

Frequently Asked Questions

Hugs[®] system

Q Does your system detect when a tag is removed from a baby? How?

A Hugs tags are tamper proof. Any attempt to cut the strap and remove the tag results in an alarm.

Q How do I know that the tag is actually on the baby, and not just sitting in the bassinet?

A The BabySense™ feature will alert you if the tag is not securely attached to the infant, giving you timely notice to tighten the tag.

Q Does your system have supervised tags?

A Hugs verifies proper operation of all system components to ensure maximum security. The Hugs tag send out a regular electronic Heartbeat message every 10 seconds. If this message is not detected by the system for a configurable period, an alarm is automatically generated.

Q How do you enroll a baby? Do you require a computer? How many people are required to enroll a baby?

A Enrollment occurs automatically when the strap is attached; the infant is immediately protected. A computer can (optionally) be used later to add baby's specific information. Only one person is required to enroll an infant.

Q How do you discharge a baby? Is a special device required? Who takes responsibility for this device? What happens if it gets into the wrong hands?

A Only authorized personnel under password control at the PC may discharge the baby. No special device is required. Passwords can be changed as often as hospital policy dictates.

Q How do you sign out a baby to temporarily leave a protected area. Is a special device required? Who takes responsibility for this device? What happens if it gets into the wrong hands?

A Infants can only be signed out under password control at the PC, or by entering a unique code on an optional keypad located at the exit.

Q Can a second baby "piggy back" or leave without authorization after a first baby has been signed out?

A No. Since each infant is uniquely signed out, it is impossible for another infant to leave at the same time. An alarm will sound.

Q Does your system use infrared (IR)? How do you ensure it works when the baby is covered in a blanket?

A Hugs does not use IR. IR is not reliable since it can be shielded by blankets, clothing or if the signal path is blocked.

Q Are there special requirements for storing tags between uses?

A Hugs tags go to sleep between uses, and require no special storage containers to prevent alarms when not in use. Stanley Healthcare Solutions offers a wall-mounted rack for convenient storage.

Q Is your tag completely waterproof?

A Yes.

Q Does your tag ever cause bruising or scratching of infants?

A The Hugs tag is ergonomically designed to fit comfortably on the baby's ankle and does not normally cause bruising or scratching. There are no moving parts on the tag to pinch or scratch the baby.

Q Does your tag have a low battery feature? How can you tell when a tag battery has run out? Do tag batteries ever run out before their warranty expires?

A The Hugs tag has an automatic low battery feature. A notice appears in the software when the tag is approaching the end of its service life, giving you plenty of time to order a replacement. Field results show that tags can be used well past their warranty period without any concern.

Q How is the tag cleaned?

A The tag should be cleaned with a hospital disinfectant cleaner that is labelled as safe for plastics, and a small bristle brush. After cleaning, simply rinse in fresh running water and dry with a soft cloth.

Q When a tag is at an exit, how do you determine which exit?

A Each exit has a unique ID number within the Hugs system. The system can identify each exit individually with virtually 100% reliability.

Q Can the Hugs tag be used with the Pedz™ pediatric protection system?

A Yes. The Hugs tag is designed to fit small infants, and is the recommended solution for banding infants in the Pediatric department. The Hugs tag enrolls automatically in the Pedz software, and is clearly identified as a Hugs tag. Older children should be banded with the Pedz tag.

Q Is there any additional operational cost associated with using the system?

A The Hugs system requires minimal maintenance. Many features that must be tested in other systems are automatically monitored with Hugs.

Q Is your system prone to false alarms?

A The Hugs system is designed for the highest possible security and lowest false alarm rate. The frequency band used by the Hugs system was chosen because it is not susceptible to interference, and provides good indoor signal propagation.

Q Does your system ever experience false alarms in a thunderstorm? Does your system ever experience alarms in the presence of vacuum cleaners or other electrical devices?

A Hugs uses FM technology. It is AM technology that is susceptible to thunderstorms, vacuum cleaners and other electrical devices.

Q What kind of implementation support do you offer?

A Stanley Healthcare Solutions's By Your Side™ program provides the clinical user with all the support services needed to effectively implement and use your Hugs system. It's our commitment that every one of our customers will be successful with infant protection. One key component is the "Implementation Guide for Nurse Managers," which provides nurse managers with detailed information to ensure smooth deployment of the Hugs system within the clinical environment.

Q What clinical education services and resources are available?

A Stanley Healthcare Solutions’s team of educators—all registered nurses with years of experience in clinical education—can provide a range of clinical education services, including on-site training and go-live support to help you through your first day of using the system.

Supporting this training are several resources. The **Hugs Training Video**, which shows the few steps required to attach the Hugs tag, and how to use the Kisses mother/infant matching component of the Hugs system. The **Hugs Virtual Classroom** is a computer-based training course for the Hugs system. It covers all aspects of day-to-day use, including attaching the tag and using the software.

Q Do you offer parent education resources?

A Yes. Stanley Healthcare Solutions’s “Helping to Protect Your Baby” pamphlet provides new and expecting parents with essential information to enable them to play an active role in their infant’s safety. The guide explains in simple language about infant abduction, and the common techniques used by an abductor. The guide is available free of charge in print-ready electronic Adobe Acrobat format in several languages.

Kisses

Q Why do we need this? Our matching band system works.

A Yes it does. But consider what else the Kisses® component offers you. Because it is an electronic system, it provides an audit trail of everything that happened. That means you can prove that mother and baby were always properly matched, and were discharged together. Kisses is also a reliable support to your matching band system, adding another layer of protection.

Q Is there a need for a “Father tag”?

A Kisses is intended to prevent two events: mother/infant transfer errors in hospital, where the greatest risk is breast feeding of the wrong baby; and discharge to the wrong family, and most hospitals discharge only to the mother under normal circumstances. A “Father tag” does not provide extra security for either of these situations.

Remember also that the Hugs system’s anti-abduction measures remain in place, preventing anyone from removing the infant without authorization. A “Father tag” would just be an unnecessary expense.

Q Why does it make a sound, rather than activate a light?

A You already have a very effective visual confirmation with your matching bands. Kisses gives you a comforting audible backup. If you had another visual indicator, you’d just have more work: first check the bands and then check the light. Kisses gives you a second, easy verification, with no added burden.

Q What should the discharge procedure be?

A You will want to create discharge procedures that are right for your facility, and Kisses gives you the flexibility to do this. Take for example a case where the mother is leaving hospital before the baby. You could ask that the mother keep her tag until the baby is discharged. Or you could have mom pick up her tag when she signs in to visit baby. Either way, the Hugs system will continue to provide match confirmation.

Q Does the system support twins?

A Yes, and not just twins but all multiple births. All you need to do is bond each Hugs tag with the mother’s Kisses tag. There are no extra procedures.

Q What about adoptions?

A Kisses can be tailored to match your facility's procedures. If it is your policy to designate the adoptive mother as legal parent, then you can give the Kisses tag to her. If the birth mother retains rights during the hospital stay, she can have the Kisses tag. The choice is yours.

Q What's the difference between bonding and matching?

A "Bonding" occurs only once, when the Hugs tag is shown its Kisses tag shortly after attachment. It's sort of like the way a duckling bonds with its mother at birth. The tags remain bonded until the Hugs tag is discharged from the system.

"Matching" means to confirm that the right baby has been brought to the right mother. This happens several times throughout their stay in hospital.

Q Can Kisses be used separately from Hugs?

A No. Kisses is an optional component of the Hugs systems that augments the anti-abduction features of Hugs. It is not a standalone system.

Patient Security Server**Q What is the Patient Security Server?**

A The Patient Security Server is the server computer for the Hugs system. It controls the network of system devices (receivers and door controllers), processes tag messages, and provides data to the client computers.

Q Where does the Hugs software run?

A The Hugs client software runs on client computers installed wherever required in your hospital. This is the day-to-day user interface for almost all tasks in the system. The Hugs client software can also be installed on the Patient Security Server, which then becomes both a server and a client.

Q Can I add Pedz to my system?

A Yes. With the appropriate license, the Patient Security Server supports all of Stanley Healthcare's patient security solutions, including Pedz and the Passport patient protection system.