



Rauland-Borg  
Corporation

RESPONDER IV NURSE CALL

## **In-Service Training Handout**

*Kaiser Permanente West LA Medical Center  
West Los Angeles, CA*

**Provided by:**  
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Enhanced Professional Services

**The “Bigger” Picture**  
of your  
***Responder IV Nurse Call System***



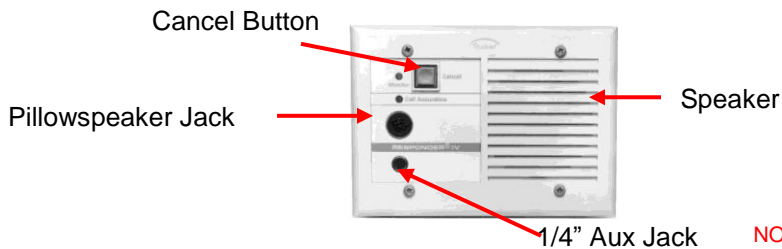
# Equipment List

## 6-Bulb Corridor Light



White:	Steady Flashing	Normal Call Bulb, Cord, Bed, Pillowspeaker Out
Green:	Flashing	Service Needed
Orange:	Flashing	Fire Alarm
Yellow:	Flashing	Bed Exit
Red:	Flashing Solid	Toilet/Shower, "Help" Staff Assist
Blue:	Flashing	Code Blue/Code Pink/Code Crash

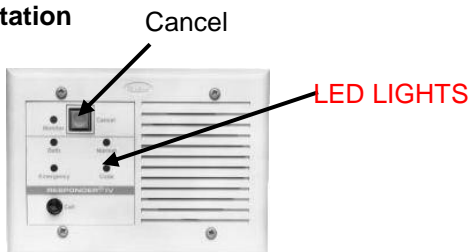
## Single Bed Station



Patient places a "normal" call from the Patient Station via pillowspeaker, call cord, etc. When the call is answered, the patient speaks to the person at the console. A nurse can also enter the patient room and press the **Cancel** button on the Patient Station.

**NOTE:** No dummy plugs are required on the Patient Station

## Duty Station



Duty Stations are located in some of the following rooms: **Staff Lounge and most Utility Rooms.** It is a communication between the room and the console. It also annunciates calls on the unit. A **Red LED** light will appear on the type of calls ringing on the unit.

Types of Calls: Normal, Bath, Emergency and Code.

## Equipment List (cont.)

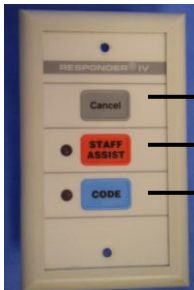
### Pullcord Station



Pulling the cord sends an emergency signal to the console and duty stations while flashing the red corridor light.

**NOTE: These calls can only be cancelled at the originating station.**

### Staff Assist and Code Blue Station



Cancel

Staff Assist

Code Blue

1. Pressing the **Staff Assist** button sends a call to the console and annunciates at Duty stations while the corridor light is a solid RED.
2. Pressing the **Code Blue** button alerts staff of a Code Blue by sending a call to the centralized code station, and Duty stations, and the console, while flashing the Blue corridor light.



1. Pressing the **Code Pink** button alerts staff by sending a call to the centralized code station, and Duty stations, and the console, while flashing the Blue corridor light.

2. Pressing the **Code Crash** button alerts staff by sending a call to the centralized code station, and duty stations, and the console, while flashing the blue corridor light.

# TOUCHSCREEN MASTER CONSOLE

~~QUICK LOOK FUNCTIONS~~

## 1. Answering a Call from the Patient Room

On the Touchscreen Console, your Call Display will display up to four calls at one time. When you lift the handset, you are automatically connected to the top call on the display and you may begin speaking.

Room/Bed Number & Call Level

3045: B PRIORITY

:10

## 2. Using “Nurse Service” Touchpoints

If the patient needs to see a nurse there are (1) Staff Service Levels for you to choose from:

Service  
Needed

Choosing the “Service Needed” button will make the appropriate light to flash over the door.

Green = Service Needed

It also illuminates the specified “Service” touchpoint on the console to show the specific level of nurse service required. By touching this button it will illuminate touchpoints, it will list which rooms still require that level of service.

(NOTE: See how to send the appropriate Tag Message under #3 below.)

## 3. Placing a Call to the Patient Room

Lift the handset and dial the room number on the number keypad. The room number will display on you Call Display. You are now in communication with the room

## 4. Night Tones (for TSM Console Only)

Pressing “Night Tones” will illuminate the touchpoint indicating that the volume of the tones received at the Touchscreen Console has been reduced by half. Pressing the same touchpoint again will return the tones to normal levels.

## 5. “Speed Dial Buttons” Touchpoints for Duty and Staff Stations

Pressing any touchpoint that indicates a specific Room Name --- (Example: “Staff Lounge”, “Clean Utility Room”, “Call Other Depts.” etc.) acts as a Speed Dial button. Touching it puts you in direct communication with that room and/or Department.

## 6. Patient Privacy

Bed Station can get put into a “Privacy” mode accidentally. This will prevent two-way communication if the call is initiated from the console. To see if a station is in privacy, check the “Call Assurance” Light. If it is flashing red, PRESS and HOLD the “Cancel” Button for about 5 seconds until the light goes out.

Call  
Assurance  
Light





## 7. Privacy Review



To see what stations are in a “**Privacy**” mode, press the button labeled “**Privacy Review**” on your console. This will show a list of rooms that are currently in the privacy mode. Touch the room # on the list, then the highlighted “**Privacy**” touchpoint at the bottom of the screen – this will remove the privacy mode from that station.

## 8. Monitoring a Patient Room (or Group of Rooms)

Touch the “Monitor” touchpoint. The “**Room Monitor**” screen appears for you to enter the rooms that you want to monitor. First, touch the “**Add Room**” touchpoint, followed by keying in the desired room number on the number keypad, using the “Bed” key if appropriate; then touch the “**Add Room**” touchpoint again. You may enter just one room, or a series of rooms, using the same sequence. After you have completed all of your entries, press the “**Begin Monitor**” touchpoint. The system will now cycle through all rooms identified, monitoring each room for 10 seconds.

You may press “**Exit**” and then return at any time, and the existing list will continue to be there. You may also “**Delete**” one room at a time by pressing the “Delete” key first, then the appropriate room number. “**Clear List**” will clear the whole screen.

## 9. Canceling a Call or Service Request from the Patient Room

To cancel a call from the patient room, touch the “**Cancel**” Button.

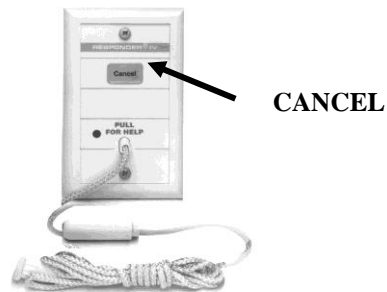
A “**Service Needed**” call **MUST** be canceled from the patient’s room.



## 10. Canceling an Emergency (Toilet/Shower) Call

These calls must be canceled from the pullcord station in the patient room.

To cancel, touch the “**Cancel**” Button.



## 11. Mute Tones

Pressing “**Mute Tones**” while in conversation with a patient’s room, will mute the volume of all other calls that might be ringing at that console for 2 mins or until any call activity occurs at the console. The normal volume of the ring resumes when the call is completed.

