Hugs System
Quick Reference Guide
Introduction

**Screen Tabs**

To access the different Hugs® screens (Census, Alarms-Events etc.), select the appropriate screen tab located at the top of the Hugs window.

Select a screen tab to access the different screens

**Census List Row Colors**

The different row colors that are used in the Hugs Census list are shown here:

- White - Normal activity
- Red - Alarm state
- Yellow - Transported
- Orange - Tamper suspended
- Blue - BabySense disabled
- Gray - Auto-discharged
- Brown - Tag low battery
Hugs Functions

Authorized users can perform a function for a Hugs tag using one of the following methods:

1) **Toolbar Icons**

![Toolbar Icons](image)

- On the Census List, click on the tag/infant row to highlight it.
- Click the toolbar icon representing the requested function.

2) **Popup Menu**

![Popup Menu](image)

- On the Census List, click the red heart icon next to the appropriate tag/infant.
- Select a Hugs function from the popup menu.

**Note:** The toolbar icons and popup menu commands may vary depending on your access permissions and how your system was set up.
Login

1 Touch any key to display the Login dialog box.

   ![Login dialog box]

2 Type in your User Name and press the Tab key.
3 Type in your Password.
4 Click Login.

Log out

- To log out of Hugs, click the Log out button located at the top right-corner of the Hugs window.
Admit

As soon as the band is properly applied to the Hugs tag, an Admit dialog box appears.

Note: Enter correct information in all displayed fields according to hospital policy.

1  In the **Name** field, type the infant information.

![Admit - Hugs Tag 23](image)

2  Fill in any other fields that appear per hospital policy.

3  Click **OK** or press the Enter key to finish.
**Changing Tag/Patient Information**

Change any infant/tag’s information in the Census List.

1. Click anywhere in the infant’s row to highlight it.
2. Click on the field to be changed.
3. Make the necessary changes as needed.
4. Click **OK** to save changes and finish.

**Examples:**

**Changing the Name**

1. Click anywhere in the infant’s row to highlight it.

   ![Name Table]

2. Click on the infant’s Name.

   ![Name Table]

3. Type a new name.
4. Click **OK** to save changes and finish.

**Changing Zone Information**

Update a zone when returning or moving the infant to a monitored area.

1. Click anywhere in the infant’s row to highlight it.
2. Click on the Zone to display the drop-down list and select the zone where the infant is currently located.

   ![Zone Table]

3. The Zone is automatically updated.
History
Displays all tag activity since admission (31 days maximum).

1 Click on the red heart by the appropriate tag/infant and select History from the popup menu OR click anywhere in the row to highlight it and then click the History toolbar icon.

2 The History window appears.

3 Click Close to exit the History window.
Discharge

Used to permanently remove an infant from the Hugs system.

1 Click on the red heart by the appropriate tag/infant and select **Discharge** from the popup menu OR click anywhere in the row to highlight it and then click the **Discharge** toolbar icon.

![Discharge toolbar](image)

2 Verify the information displayed in the Discharge popup box.

![Discharge popup](image)

3 Click **OK**.

4 Immediately remove the tag and clean for re-use.
Transport

Allows tagged infant to be temporarily removed from safe area.

1. Click on the red heart by the appropriate tag/infant and select Transport from the popup menu OR click anywhere in the row to highlight it and then click the Transport toolbar icon.

2. In the Duration field, enter the amount of time (HH:MM) until the infant will be returned to the monitored area.

3. If Zones are displayed in the Transport dialog box, select the All Zones check box from the Transport Zones list.
4 The tag is highlighted in yellow in the Census List with a Transport time indicating the infant is authorized to leave the unit.

![Census List with highlighted transport time]

5 Click **OK** or press the Enter key to finish.  

*Note: A **Transport Return must be completed when the infant re-enters the unit.***

**Update Transport**

Allows changes to the Transport time using one of the following two methods:

**Method 1**

1. Click the clock in the highlighted infant’s row and change the time directly in the Transport field.

![Table with highlighted infant and clock]

2. Click **OK** to save changes and finish.

**Method 2**

1. Click on the red heart by the appropriate tag/infant to view the popup menu and click **Update Transport.**

![Popup menu with Update Transport option]
2 Click to highlight the hours (HH) or minutes (MM) in the Transport dialog box and use the up or down arrows to update the amount of time for the Transport.

3 If Zones are used, re-select the appropriate check boxes in the Transport Zones list.

4 Click OK to save changes and finish.
Transport Return

Used to return the infant to the Hugs system after being transported.

1. Click on the red heart by the appropriate tag/infant and select **Transport Return** from the popup menu OR click anywhere in the row to highlight it and then click the **Transport Return** toolbar icon.

2. **VERY IMPORTANT** - If zones are used, verify that the patient is assigned to the proper zone.

<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
<th>Zone</th>
<th>Memo</th>
<th>Sign Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williams Boy</td>
<td>11</td>
<td>Global</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taylor Girl</td>
<td>9</td>
<td>Global</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smith Boy</td>
<td>8</td>
<td>Mother Bab</td>
<td>Pediatrics</td>
<td></td>
</tr>
<tr>
<td>Johnson Girl</td>
<td>7</td>
<td>Pediatrics</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Transport Return Prompt**

Occurs when a transported Hugs tag is re-detected at a Hugs exit.

1. If the infant/tag has returned to the safe area, click **Transport Return**. Also verify that the infant is assigned to the proper zone.

2. If the Transport time needs to be extended, click **Update Transport**.

**Transport Time Expired Prompt**

Occurs when the time allotted for Transport expires and the infant/tag has not been signed in. (Only occurs if Transport Time Expired Alarms not used.)

1. If the infant/tag has returned to the safe area, click **Transport Return**. Also verify that the infant is assigned to the proper zone.

2. If the Transport time needs to be extended, click **Update Transport**.
Suspend Tamper

Allows the tag to be removed from the infant for a short period.

1 Click on the red heart by the appropriate tag/infant and select Suspend Tamper from the popup menu OR click anywhere in the row to highlight it and then click the Suspend Tamper toolbar icon.

2 The tag automatically resumes Tamper Alarm status when the pre-determined time expires. To resume Tamper alarms sooner, see Resume Tamper below.

3 The tag is highlighted in orange in the Census list with the Suspend field displaying the remaining time before the tamper feature is resumed.

Note: To avoid a Tamper Alarm, tag and band must be re-applied when the Suspend time expires.

Resume Tamper

- Click on the red heart by the appropriate tag/infant and select Resume Tamper from the popup menu OR click anywhere in the row to highlight it and then click the Resume Tamper toolbar icon.

You can also double-click on the Suspend field, and click Yes.
**Edit Memo**

Used to create a memo for the infant. The memo appears when the mouse pointer is over the tag row in the Census list.

1. Click on the red heart by the appropriate tag/infant and select **Edit Memo** from the popup menu OR click anywhere in the row to highlight it and then click the **Edit Memo** toolbar icon.

![Edit Memo toolbar icon](image)

2. Type the memo.

![Memo input field](image)

3. Click **Save** to exit and save the memo.

4. A memo icon appears under **Memo** in the Census List.

![Census list with memo icon](image)

**Note:** The memo is saved until deleted, or the infant is discharged.
Locate

Used to display the general location of an infant within the protected area.

1 Click on the red heart by the appropriate tag/infant and select **Locate** from the popup menu OR click anywhere in the row to highlight it and then click the **Locate** toolbar icon.

2 The Hugs facility map slides up from the bottom of the window and displays a red heart icon indicating the infant’s general location for approximately thirty seconds.

3 Click the **Close** button in the upper-right corner to close the facility map.
Print Census List

Users with the appropriate permissions can print the Census List.

1. Click the **Quick Access menu button** and then click **Print Census List**.

2. Select **Only This Client** to print the active, admitted Hugs tags on this computer only OR select **All Tags** to print all Patient Security tags in the system from all computers.

3. The Print dialog box appears.

4. Select the **Print to File** check box to save the Census List to a file (to be printed at a later time) OR click **OK** to print the current Census List.
Quick History

Used to view a list of recent alarms/events.

1. Click the **Quick History** tab in the Alarms/Events window.
2. A list of the 10 most recent alarm/events displays.

3. Click on any other tab to close the Quick History area.
When an alarm/event is declared, the computer display changes to the Alarms-Events page. The Alarms-Events tab continues to flash red until the alarm/event is cleared.

**Typical Alarm Response Procedure**

1. Identify the infant and the location of the alarm noted in the **Details** box at the bottom of the **Alarms** panel.

   ![Details](image)

   - Zone: Mother Baby
   - Strongest LAR 1: Side Corridor (7 secs ago)
   - Strongest LAR 2: Waiting Room (27 secs ago)
   - **Gender:** Female
   - **Doctor:** Peller
   - **Condition:** Stable
   - **Room:** 1208

2. Follow facility procedure to verify the security of the identified infant.

3. Select the appropriate alarm in the list to highlight it.

4. Click the **Clear** button in the right-hand corner of the Alarms-Events window to clear the alarm.

5. If **Alarm Notes** appear, enter the alarm cause and corrective actions. Click the down arrow by **Select Note from list or enter a reason** to choose from a pre-defined list of responses or type in a reason. Click the **Clear** button.

   ![Alarm Notes](image)
Muting Alarms

1. Select the Alarm in the Alarms-Events list and then click the **Mute** button at the bottom of the window to mute the alarm.

2. The alarm is muted for a set amount of time.
Note: Alarms should only be cleared or muted once the security of the identified infant has been verified. Facility procedure should be followed when responding to alarms.

Exit (Door) Alarm
Occurs when a tag/infant comes near and/or passes through an open door without being signed out or discharged from the Hugs software.

Tamper Alarm
Occurs when a Hugs tag band has been damaged or cut without suspending Tamper alarms or discharging the tag/infant.

Note: Once the alarm has been cleared, use the Suspend Tamper procedure to replace the band.

Supervision Timeout Alarm (for Hugs tag)
Occurs when the system does not “hear” a tag’s Heartbeat™ message for a set period of time.

Common causes:
• Infant was authorized back into the software (Transport Return), but is not physically in the monitored area.
• Tag is being shielded.
• Inadequate receiver coverage (report to your Hugs dealer).

Tag Loose Alarm
Occurs when a Check Tag Tightness Event has been cleared, but the tag is still too loose to make consistent contact with the infant’s skin.

Improperly Applied Tag Alarm
Occurs when the band is not correctly applied to the tag during the initial banding process.

Band Detached Alarm
Occurs after a Tamper alarm or an Improperly Applied Tag alarm has been cleared, but the band was not replaced.

Note: Once the alarm has been cleared, use the Suspend Tamper procedure to replace the band.
**Transport Time Expired Alarm**

Occurs when the Transport time expires and infant has not been signed in to the software.

**Note:** *Before clearing the alarm, the Transport time must be extended or the infant must be signed in.*

**Low Battery Alarm**

Occurs when the battery of a Hugs tag is low.

**Note:** *Follow facility procedure for discharge, and notify the System Administrator.*

**Low Battery Tag—Cannot Be Admitted Alarm**

Occurs when attempting to admit a tag which has already declared a Low Battery Alarm.

**Note:** *Follow facility procedure for removing tag from service, and notify the System Administrator.*

**Duplicate Tag ID Alarm**

Occurs when the Hugs system detects a newly admitted Hugs tag with the same ID number as a Hugs tag already admitted.

**Note:** *Discharge both tags, and apply new tags to both infants. Follow facility procedure for handling duplicate tags, and notify the System Administrator.*

**Tag Admit Acknowledgement Alarm**

Occurs when the auto-admit popup box for a Hugs tag has not been addressed within a set amount of time.

**Door Ajar Alarm**

Occurs when a monitored door has been open for a pre-determined amount of time.
Events

Events are displayed in the Alarms-Events window symbolized by the small, yellow caution icon. Certain Events may escalate to an alarm if not addressed within a pre-determined amount of time.

<table>
<thead>
<tr>
<th>Description</th>
<th>Type</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major, girl</td>
<td>Loiter</td>
<td>4/8/2010 10:41:35 AM</td>
</tr>
</tbody>
</table>

Tag Admit Acknowledgement Event

Occurs when the auto-admit popup box for a Hugs tag has not been addressed within a set amount of time.

Loiter Event

Occurs when a tag/infant has been near a monitored door for a pre-determined amount of time.

Door Ajar Event

Occurs when a monitored door has been open for a pre-determined amount of time.

Check Tag Tightness Event

Occurs when the tag is too loose to “sense” contact with the infant’s skin.
Using the Hugs Tag

Applying the Tag

1. **INSERT BAND**
   - ENSURE THAT BROWN MATERIAL EXTENDS BEYOND SLOT
   - **DO NOT PULL BAND BACK**
   - THIS SIDE OUT

2. **ROUND END TOWARDS KNEE**
   - TRIM BOTH ENDS OF BAND
   - TOO TIGHT? CUT OFF AND START AGAIN

3. **ALL DONE!**
   - MAKE SURE BACK OF TAG AND BAND TOUCH BABY’S SKIN
   - WIGGLES BUT WON’T ROTATE

**Note:** Due to infant weight loss or gain, periodically check the band for proper tightness. See Assessing Tag Fit below.

Assessing Tag Fit

When applying a tag to an infant, ensure that a secure fit is obtained. A secure fit is defined as a fit snug enough to prevent the tag from slipping over the heel while ensuring that the back of the tag maintains light contact with the infant’s skin.

It is recommended that a staff member examine each Hugs tag and tag site regularly (per hospital policy) for appropriate fit and the absence of any skin irritation.

- If skin irritation is noted, relocate the tag site immediately.
- If the Hugs tag appears to be too tight, as evidenced by tag or band impressions on the infant’s skin or the inability to move the tag on the skin surface, then:
  1. Suspend Tamper (page 15).
  2. Remove the tag immediately.
  3. Apply a new band.
  4. Resume Tamper (page 15).
- If the Hugs tag appears to be too loose, tighten it by pulling gently on the band end until the fit is secure.
Removing the Tag for Discharge
1. Discharge the tag/infant from the system (page 9).
2. Cut the band.
3. Push band pieces out from the bottom of the tag using a side-to-side motion.
4. Clean the tag for re-use.

Cleaning the Tag
Consult with the Infection Control representative for cleaners available that have been approved for use on plastics (no more than 20% alcohol or use enzymatic cleaners such as Enzol or Maxizyme)

Tools
- Soft-bristle brush
- Hospital disinfectant cleaner designed for plastics
- Soft cloth

Warnings
- Do not soak the tag or immerse it when cleaning.
- Do not use an autoclave or serious damage may result.