# TECHNICAL FOLDER

# USER MANUAL

# SMARTLINK 3

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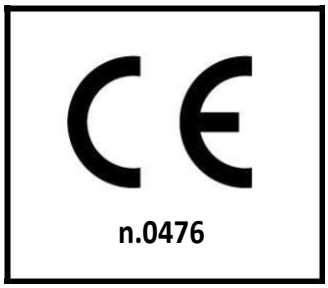
# 1. REGULATORY INFORMATION

SmartLink 3 complies with:

1. the 93/42/CEE Directive.

2. the 60601-1-8:2007 (+ A1:2013 + corrigenda 2010 and 2014) collateral standard, as part of a Distributed Alarm System (DIS - Distributed Information System, DAS – Distributed Alarm System, CDAS – Distributed Alarm System with operator Confirmation).

3. the 80001-2-5:2014 technical report, as part of a Distributed Alarm System (DIS - Distributed Information System, DAS – Distributed Alarm System, CDAS – Distributed Alarm System with operator Confirmation).




This manual is part of the available SmartLink 3 product documentation.

The product documentation is composed of these documents:

| |
|---|
| SmartLink 3 Declaration of Conformity |
| SmartLink 3 User Manual |
| SmartLink 3 Administration and Configuration Manual |
| SmartLink 3 Installation and Update Manual |
| SmartLink 3 Technical Requirements |

These documents are available in PDF format on the desktop of the SmartLink 3 pre-installed virtual machines, are included in the Installer compressed file, and can be downloaded from the reserved area of the Software Team website.

The documents can be saved on offline supports; we recommend using a desktop computer or laptop with Adobe Acrobat Reader DC to view and print them. If another PDF reader is used, please check that all fonts and graphics are correctly displayed.

The documents cannot be disclosed in whole or in part, with any available mean, outside the organization where SmartLink 3 is used and to people different than the ones directly involved in the SmartLink 3 use, configuration, administration and maintenance.

Please note that one or more of the listed manuals might belong to functions not included in your supply, even if the whole manuals set is included in the supplied items.

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# 2. DOCUMENT INTENDED PURPOSE AND READERS

This document gives doctors and nurses instructions for using SmartLink 3 functions.

SmartLink 3 is the Software Team's remote web application for patients monitoring systems. SmartLink operates with Terumo's Pumps, gathering the data coming from them.

Other data sources can be connected to SmartLink 3, to manage bedside devices data and alarms:

- Gateway
- Bed side devices (pumps, ventilators, incubators etc...)

With SmartLink 3 doctors and nurses can review parameters, waveforms and trends, manage alarms notifications and taking-charge, build summary reports and send alarm notifications to SmartPager (the SmartLink component used to send alarm messages to smartphones) or to third party messaging systems.

This document contents are for doctors, nurses and health workers that want to use SmartLink 3 functions to improve the patients monitoring adding new useful functions.

# 3. DOCUMENT CHANGE MANAGEMENT

| Revision | Date | Description | Author | Approved |
|---|---|---|---|---|
| 01 | 13 Mar 2018 | First Issue. | TEC – CC | DIG – RM |
| 02 | 11 May 2018 | Contents change | RGQ – MTY | DIG - RM |
| 03 | 12 Oct 2018 | Contents change | RGQ – MTY | TEC - CC |
| 04 | 30 Mar 2020 | Contents change for Terumo pumps | TEC – AA | APPROVED R&D – GG |

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# 6. SMARTPAGER APPLICATION

## 6.1. CONNECTION STATUS

### 6.1.1. Connected

When the background of the Home Screen is green, the device is connected and able to receive alarms.

The Home Screen is composed of:

"Connected": indicates that the device is connected and able to receive alarms

Hospital name: the name of the hospital and the ward to which the pager is associated

Public mode: indicates that you are in Public Mode (when you are in Private Mode there are no writings)

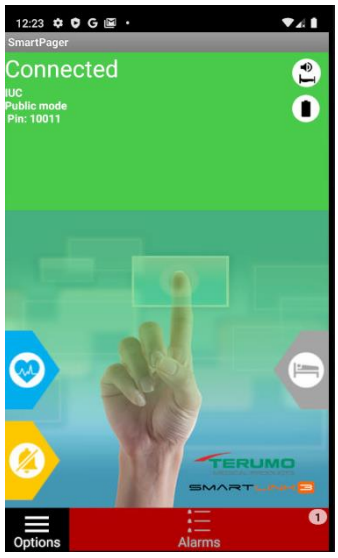
Sound icon: indicates whether the sound of your device is active or set on mute

NOTE: the sound options can be accessed and changed only from the SmartLink Server by someone with Administrator rights.

Battery: shows the charge level of the smartphone

Options: open the Options Menu

Alarms: shows if there are pending alarms (the dot in the upper-right corner of the button) and allows to access the alarms list




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### 6.1.2. Poor Connection

When the background of the Home Screen is yellow, the device's connection to the server is unstable. In this case you may receive the alarms with some delay.




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### 6.1.3. Error – Not Connected

When the background of the Home Screen is red, the device is not connected and not able to receive alarms.
In this condition the device emits a loud and persistent sound and vibrates to alert the user.




NOTE: Administrator privileges are required to access and change the sound options. Three presets are available for the “Not Connected” sound:

Default ringtone: every 10 seconds the phone gives two “bips” and vibrates;

Increasing ringtone: the phone sounds and vibrates with the following pattern:

a) after 10 seconds with 2 “bips”,

b) after 9 seconds with 3 “bips”,

c) after 8 seconds with 4 “bips”,

d) after 7 seconds with 5 “bips”,

e) after 6 seconds with 6 “bips”.

Only vibrate: the phone vibrates only.

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Normally the phone will reconnect automatically after a few seconds. If the device does not reconnect automatically, try to:

Tap “Restart” in the Options Menu

Check if you are connected to the right WiFi network

Get closer to the WiFi network (you could be out of range or have a weak signal) If none of the previous solutions worked, contact your system administrator.

### 6.1.4. Not Connected/Waiting

When the background color of the Home Screen is black you have 2 conditions:

→

“Waiting” the device is not yet connected and not yet able to receive alarms, but is attempting the first connection (normally you see “Waiting” only when you first power on the smartphone).

→

“Not Connected” the SmartPager service is not running and SmartPager will not try to connect to the server until it is manually restarted. The difference between black and red “Not Connected” is that when the background is red SmartPager lost the connection with SmartLink server, but it is trying to reconnect.







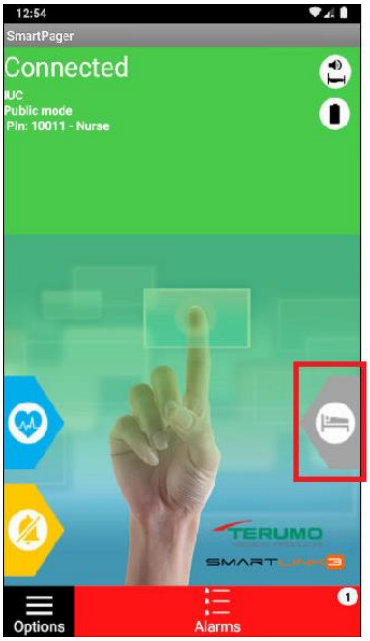
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## 6.2. SMARTPAGER HOME SCREEN BUTTONS

### 6.2.1. Bed list

The bed list slider shows the list of beds connected to SmartLink.









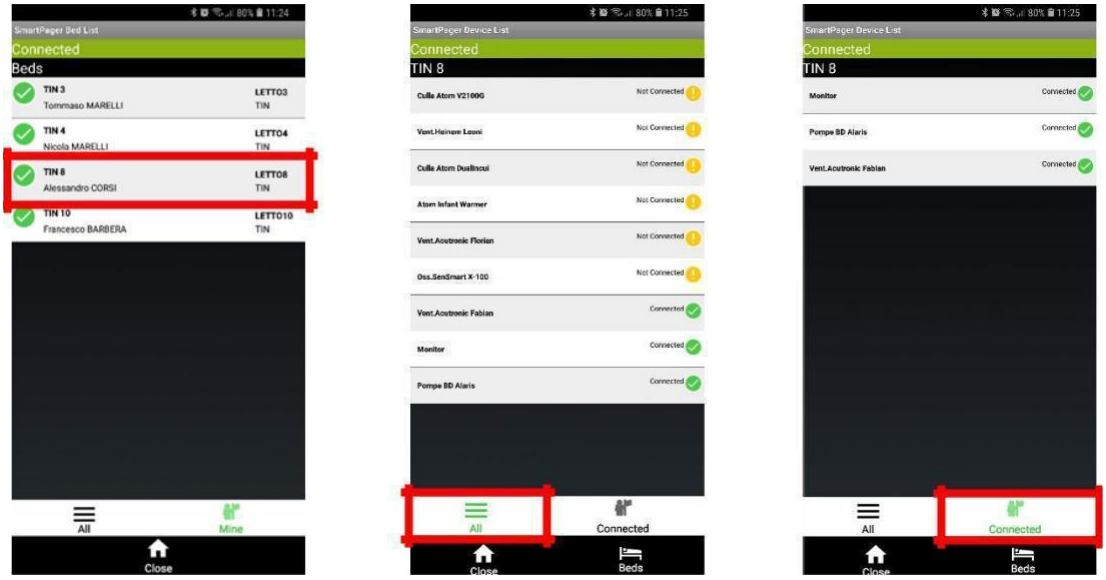

Using the All/Mine filter at the bottom you can switch between viewing all the beds of the ward or just the beds assigned to you.

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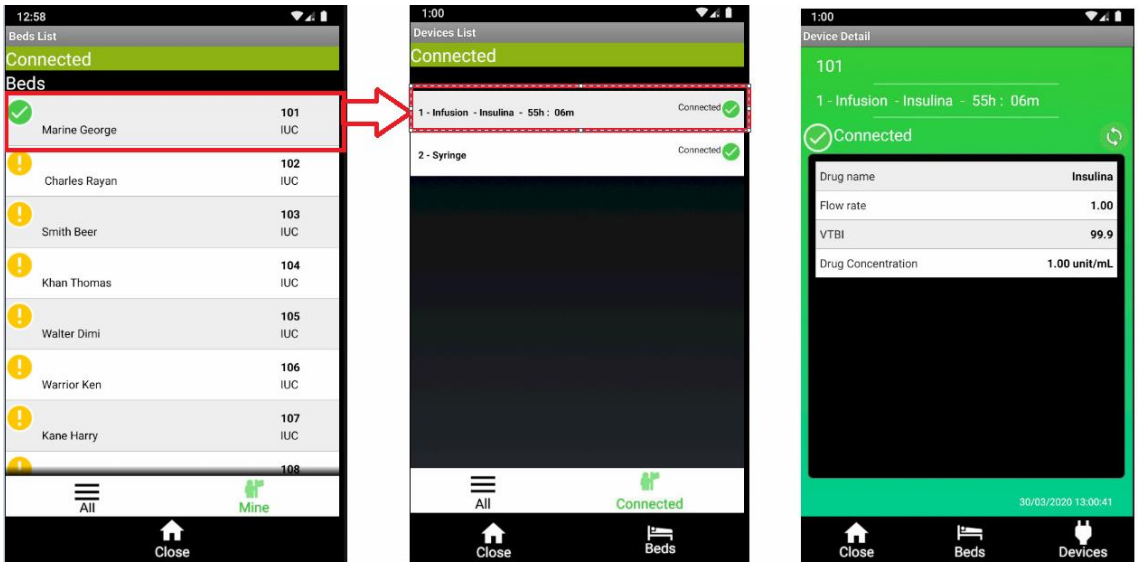
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For each bed, by tapping on the corresponding row you can see to see the devices in use for that bed.

Using the All/Connected filter at the bottom you can switch between viewing all the devices in use for that bed or just the devices that are currently connected to the bed.




Tapping on each device it is possible to see the parameter that it sends in real time.




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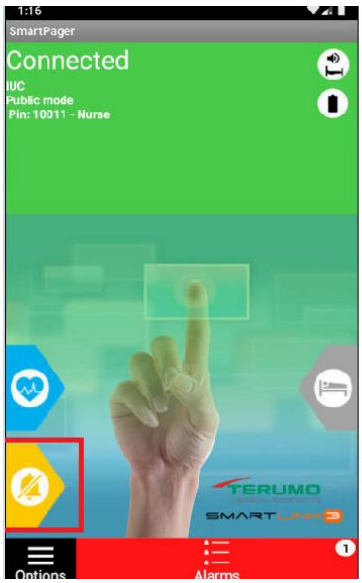
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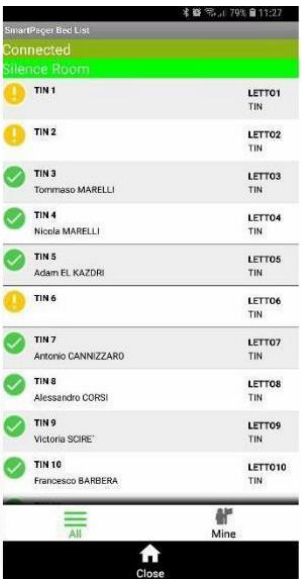
### 6.2.2. Silence Room

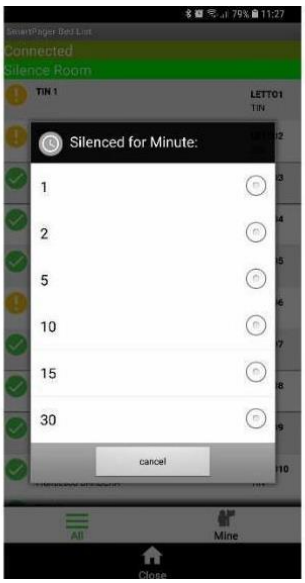
The Silence Room slider allows to select which room the nurse want to silence and for how much time. Once the room is silenced the nurse will not receive the alarms coming from the patient in that room.

This feature is particularly useful when you need to handle the patients (e.g. for cleaning them, adjusting their position, …) as it avoids sending false alarms to all the pagers that have that same room assigned.

The room stays silenced for the time selected or until the nurse moves the pager.







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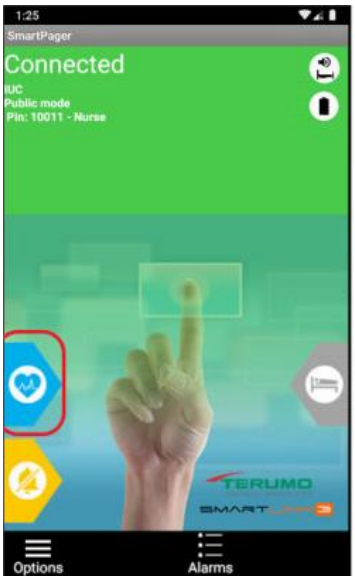
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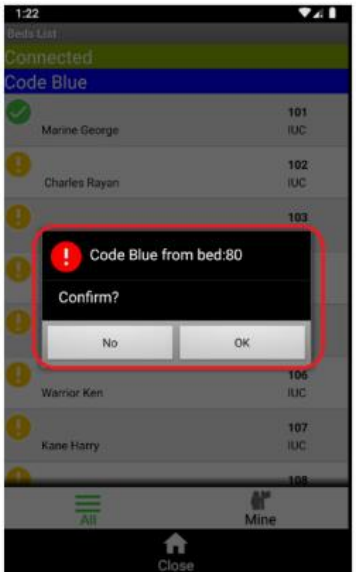
### 6.2.3. Blue code

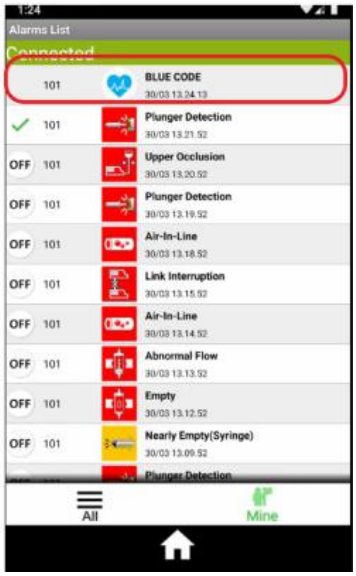
The Blue code slider allows to send a help me request for a specific room in case of emergency.

Slide the blue code and select the room where you need help, then confirm your action.

The Blue Code is managed as an alarm and is sent to all the active pagers.




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## 6.3. THE ALARM SCREEN

When a new alarm occurs, the device sounds and vibrates and shows the alarm info.

To be able to take in charge the alarm and see more information about it you must unlock the action buttons.

The alarm's information are, from top to bottom: Patient's bed number and ward, alarm description, date and time when the alarm occurred and alarm severity, parameter and parameter's value that triggered the alarm.

By unlocking the lower part of the screen, you see four main buttons: Take in Charge, Real Time, Alarms List, Help Me,

and three toolbar buttons: Info, Close.





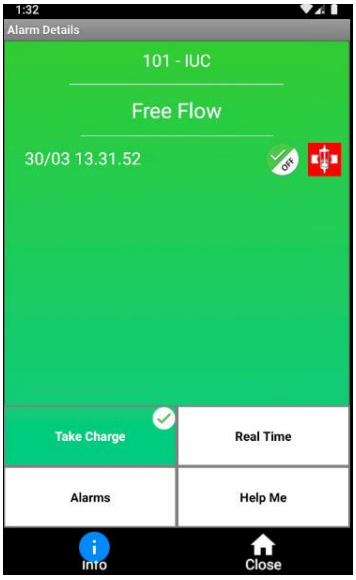


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### 6.3.1. Take Charge

By tapping Take Charge you take in charge the alarm and automatically notify this action to the other connected pagers. The other users will be able to see when and on which pager the alarm has been taken in charge.

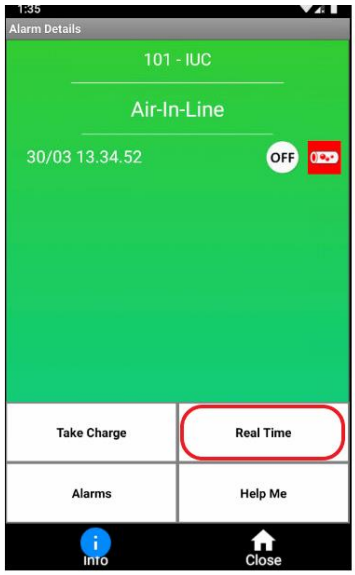


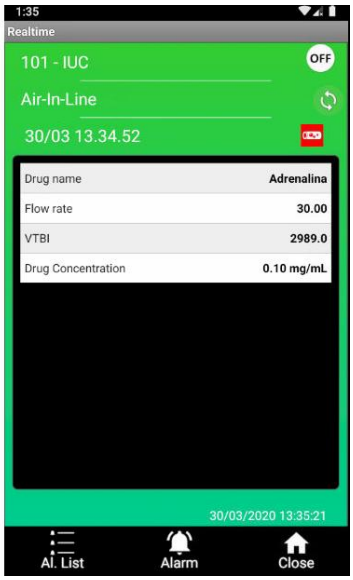

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### 6.3.2. Real Time

By tapping Real Time you will see, apart from the basic information (patient's bed number and ward, alarm description, date and time when the alarm occurred and alarm severity) the patient's measured parameters and their values in real time, meaning that the values change according to the information sent by the patient monitor you are observing.




The current date and time are shown in the lower-right corner of the screen, indicating that the real time is actually functioning.

In the Real Time screen, you have three toolbar buttons:

Al. List (Alarms List): goes back to the list of the alarms

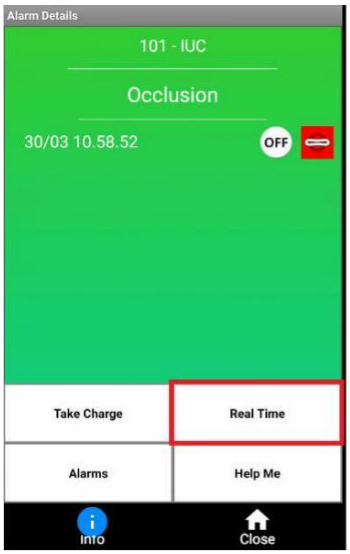
Alarm: goes back to the alarm screen

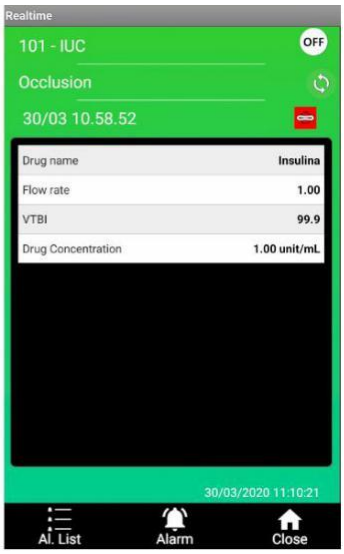
Close: rejects the current alarm and goes back to the application Home Screen.

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NOTE: if SmartPager has been integrated with the app provided by the monitor manufacturer, the Real Time can show the patient waveforms directly from the manufacturer's app.



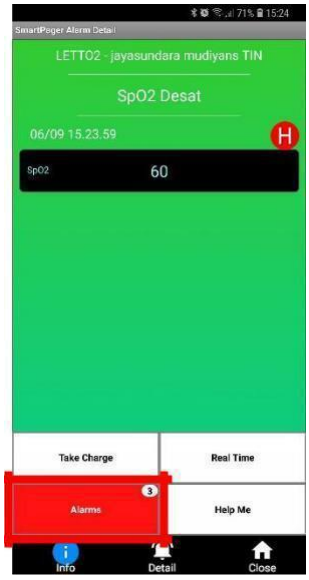




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### 6.3.3. Alarms List

By tapping Alarms you open the alarms list. On the upper-right corner of the button a dot shows the number of alarms that occurred after the one you are viewing and that are still active or have not been taken in charge yet.




The alarms list contains the list of all the alarms occurred up to the last one. It is continuously updated by downloading the information directly from the server to let you have all the alarms that occurred, even if the device disconnects from the internet network or if you just turned it on. In the alarms list screen for every alarm you can see, from left to right:

The taken in charge status (taken/not taken in charge) indicated by the presence or absence of a green tick, and the “Off” symbol that indicates that the alarm is not active on the monitor

the patient bed number

the alarm severity

the alarm description and the date and time when the alarm

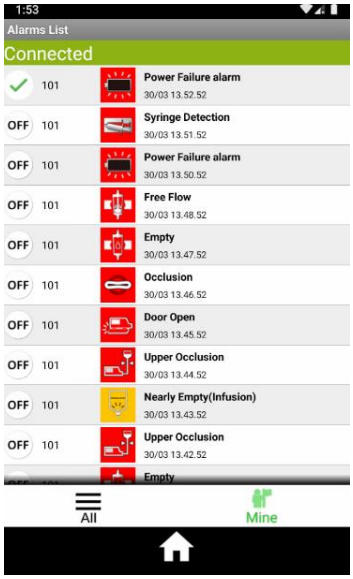
occurred the parameter’s value that triggered the alarm

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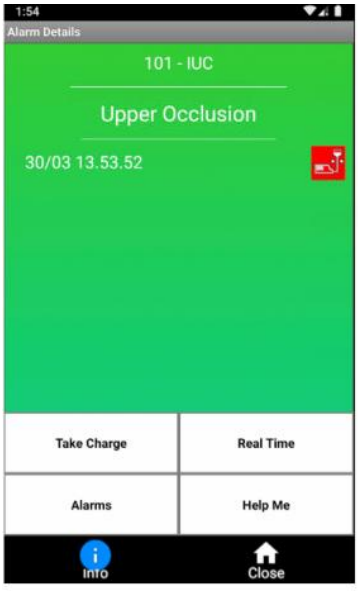
By tapping on an alarm, you can have more information about it.

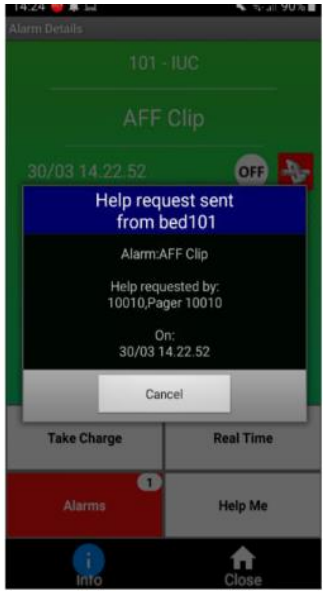
At the bottom of the screen you can choose between seeing all the alarms that occurred in the ward (All) or just the alarms associated with the pager you are holding (Mine).




### 6.3.4. Help Me

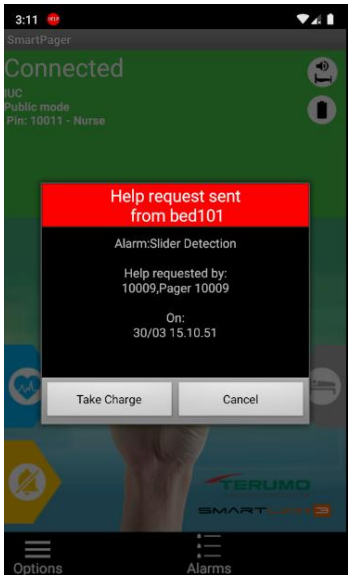
By tapping Help Me you send a help request to the other active pagers. The help request notification shows the alarm description and indicates which pager sent the request and when. When receiving a help message notification, the pager sounds and vibrates.



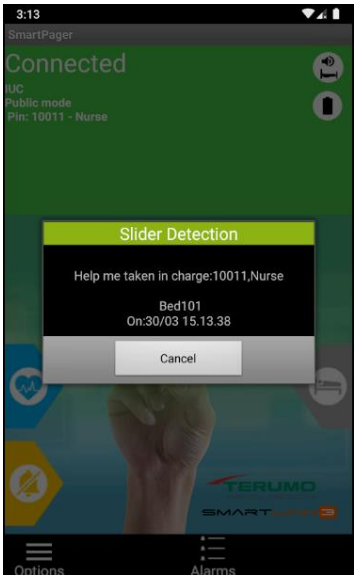




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When the help request is sent, this screen appears on the pagers that receive the help request:




Finally, when the help request is taken in charge by someone, this message appears on the pager that sent the help request:

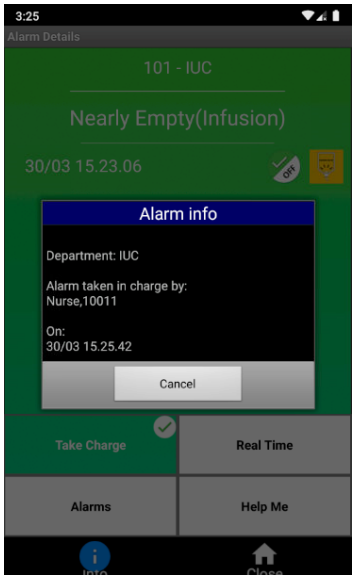



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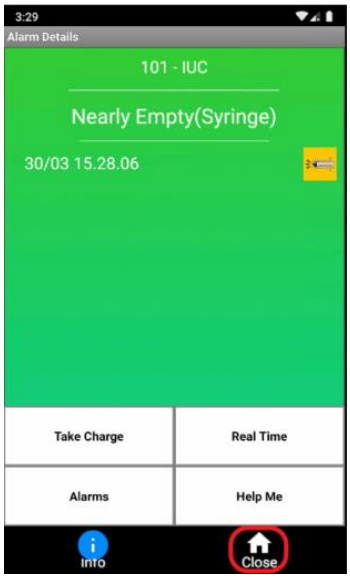
### 6.3.5. Info

By tapping Info, you see if the alarm has been already taken in charge and by who or if the alarm is still pending.



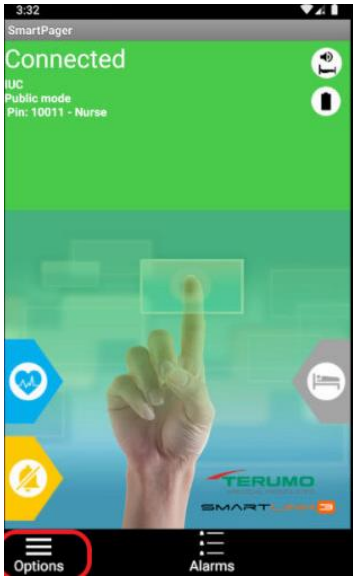
### 6.3.6. Close

By tapping Close you reject the current alarm and go back to the application Home Screen.




## 6.4. OPTIONS MENU

The Options Menu is accessible by tapping “Options” in the lower-left corner of the screen, when you are in the application Home Screen.




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In the Options Menu six options are available:




### 6.4.1. Restart

Reboots the application service, meaning that SmartPager will automatically disconnect and reconnect to the SmartLink server. If you notice that the screen frequently changes to Poor Connection (yellow background) you may want to try rebooting the service.

### 6.4.2. Admin

SmartPager asks for the password to access the Administrator options. As a user, you don't need to access this section.

### 6.4.3. Help

Opens the built-in help guide.

### 6.4.4. About

Gives information about the SmartLink and SmartPager versions and Software Team references (email and website).

By clicking More you can access the Product and Safety information:

Manufacturer: information about Software Team.

Product Identification: information about the product and the safety of the product regarding the CE certification.

Intended Use: information about the clinical purpose of the application and the operational environment.

Notice: precautions and warnings regarding the product.

Credits: information about the developers, the testing team and the design team.

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### 6.4.5. Pager Assignment

Contains information regarding which beds are assigned to whom.

NOTE: More info on this can be found in chapter *6.5 Pager Assignment on Pager*.

### 6.4.6. More

→

**Change mode** Switches the application mode between Private and Public. The first one means that the smartphone must be used from inside the hospital, the second one from outside the hospital. “Change mode” is visible only if there is a public IP set in configuration.

NOTE: the application can be used from outside the hospital only if the hospital has a public IP address and the smartphone can connect through a GMS connection.

NOTE: this option may not be active on your pager. For more information ask your system administrator.

→

**Use on background** Allows to use SmartPager in background mode, which means that it is possible to use the phone outside of SmartPager (you can use phone, messages, contacts and settings) while SmartPager is still connected and able to receive alarms in the background. If an alarm occurs, or the pager disconnects (the screen becomes red) SmartPager comes back at the top of the screen.

NOTE: this option may not be active on your pager. For more information ask your system administrator.

→

**Stop Service** Stops the SmartPager service (asks to confirm the action before proceeding). In this case SmartPager cannot receive alarms (“Not Connected” black screen).

NOTE: this option may not be active on your pager. For more information ask your system administrator. →

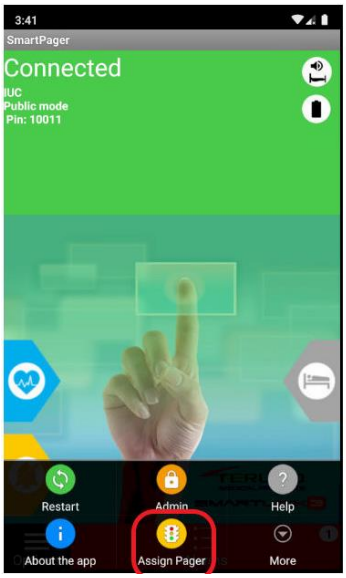
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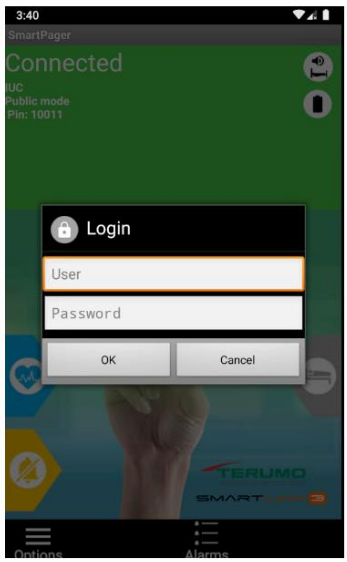
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## 6.5. PAGER ASSIGNMENT ON PAGER

Pager Assignment on Pager allows to assign beds to pagers directly on SmartPager.

To access the Pager Assignment on Pager open the Options Menu from SmartPager home screen, tap “Pager Assignment” and insert your username and password.

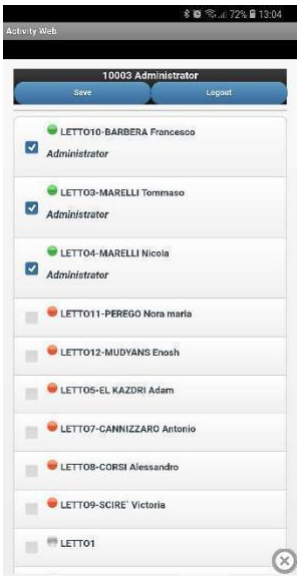



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The screen that follows shows the list of the care groups that you can associate to the pager. Select the care groups that you want to associate to the pager and then tap Save.




Through this screen you can quickly identify the beds that are:

→

Assigned Green

→

Not assigned Red

→

Assigned to other users Blue

→

Assigned but with the shift not active

→

Yellow Inactive Grey

From this screen, the nurse selects the beds under her/his supervision.

The buttons at the bottom allow to:

Save: confirm the chosen beds assignment and link the pager to the nurse.

Logout: disassociate the beds assigned to the nurse and disconnect the user.

My Account: change the user description and password.

NOTE: if you do not have the access credentials to the Pager Assignment, you can still see the general assignment of beds and pagers by leaving the User and Password fields blank and tapping OK.

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# 7. PAGER ASSIGNMENT VIA WEB

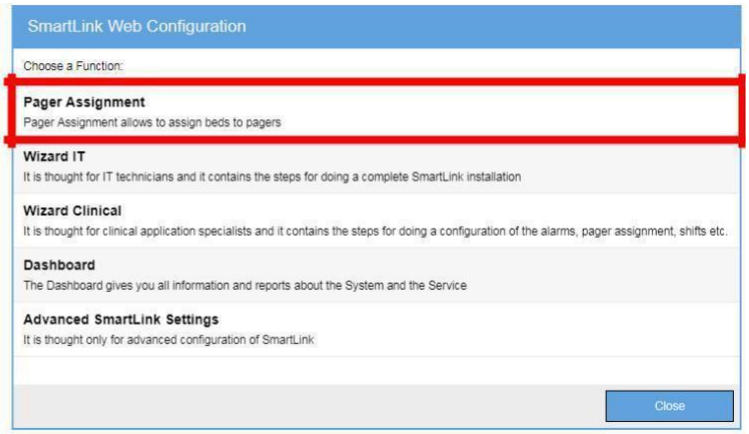
The Pager Assignment web allows authorized users to associate care groups to pagers for a selected shift.

To manage the assignment function open Google Chrome or Mozilla Firefox and go to:

http://*[ServerIP]**:20010/smartlinkwebapp

* change *[ServerIP]* with the IP address of SmartLink server (e.g. http://*192.168.1.1*:20010/smartlinkwebapp).
Once on the Login page, insert your Username and Password and select “Pager Assignment”.




NOTE: each username is associated to a ward, so when you login you will see only the associated ward.

The main screen of the Pager Assignment is divided in two sections:

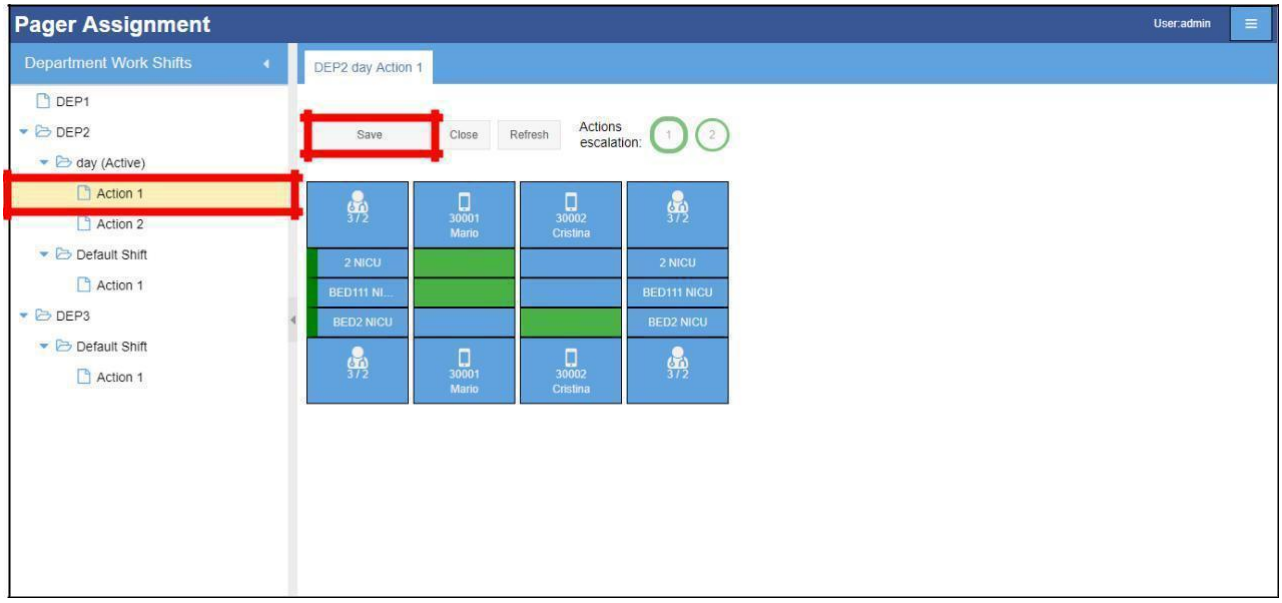
On the left you can select the ward, the shift and the action;

On the right you can select the pagers to be assigned to the ward and to the shift.

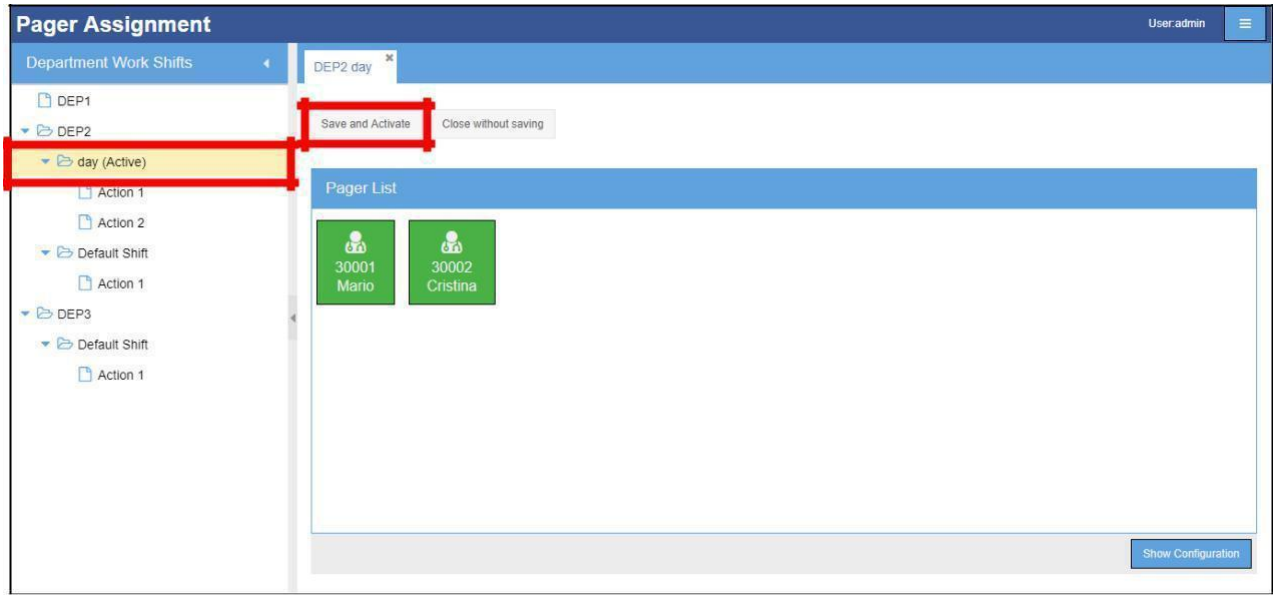
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For associating the pager to the care groups and the to the user:

1. Select the action: select the pager or DECT that will be associated to the care groups and will receive the alarms from that groups of beds. The associated pagers are highlighted in green. Then click Save.



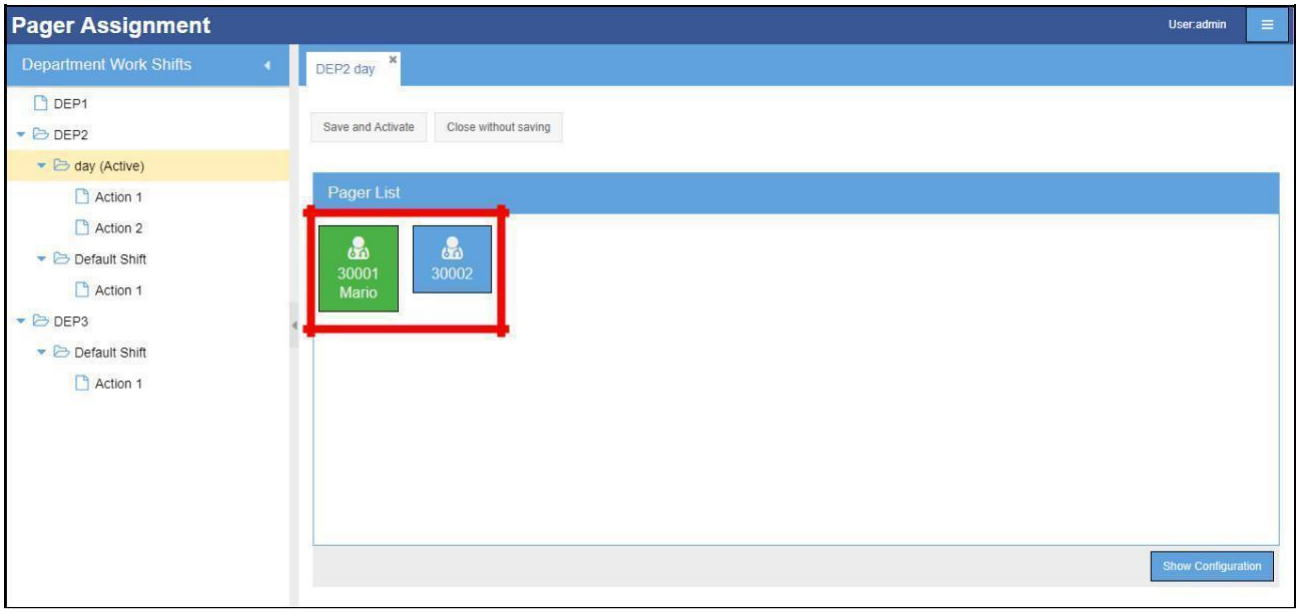

2. Click on the shift (e.g. “day (Active)”) and then click “Save and Activate” to activate the configuration.




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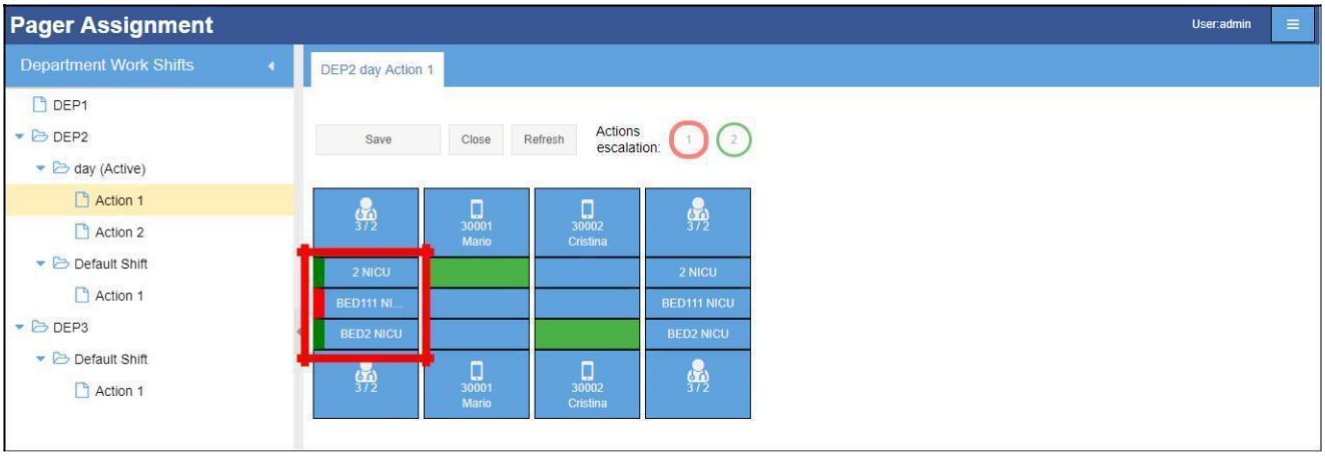
3. Clicking on the shift again you can associate a user to the pager: the associated pagers are highlighted in green.




NOTE: if you want to dissociate a pager from a care group or a user from a pager, re-click the highlighted pager or user and save the configuration.

## 7.1. HOW TO CHECK IF THE ASSIGNMENT IS CORRECT

### 7.1.1. Check the care groups




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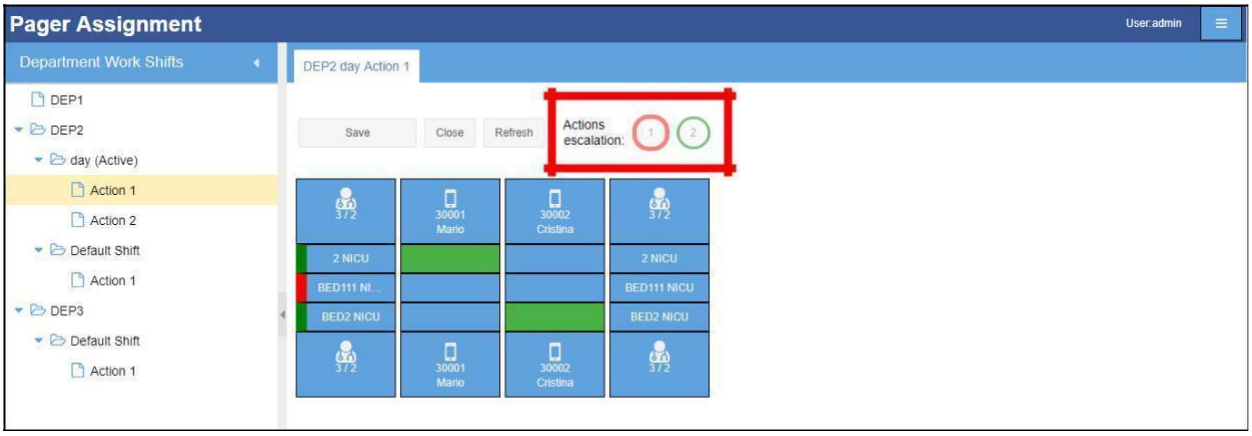
If the care group is:

Red: no pagers are associated to the care group (no one will receive alarms from this care group);

Yellow: there are not enough pagers associated to the care group;

Green: a number of pagers equal or greater than the minimum required is associated to the care group (correct configuration).

### 7.1.2. Check the actions




If the action is:

Red: for at least one care group there is no association. The action must be checked;

Green: the action configuration is correct.

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