



Humanscale **MedLink™**

MEDLINK LITE USER MANUAL



HUMANSCALE MEDLINK MEDICATION DISTRIBUTION SYSTEM

This user manual contains information on the installation and operation of Humanscale’s MedLink medication distribution system and associated MedLink Lite control software. Read all instructions completely before using MedLink.

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INTRODUCTION

1.1 ABOUT HUMANSCALE HEALTHCARE

Humanscale Healthcare designs and manufactures ergonomic products for easier use of today's technology and creates a safer and more comfortable and efficient environment for the caregiver. As part of the Humanscale Corporation, a world leader in ergonomic design, Humanscale Healthcare brings to the healthcare market a unique understanding of the importance of ergonomics in the workplace.

Humanscale's products for office and healthcare environments are designed to improve the health and quality of work life, and follow the belief that if a design solves a functional problem as simply and elegantly as possible, the resulting form will be timeless. Humanscale Healthcare applies that same design approach to ergonomic solutions that are created to improve the caregiving experience for caregivers and patients alike. Humanscale Healthcare's products include the ViewPoint™ series of technology wall stations and the TouchPoint™ line of mobile technology carts.

For more information about Humanscale Healthcare, please visit www.humanscalehealthcare.com or call 1-800-400-0625.

1.2 CONTACT INFORMATION

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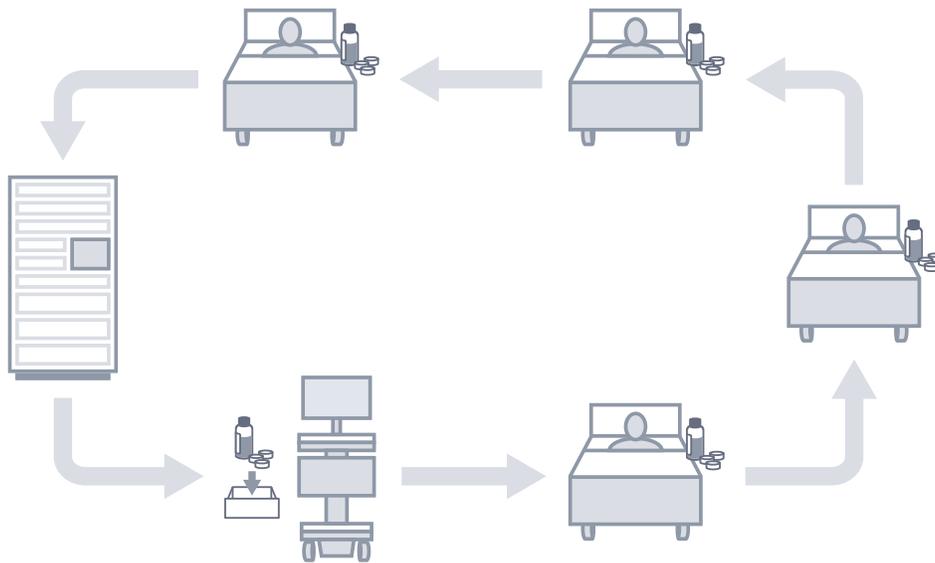
Website: www.humanscale.com

1.3 INTRODUCTION TO MEDLINK

Secures medication delivery.
Enhances patient safety.
Improves workflow.

Nurses are driven to care — yet poor workflows, constant interruptions and mounting workloads make it both difficult and stressful for them to do their jobs. This cognitive overload can result in mistakes and interfere with patient care and safety, especially when it comes to medication administration, which is a complex, multi-step process. While mistakes can happen at any step, administration errors account for 26% to 32% of total medication errors, most of which are administered by nurses.

MedLink, our next generation in smart point-of-care solutions, secures medication delivery while enhancing patient safety. MedLink is expertly designed to reduce human error and supports a closed-loop medication system.



1.4 ABOUT THE T7™ POINT-OF-CARE TECHNOLOGY CART

At the core of MedLink is T7 — part of the revolutionary TouchPoint line of mobile technology carts. Built with the caregiver's workflow in mind, T7 addresses the challenges faced by existing medical carts by offering optimal ergonomic positioning with minimal (and often automatic) adjustments.

To reduce the risk of injuries and change the way caregivers interact with point-of-care technology, the T7 provides simple, quick adjustments that encourage medical caregivers to work in safe postures. Its compact footprint makes the T7 easy to maneuver and prevents parts from sticking out and breaking. Accommodating PCs, tablets and laptops, the T7 facilitates mobile computing in healthcare environments.

Setting up MedLink

2.1 ABOUT THE MEDLINK DRAWER SYSTEM

The MedLink drawer system consists of:

- **The Housing:** is permanently attached to the T7 cart. The housing is modular and there may be a second housing fitted under the first to create a high capacity medication cart.
- **Cassettes:** are removable from the housing and are interchangeable from cart to cart.
- **Drawers:** are where medication is placed and fit into the cassettes. There are 3 sizes of drawers: small, medium and large.
- **Shelves:** are used to compartmentalize cassettes depending on the required drawer layout.
- **Dividers:** can be placed into the drawers to create multiple compartments within a single drawer.
- **Override Keys:** are used to unlock and gain access to the drawers in the event of a system or power failure. The keys are not used during normal operation and should be held by a manager or supervisor to prevent unauthorized use.

The below image shows the various MedLink components.



2.2 UNPACKING AND ASSEMBLY

If you have purchased a new T7 cart with MedLink, the cart will arrive with the MedLink housing pre-installed on the cart. The MedLink cassettes will be located in the housing. Remove the cassettes from the housing and remove and discard any protective packaging.

If you have purchased a MedLink drawer system to retrofit to an existing T7 cart the MedLink housing must be installed on the T7 cart by a Humanscale representative or an authorized service technician.

MedLink drawers, shelves and dividers are shipped in a separate box. Before continuing you should locate the appropriate drawer and shelf components.

2.3 INSTALLING SHELVES

Before inserting drawers into a cassette, you must first insert shelves to configure your required drawer layout. Cassettes maybe reconfigured at any time if the layout requirements change.

1. To insert a shelf, hold the cassette in place on a flat surface with one hand. With the other hand, insert the shelf so that the slots on sides of the shelf slide over the locating pins on the inside side walls of the cassette.
2. Ensure the rear snap features are aligned with the locating holes on the inside rear wall of the cassette.
3. When the slot and snap features are aligned with the locating features inside the cassette, push the shelf firmly into the cassette. The shelf should click into place.



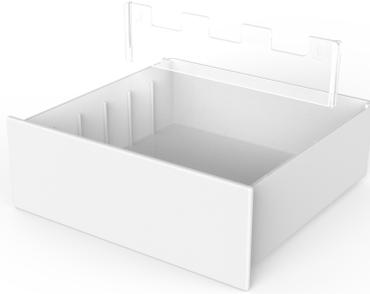
4. The shelf can be removed by reversing this process. Pull the shelf firmly outwards, ensuring you are pulling outwards parallel to the shelf. The rear locating features will disengage and you can slide the locking slot clear of the pin.

2.4 INSTALLING DIVIDERS

Dividers may be used to subdivide a small or medium drawer into smaller compartments. This may be useful if you want to separate medication by type or by time of day when it is due to be administered. Dividers should not be used to subdivide a drawer into separate compartments for more than one patient. Each drawer should be linked to only one patient for safety purposes.

Dividers are simply slotted into the drawers using the alignment ribs on the inside of the drawers.

Dividers may be inserted either way up, but when the cutouts are positioned facing upwards, it allows packaged syringes to be laid flat on top of the dividers.



2.5 INSERTING AND REMOVING CASSETTES

Once a cassette is configured with the required shelf layout it can be inserted into the housing. Slide the cassette into an available location on the housing and push it fully into place.

Push the cassette handle into the housing until it locks into place. The cassette is now installed and should be controllable via the MedLink software.



During normal operation cassettes may be electronically ejected through the MedLink software. When the cassette is ejected, the cassette handle will pop out. Pulling the handle outwards will allow the cassettes to be removed from the housing.



2.6 INSERTING DRAWERS

Once a Cassette is configured with the required shelf layout, drawers may be inserted. Through electronic software labelling each drawer can be assigned to an individual patient, or as a storage drawer for non patient-specific supplies.

1. When inserting drawers, they must be tilted backwards slightly to ensure the tabs at the rear of the drawer clear the underside of the shelf.
2. Once the back of the drawer is inserted, the drawer can be tilted back to a horizontal angle and pushed all the way in. When the drawer is fully inserted, you should hear a click. This is the locking mechanism engaging.



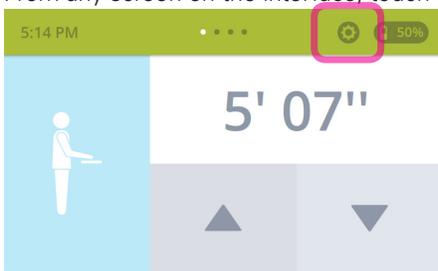
Initial Software Configuration

The MedLink Lite control software is built into the T7 cart touch screen user interface. Before you can use MedLink, you must first ensure the MedLink Lite software is configured appropriately for your needs. Before deploying MedLink Lite in your facility, you should consult with a Humanscale MedLink Specialist to configure the system based on your needs.

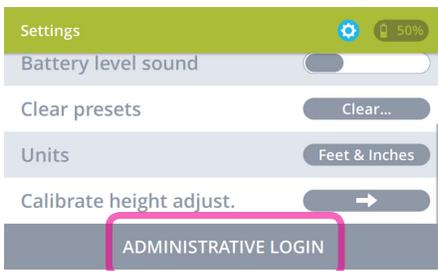
3.1 ENABLING MEDLINK LITE

The following steps ensure the T7 cart is configured to allow the MedLink Lite software to control the drawer system, rather than being configured for use with the more advanced PC-based MedLink Pro software.

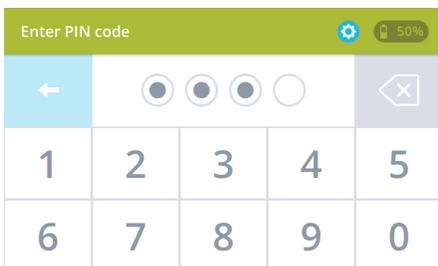
1. From any screen on the interface, touch the "gear" icon in the header to enter the Settings screen.



2. Scroll to the bottom of the Settings list and touch Administrative Login.



3. Enter the Administrator PIN code. On new T7 carts, the default PIN code is set to 1234. You should change the PIN to a unique code that is only known to supervisors, managers and technical support staff within your facility. Instructions for this can be found within the T7 User Guide.



- On the Admin Settings screen, locate the “Enable MedLink Pro” option. MedLink Pro is the more advanced control software for the MedLink system. Disabling MedLink Pro enables MedLink Lite, and vice versa.



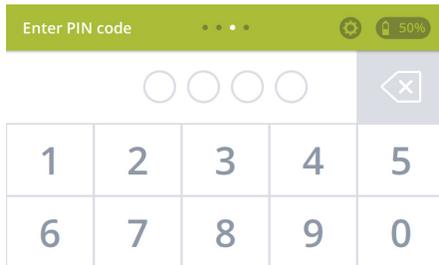
- If the toggle control is gray (off), MedLink Pro is disabled, meaning MedLink Lite is already enabled and you can exit from the settings screens by touching the “gear” icon in the header again.
- If the toggle control is green (on), touch the control to switch it to gray and disable MedLink Pro. This will enable MedLink Lite.
- When switching this control on or off you will be prompted to confirm the change. Touching OK will confirm the change and the cart will reboot with the new setting configured.



Disable MedLink Pro
Press OK to continue



- Once fully booted with MedLink Lite enabled, the system should automatically detect the presence of the MedLink drawer system and the MedLink PIN entry screen will become available as an additional screen. You can confirm MedLink Lite has been successfully enabled by swiping left or right repeatedly until the MedLink Lite PIN entry screen is displayed.



3.2 ACCESSING MEDLINK LITE SETTINGS

By design and intended purpose, MedLink allows only 1 labelled patient-specific drawer to open at once. This is to prevent multiple patients' medication being accessible at once. Drawers set as Storage drawers can always open in addition to normal labelled drawers, as these drawers should not be used to store medication.

1. From any screen on the interface, touch the "gear" icon in the header to enter the Settings screen.
2. Scroll to the bottom of the settings list and touch Administrative Login.
3. Enter the Administrator PIN code.
4. Scroll to the bottom of the Admin Settings list and touch MedLink Settings.

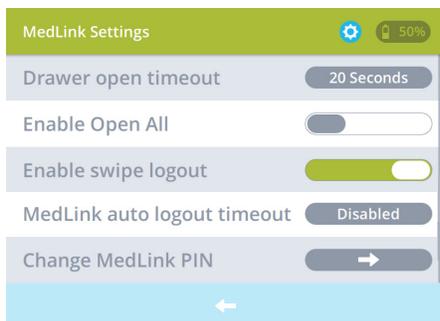


5. The configurable MedLink Settings list is displayed.

3.3 CHANGING MEDLINK LITE SETTINGS

In the MedLink Lite settings screen, the following options can be configured

- Drawer open timeout
- Enable Open All
- Enable swipe logout
- Auto logout timeout
- Change MedLink PIN



3.3.1 DRAWER OPEN TIMEOUT

MedLink has a timeout feature meaning if a drawer is not fully opened within a certain period of time after it is unlocked, it will automatically relock. This is a safety feature intended to secure the drawer contents should the user be called away during the drawer opening process.

Touch the control to choose from 10, 20 or 30 seconds as the timeout period. The 10 second timeout feature is recommended to be used for safety purposes.

3.3.2 ENABLE OPEN ALL

By default, MedLink allows only 1 labelled patient-specific drawer to open at once. This is to prevent multiple patients' medications being accessible at once. Drawers set as Storage drawers can always open in addition to labelled drawers. The Storage drawers should never be used to store patient-specific medications.

The Open All function is an optional feature which can be enabled to allow multiple labelled drawers to be opened at once. This is a higher risk scenario given that all medications will be available for administration with the Open All function. However, this feature may be properly used to empty an entire cassette of medication.

The Open All function can be toggled on or off by touching the switch control. Only a user with administrator access can enable the Open All function. Once enabled by an administrator, any user can execute the Open All function.

When this function is enabled, an additional setting is displayed which allows you to choose the drawer close timeout for when the drawers are opened using the Open All function. This setting is independent of the normal Drawer open timeout setting. You can choose from 10, 20 or 30 second, or 1, 5 or 10 minutes.

3.3.3 ENABLE SWIPE LOGOUT

Enabling this option requires the user to re-enter the MedLink PIN code if they swipe away from the MedLink controls to another screen such as a height adjustment screen. It is recommended this option be switched on as it provides a convenient way of logging out of MedLink when a user stops using a cart for a period of time.

With this option disabled, MedLink will stay logged in even when the user swipes to another screen and then back to the MedLink controls. It may be useful to disable this option if users frequently sit down while administering or filling medication, since it allows the user to swipe to the Sit/Stand control and then back again without having to re-enter the MedLink PIN.

The Enable swipe logout function can be toggled on or off by touching the switch control.

3.3.4 AUTO LOGOUT TIMEOUT

MedLink can be set to automatically logout after a certain period of inactivity. This prevents unauthorized access to the drawers if the cart is left unattended. When the timeout period is reached the display returns to the MedLink PIN entry screen. Touch the control to choose from 5, 10 or 15 minutes as the auto logout period, or to disable the auto logout function. While the recommended auto logout period will depend on the workflow you have set up, generally speaking, it is best practice to minimize the amount of time required for this feature to activate so that access to the cart is properly controlled.

3.3.5 CHANGE MEDLINK PIN

Use this control to change the MedLink PIN code to a unique code that is known to caregivers. Touch the control to begin the process and follow the on screen prompts as follows:

1. Enter the current MedLink PIN. By default, the MedLink PIN code is 2222.
2. Enter a new PIN code.
3. Re-enter the new PIN code to confirm the change.

In the event that you are unable to log in to the Admin Settings to change the MedLink password, please contact your Humanscale representative or authorized service technician.

Drawer locking system explained

4.1 ELECTRONIC LOCKING

During normal operation drawers are electronically unlocked through the MedLink software:

1. When the drawer is unlocked it will open slightly. Pull the drawer forwards to access the contents. Tabs at the rear of the drawer prevent the drawer from sliding all the way out accidentally.



2. The drawer can be fully removed by tilting the drawer backwards in exactly the same way as when inserting the drawer, and continuing to pull the drawer forwards.



4.2 MECHANICAL OVERRIDE KEY LOCK

In the event of a power or system failure there is a mechanical override key lock that can be used to gain access to the contents of drawers. The mechanical override is a two-stage process.

1. First, insert the override key into the override lock on the front of the housing. Turn the key counter-clockwise.



2. This will eject the cassette handles from the housing. Pulling the handles outwards will allow the cassettes to be removed from the housing.
3. Second, use the same override key in the lock on the rear panel of the cassette. Turn the key counter-clockwise to unlock all the drawers in the cassette. Drawer may now be removed from the cassette.

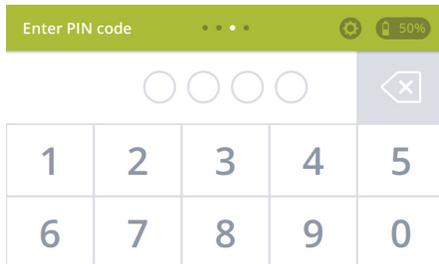


NOTE: Once either override lock has been actuated, you must turn the key back to the vertical position to reset the mechanical override, otherwise the system will remain in override mode and normal operation through the MedLink software will not be possible.

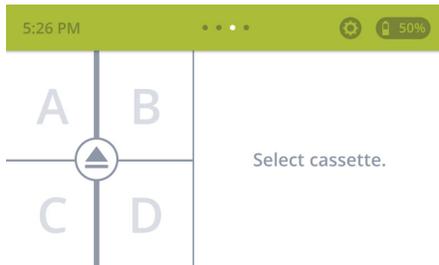
Operating Instructions

5.1 LOGIN AND FIRST USE

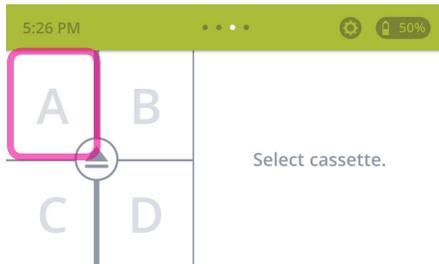
1. To enter the MedLink interface, swipe to the PIN code entry screen and enter the MedLink PIN code. By default, the PIN code is set to 2222.



2. On successful entry of the PIN code, the screen will change to display the MedLink home screen. This shows a graphical representation of MedLink installed on the cart, with up to 4 cassettes labelled A, B, C, D. If you only have one housing installed on the cart, only cassettes A and B will be shown.
3. Cassettes A and C are the cassettes on the left side of the cart; cassettes B and D are the cassettes on the right side of the cart.
4. The first time you use MedLink, and when all the drawers are unlabeled, you will be presented with the following screen, prompting you to select a cassette. This view is known as "Cassette View."



5. Touching a cassette will take you to "Drawer View" which shows a graphical representation of the drawer layout for that particular cassette. Each drawer is numbered, which corresponds to the list on the right side of the screen. Since no drawers are labeled, the list only shows the Add Label icon: a plus symbol.



- Touching the Cassette View button at the bottom of the screen returns to Cassette View. When the Open All feature is enabled, Cassette View and Drawer View have an additional Open All button along the bottom of the screen. Most of the functionality of MedLink Lite is accessed through these Cassette View and Drawer View screens so you should become familiar with them.



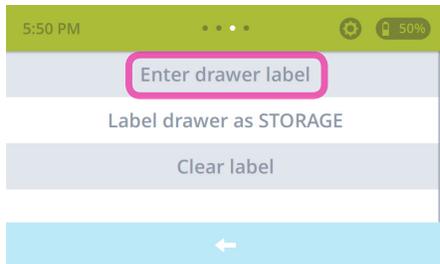
5.2 LABELING DRAWERS

5.2.1 PATIENT DRAWERS

- In order to label a drawer to store a patient’s medication, go to Drawer View for the cassette you wish to use. In the list on the right hand portion of the display, touch the Add Label icon that corresponds to the drawer you wish to label.

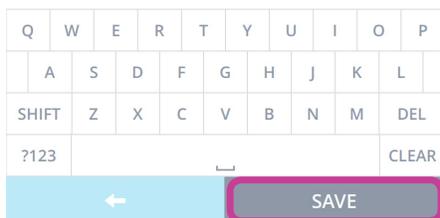


- You will be presented with a list of options for labelling the drawer. Touch “Enter drawer label.”



- This will take you to the label entry screen. Use the on-screen keyboard to enter an appropriate label. You might want to use the patient’s last name with first initial, or the patient’s first and last names. There are no restrictions on the text you may enter here, but you should be consistent in labelling drawers and use a label format that ensures there are no duplicates, and that you can accurately identify the intended patient. When you are done entering the label touch the Save button.

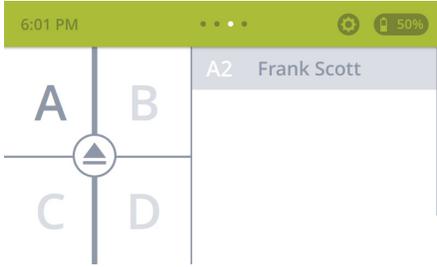
Label:



- The display will return to Drawer View and if successful, you will see that the list shows the new label you entered, and the corresponding drawer on the cassette graphic is highlighted in bold.



- On returning to Cassette View you will see that the new drawer label is shown in the list, and the cassette that contains the drawer is highlighted in bold.



5.2.2 STORAGE DRAWERS

- Labelling storage drawers follows the same process. Touch the Add Label icon for the drawer you wish to label.



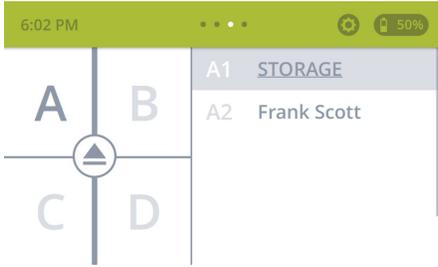
- Then when presented with the list of options for labelling the drawer, touch "Label drawer as STORAGE."



- You will see the drawer you chose is now labelled as a storage drawer. Storage drawers in the drawer list and on the cassette graphic are represented by being underlined and having uppercase text. This is to visually differentiate storage drawers and prevent you from mistaking them for a drawer containing patient medication.



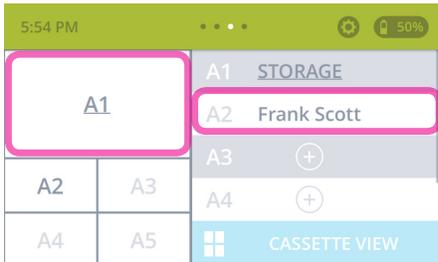
- On returning to Cassette View you will see that storage drawer is added to the drawer list on the right side of the screen. Note that in Drawer View all drawers in the selected cassette are listed, regardless of whether they have a label or not, whereas in Cassette View only those that have been labelled are listed.



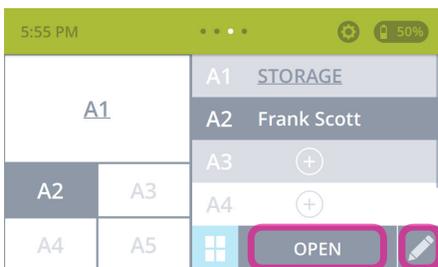
5.3 OPENING INDIVIDUAL DRAWERS

5.3.1 OPENING A PATIENT DRAWER

- In Drawer View, to open a patient drawer first select the drawer, either by touching the label in the drawer list or touching on the drawer in the cassette graphic. In Cassette View, you may also touch a label in the drawer list.

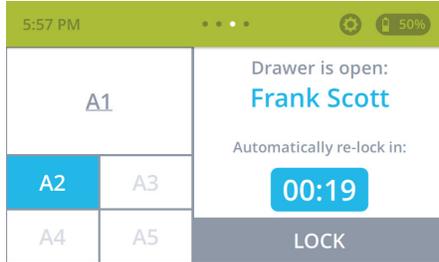


- The selected drawer and its label will highlight in gray, helping you to locate the drawer on the physical drawer system
NOTE: With the drawer selected, touch the Open button. From the drawer selected screen, you may also re-label drawers by touching the Edit Label button — a pencil.



- The drawer will unlock ready to be removed and the cassette graphic will update to show the drawer in blue. The drawer auto close timer will display on screen, along with the drawer label, allowing you to confirm which patient's drawer you have opened. If the timer reaches zero the drawer will automatically relock. You may also touch the Lock button to relock the drawer without removing it.

NOTE: There is also a shortcut to unlock drawers which bypasses the drawer selected screen. Simply double tap the drawer or label in Cassette View or Drawer View. This will unlock the drawer in one step and skip to this screen.

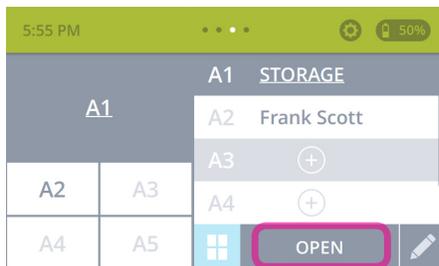


- Upon opening or removing the drawer the display will revert to Drawer View with the drawer list and cassette graphic showing a blank label to indicate there is no drawer present.

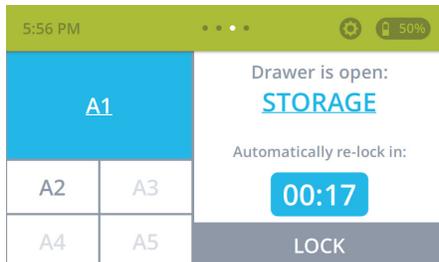


5.3.2 OPENING A STORAGE DRAWER

- Opening a storage drawer follows the same process. First select the drawer you wish to open, then touch the Open button.



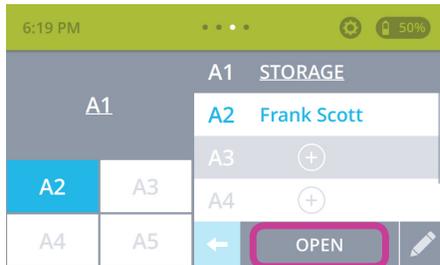
- The drawer will unlock ready to be removed. The drawer auto close timer will display on screen.



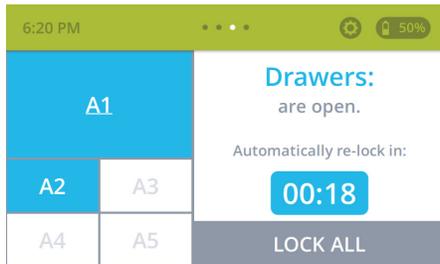
5.3.3 OPENING STORAGE DRAWERS WHILE A PATIENT DRAWER IS OPEN

During normal operation only a single drawer labeled for patient medication can be opened at any given time. This prevents simultaneous access to more than one patient’s medication. However, a storage drawer can be opened while a patient drawer is also open. This allows access to supplies and consumables that may be needed during administering the patient’s medication. The storage drawer should never be used to store specific patient medications.

1. With a patient drawer unlocked, touch a storage drawer to first select it, then touch the Open button to open it.



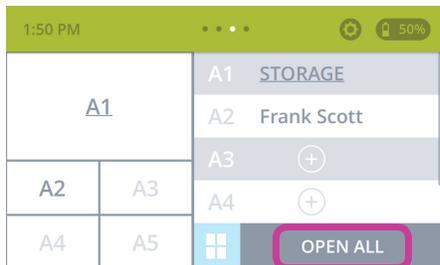
2. The storage drawer will unlock, and both drawers will be highlighted blue on the cassette graphic.



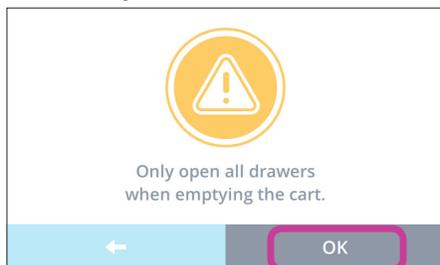
5.4 OPENING ALL DRAWERS

When the Open All function is enabled, the Open All button is displayed in Drawer View. This allows the user to unlock all the drawers in that cassette at once. This should only be used when emptying the cassette of medication. It should not be used when administering medication to a patient. Opening more than one drawer containing patient medication increases the risk that an improper medication will be administered to a patient.

1. In Drawer View, touch the Open All button to begin the process.



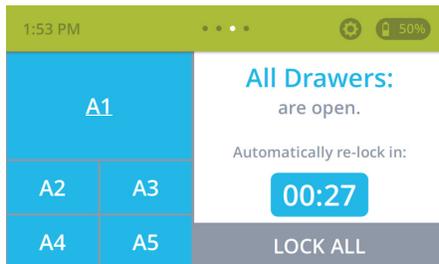
2. You will be warned that opening all the drawers should only be done when emptying the cart. Touch OK to acknowledge the warning.



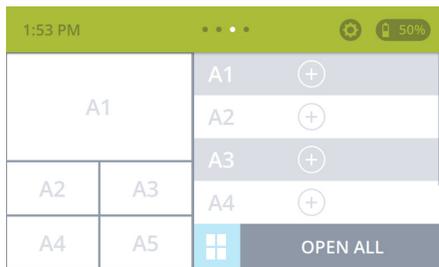
- There are several options when opening all the drawers. You may open all the drawers and retain all the drawer labels, open all the drawers and erase the patient labels but keeping the storage drawer labels, or erase all the labels. Touch an option to continue.



- All the drawers on the chosen cassette will unlock and highlight in blue on the cassette graphic. Drawers maybe removed and emptied. If drawers are not opened or removed, when the re-lock timer reaches zero they will automatically re-lock.



- If you selected an option such as "Open all & Erase all labels" the appropriate labels will be missing when the drawers are replaced.

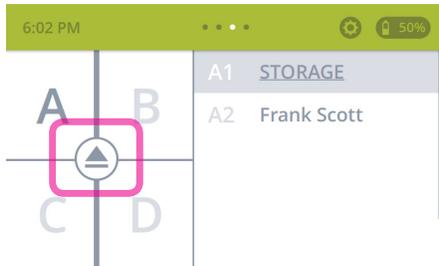


5.5 EJECTING CASSETTES

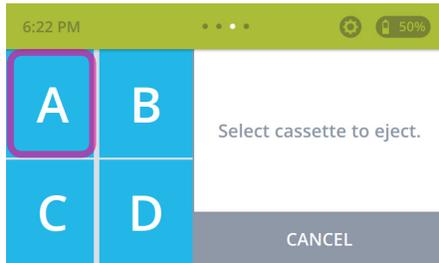
Cassettes may be ejected and removed to change the drawer layout or to insert into a different housing location, or used with a different cart.

Note: With MedLink Lite, since drawer labels are stored on the cart itself, inserting a cassette into another cart will result in unlabeled drawers being displayed on screen. If you need to swap cassettes between carts it is recommended you upgrade to MedLink Pro.

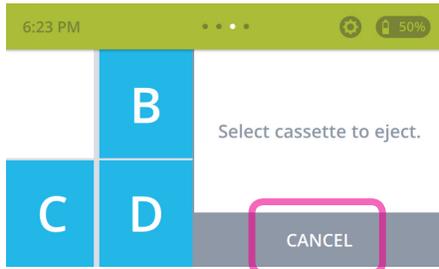
1. In Cassette View, touch the eject button in the center of the cassette graphic.



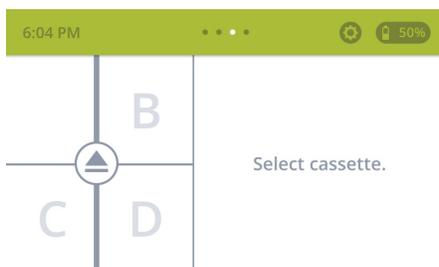
2. The cassettes will highlight in blue. Touch the cassette you wish to eject.



3. The cassette handle will pop out of the housing, allowing you to remove it. Continue to eject additional cassettes if required, or touch the Cancel button to return to Cassette View.



4. On returning to Cassette View, you will see the ejected cassette is shown as empty on the graphic with no label. Any labelled drawers that were in the removed cassette will also be removed from the drawer list, as they are no longer available.



6.1 LEGAL NOTICES

MedLink is not a clinical decision support system and must not be used as such. MedLink is not intended for use in the diagnosis of disease or other conditions, or in the cure, mitigation, treatment, or prevention of disease. It does not replace existing medication administration protocols, including any Positive Patient Identification procedures to ensure the correct medication is being administered to the correct patient in the prescribed dosage and delivery method. When placing medication into MedLink drawers, the medication must be in its original packaging or contained within separate closed packaging.

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FCC NOTICE

MedLink

CAUTION: Changes or modifications not expressly approved by Humanscale could void your authority to use this equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:
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