

Room with ComTerminal Flamenco

Order no. 77 0510 00, 77 0510 50

Operating instructions
for staff



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1. Table of contents

1.	Table of contents	1
2.	Important safety instructions	3
3.	Required basic knowledge	5
4.	Optical signalling devices	9
5.	Switches	11
6.	ComTerminal	15
7.	Diagnostic call	21
8.	Connection sockets etc.	23

2. Important safety instructions



WARNING! Please follow the safety instructions below for the safety of staff and patients:

- You must have gained, via appropriate measures such as training, sufficient knowledge about the operation and use of the nurse call system. These measures have to be repeated if necessary. These operating instructions require such knowledge.
- These operating instructions require you to be familiar with the procedures of hospital care service.
- The connection of external equipment (e.g. medical monitoring device for diagnostic call) should only be carried out by those people specifically trained to do so.
- Report any functional irregularities, any failures and faults immediately to a technician.
- Familiarise the patients with the call devices and hand out the corresponding user instructions.
- Test the plug-in devices (patient handset, pear push switch, etc.) after every plug-in procedure to ensure perfect functioning of call triggering.
- Do not expose the devices to any extreme conditions like extreme heat or cold, moisture, a lot of dust or extreme shaking.
- For cleaning and disinfecting follow the instructions of your hygiene specialist.

3. Required basic knowledge

Call handling process

1. Raising a call

A patient presses a call button, if he or she needs help.

2. Answering the call

Staff answers the call at a call handling console, i.e. the staff establishes a speech connection to the caller. The staff asks about the nature of the call and decide on appropriate action.

3. Helping the caller

If necessary the staff goes to the calling location, to provide help to the patient. When entering the room the staff activates the presence button.

4. Cancelling the call

After dealing with the problem or query, the call has to be cancelled. In most cases the call is cancelled automatically while presence button is deactivated on staff leaving the room.

Exceptions: Calls from WC rooms must be cancelled by pressing a special cancel button within the WC room. Normal calls can be cancelled remotely from the call handling console.

Presence registration

Reporting the current presence of staff at all times is prerequisite for the efficient and effective use of the call system.

There are two categories of staff:

- Staff 1: e.g. nurses (green presence button)
- Staff 2: e.g. doctors (yellow presence button)

Activated presence buttons:

- indicate the presence of staff,
- acknowledge a fresh call in this room,
- prepare the reception of forwarded calls,
- prepare the initiation of emergency calls, i.e. calls from rooms with activated presence buttons are indicated with higher priority,
- put the blue alarm buttons into operation (at the ComTerminal and at remote alarm switches). That means, pressing a blue alarm button will only initiate a cardiac alarm when staff presence is activated,
- deactivate the “privacy” feature for this patient room.

Call types and call categories

Call category	Call type	Call event
Calls (low priority)	Call	A patient raises a call or a call device plug is disconnected from the connection socket.
	WC Call	A call was raised in a WC room.
	Door Call	Somebody „rang“ at the entrance door.
Emergency calls (medium priority)	Emergency Call 1	While presence 1 is activated a call is raised.
	Emergency Call 2	While presence 2 is activated a call is raised.
	WC Emergency	While presence is activated a WC call is raised.
	Telephone Call	The telephone rings in the duty room.
	Diagnostic Call	A medical monitoring device raises a call. That can be, for example, a monitor that automatically raises a call when values have gone above or below specified borderline values.
Alarm (high priority)	Cardiac Alarm	A call is raised via a specific alarm button. Special staff (e.g. cardiac response team) are required.

Call forwarding

As a rule, calls are answered at a call handling console. If the console is unattended, i.e. a call has not been answered within a programmed time frame

(e.g. 30 seconds), the calls are automatically forwarded to the rooms where staff has activated its presence. Then the calls can be answered by the medical staff in the room using the ComTerminal.

Privacy function

Although it is possible to converse with rooms from the console, it is not possible to listen in on the rooms without this being noticed. Hence, every room has a privacy function, which makes listening in impossible. This will be cancelled if a call is raised from the room or if staff has activated a presence button in the room.

Zones and shifts

Wards can organisationally be divided into smaller units (zones). For this, the calls in a zone are only displayed within that zone. Allocation of zones can be changed in the course of a day (shift operation).

Note: If a call isn't answered within a programmed time frame (e.g. 3 minutes), the division into zones will be disabled. The division into zones is disabled for all calls. The division into zones will be re-enabled as soon as all calls of the ward are cancelled.

Ward coupling

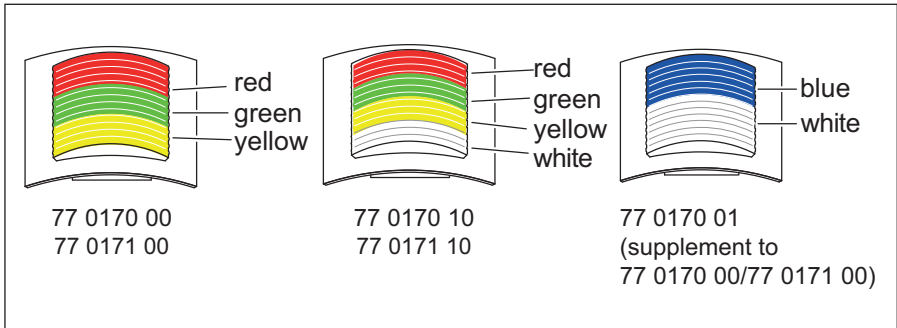
When staff numbers are low, several wards can be coupled. This means that in the coupled wards, all calls from the coupled wards will be displayed and answered.

Alarms

Cardiac alarms are displayed in all wards connected to the nurse call system immediately after alarm activation. Note: It is possible, that your system is configured differently: The cardiac alarms may be displayed in all wards only after a programmed time frame. Ask your system administrator.

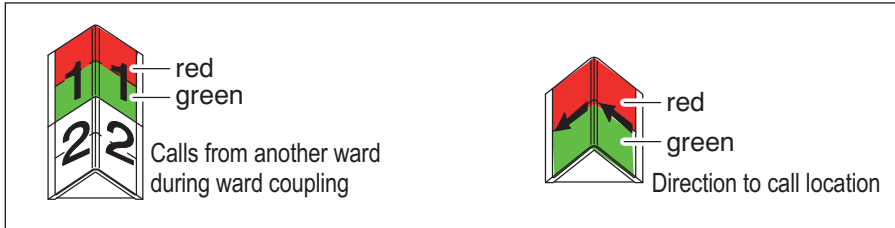
4. Optical signalling devices

Room lamps



	Flickering	Flashing quickly	Flashing	Permanent light
Red	Alarm (fresh)	Emergency call (fresh)	Call (fresh)	Call, Emergency Call, Alarm (answered)
Green	-	-	-	Presence 1
Yellow	-	-	-	Presence 2
White	-	WCEmergency (fresh)	WC Call (fresh)	WC Emergency, WC Call (answered)
Blue	Alarm (fresh)	-	-	Alarm (answered)

Group lamps



	Flashing quickly	Flashing slowly	Permanent light
Red	Alarm (fresh or answered)	Emergency call (fresh or answered)	Call (fresh or answered)
Green		The call signalled in the red field is an answered call. Staff is not present in any of the assigned rooms.	Staff is present in at least one of the assigned rooms.

If there is more than one call, the highest priority call is displayed. Priorities: Fresh alarm > fresh emergency call > fresh call > answered alarm > answered emergency call > answered call.

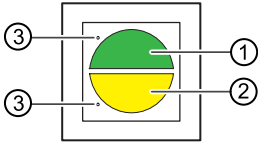
Corridor display

The corridor display displays the call type and the room number of the calling location. If there is more than one call, the highest priority call is displayed. In standby mode the time is displayed.



5. Switches

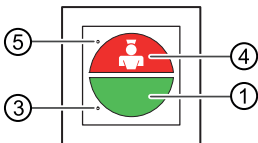
Presence switch



- ① Green: presence button for staff 1
- ② Yellow: presence button for staff 2
- ③ Reminder light illuminates when presence button is activated.

Call tone in case of call forwarding (if function is configured).

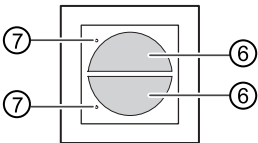
Presence combination with call tone



- ① Green: Presence button staff 1
- ③ Reminder light illuminates when presence button is activated.
- ④ Red: Call button for raising calls
- ⑤ Location light / reassurance light

Call tone in case of call forwarding (if function is configured).

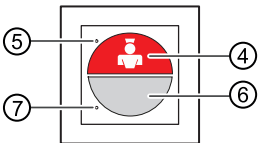
Cancel switch/WC



- ⑥ Grey: Cancel button to cancel calls in the WC
- ⑦ Reminder light illuminates when a call in the WC has to be cancelled via cancel button.

Call tone in case of call forwarding (if function is configured).

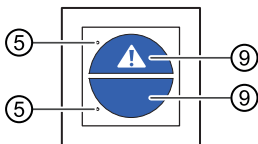
Call switch/WC with cancel switch



- ④ Red: Call button to raise calls
- ⑤ Location light / reassurance light
- ⑥ Grey: Cancel button to cancel calls in the WC
- ⑦ Reminder light illuminates when a call in the WC has to be cancelled via cancel button.

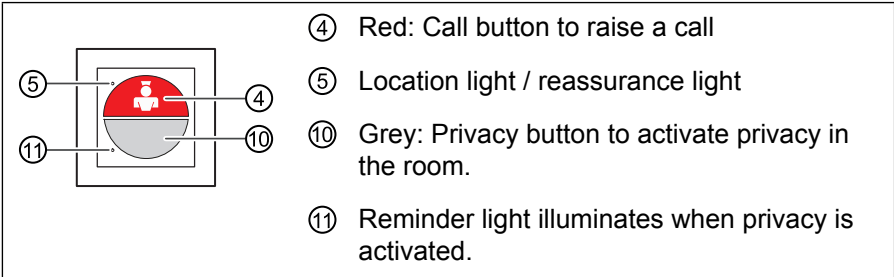
Call tone in case of call forwarding (if function is configured).

Cardiac alarm switch



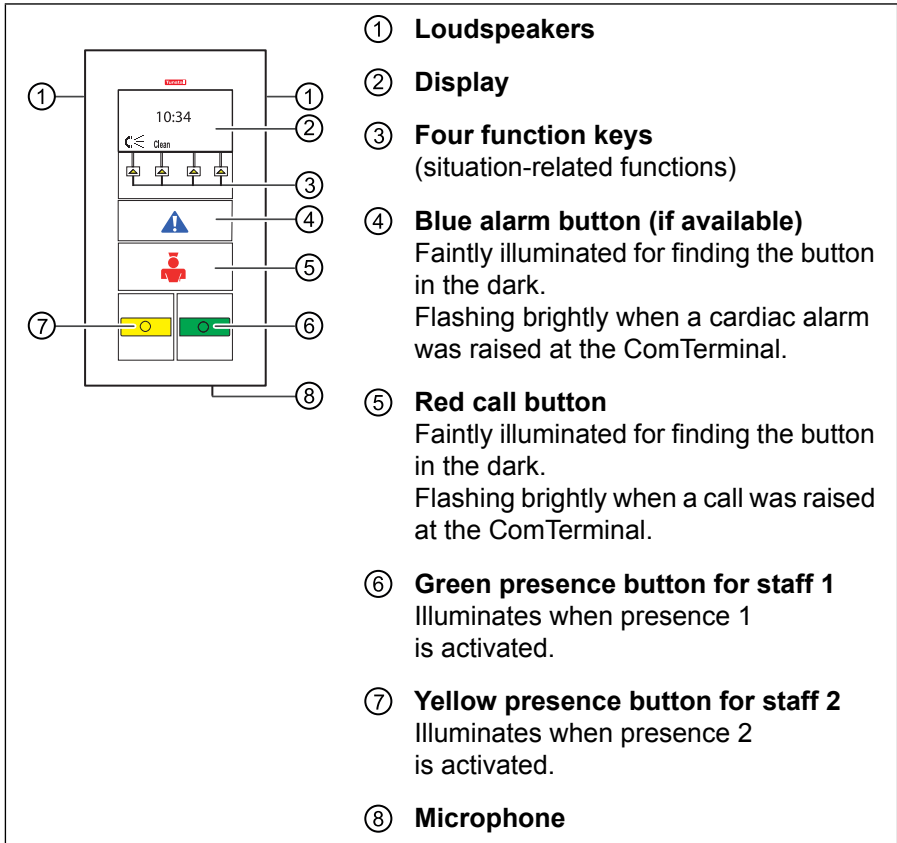
- ⑤ Location light / reassurance light
- ⑨ Blue: Alarm button for raising a highest priority call (alarm). The alarm button is only operational when presence is activated in the room.

Call switch with privacy switch



6. ComTerminal

Device overview



Staff registration

When entering the room:

- Activate the green presence button (Staff 1) or yellow presence button (Staff 2) at ComTerminal or at remote presence switch.
- ✓ The reminder lights of all presence buttons in the room for this staff category come on.

When leaving the room:

- De-activate the green presence button (Staff 1) or yellow presence button (Staff 2) at ComTerminal or at remote presence switch.
- ✓ The reminder lights of all presence buttons for this staff category in the room go out.

Providing help for the caller

Your help is required in another room:

1. Log-out from the current room: De-activate the presence button.
2. Got to calling location.
3. Log-in at the call location: Activate the presence button.
4. Provide the required help to the calling patient. If necessary, call for further assistance.
5. Cancelling the call:
Automatic cancelling of calls after pressing the presence button (except for calls from the WC).
For calls from the WC: Press the grey cancel button in the WC or - if ● function key is available - press this function key at the ComTerminal.
6. De-activate the presence button.

Special case: Help is already there

If a call was raised in the room where you are and you provided help without external assistance, you have to press the presence key before you can cancel the call.

Calling for assistance

Raising an emergency call

You are in the patient room and you need assistance:

- Press the red call button at the ComTerminal or another call button in the room.
- ✓ The light for the call button is brightly illuminated on or is flashing (ComTerminal) brightly. If the presence button is also activated, an emergency call is raised.

Note: An emergency call or cardiac alarm re-activates a previously answered call and it must be answered again before it can be cancelled.

Raising a cardiac alarm (if alarm button is available)

You are in the patient room and you need top priority assistance (e.g. cardiac team):

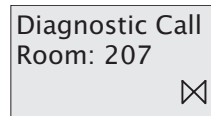
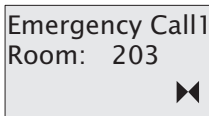
- Press the blue alarm button at the ComTerminal or another alarm switch in the room.
- ✓ The light for the alarm button is brightly illuminated or is flashing (ComTerminal) brightly.

Note: To prevent false use of the alarm button, the alarm buttons are operational only after the presence button has been activated.

Call forwarding and answering of forwarded calls

Display of forwarded calls

If a call is not answered within a programmed time frame, this call will be forwarded to all rooms where the presence button is activated. Forwarded calls are presented in the ComTerminal's display and an acoustic signal will sound:



▶▶ = Call with speech possibility to the call location

⌂ = Call without speech possibility to the call location

Normal call:	Short tone, long pause, short tone, ...
Emergency call:	Tone, pause, tone, ...
Cardiac alarm:	Long tone, short pause, long tone, ...

Acknowledge calls without speech possibility

- Acknowledge the call by pressing the ⌂ function key.
- ✓ The call is acknowledged.
- When leaving the room, de-activate the presence button.
- Go to calling location and provide the desired help.

Answer calls with speech possibility

- Answer the call by pressing the ▶▶ function key.

- ✓ Speech contact to the call location will be established.
- To close the speech connection and to hold the call press the ► function key. 1) 2)
- ✓ The speech communication is terminated.
- When leaving the room, de-activate the presence button.
- Go to the call location and provide the desired help.

1) **Cancel the call type “Call”**

For the call type “Call” - i.e. for the call from a patient - you have the possibility to directly cancel the call. This is useful, if you have been able to help the patient when talking to him/her and if there is no need to go to the room itself:

- Instead of pressing the ► function key, you have to press the ● function key.
- ✓ The speech communication is terminated. The call is cancelled. The call handling procedure is terminated.





2) **Special case: Door Call**

When handling a door call you can activate the door opening mechanism to let the person at the door in.

- If you want to let the person at the door in, hold the ⇐⇒ function key pressed to activate the door opening mechanism.
- If you want to close the speech connection to the door and to cancel the door call, press the ● function key.
- If you want to close the speech connection to the door without cancelling the door call, press the ► function key.

Activation of privacy feature

If you do not want that other persons can listen into this patient room via the room's ComTerminal although staff is in the room, you may manually activate the privacy feature:

- Press  function key.
- ✓ The display will show  ("receiver on-hook"). Privacy is activated.
- For de-activating the privacy feature press  function key.
- ✓ The display will show:  ("receiver off-hook"). Privacy is de-activated.

Cleaning the ComTerminal

The ComTerminal's front panel is made of glass and therefore it is absolutely waterproof. The rear casing is made of a user-friendly plastic, but there are small openings (for microphone, loudspeakers...) through which water can ingress. This must not happen!

The front panel is suitable for a simple and effective wipe disinfection. Before you can clean the front panel you have to put the buttons out of operation to prevent faulty activations.

1. Put the buttons out of operation by pressing the **Clean** key.
 - ✓ For at least 10 seconds (adjustable) the buttons are out of operation.
2. Wipe the front panel.
 - ✓ The buttons will automatically return to operation.

7. Diagnostic call

Medical electrical equipment can be connected to the nurse call system via the diagnostic connection cable (70 0812 00). If pre-set limits are exceeded, a diagnostic call will be raised automatically.

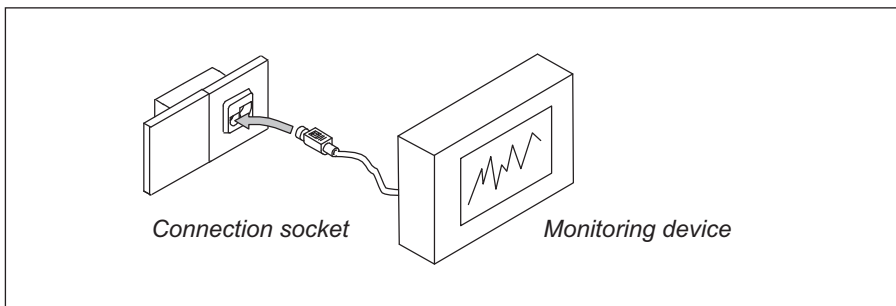


WARNING!

The transmission of alarm conditions of medical electrical equipment (e.g. monitoring devices) to the nurse call system serves only as supporting, additional information. This is a distributed information system.

- You must **not** rely on the nurse call system displays.
- Do not leave the hearing and visual range of the medical monitoring equipment.
- Due diligence for the operation of such medical electrical equipment remains unaffected in case of the connection to the nurse call system.

Prepare the diagnostic call



- Plug the connection cable into the connection socket.

Diagnostic call is raised

If the value on the monitoring device alters from the starting point, a diagnostic call is raised automatically.

The room lamp is flashing red. A diagnostic call is displayed on the call handling console.

In case the diagnostic call is not answered in a pre-set time, it is forwarded to all rooms where the presence button is activated.

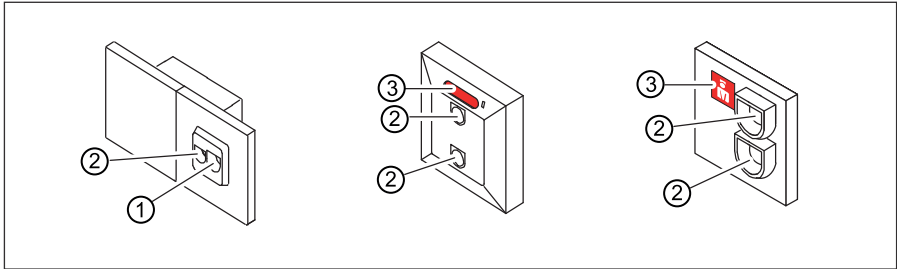
If the presence button is activated at the call location, not a fresh call but only an answered call is raised, i.e. the call will not be forwarded.

Cancelling a diagnostic call

1. Enter the room and activate the presence button.
 2. Reset the monitoring device to its starting point.
 3. De-activate the presence button.
- ✓ The call is cancelled. The call is no longer displayed.

8. Connection sockets etc.

Connection sockets



- ① Socket for patient handset
- ② Socket for pear push switch, diagnostic call device etc.
- ③ Red call button for raising calls

Self-releasing adapter



Self-releasing adapter between connection socket and patient handset (adapter 74 0812 50) or connection socket and pear push switch (adapter 74 0812 51). When subjected to a pulling force, the self-releasing adapter automatically separates the connection and protects the connection socket, the cable and the connected device.

System add-ons

Further equipment can be connected to the nurse call system such as wireless call devices or sound detectors. Please refer to the operating instructions delivered with these products.

Tunstall GmbH
Orkotten 66
48291 Telgte, Germany
t: +49 (0) 2504/701-0
e: info@tunstall.de
w: tunstall.de

