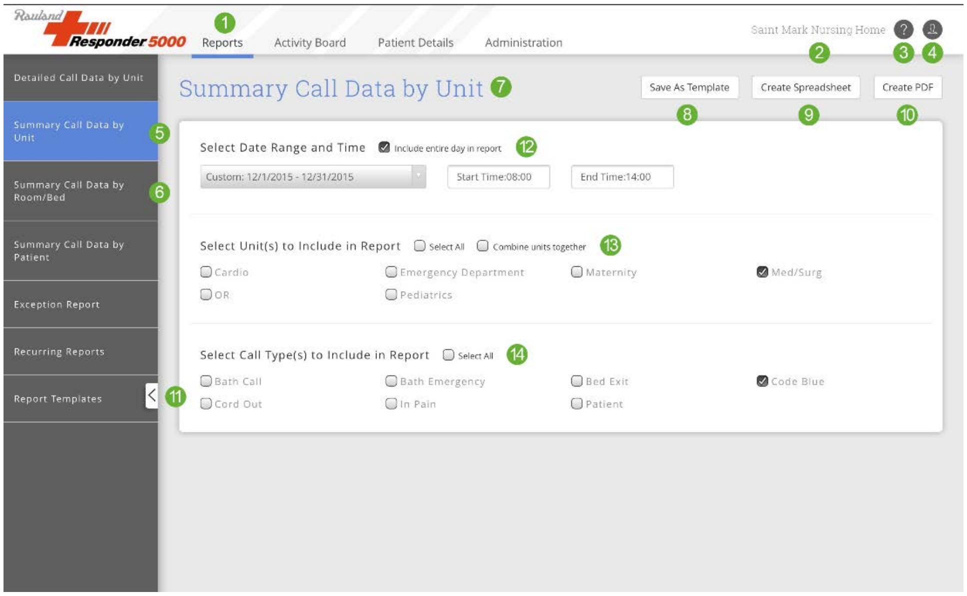

Figure 3: At a glance – Summary Call Data by Unit Report

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.

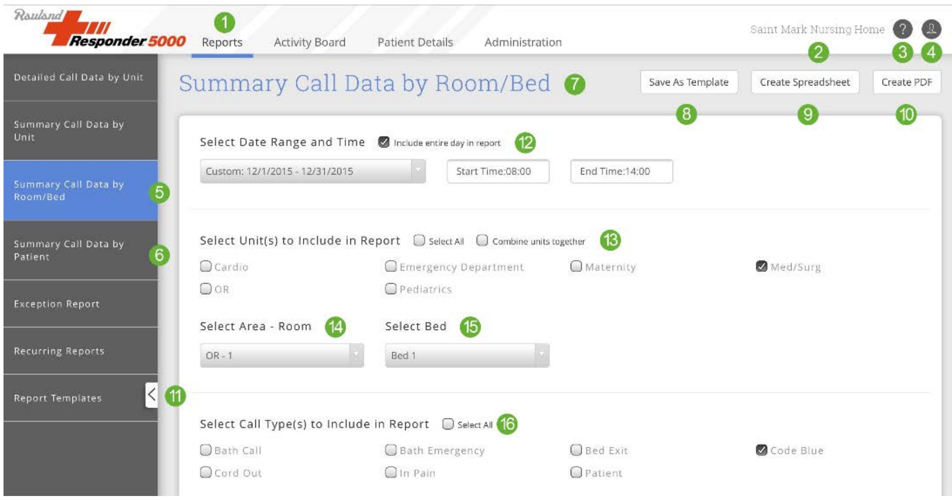

Figure 4: At a glance – Summary Call Data by Room/Bed

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
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 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).

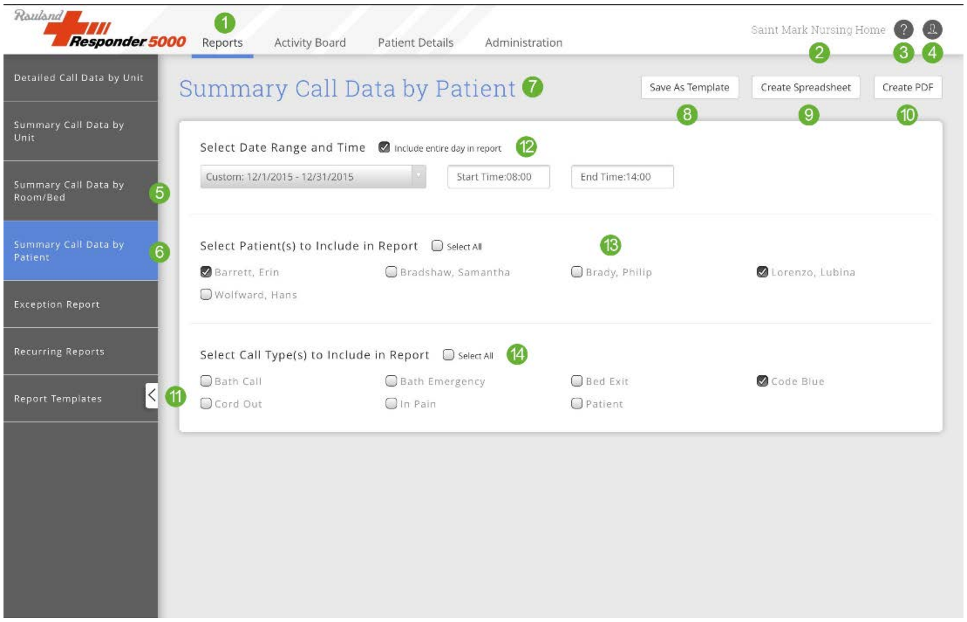

Figure 5: At a glance – Summary Call Data by Patient

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).

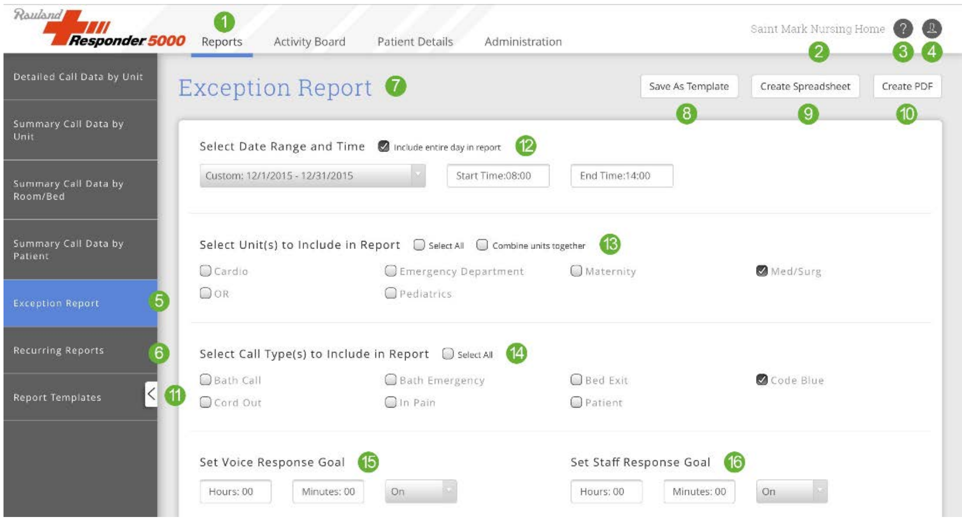

Figure 6: At a glance – Exception Report

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
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
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.

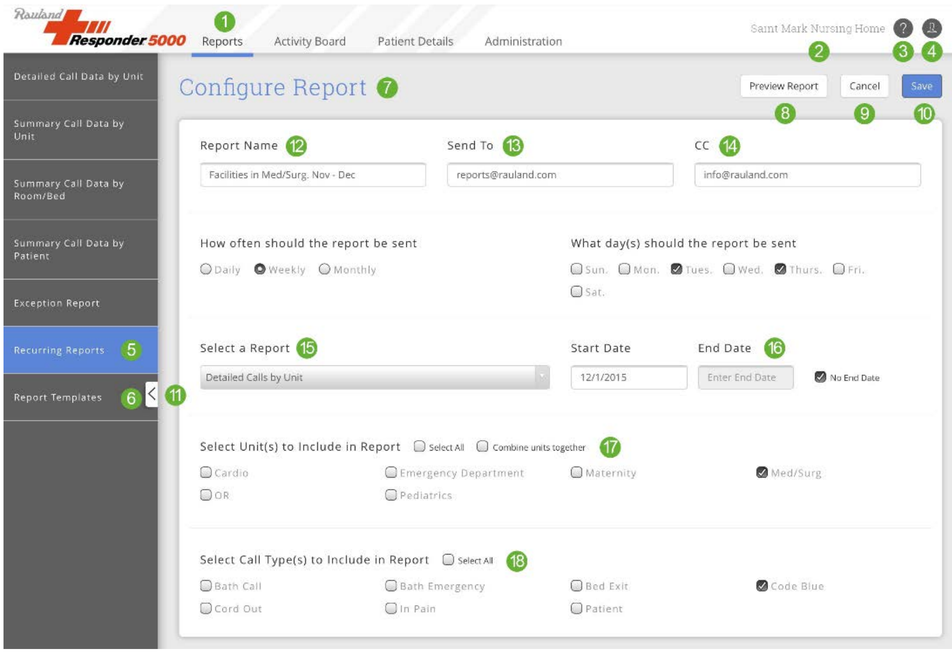

Figure 7: At a glance – Recurring Reports

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
11	Collapse / Expand Side Navigation
12	Report Name
13	Send report to

14	CC field
15	Frequency of recurrence selection
16	Days that the recurrence will be delivered
17	Select Report to be used for recurrence
18	Start – End date of recurrence
19	Select Units – to be used to create the report
20	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.

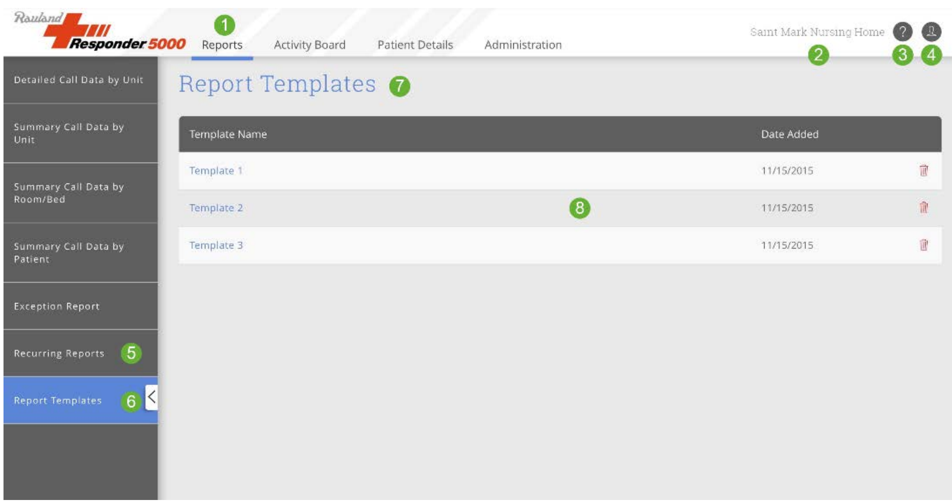

Figure 8: At a glance – Report Templates

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.

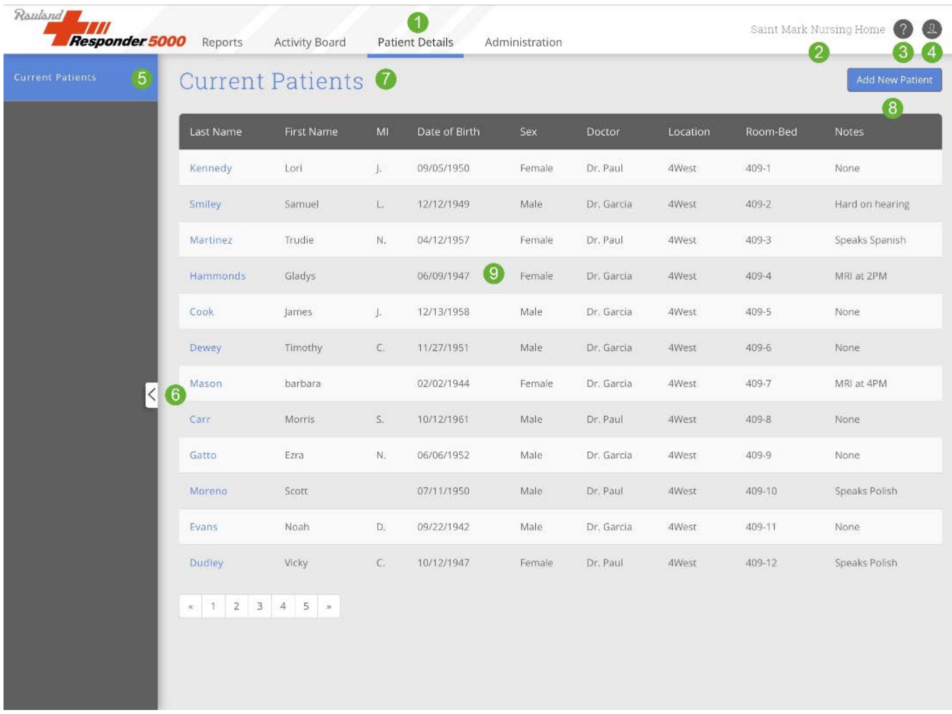

Figure 9: At a glance – Current Patients

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.

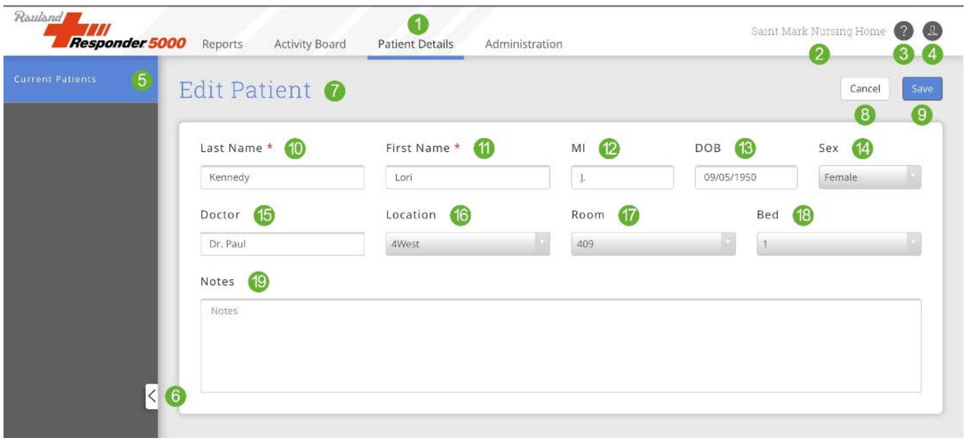

Figure 10: At a glance – Patient Details

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
11	Patient first name
12	Patient middle initial
13	Patient date of birth
14	Patient gender
15	Covering doctor
16	Patient’s location

17	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.

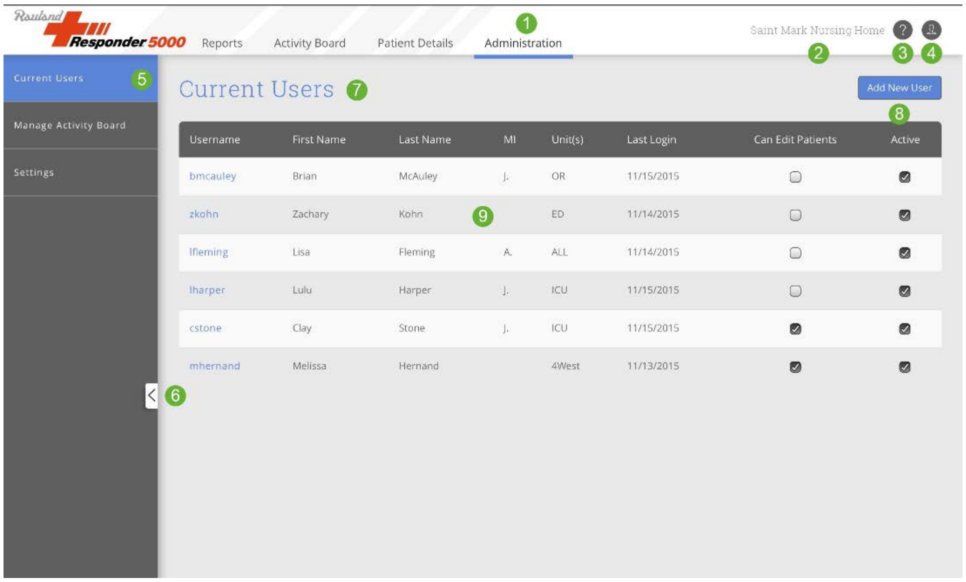

Figure 11: At a glance – Current Users

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.

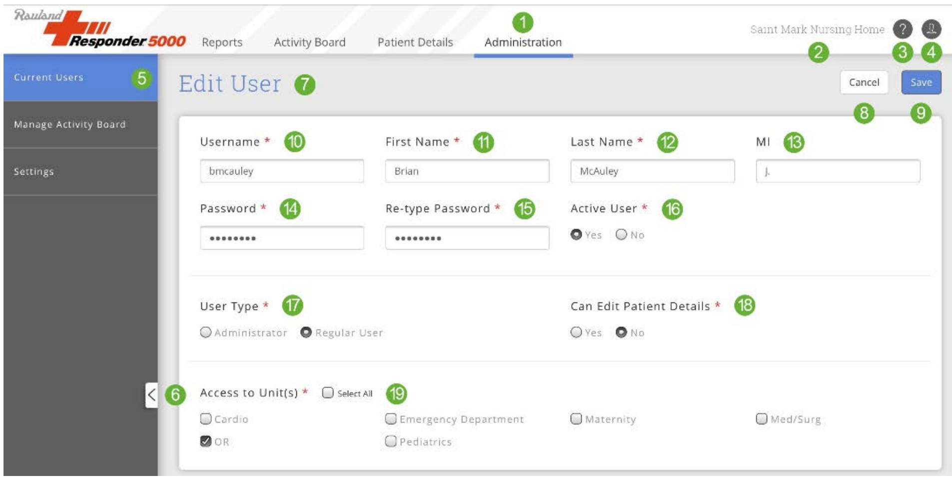

Figure 12: At a glance – Edit User

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
11	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.

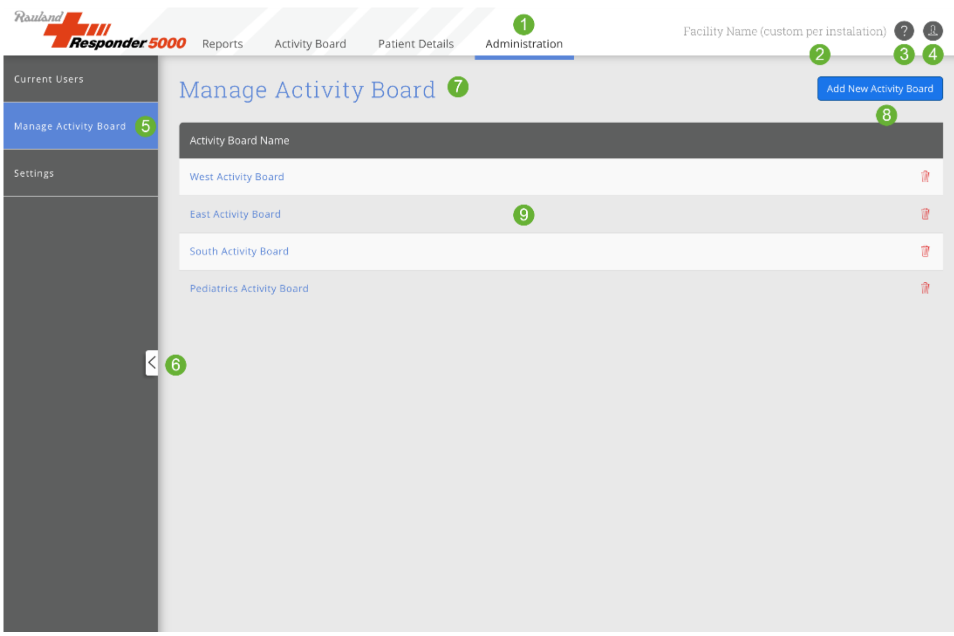

Figure 12: At a glance – Activity Board List

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.

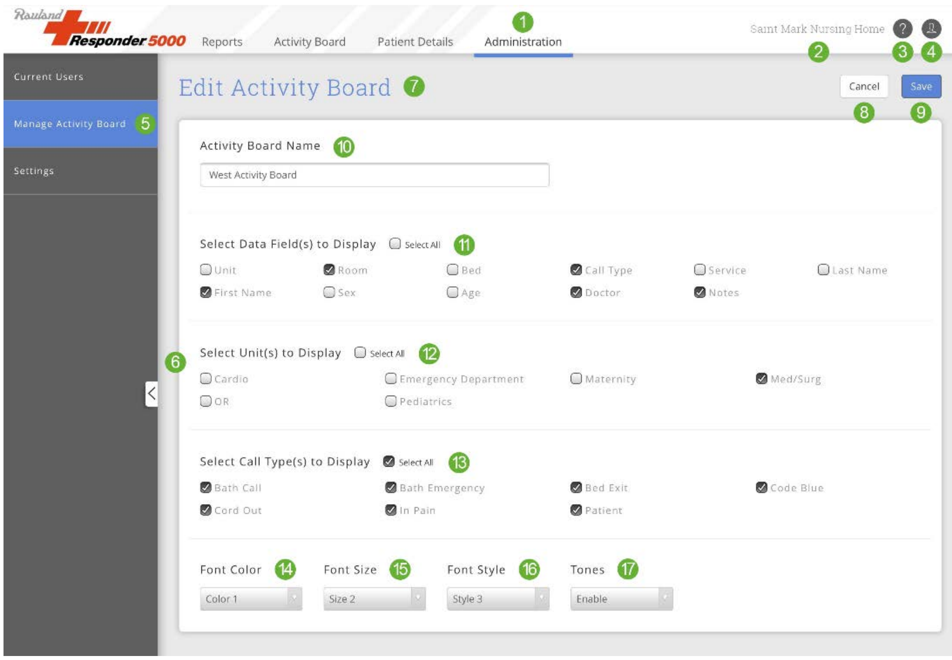

Figure 12: At a glance – Edit Activity Board

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
11	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:

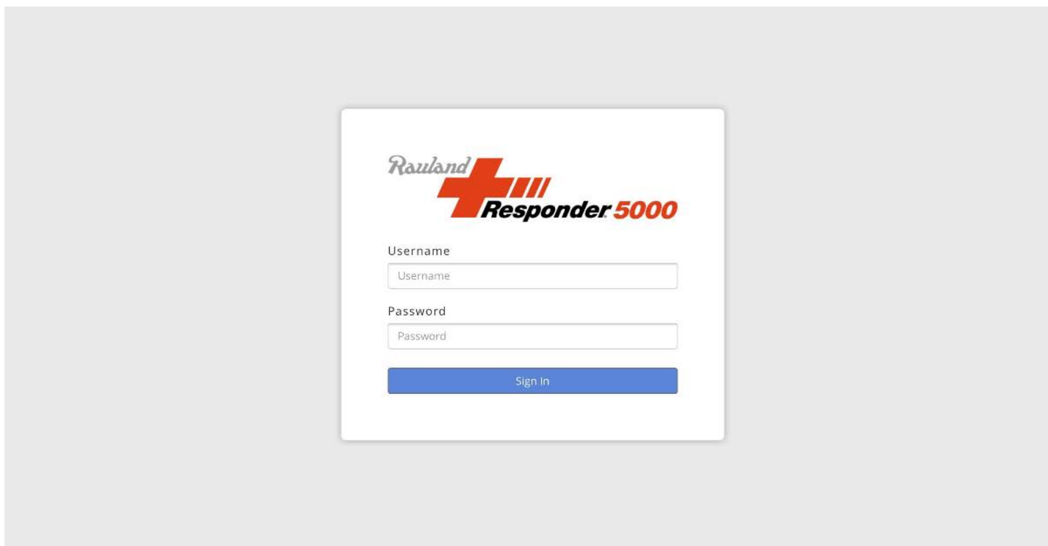

Figure 13: Sign In

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:

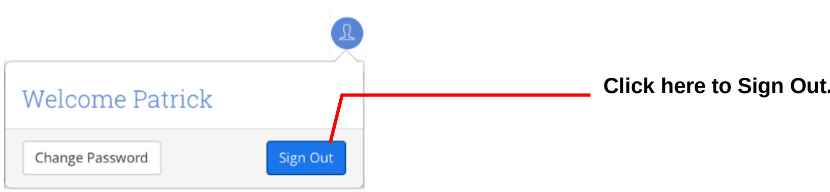

Figure 14: Sign Out

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.

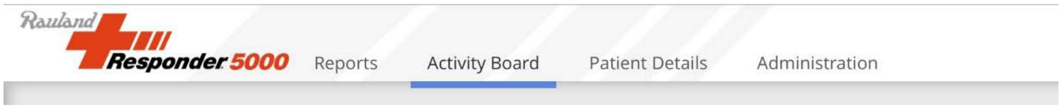

Figure 15: Main Navigation

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.

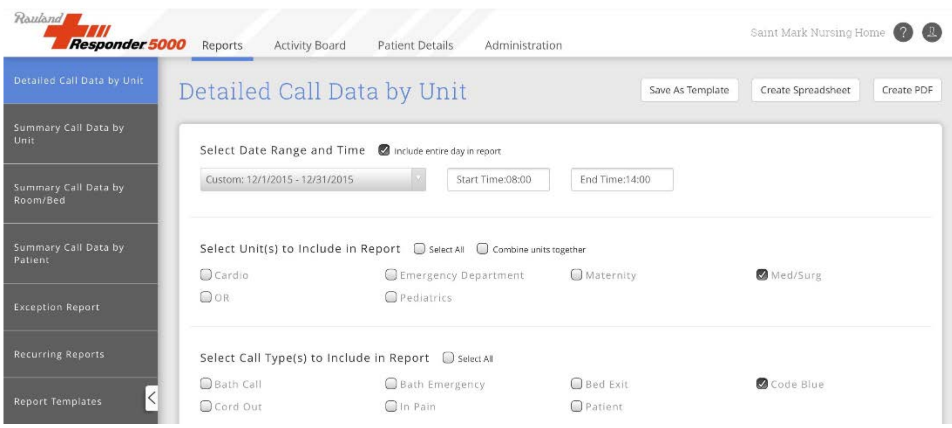

Figure 16: Detail Call Data by Unit

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.

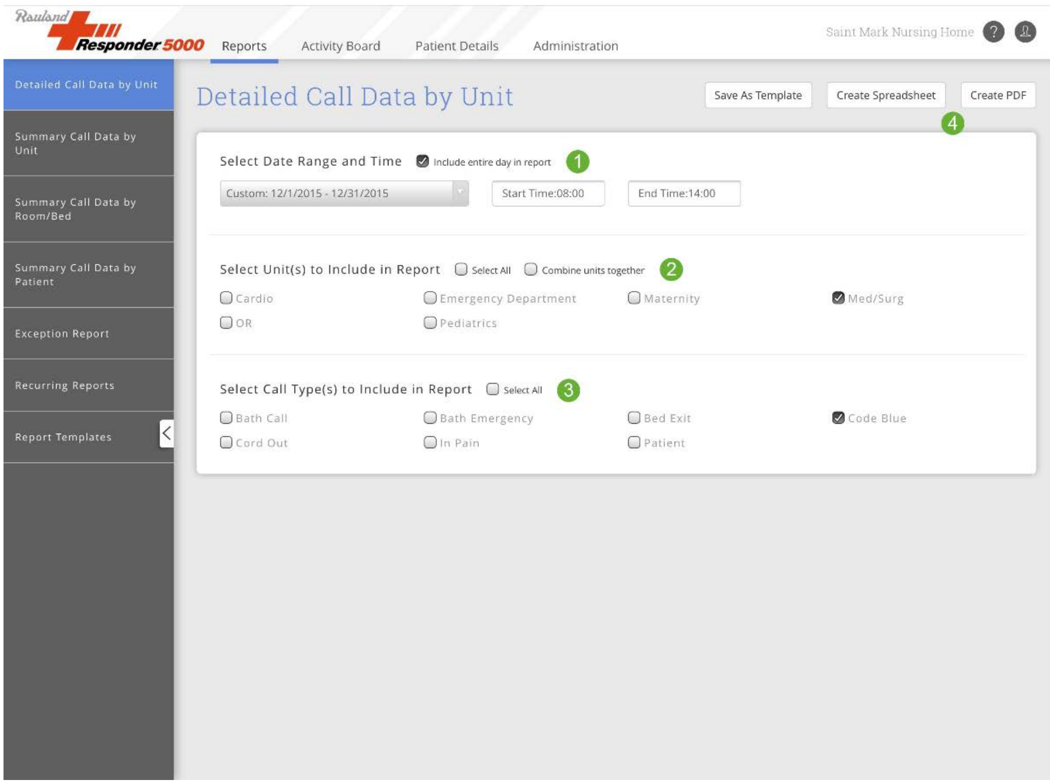

Figure 17: Detailed Call Data by Unit

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.

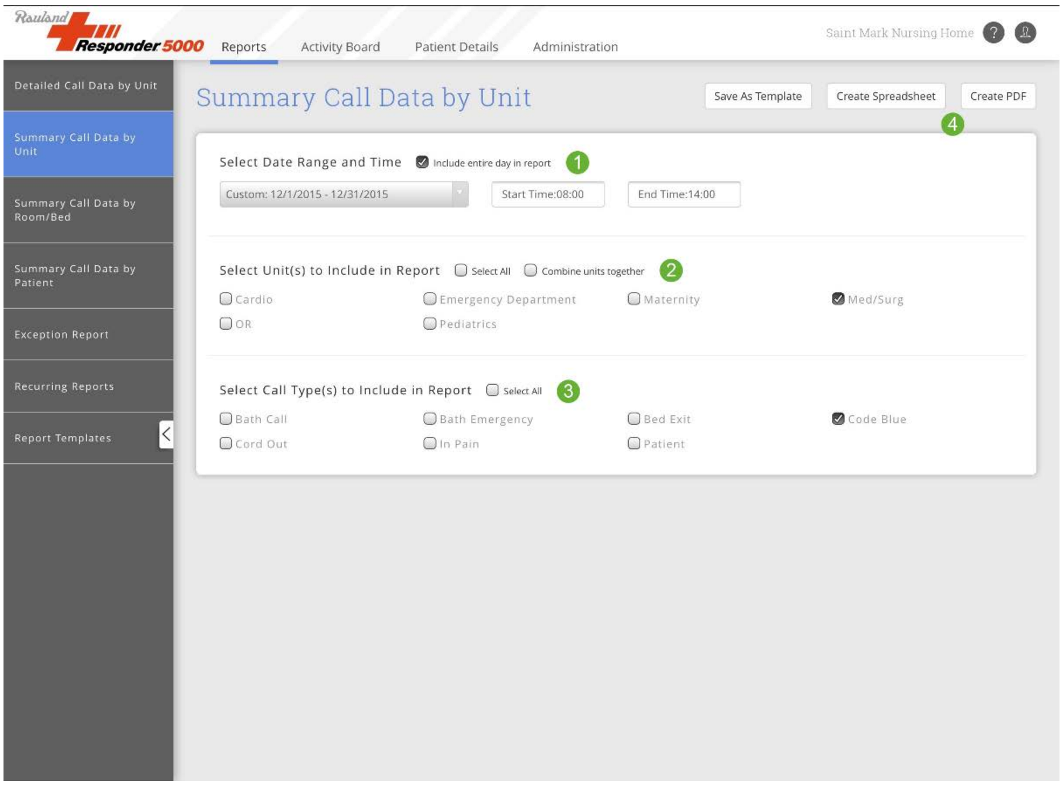

Figure 18: Summary Call Data by Unit

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.

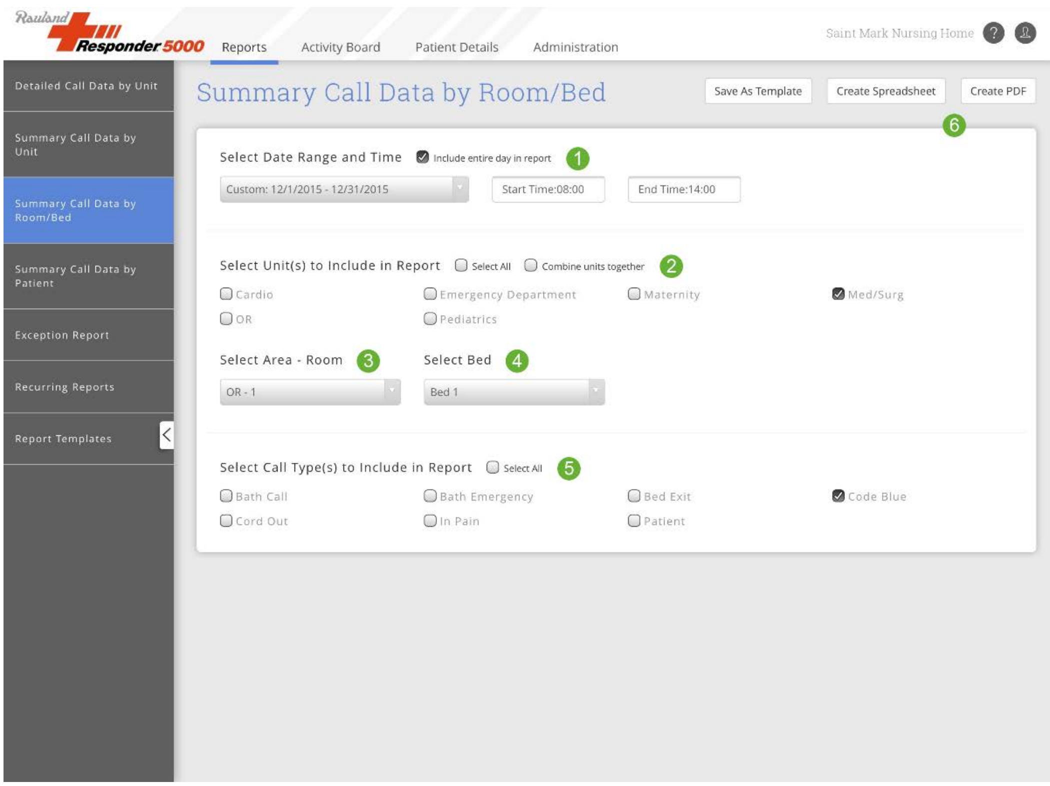

Figure 19: Summary Call Data by Room/Bed

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.

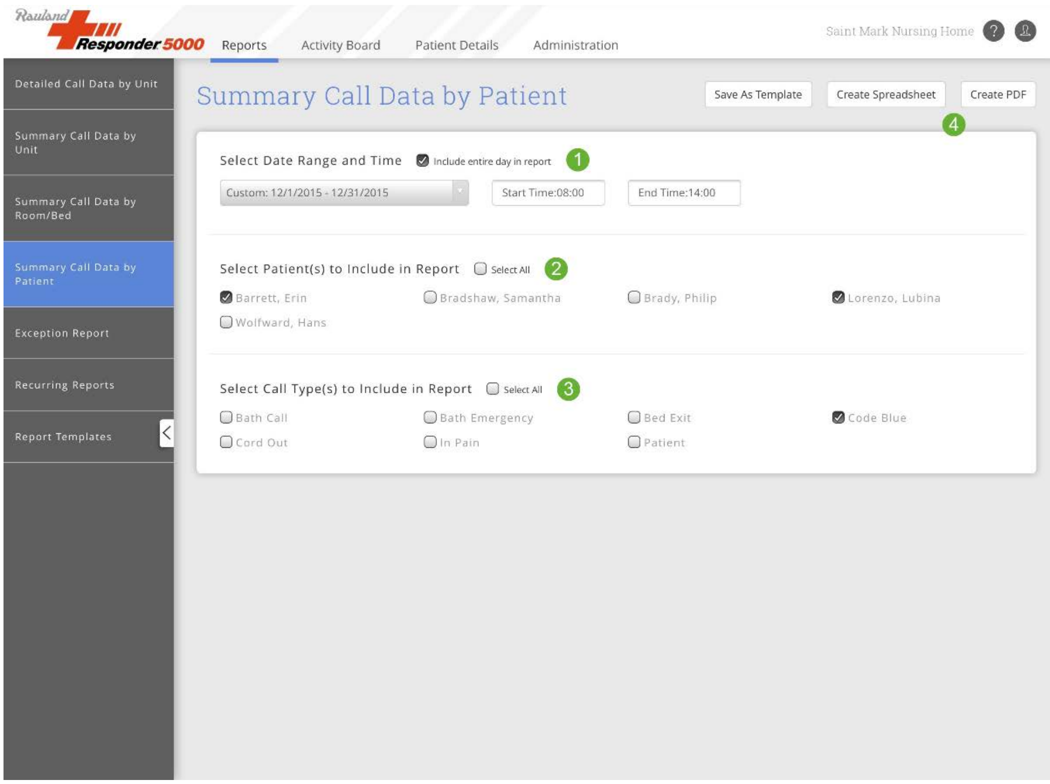

Figure 20: Summary Call Data by Patient

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.

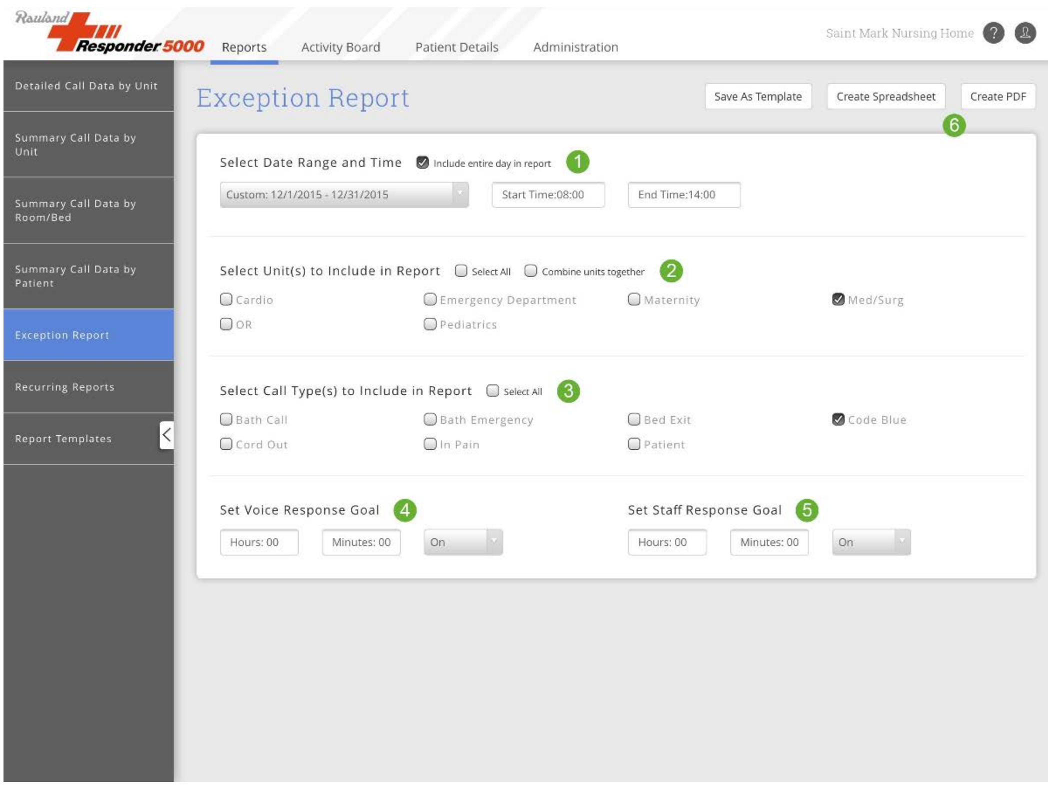

Figure 21: Exception Report

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

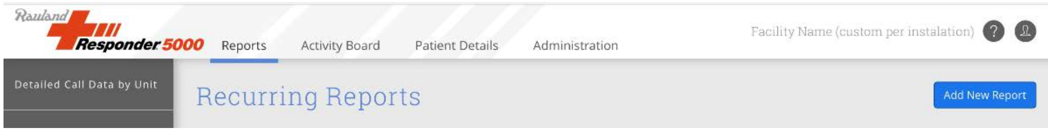

Figure 22: Create a Recurring Report

- ➢ 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

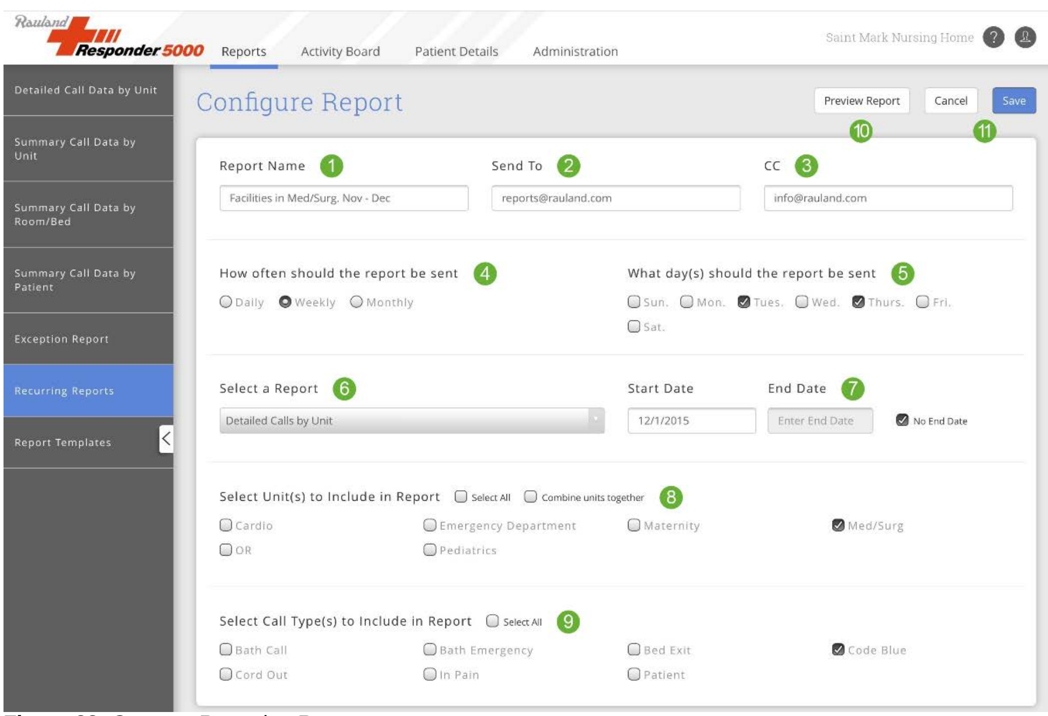

Figure 22: Create a Recurring Report

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

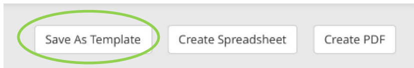

Figure 23: Save As Template

- A dialog box will be displayed as illustrated below

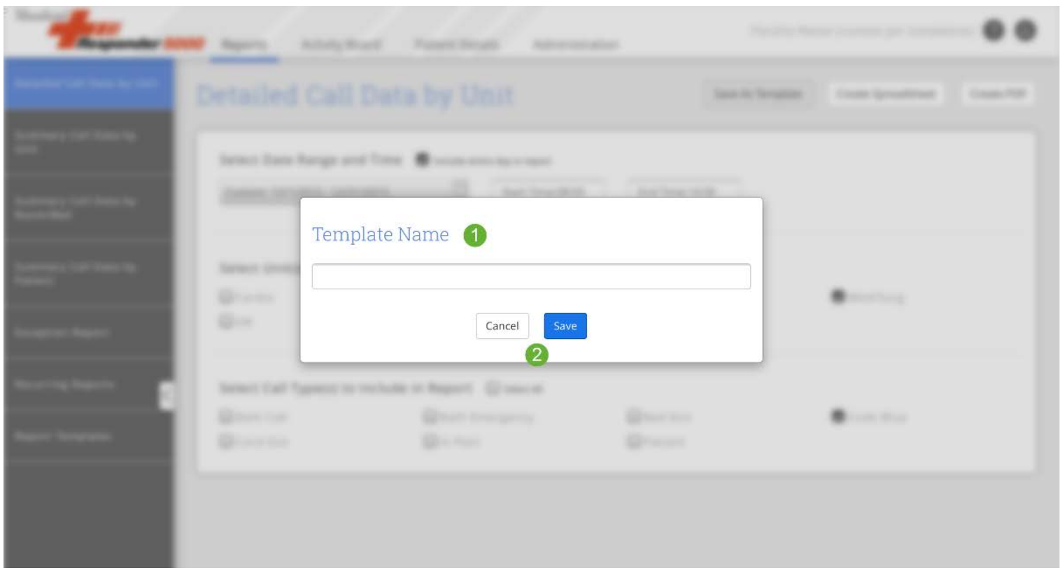

Figure 24: Save as Template

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

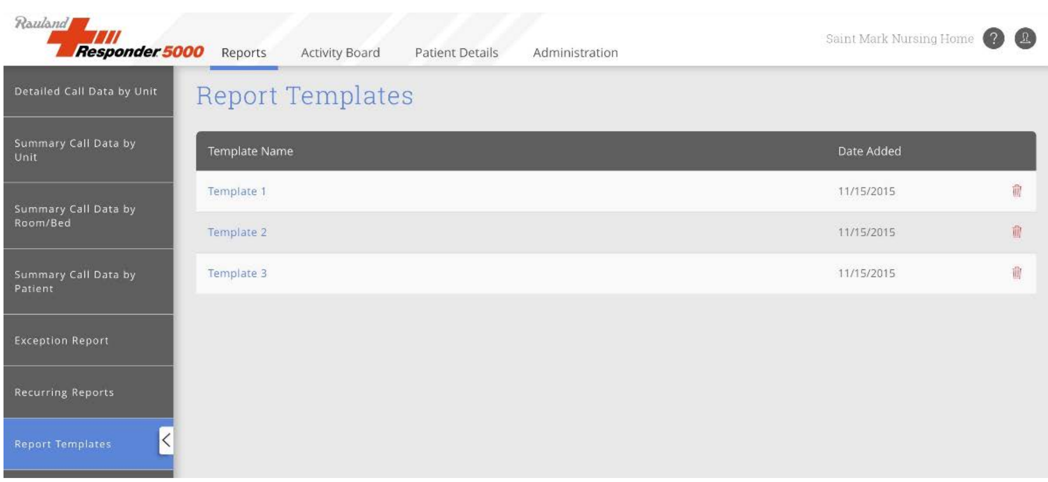

Figure 25: Report Templates List

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

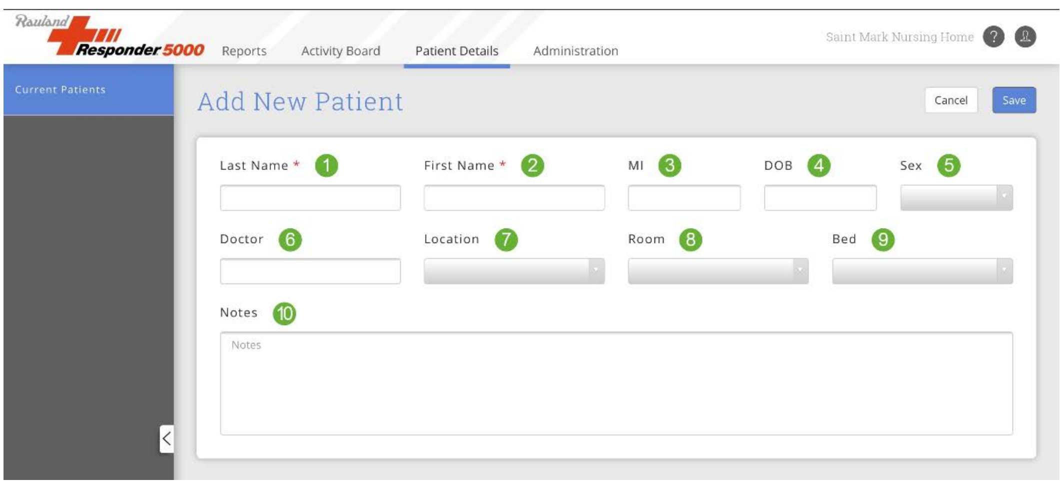

Figure 27: Add New Patient

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.

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

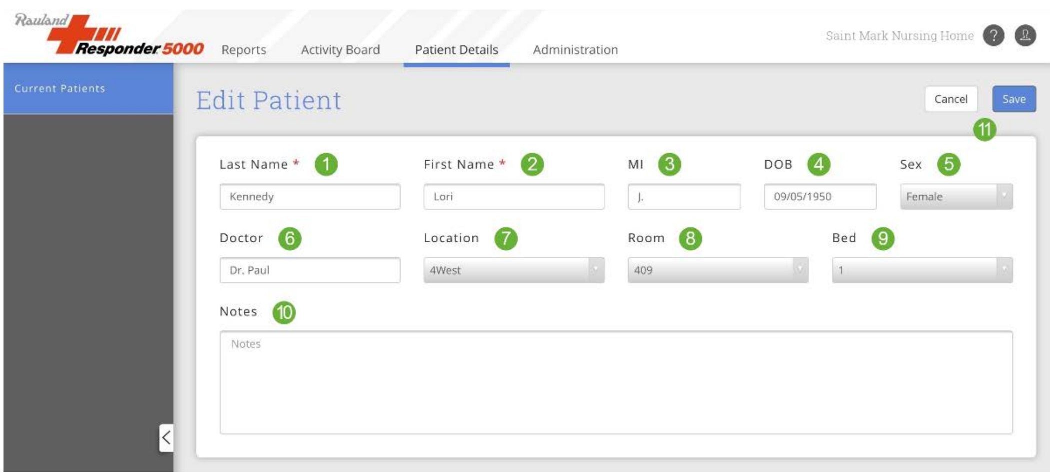

Figure 29: Edit Patient

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.

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

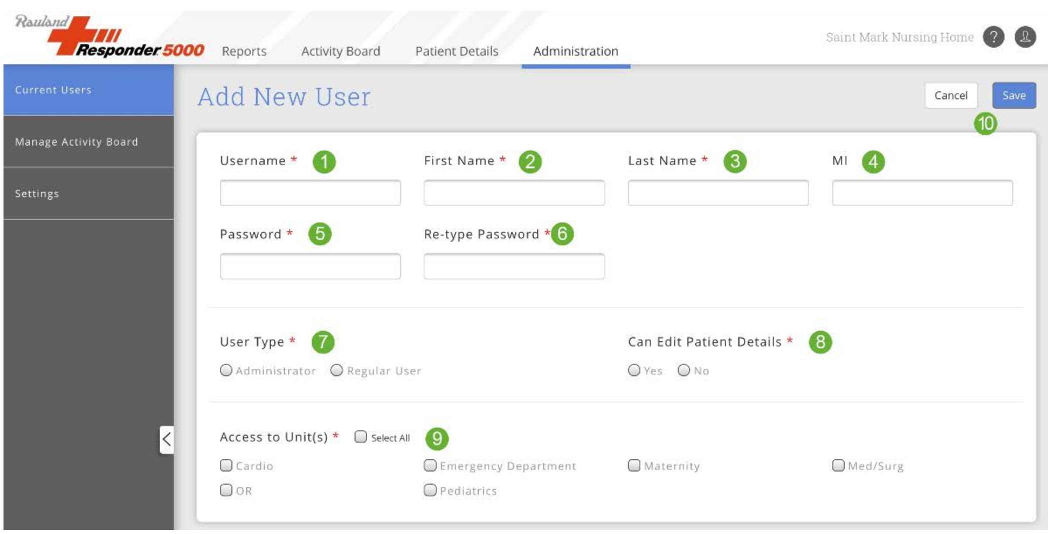

Figure 29: Add New User

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

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

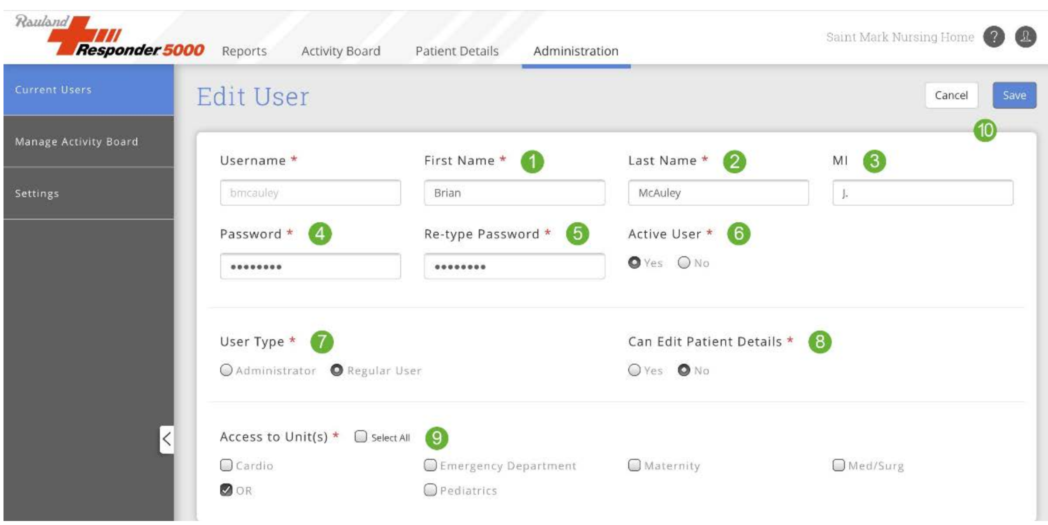

Figure 31: Edit User

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.

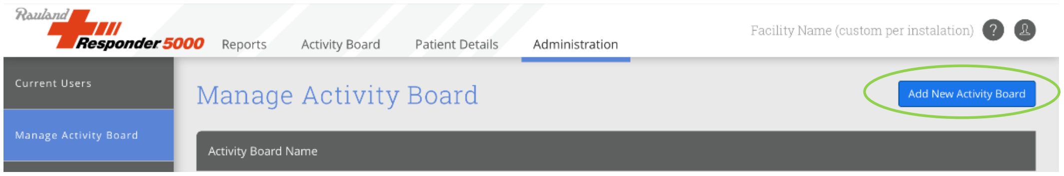

Figure 32: Add New Activity Board button

- 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

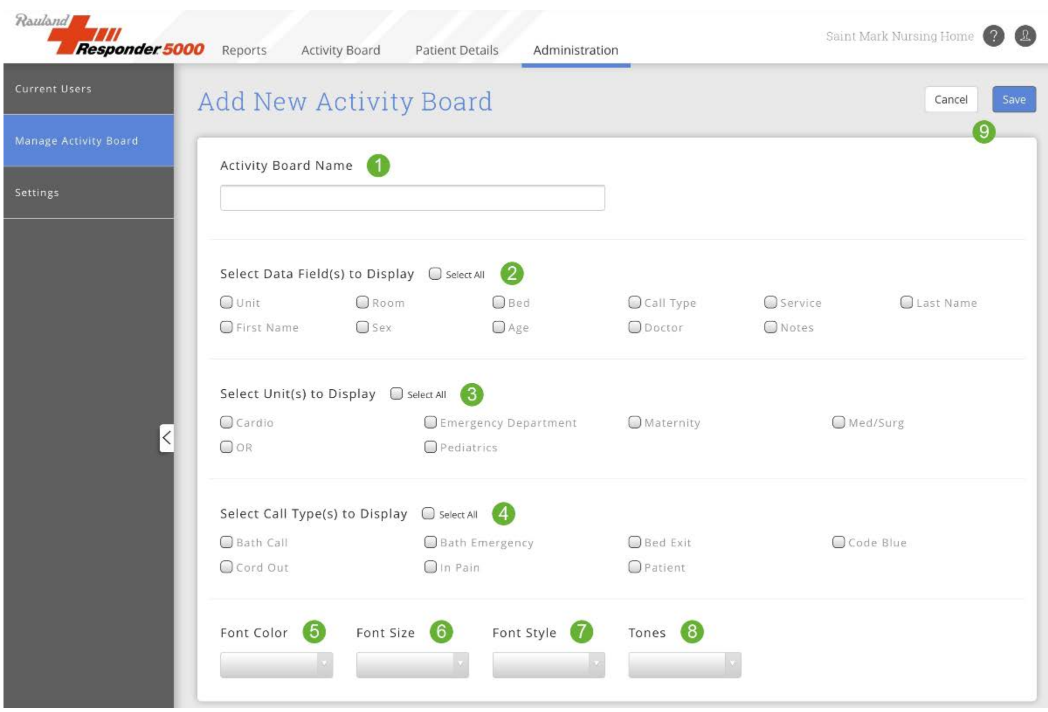

Figure 33: Add New Activity Board

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.

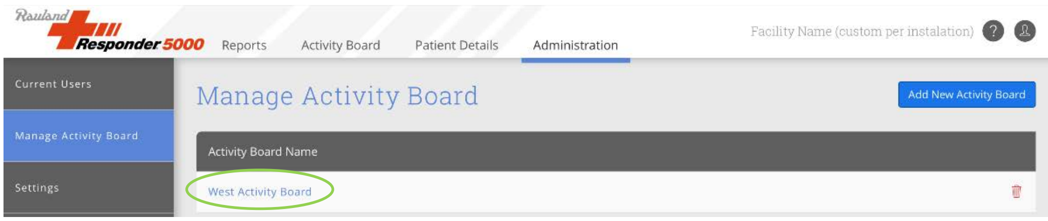

Figure 34: Edit Activity Board button

➢ 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

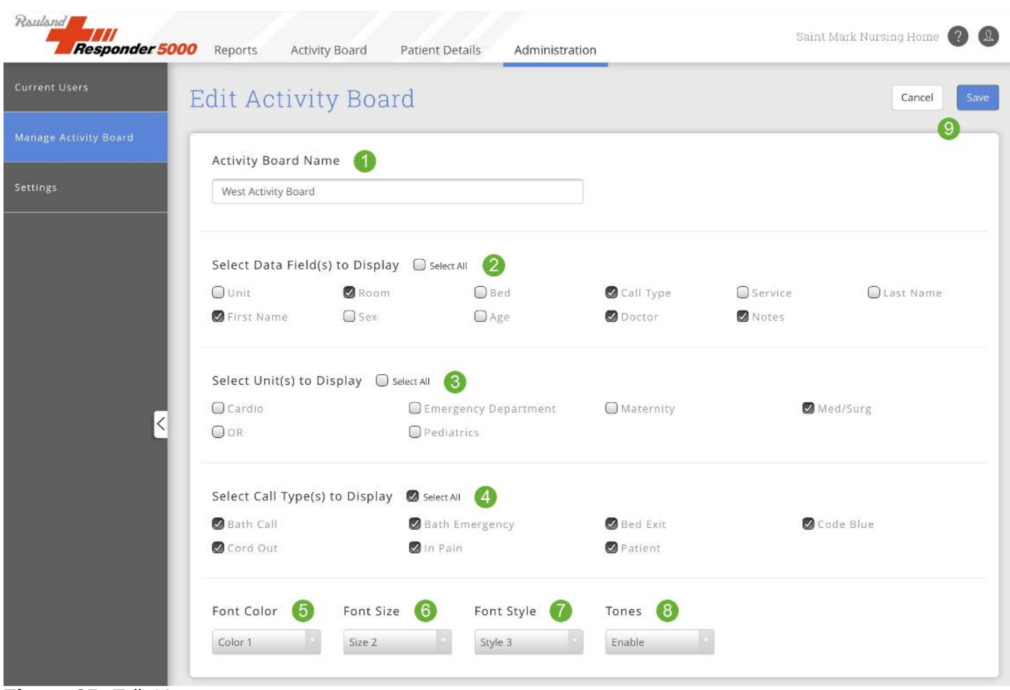

Figure 35: Edit User