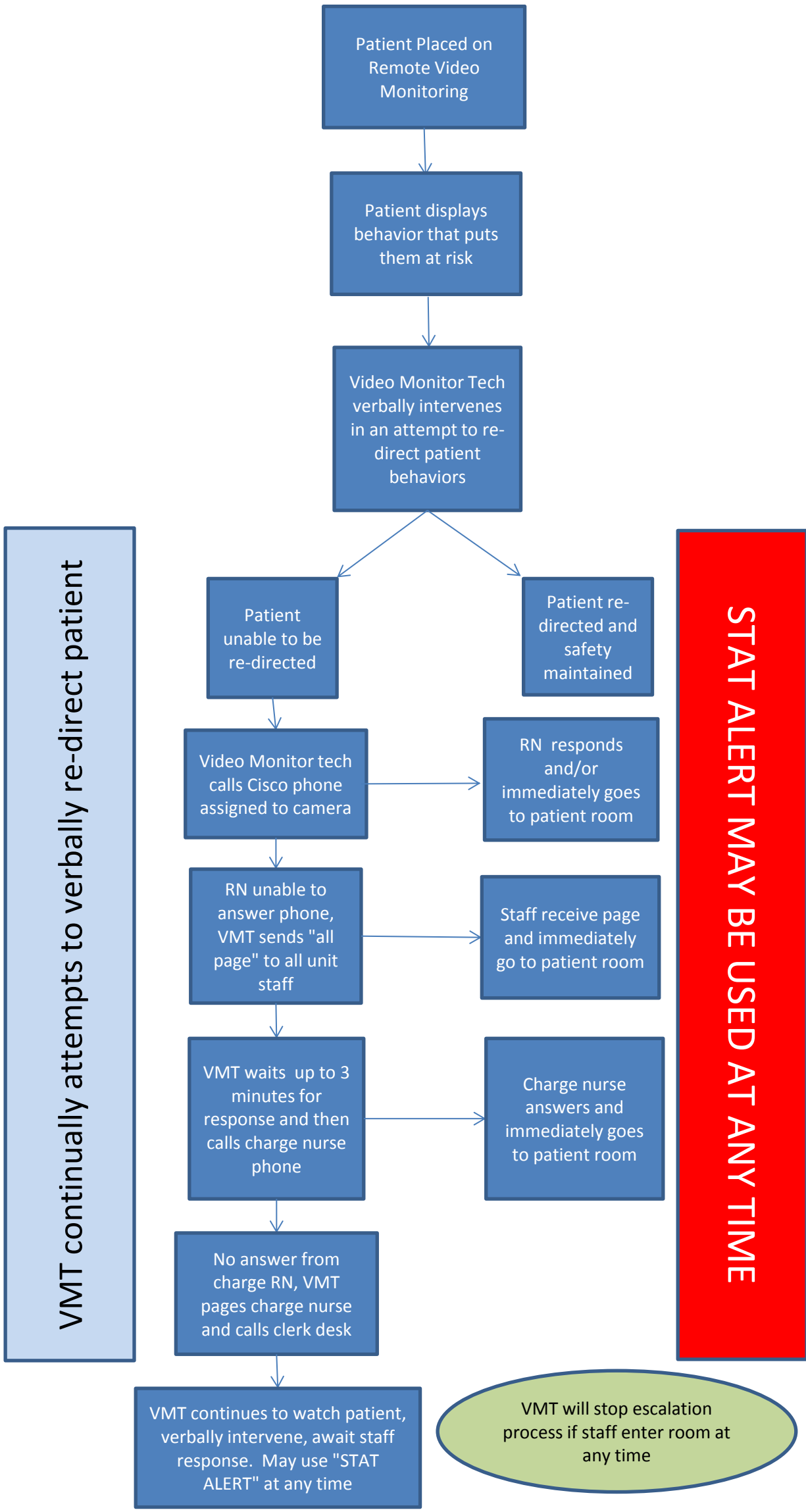


UNIVERSITY OF MICHIGAN HEALTH SYSTEM Remote Video Monitoring Remote Video Log NOT A MEDICAL RECORD DOCUMENT	Date (mm/dd/yyyy): Shift: RVM (Remote Video Monitor) #:	Unit: Room #: MRN: NAME: DOB (mm/dd/yyyy):
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Action Time (24 hour clock)	Patient Activities						Behaviors			VMT (Video Monitor Tech) Action				Notes	Initials	
	In Bed	Getting out of Bed	In Chair	Getting out of Chair	Pulling Tubes/Lines	Elopement Attempt	Fallen	Agitated	Impulsive	Calm	Verbal Redirect	Nurse Called	Nurse Responded			Staff Paged
00:00																
01:00																
02:00																
03:00																
04:00																
05:00																
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23:00																
24:00																

Video Monitor Tech Name _____ VMT Signature _____
 Did Nurse Check In? Yes No

Remote Video Monitoring Staff Notification Escalation Process



Paging

How to use the VMT Paging Spreadsheet.

- 1) At the beginning of your shift, log into the Paging Workstation.
- 2) At the beginning of your shift, double click the "VMT Paging" Link.
- 3) If necessary, click ok to accept your name and initials. Modify if desired.
- 4) At the beginning of your shift, enter patient information
 - a. Pick a patient. Look at the camera number.
 - b. Find the row that corresponds to the camera number in the first column.
 - c. Enter the patient's name, unit, and room number in columns B-D.
 - d. Notice that information will appear in columns E-I when you put in the unit. Depending on the unit, some columns will remain blank.
 - e. Notice that the words "All Page" will appear in column J after you enter the patient name, unit, and room number.
 - f. Repeat steps 4a-4c for each patient.
- 5) As you add or remove RVMs, add or remove patient data from the spreadsheet.
- 6) Generate a test page (see step 6, below) for a patient. This is to load the form so it will be fast to send pages later. Do not send the page.
- 7) To send an all-unit page for a single patient.
 - a. Find the row which contains the patient that needs assistance.
 - b. In that row, right click the words, "Page All" in column J.
 - c. A new window will pop up.
 - d. Verify the unit.
 - e. Verify the message, including the patient room number and name.
 - f. If you really want to send the page, click submit.
 - g. If you do not want to send the page, click cancel.

- 8) To prepare a message to send to all charge nurses.
 - a. If desired, updated the message in cell R4.
 - b. Left click Update Page-All-Charge-Nurses Info near the lower right corner.
 - c. Notice that units and pager message appear to the right side.
 - d. Notice that pager messages start with the contents of cell R4 and finish with that unit's patient lists.
 - e. Notice that only one row will be filled in per unit. If a unit has more than one patient, all but one of the rows will be blank.
- 9) To send a message to all charge nurses.
 - a. Make sure that you complete step 7 above. If you change any patient information or the message in cell R4, you must repeat step 7.
 - b. Click the red "Page All Charge Nurses" button to the lower right.
 - c. Open the paging windows
 - i. A new window will pop up, or a new tab in the old window.
 - ii. You will be asked to click "OK"
 - iii. Click OK.
 - iv. Repeat steps i-iii for each unit.
 - d. In the far lower left of the screen, click the icon for Internet Explorer. The Internet Explorer window will appear.
 - e. Dispense with each page.
 - i. Verify that the unit is right at the top of the pager screen. Verify that the patient room number(s) and name(s) are right in the pager text.
 - ii. If you really want to send the page, click submit.
 - iii. Close the tab.
 - iv. Repeat steps 1-3 for each unit.

Cell Phone use in this area will result in disciplinary action up to and including termination.



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Cleaning and Delivery Instructions

Cleaning

- Video monitors can be cleaned with any hospital approved disinfectant such as Cavicide Spray, Cavi-Wipes, Sani-Cloths (purple or grey), Virex Spray, or bleach wipes when visibly soiled or at discontinuation of use
- Video monitors should always be **bleach cleaned when leaving any room on Contact Precautions-D** for known or suspected C-Diff infections

Delivery

- Video monitors should be delivered as soon as possible to patient rooms, plug in video monitor upon arrival
- VMTs/Attendants delivering equipment should use the employee elevators (not visitor elevators)
- RN caring for patient or RN charge nurse should be notified when the monitor arrives and given the Cisco phone

Troubleshooting and Downtime

For multi-camera issues

- **Immediately start back-up system**
- If back-up does not come up then immediately page charge RN's via paging workstation
- Log off of primary station
 - Click Red "x" in upper right hand corner
 - Screen goes black
 - Press control, alt, delete
 - Choose "log off"
 - Log back in
- If issue does not resolve- perform "soft" re-start
 - Click Red "x" in upper right hand corner
 - Screen goes black
 - Press control, alt, delete
 - Click up arrow in red box in lower right corner
 - Choose re-start
 - Log back in
- If issue doesn't resolve- perform "hard" restart
 - Click Red "x" in upper right hand corner
 - Screen goes black
 - Press control, alt, delete
 - Click up arrow in red box in lower right corner
 - Choose "Shut Down"
 - Wait for CPU box power light to turn off
 - Press power button on CPU box to turn back on
 - Log back in
- Log off, "soft" and "hard" re-starts may all be performed on back-up station if back-up is not functioning
- If unable to resolve issue then contact Avasys

- Also submit ticket to MCIT at 6-8000 (Mon-Fri send ticket to CSM-CAP-CLINAPPS). Tell them this affects patient safety and must be a high priority ticket
- See troubleshooting manual

For single camera issues

- Perform basic troubleshooting
 - Move camera closer to door
 - Be sure antenna is pointing up
 - Unplug camera for two minutes and plug back in
- If basic troubleshooting fails then
 - Remove camera and replace with spare
 - Put in ticket for Clinical Engineering (Biomed) at 6-5056.
 - Clinical Engineering will escalate to vendor if they are unable to resolve issue

For Log-in issues

- Contact House Manager
- House Manager go to <http://idm.med.umich.edu/groupManagement> (lead AA's are familiar with this system, please reference them if you need help)
- Click "Display All My Groups"
- Select "Avasys-Users"
- Check if user is in user group in box on left of screen ("current members")
- If username is not in list of current members then add user to that group
 - Enter user username in "Search Members By" text box. Click "Search". Then it will appear in "Searched Members" box on right side of screen.

- Click on double left arrow (“<<”) to move that username to left side of screen (“current members”)
- Click “save”
- If user is already in group and still having Log-in problems then call MCIT at 6-8000

RVM Downtime Procedure (From Nursing Clinical Guidelines)

1. VMT will immediately notify patient’s RN on unit if camera or system malfunctions.
2. VMT will contact House Manager to report downtime.
3. The patient’s nurse will evaluate the patient on RVM and implement an alternate measure for patient observation, once notified of downtime,
4. VMT will initiate basic trouble shooting according to manufacturer recommendations.
5. The House Manager will notify IT support (onsite support first, then vendor support) if needed.
6. House Manager will keep nursing units updated regarding progress of trouble shooting.
7. Video Monitor Tech will document all episodes of downtime.