

Nurse Call Messaging System (NMS)



NMS with Intercall 600/700 Series

Basic User Guide

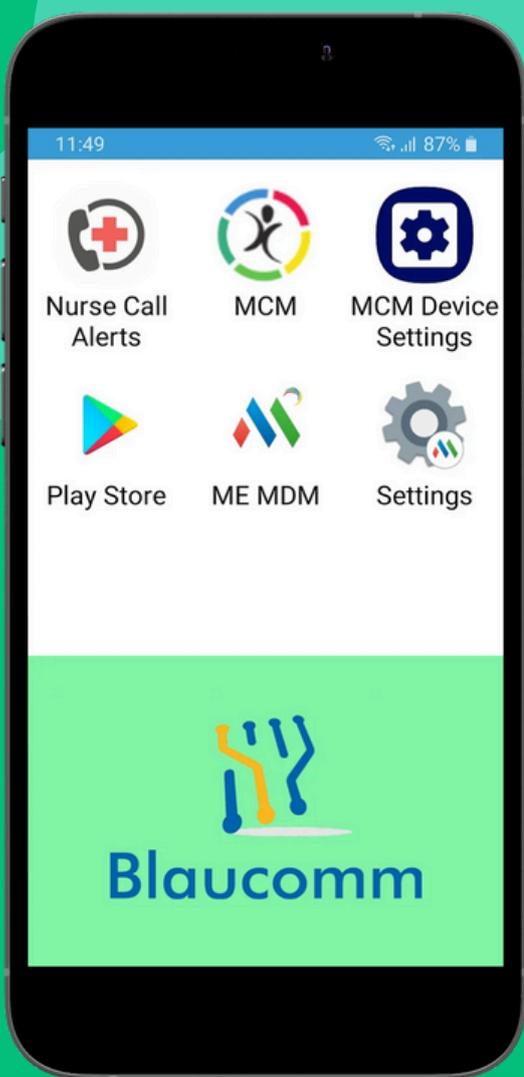
v3.1





The Nurse Call Messaging Service (NMS) is an intelligent system which sends the alerts from your Intercall nurse call system to the android devices carried by care staff.

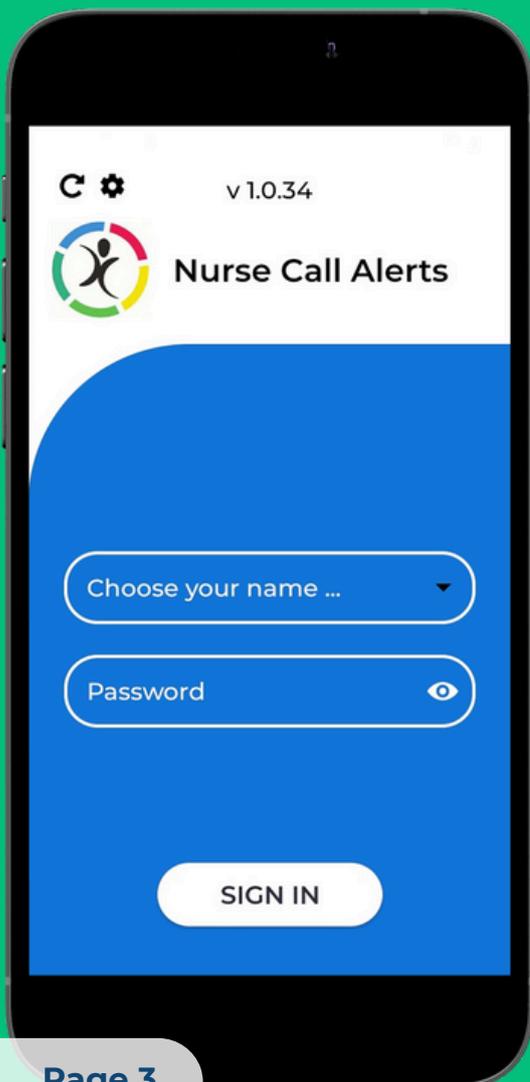
The Nurse Call Alerts App allows care staff to accept and efficiently respond to alerts made from residents, by showing the alerts to staff who are not in visible range of the call bell screen panels, and ultimately reduce the noise within the home.



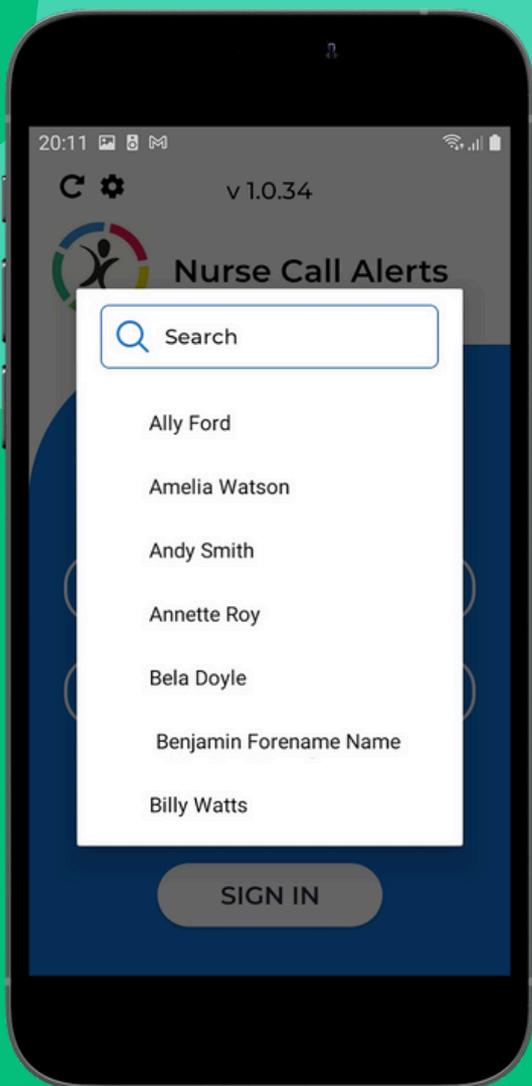
Identify the Nurse Call App

You should find the Nurse Call Alerts App icon on your device, which is called "Nurse Call Alerts" for easy identification.

Click on the App to open it.



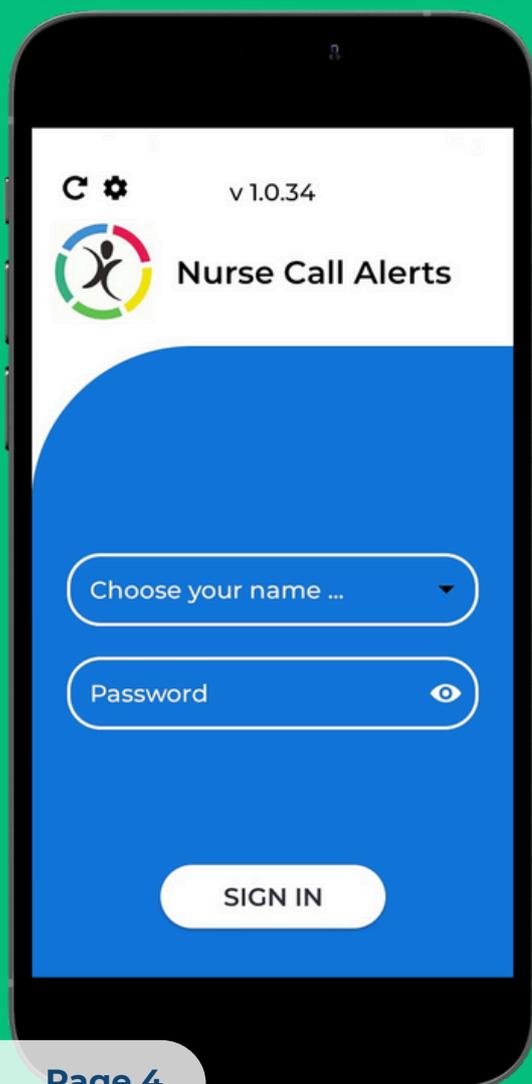
There should be a username and password box. Click on the Username box which should present of list of Staff to you.



Choose user from list

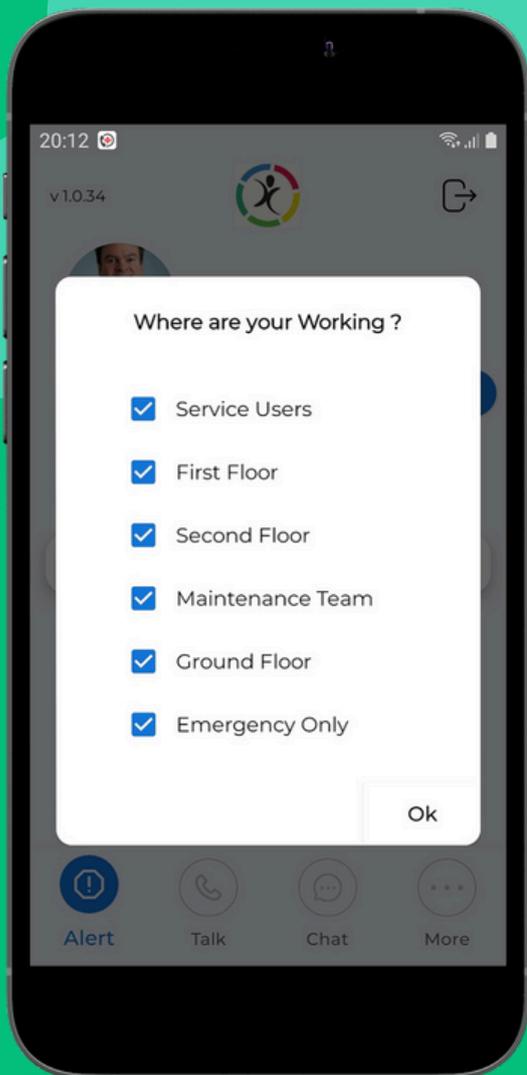
Once you click on the username list, you should see a list of staff in alphabetical order.

You can always search at the top or simply scroll down to select your name.



Enter your password

Now enter your password. The password is starred out by default, but can be seen by clicking the eye symbol on the right side. The password is a default generic password which you should have been provided. Now, click "Sign in".

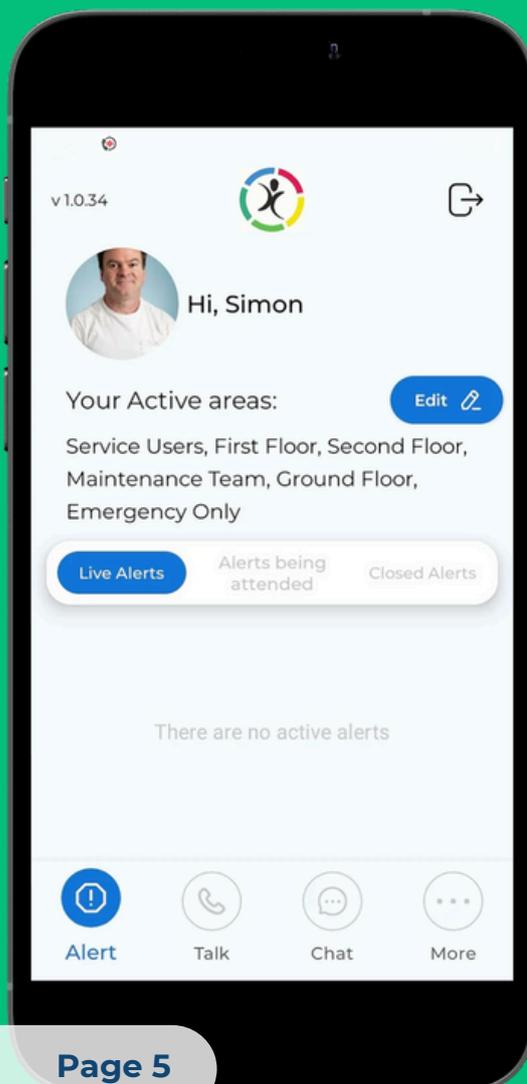


Where are you working?

Once you've signed in, you should see a prompt to select the Zones where you are working.

This will directly affect what Alerts will receive for what areas you are working in.

Select the Zones you need and click Ok.



You will then be on the home page. You can safely minimise the App and resume other tasks if needed.



Making a Standard Call

If a resident or staff member presses the left button (like a person), this makes a call on the nurse call system.

This is the most common form of alert to happen, and is generally also made if a resident presses their pair push lead.



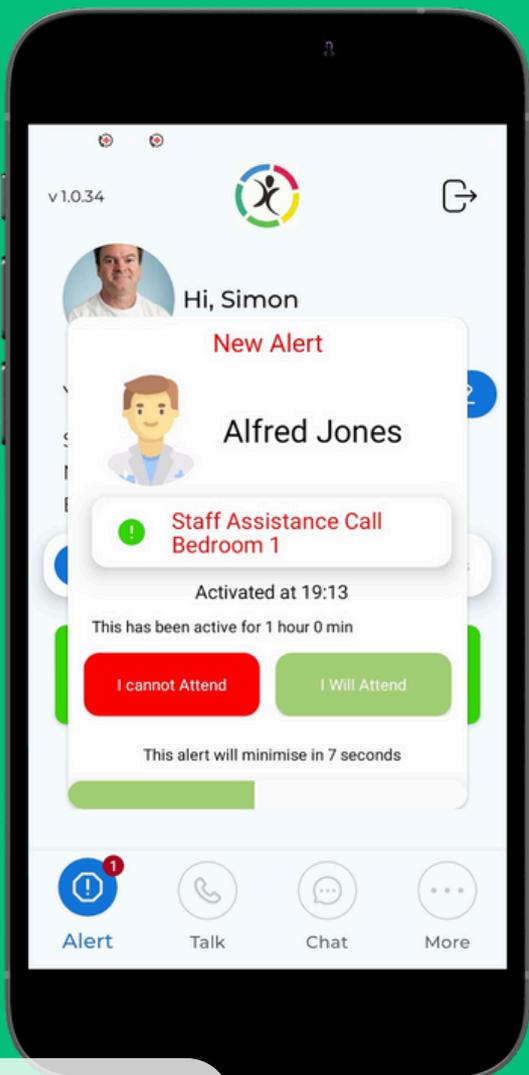
Receiving an Alert

When an alert appears, you will receive a notification like this, regardless what Application you are using.



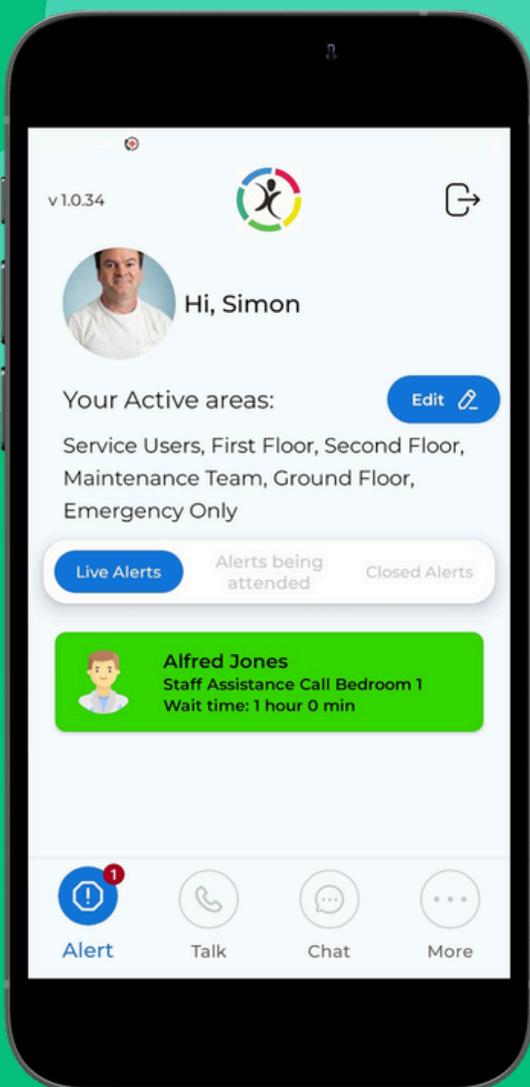
Alerts on the Intercall screen

Any alerts on the Nurse Call App should also be appearing on the Intercall screen. It's important to note that the exact names might vary a little bit on the App vs what you see on the Intercall screen, but they are still the same alert.



Receiving an Alert

Let's look back to the Nurse Call Alert. You have 2 options - "I cannot attend" and "I will attend".



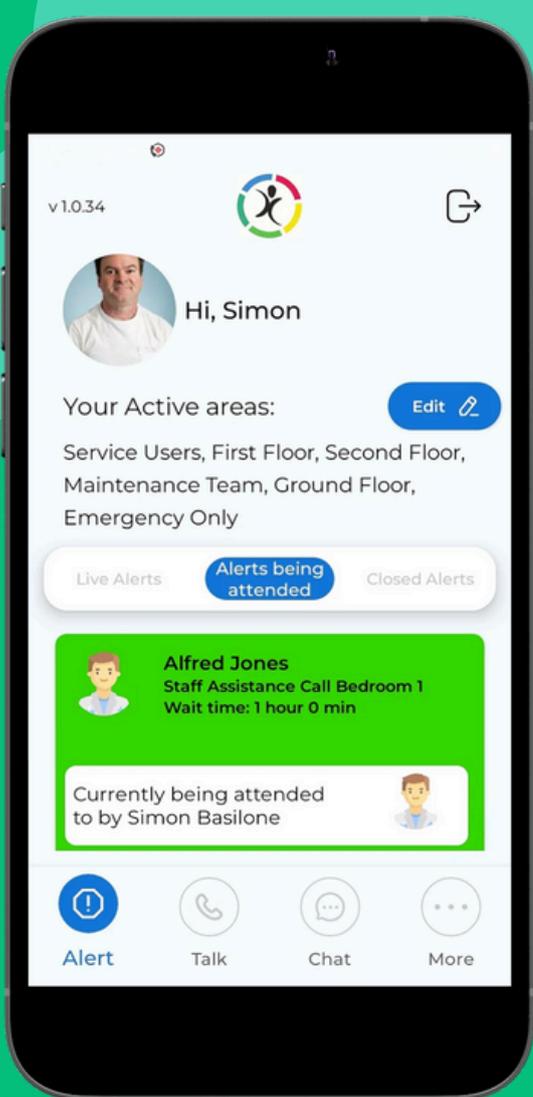
I Cannot Attend

If you click "I cannot attend" then this temporarily mutes the notification on your device. Note, every other care staff continues to receive the alert. It will repeat every minute or so (depending on setup)



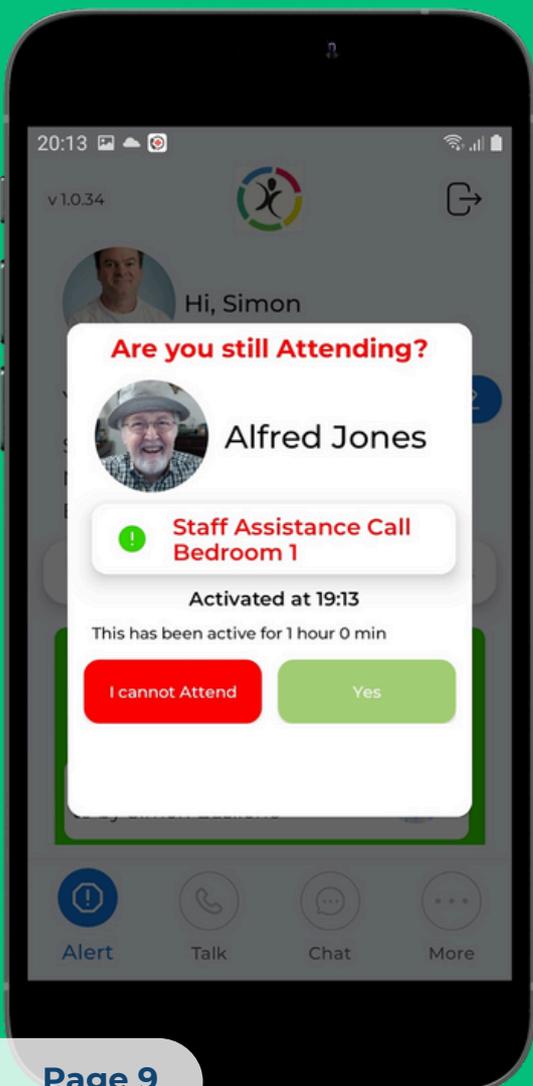
Repeating Alerts

After 1 minute (or whatever is setup), the alert will re-appear on your device, prompting staff to accept and respond. Again, you have the option to click "I cannot attend" or "I will attend".



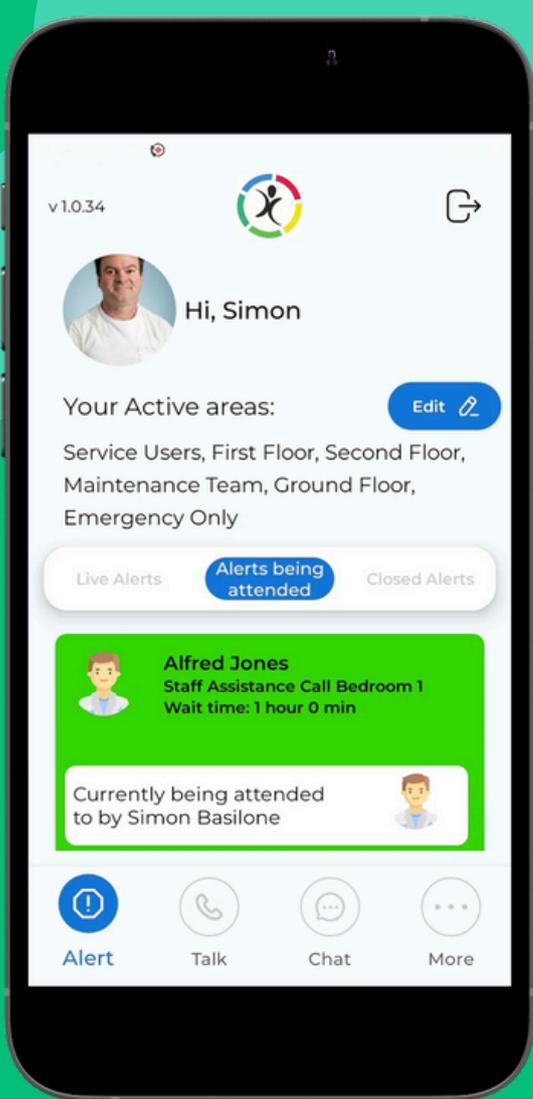
I Will Attend

If you click "I will attend", then the alert moves to the "Attending" list. This tells everyone you are now handling this alert, and you should reset the alert at the call point as per normal.



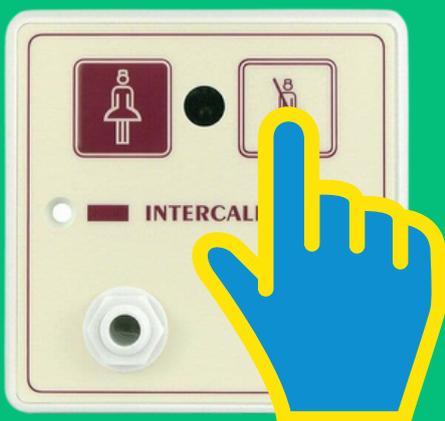
Are you still attending?

If you have clicked "I will attend", then after some minutes (determined by management), the system will ask you if you are still attending to the call location. This is a prompt to ensure staff do not "accept" an alert and then never attend. Click "Yes".



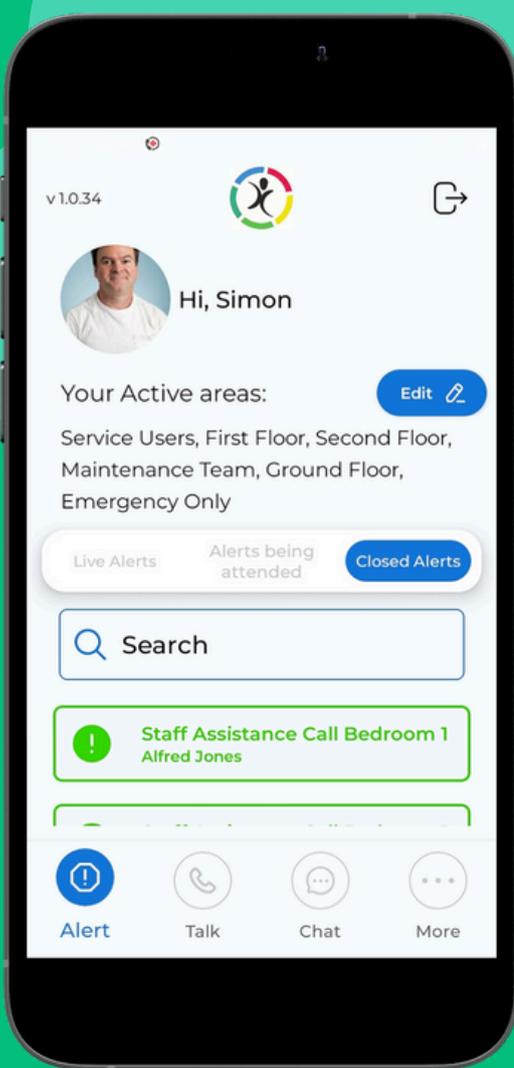
Live Alerts

Once you confirm you are still attending, the alert returns to the Attending list.



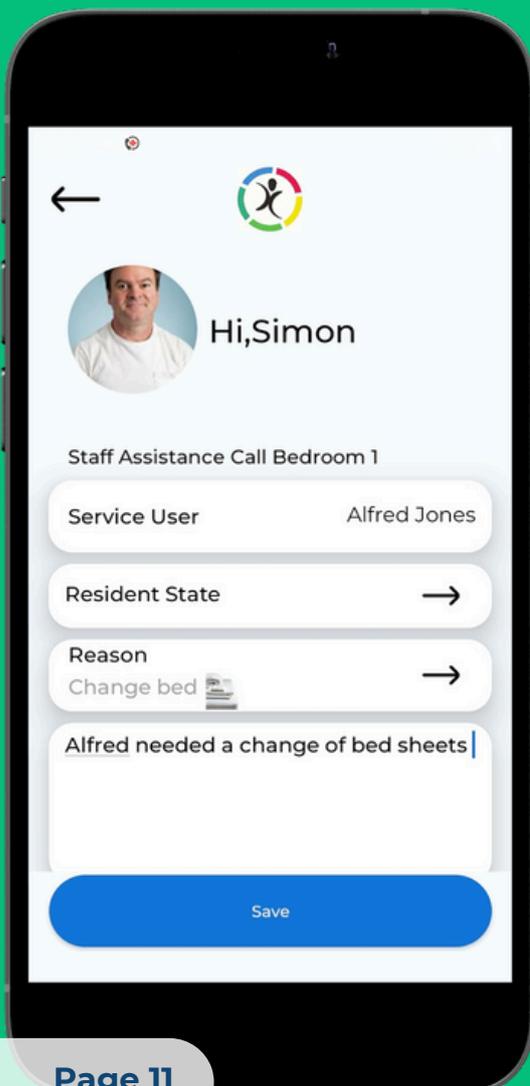
Cancelling the alert

Once you get to the call point location, click the cancel/ reset button to clear the alert. It's important you **press this TWICE** - about **a second between each press** to ensure it doesn't carry on ringing on the smart devices.



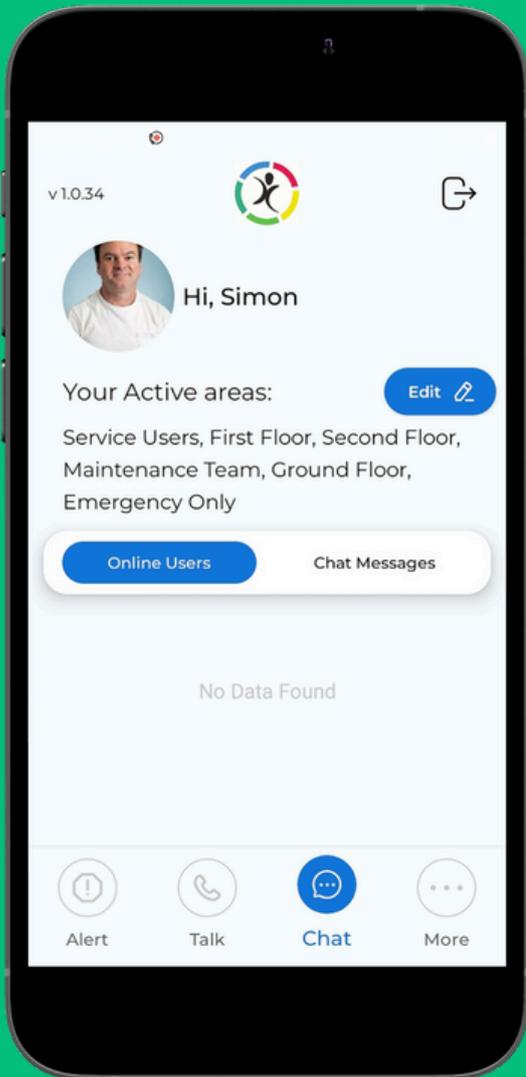
Closed alerts

Once you have cancelled the alert, it moves to the Closed list. Here you see a list of alerts where you personally have accepted, responded and cleared.

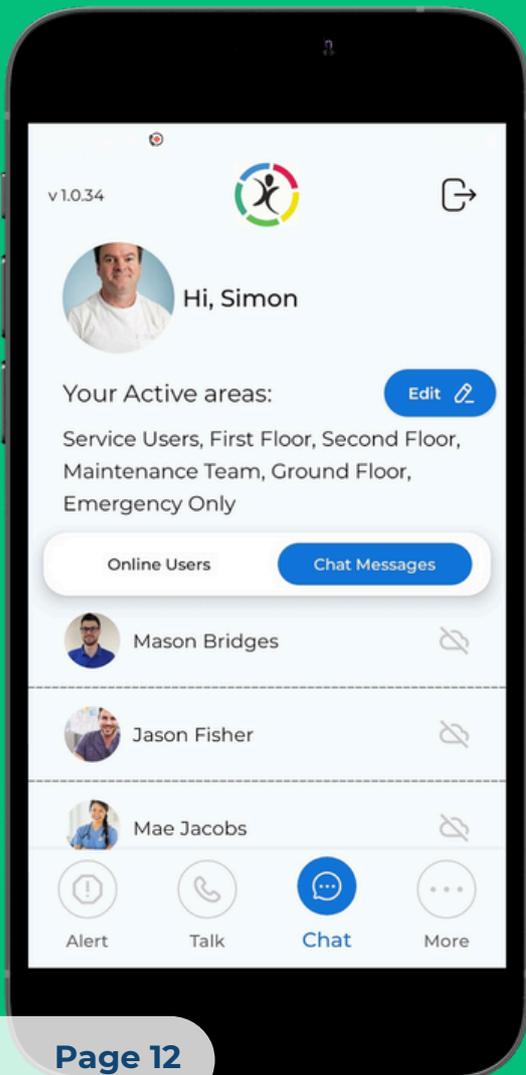


Closed Alerts Review

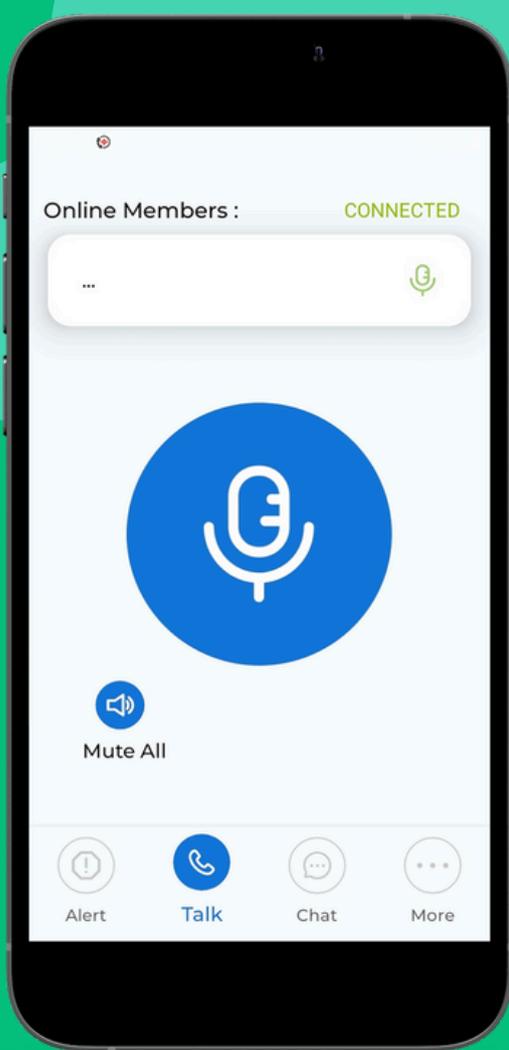
If you click on a Closed Alert, you can choose the Reason and Comment on the specific Alert.



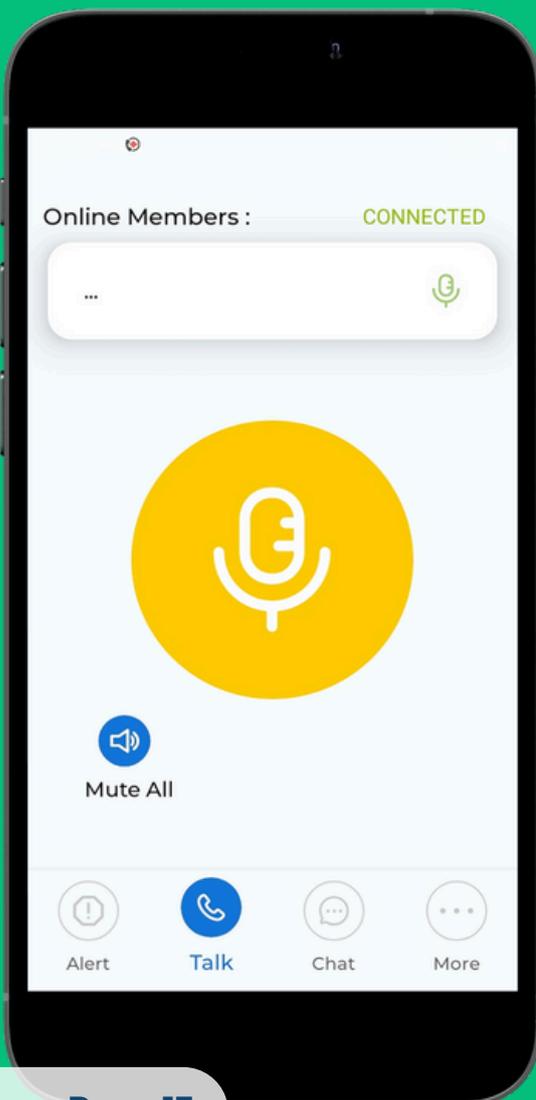
The Chat section allows you to see colleagues that are online to chat with.



Chat Messages shows all your colleagues and previous chats.

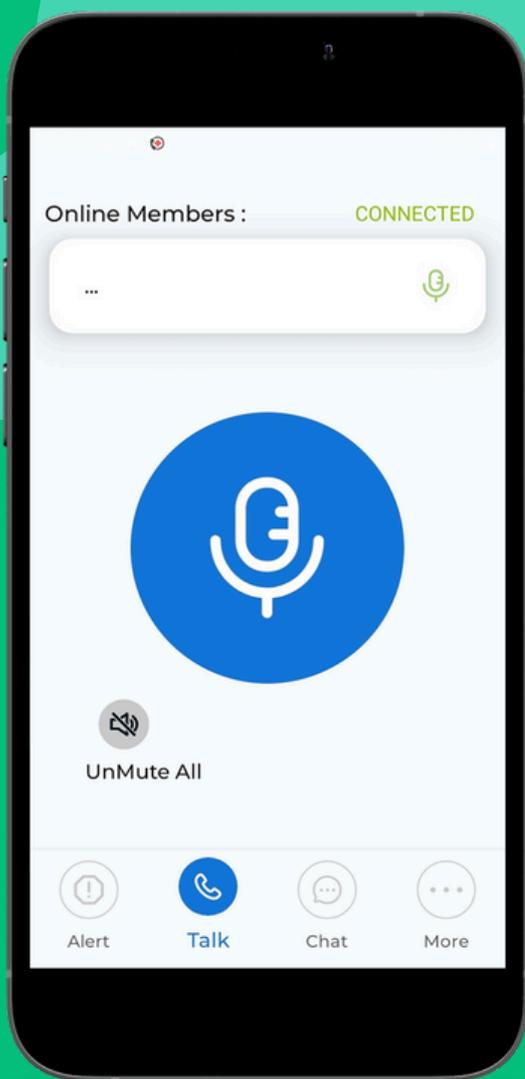


The Talk section allows you to press and hold the big microphone which will broadcast your voice like an intercom through to everyone's phone. Ensure you leave a 2 second pause between pressing the button and starting to talk.

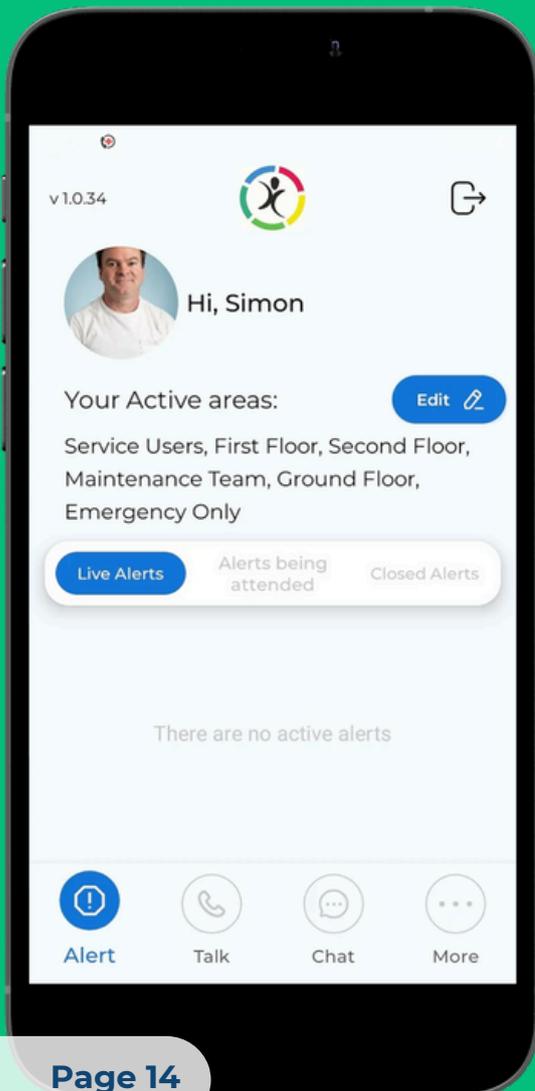


When you are talking, the icon goes orange.

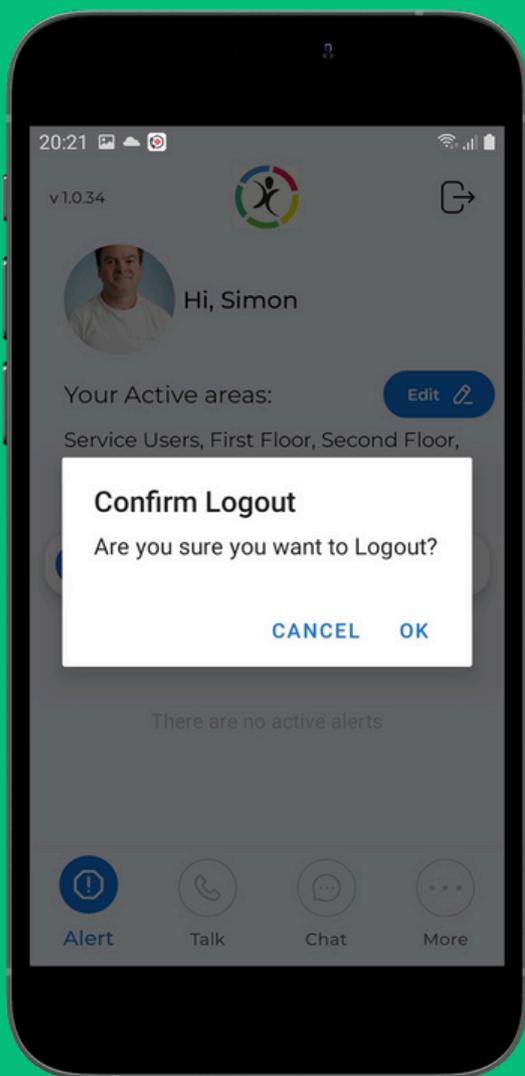
Simply let go to stop talking.



To stop Walkie Talkie messages coming through, click the Mute All icon. Press UnMute All to start getting Walkie Talkie messages again.



To Logout at the end of the shift, click the Logout button in the top right corner.



You're all done!

Confirm the Logout - that concludes the training!

You can reach support via :

support@blaucomm.co.uk

03333 601 006

<https://blaucomm.co.uk/healthcare> and click "Live Chat"