

Impresa Nurse Dispatch

Frequently asked Questions

Handling Alarms with Impresa Nurse Dispatch

How does Impresa Nurse Dispatch work?

Impresa Nurse Dispatch monitors devices such as doors, windows, phones, and pagers. Impresa Nurse Dispatch informs you of an alarm situation when any one of these devices has been activated, and communicates this to you via a wired-wireless phone or pager. And prompts you to accept or reject the alarm.

How does Impresa Nurse Dispatch notify me of alarms?

With Impresa Nurse Dispatch, a set of rooms in an Assisted Care Facility (e.g., Rms. 101 – 115) has a primary (Level 1), a secondary (Level 2), and a tertiary (Level 3) caregiver. If you are the primary caregiver and a resident in one of your rooms activates an alarm (e.g., presses a pull cord button) the Impresa Nurse Dispatch system calls you on your wireless telephone. When you answer the call, it plays you a message, e.g., “Alarm level 1, room 106.” To accept the alarm you must press 1 and then proceed to the room, reset the alarm, and assist the resident.

What happens if I can't respond to the alarm?

If you are busy when you receive an alarm call on your wireless phone, you can answer and press 2 to reject the alarm. The Impresa Nurse Dispatch immediately calls the secondary (Level 2) caregiver. On answering the call, the secondary caregiver hears, e.g., “alarm level 2, Room 106. .” To accept the alarm the secondary caregiver must press 1 and proceed to the room to reset the alarm and assist the resident.

What happens if the secondary caregiver rejects the alarm?

If the secondary caregiver presses 2 to reject the alarm, the Impresa Nurse Dispatch system immediately calls the tertiary (Level 3) caregiver. The tertiary caregiver hears, e.g., “Alarm. Level 3, Room 106.” The tertiary caregiver must press 1 to accept the alarm.

What happens if the tertiary caregiver rejects the alarm?

If the tertiary caregiver presses 2 to reject a Level 3 alarm, the Impresa Nurse Dispatch system immediately repeats the Level 3 alarm call to the tertiary caregiver. The only way the tertiary caregiver can end the Level 3 alarm calls is to press 1 and accept responsibility for the alarm. This ensures that no resident's call for help goes unattended. Can there be a backup for the Level 3 caregiver?

There can be from 1 to 6 people in the level three alarm group. If there are two or more, and if the first person rejects the alarm, Impresa Nurse Dispatch calls the second person in the group, and so on, until someone in the Level 3 group accepts the alarm.

What if I don't answer an alarm call?

Impresa Nurse Dispatch gives you a limited amount of time to answer an alarm call. If you don't answer within the allotted time, it redirects the call to the next level caregiver.

What if my telephone's batteries are dead, or if my phone is powered off?

If your phone's batteries are dead or your phone is powered off, Impresa Nurse Dispatch treats it as unanswered. When it receives no answer within the allotted time, it redirects the call to the next level attendant.

Can there be more than one Level 1 caregiver?

While it is not typical, the Impresa Nurse Dispatch system can be configured with more than one primary (Level 1) caregiver. When there is more than one primary caregiver, Impresa Nurse Dispatch always calls the first primary caregiver first. If the first primary caregiver rejects or does not answer an alarm call, the system redirects the call to the second primary caregiver. Only when it runs out of primary caregivers to call does it redirect the call to the secondary (Level 2) caregiver. Each primary caregiver receives the same alarm message, e.g., "Alarm level 1, room 106,." The alarm level does not change as the system advances through the primary caregivers.

Can there be more than one Level 2 caregiver?

While it is not typical, there may also be more than one Level 2 caregiver. Refer to the previous question.

What devices can cause alarms?

Impresa Nurse Dispatch raises an alarm whenever a resident

- activates a pull cord
- dials 911
- opens a monitored door
- leaves a phone off hook for too long
- leaves a phone on hold for too long
- Too long between pressing numbers on the phone

How do I reset an alarm?

Alarm Source	Action to Reset
Pull Cord	Reset the pull cord.
Resident dials 911	Nothing to reset
Door Ajar	Close the door.
Phone Off-hook	Put the phone back on-hook
Phone On-hold	Put the phone back on-hook

What if I forget to reset an alarm device?

Impresa Nurse Dispatch will time out waiting for you to reset the alarm device. When it times out, it recalls the primary caregiver, handling it as a new alarm.

Can I call other caregivers on their wireless phones?

You can call other caregivers on their wireless phones. This is valuable, for instance, if you arrive at a resident's room and discover that you need help providing assistance.

What if I am on the phone when Impresa Nurse Dispatch wants to send me an alarm call?

Impresa Nurse Dispatch will

- Redirect the call to the next level caregiver.
- Camp on to your phone (lets you know you have an incoming call.).

What is Impresa Guardian?

Impresa Guardian is a central P.C. that monitors

- Impresa Nurse Dispatch system
- Ensures that all devices are working properly
- Reports any malfunctions
- Shows which alarms are currently active on the system.
- Keeps a record of the alarm history.

How do I use a pager in the system?

When using a pager to receive an alarm, your pager will give you an extension # to call. You would call that # from the nearest phone and then you will receive the alarm prompt.