

At Vigil, we like to help our customers think of the little things when being introduced to a new Nurse Call System. Contained in this document is a compilation of our Best Practices. The following points are suggestions on processes to implement and advice on roles and responsibilities of your staff with the Vigil system.



Roles staff at your facility will need to take on:

For all facilities:

- ✓ Training Champion
 - Keep up to date on the Vigil system and train all levels of staff as they join your team
- ✓ Troubleshooting
 - Have one or two point people who are familiar with the Vigil system to have staff go to

For wireless facilities:

- ✓ Add, remove or edit wireless devices (eg: pendants, wireless sensors, nurse call stations)
 - Keep devices up to date and accurate in the Vigil software
 - Keep an inventory of wireless devices and requirements of having spare ones on hand
- ✓ Battery Change (typically taken on by the Maintenance team)
 - Keep apprised of spare batteries on hand
 - Be aware of how to find low batteries and how to change them
- ✓ Device Not Found (typically taken on by the Maintenance team)
 - Understand and maintain the wireless devices that have not checked in with the system

For facilities with the Vigil Dementia System:

- ✓ Adding/editing Dementia Rules
 - Keep residents rules up to date and accurate
 - Edit when residents move rooms or new residents come in

It is best to have a back up person trained for all above roles. Please read on for a more detailed description of what these roles entail.



Maintaining Knowledge of Vigil System

It is HIGHLY recommended to have at least two people from your facility chosen as the Vigil Training Champion. The Vigil Training Champions should keep themselves up to date on the Vigil system to be able to perform training of the Vigil System for future new hires at your facility.

- The training champion should be someone who is:
 - comfortable with computers and hardware
 - works a regular day shift
 - is comfortable speaking in front of people

Pagers

- Generate a sign in/out process for pagers – **see example 1A**
- Locate an area to keep pagers while not in use
- Develop process for changing batteries – suggestions have been:
 - Once per month regardless of battery level.
 - One person in charge of assessing battery level once they are returned at end of shifts
 - Assessing battery levels once per week by one person



Pendants and other wireless devices (Wireless Chair Sensors)

- Residents should leave their pendants on site as they don't work off site. This will reduce the chance of them getting lost.
 - Create sign in/out sheet for the pendants before they leave the building
 - Label pendants with residents name for ease of returning pendant to the correct resident
- Assigning Pendants/Wireless Bed Sensor Outlets to new residents or updates to room assignments.
 - Select 1-2 people to manage your inventory, and database for resident pendants and other wireless devices. Each devices needs to be entered into the database, and tested to ensure it is working at it's optimal performance
 - Each sensor needs an appropriate location for storage. A space where the sensors will not be bent or folded would be best.



Vigil Engine

- Reboot computer once per month to receive Microsoft updates
- Ensure Windows other security/virus updates are run
- Ensure staff knows who to go to when emergency measures are required (access to room, phone number to Vigil)

Vigil Troubleshooting/Maintenance

- When there is an in house issue (pager not working, 1 call station not working) staff should have 1 point of contact to funnel these questions through. Typically this is the charge nurse or team lead of the floor or area
- After initial troubleshooting, the team lead should escalate this issue to maintenance who can then call for support, when required



Regular Maintenance/ 2nd Level Support

- Maintenance must manage the vigil wireless system regularly. With wireless systems, battery changes and device not found alerts are normal upkeep for your system.

- **To ensure your system is working at it's optimal performance these alerts (LB/DNF) must be addressed within 24-48 hours**
 - Delegate 1-2 people for weekend/holiday relief for maintenance
- After 1st level support is exhausted Maintenance would step in. At this point, they can then judge based on their experience what the next step should be.
- Wireless Devices that require replacement need to be updated and removed from the database. This would be the responsibility of maintenance to maintain this.
- Have spare parts on hand at all times. We will provide you with our suggested spare parts for your particular building. **See example 2A**



Return Materials Authorization – RMA Process

- Maintenance/Team Lead or Training Champion should be delegated to process all RMA returns to Vigil
 - Test equipment to verify that it is indeed faulty or damaged
 - Only send items covered under warranty
 - Complete RMA Form – **See attachment 3A**
 - Call Vigil for an RMA number
 - Package materials for shipping- Label package with RMA number
 - Note: when completing declaration form place value **under \$15.00** as this is damaged/RMA equipment and does not hold regular retail value.

Create an Emergency Action Plan:

Test entire system to ensure all devices are working properly and alerting the correct pagers. We recommend aligning this to your current testing process for all life safety equipment.

If paging goes down:

- Implement resident rounds
- Utilize Active Calls Screen
- Turn on sound in Vigil remote to alert you of calls on the computers that have the Active Calls Screen
- Alert Maintenance/Team Lead to contact Vigil Support

If wireless goes down

- Implement resident rounds
- Alert Maintenance/Team Lead to contact Vigil Support