

Welcome to MedSense

Dear MedSense user,

We would like to thank you for using our product and welcome you to the MedSense community. We share your goal of achieving the highest possible level of hygiene in your hospital, and we hope using our product makes your life simpler.

Sincerely,

The MedSense Team

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Inventory Checklist

- Badge
- Badge battery
- Badge clip
- Sheet of badge labels
- Dispenser Monitor
- Dispenser Monitor brackets
- Beacon
- Beacon brackets
- Base
- Ethernet cable
- Base power supply

How MedSense Works

MedSense is a combination of four easy-to-use wireless devices that monitor and record compliance performance at point-of-care areas. These devices take advantage of low-power wireless communication and the latest web technologies to offer you a simple, powerful, and accurate hand hygiene compliance monitoring solution.

The MedSense Badge

The MedSense Badge, worn like an identity card, collects hand hygiene compliance data as the healthcare worker delivers care around the hospital.

The MedSense Beacon

The MedSense Beacon is a low-profile, battery-powered device that is placed above a patient bed or other point of care with a semi-permanent adhesive backing. The Beacon establishes a wireless patient zone that allows the Badge to identify hand hygiene opportunities.

The MedSense Dispenser Monitor

The MedSense Dispenser Monitor acts as a holster for sanitizer bottles. When a healthcare worker uses a sanitizer bottle, the Dispenser Monitor signals the user's Badge, which in turn records a hand hygiene action.

The MedSense Base

The MedSense Base functions as a wireless base station through which Badges upload compliance data to MedSense HQ. The Base also functions as a battery charger for the Badge, capable of charging up to sixteen Badge batteries to full capacity in two hours.

MedSense HQ

MedSense HQ, General Sensing's cloud-based web application, is what ties all four devices together.

Setting Up MedSense

Step #1: Registering Your Devices

Log into MedSense HQ and follow prompts to register each component of the MedSense system. You will need the 8-digit ID numbers found on each device in order to complete the registration process.

Step #2: Installing and Calibrating your Beacon

1. Locate the Beacon on the wall behind the patient's bed, or near the center line of the bed. Keep a clear line of sight between the Beacon and the Badges.
2. Install brackets at heights between 1.5 and 2.5 meters, using either the screws or adhesive provided.
3. Supply power to the Beacon using only the provided power supplies, either by plugging into the wall or using batteries.

Step #3: Installing your Dispenser Monitor

1. Mount the Dispenser Monitor, either on a table top or using the brackets provided to anchor it to a vertical surface, such as a wall or bed frame.
2. Insert a 500 mL pump bottle.

Step #4: Setting up your Base Station

1. Locate the Base centrally, such as on a nursing station. Do not place the base within a metal box, as this will cause connection problems.
2. The base can be mounted on either a table top or on the wall, using the screws provided.
3. Connect the Base station to the Ethernet port using the Ethernet cable provided.
4. The Base is connected once the light turns green.

Step #5: Attaching your Badge

1. Write the health care worker's name on a label provided and adhere the label to the Badge.
2. Clip a battery onto the Badge.
3. Locate the Badge on the torso, hanging in portrait mode and facing out, for the most accurate connection.
4. Placing the Badge in a pocket is not recommended.

Using MedSense

MedSense Beacon

Power

When the Beacon is fully charged and working properly, you will see a blue blinking light. If it is battery powered, batteries will last approximately six months. A blinking red light means low power and maintenance is needed promptly.

To change the batteries, remove the Beacon from the wall and unscrew the battery door. Replace the batteries with six AA batteries, either Alkaline or rechargeable.

Care Instructions

To clean the Beacon, wipe down in place with a cloth.

MedSense Dispenser Monitor

Use

The Dispenser Monitor blinks blue when it detects dispensing soap or alcohol to user.

Power

The expected battery life for the Dispenser Monitor is more than five years.

If the light blinks red when product is dispensed, the battery is low. Maintenance is required to change two AA batteries.

If no light is flashing when product is dispensed, try cleaning the Dispenser Monitor. If, after cleaning, it is still not activating, contact maintenance.

Care Instructions

Run water through the top of the device. [Remove pump bottle?]

MedSense Base

Charging Batteries

The Base can charge up to sixteen Badge batteries to full capacity in two hours.

Individual indicator lights on each battery slot indicate charging status. A blinking blue light means a battery is charging, with a solid blue light indicating a fully charged battery.

Base Connection Status

1. Base Station OnlineGreen, Solid
2. Base Station Attempting to ConnectAmber, Solid
3. User Attention RequiredGreen, Blinking
4. Base Station Internal ErrorAmber, Blinking

Troubleshooting

LED State: Solid Amber

Status: Base Station Attempting to Connect

Explanation:

Your Base Station is trying to connect to MedSense servers on the Internet. The Base Station will go through this step during normal operation, but it should transition to Online (solid green) after about 8 seconds. If the solid amber state persists, then there is a problem.

Steps to correct:

1. Check to make sure that your router is properly connected to the Internet. You can do this by checking the status lights on your router or by trying to bring up a web page on a computer connected to the Internet through the router.
2. If your router IS NOT properly connected to the Internet, contact your Internet Service Provider or the manufacturer of your router.

If your router IS properly connected to the Internet, make sure that your Base Station is connected as specified in the typical network diagram on p. X.

If you are still experiencing this error after executing the troubleshooting steps above, contact customer support.

*LED State: Blinking Green**

Status: User Attention Required

Explanation: Ethernet cable is plugged in, but Base Station cannot get an IP address.

Steps to correct:

1. Check that router is functioning normally. If your router is not functioning normally, reset the router by disconnecting the router power source for 10 seconds and then reconnecting.
2. The Base Station may need advanced Ethernet configuration to run on your network. Go to MedSense HQ to help configure your Base Station.

If you are still experiencing this error after executing the troubleshooting steps above, contact customer support.

*LED State: Blinking Amber**

Status: Internal error

Explanation: An internal error has occurred.

Step to correct:

1) Reset your Base Station by disconnecting the power source. Wait 5 seconds, then reconnect the power source.

If you are still experiencing this error after executing the troubleshooting step above, contact customer support.

*Your Base Station will attempt to restart itself after 10 seconds in this state.

Care Instructions

Wipe down in place with a damp cloth.

MedSense Badge

Use

The Badge will automatically upload data to MedSense HQ when in range of a Base. The Badge will vibrate as a reminder to perform hand hygiene when an opportunity is about to be missed.

When outside of the MedSense-equipped areas, the Badge goes into standby mode.

The battery life is approximately one work week and should be swapped out when a low battery indicator is shown.

LED Status

Status: Blinking Blue

Explanation: Normal operation in MedSense-equipped area

Status: Blinking Red

Explanation: Low battery

Status: Off

Explanation: Out of MedSense-equipped area

Status: Fast Blinking Blue

Explanation: Indicates possible connection areas. Contact maintenance.

Status: Fast Blinking Red

Explanation: Internal error, report to maintenance.

Care Instructions

Wipe down with a damp cloth.

If the Badge is lost or broken, ask maintenance for an exchange or replacement.

Privacy Policy

Your personal privacy is very important to us. Please refer to our full Privacy Policy on MedSense HQ for an explanation of how we collect and use your personal information.

Legal Statements

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of FCC RF Rules. Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Caution!

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user authority to operate the equipment.

Canada Statement

This Device complies with RSS-210 of the IC Rules; Operation is subject to the following two conditions:

1. This device may not cause interference and
2. This device must accept any interference received, including interference that may cause undesired operation.