

# Room with RoomTerminal Flamenco

Order no. 77 0520 00

Operating instructions  
for staff



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## 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 (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. The call will be displayed at the display devices in the ward.

#### 2. Acknowledging the call

Staff acknowledges the call - depending on the current location at the display panel in the nurse station or at a RoomTerminal or at the calling location by activating staff presence.

#### 3. Helping the caller

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 help is provided, the call has to be cancelled. In most cases the call is cancelled automatically when 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.

### Staff 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 alarm button in the RoomTerminal into operation. Pressing this alarm button will only initiate an alarm when staff presence is activated.
- put the blue alarm buttons into operation (at the RoomTerminal and at remote alarm switches). That means, pressing a blue alarm button will only initiate a cardiac alarm when staff presence is activated,
- If an announcement is broadcasted at the nurse call system loudspeakers, an attention tone sounds at the RoomTerminal where presence is activated.

## 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.
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

Normally, all calls are acknowledged at a display panel in the nurse station. If the display panel is unattended, after a programmed time (e.g. 30 seconds)

the calls are automatically forwarded to the rooms where staff has activated its presence. Then the call can be acknowledged using the RoomTerminal.

## Call re-freshening

The function 'call re-freshening' is an additional safety feature: If an acknowledged call isn't cancelled within a programmed time frame (e.g. 3 minutes), it is signalled as fresh call again.

## 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 acknowledged within a programmed time frame (e.g. 2 minutes), the current zone allocation will be switched off. The system will return the original zone allocation as soon as all calls of the ward are cancelled.

## Ward coupling

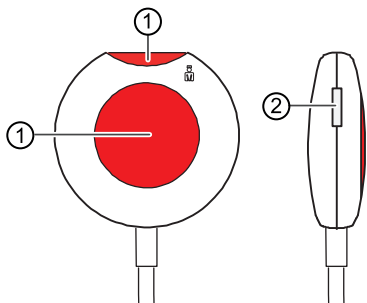
When staff numbers are low, several wards can be coupled. This means that in the coupled wards, all calls from the coupled wards will be displayed and acknowledged.

## Alarms

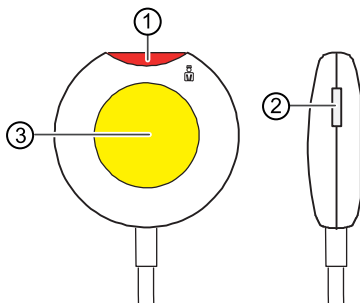
Cardiac alarms are displayed in all wards connected to the nurse call system immediately after alarm activation. Note: It is possible, that your system is configured differently: The cardiac alarms may be displayed in all wards only after a programmed time frame. Ask your system administrator.

## 4. Call devices for patients

### Pear push switch

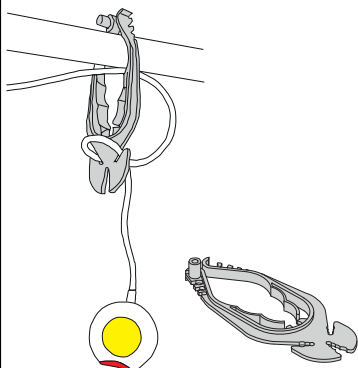


Pear push switch  
incl. two call switches



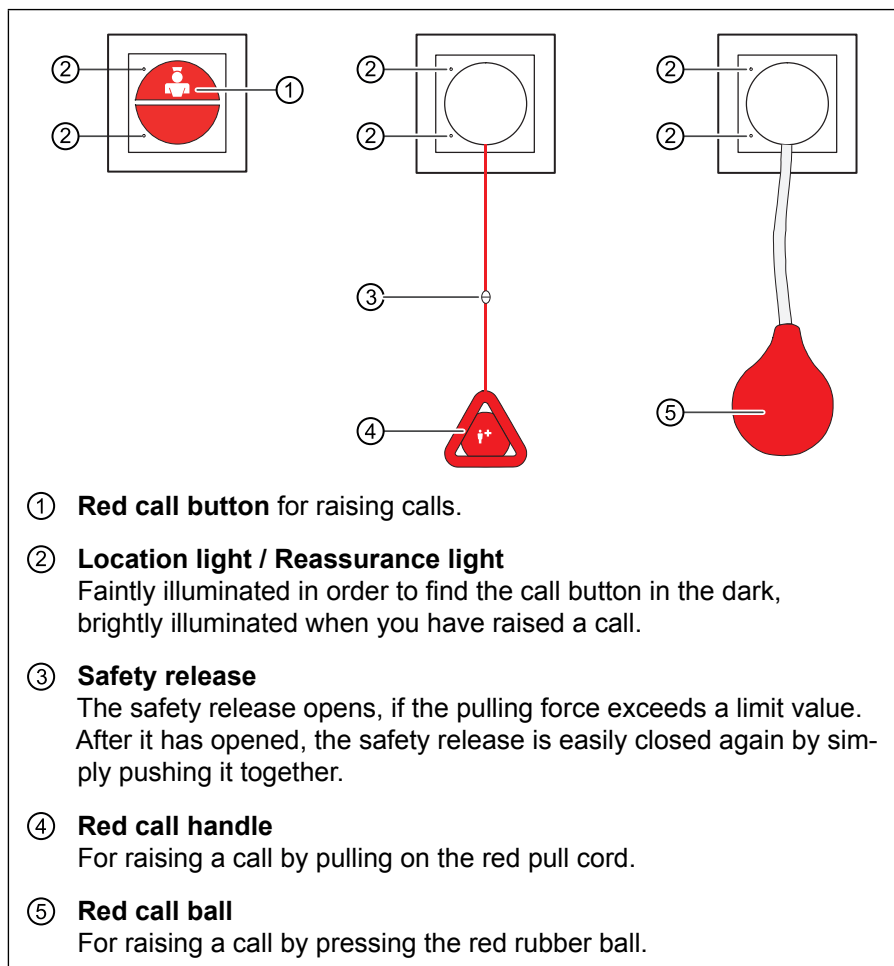
Pear push switch  
incl. call and light switch

- ① **Red call button** for raising calls
- ② **Location light / Reassurance light**  
Faintly illuminated in order to find the call button in the dark,  
brightly illuminated when you have raised a call.
- ③ **Yellow light switch** for switching the reading light



By means of this clamp you can comfortably fix the pear push switch to the 'bed galls'. Under excessive force the clamp will slip off the supporting rod, protecting the pear push switch from damage

## Call switches

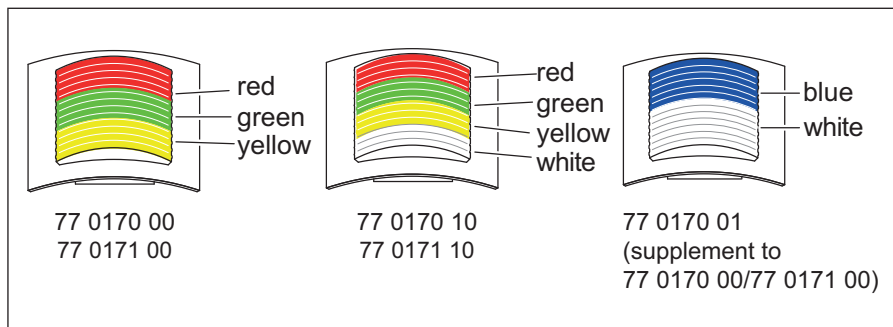


All red buttons of the system are call buttons.

- If you need help, press a red call button, pull the call handle or press the call bulb.
- ✓ To acknowledge the call activation the red reassurance light brightly illuminates. Nursing staff will come to you.

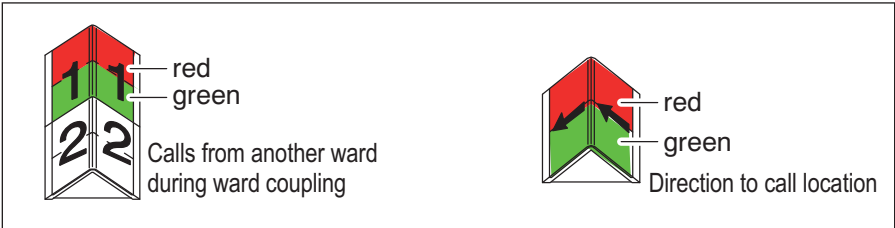
## 5. Optical signalling devices

### Room lamps



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

# Group lamps



	Flashing quickly	Flashing slowly	Permanent light
Red	Alarm (fresh or acknowledged)	Emergency call (fresh or acknowledged)	Call (fresh or acknowledged)
Green		The call signalled in the red field is an acknowledged 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 > acknowledged alarm > acknowledged emergency call > acknowledged call.

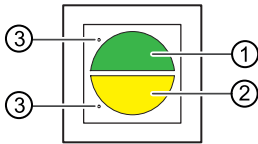
# Corridor display

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.



## 6. Switches

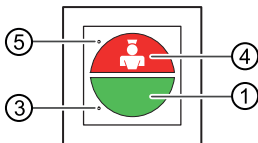
### Presence switch



- 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).

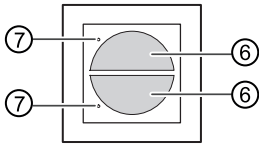
### Presence combination with call tone



- 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).

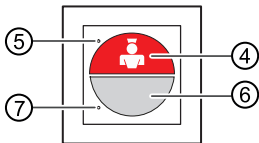
## Cancel switch/WC



- 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).

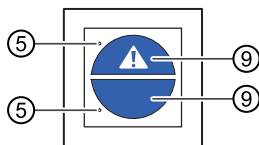
## Call switch/WC with cancel switch



- 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).

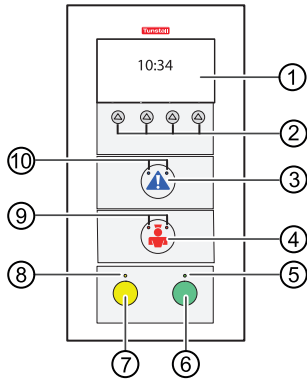
## Cardiac alarm switch



- 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.

# 7. RoomTerminal

## Device overview



- ① **Display**
- ② **Four function keys**  
(situation-related functions)
- ③ **Blue alarm button**  
Blue location light (10) faintly illuminated for finding the button in the dark, when staff presence is active. Flashing brightly when a cardiac alarm was raised at the RoomTerminal (reassurance light). This button is operational only when presence is active.
- ④ **Red call button**  
Red location light (9) faintly illuminated for finding the call button in the dark. Flashing brightly when the call button at the RoomTerminal was pressed (reassurance light).
- ⑥ **Green presence button for staff 1**  
Green reminder light (5) illuminates when presence 1 is activated.
- ⑦ **Yellow presence button for staff 2**  
Yellow reminder light (6) illuminates when presence 2 is activated.

## Staff registration

When entering the room:

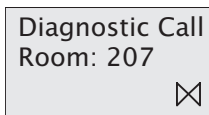
- Activate the green presence button (Staff 1) or yellow presence button (Staff 2) at RoomTerminal or at remote presence switch.
- ✓ The reminder lights of all presence buttons in the room for this staff category come on.

When leaving the room:

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

## Display of forwarded calls

If a call is not acknowledged at the display panel in the nurse station within a programmed time frame (e.g. 30 seconds), the call will be forwarded to all rooms where the presence is activated. Forwarded calls are presented in the RoomTerminal's display and an acoustic signal will sound.



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

**NOTE:** If the display panel in the nurse station is not working or, if there is no display panel in the ward, all calls are forwarded without delay.

## Providing help for the caller

A call is displayed at the RoomTerminal:

1. Acknowledge the call by pressing the ☒ function key.  
✓ The call is acknowledged.
2. Log-out from the current room, i.e. de-activate the presence button.
3. Go to the calling location.
4. Log-in at the call location, i.e. activate the presence button.
5. Provide the required help to the calling patient. If necessary, call for further assistance.
6. Cancelling the call:  
All calls, which are not raised in the WC, are automatically cancelled when you de-activate the presence button.  
For calls from the WC: Press the grey cancel button in the WC or - if ● function key available at the RoomTerminal - press the ● function key.
7. Log-out from the room, i.e. de-activate the presence button.

**NOTE:** If an acknowledged call isn't cancelled within a programmed time frame (e.g. 3 minutes), it is signalled as fresh call again.

### Special case: A care provider is already at the calling location

If the call is raised in the room where you happen to be and you can help without additional assistance, you have to press the presence button, 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 RoomTerminal or another call button in the room.
- ✓ The light for the pressed call button is brightly illuminated or is flashing brightly (RoomTerminal). With activated staff presence an emergency call is signalled.

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

### Raising an alarm

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

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

**NOTE:** To prevent false use of the alarm buttons, the alarm buttons are operational only when presence is active.

## 8. 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.

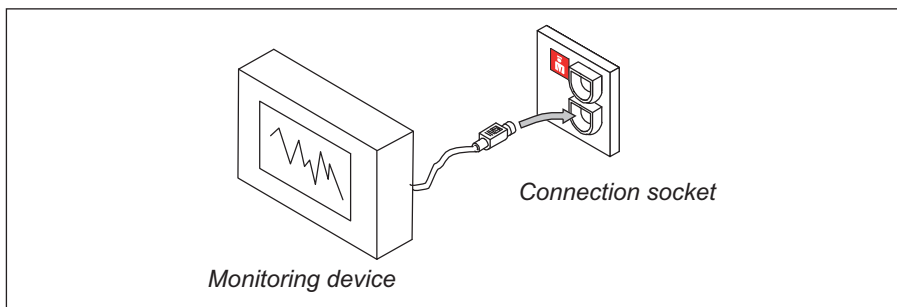


### WARNING!

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

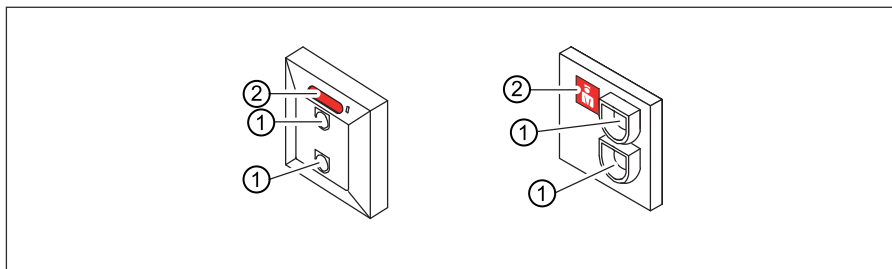
If the presence button is activated at the call location, not a fresh call but only an acknowledged call is raised, i.e. the call will not be forwarded.

## 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.

## 9. Connection sockets etc.

### Connection sockets



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

### Self-releasing adapter



Self-releasing adapter between connection socket and pear push switch. 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.

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