

# Medicare E-Logging User Manual.

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## Introduction to E-Logging.

With Medicare's E-Logging you are not restricted to viewing the call data and report on specific pc's. The data can be viewed on any PC, tablet, or android phone from anywhere in the world using the new Medicare secure server.

E-Logging provides customised reports which can be provided for specified management and the data is viewed on your own secure web page.

E-Logging lets you:

- View event reports on screen.
- Print reports from screen.
- Download reports as PDF documents or CSV files.
- Save reports as a template e.g., Night shift report. Average response report, etc which can then be downloaded at any time.
- Automate your saved reports which will be run and emailed to you (or your specified list of emails addresses) automatically as required, daily, monthly etc.
- Set up automatic email alerts to your maintenance team.
- See pre-set data and graphs on a site overview.

Reports can be tailored for specific parameters, for example, showing service levels have been met, call response times, rooms visited by staff, shift patterns, average response times and many more customised reports can be run to provide essential information to assist the running of a home.

These reports can be specifically filtered for time periods or client specific to support individual care plans.

All reports can be downloaded in printer friendly pdf or excel format. Reports that are required on a regular basis (e.g. daily, weekly or monthly) can all be run automatically and emailed to specified recipients.

These are just some of the many features E-Logging has to offer.

All report types can be run on the whole site (or multiple sites) or filtered for specific reports by, zone, room, ID etc.

## Logging In.

Please visit <https://www.medicare systems.co.uk>

And click on the E-LOGGING tab, the next page presents a product page with the function of a shortcut for you to click on and log into e-logging.

### E-LOGGING FOR NURSECALL

## E-LOGGING for Nurse Call

If you already have an account, click [here](#) to access our portal

Medicare's E-LOGGING service provides you with secure

If you prefer you can save the log in page using the below link.

Please log on via <https://www.medicare systems.co.uk/call-log>

Enter your username and password in the correct fields and click on Log Me In (Usernames and passwords are case sensitive.)

The screenshot shows the Medicare Systems call logging login interface. At the top, there is a blue header with the Medicare Systems logo on the left and the tagline 'The Choice of the Professionals' on the right. Below the header, there is a white box containing the 'System Login' form. The form has two input fields: 'Username' and 'Password'. The 'Password' field is currently filled with dots. Below the 'Password' field is a 'Log Me In' button.

Once logged in you can then use the tabs in the header to orinatate E-logging.

Maintenance | Scheduled Reports | Generate Reports | Site Overview | Logout

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## Maintenance Page.

The maintenance page is a feature that provides automatic maintenance alerts including information on all LOW BATTERY and PLEASE TEST events from the last day. To utilise this feature enter the email address in the box that you would like to receive the information and click UPDATE.

# Call Logging

Welcome

Maintenance | Scheduled Reports | Generate Reports | Site Overview | Logout

### MAINTENANCE ALERTS

This maintenance tab provides your maintenance team with all LOW BATTERY and PLEASE TEST events from the last day. LOW BATTERY events are raised from a device when the batteries have measured below the required value and need replacing. The device will continue to transmit LOW BATTERY events until the batteries have changed or the device fails.

PLEASE TEST events automatically alert when the system has not received a polling (health check) from a device within a 24hr period. When alerted please test the device in question to ensure its correct operation.

Send email alerts to:

 UPDATE

Add your email address to the field above to receive daily email maintenance alerts. Add multiple email addresses by separating with a comma. Eg. address1@domain.com,address2@domain.com

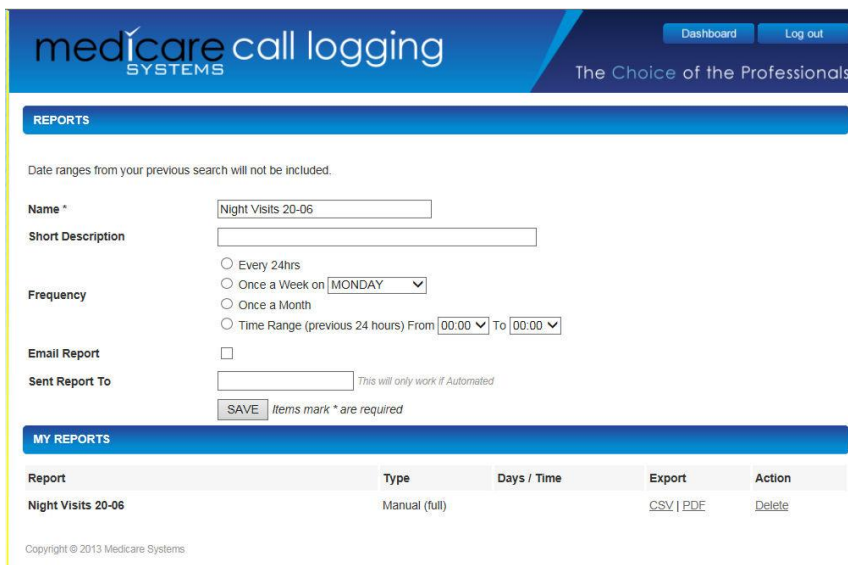
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## Scheduled Reporting.

Once you have run the report in the generate report tab, it can be saved so that it can be re-run when required without re-entering all the filter settings.

Clicking the Save button will take you to the Reports page.



medicare call logging SYSTEMS Dashboard Log out  
The Choice of the Professionals

**REPORTS**

Date ranges from your previous search will not be included.

Name \*

Short Description

Frequency

Every 24hrs

Once a Week on

Once a Month

Time Range (previous 24 hours) From  To

Email Report

Sent Report To  This will only work if Automated

Items mark \* are required

**MY REPORTS**

| Report             | Type          | Days / Time | Export                                    | Action                 |
|--------------------|---------------|-------------|---|------------------------|
| Night Visits 20-06 | Manual (full) |             | <a href="#">CSV</a>   <a href="#">PDF</a> | <a href="#">Delete</a> |

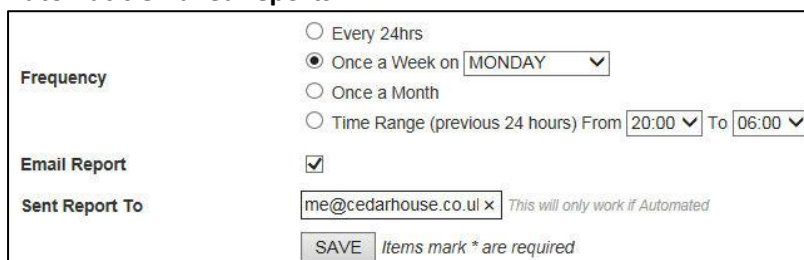
Copyright © 2013 Medicare Systems

Here you can give the report a name, e.g. Night report. And save it to the My Reports list.

If it is a specific shift related report you can change the times and save it again under a different name, e.g. Day report.

Once saved the report can be downloaded at any time by clicking the Export CSV or PDF in the My Reports list.

### Automatic emailed reports



Frequency

Every 24hrs

Once a Week on

Once a Month

Time Range (previous 24 hours) From  To

Email Report

Sent Report To  This will only work if Automated

Items mark \* are required

For the saved report to be automatically emailed to you  
Set the period (daily, weekly, monthly).  
Tick the Email Report box

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Type in the email addresses required. If there are more than one email address required, separate them with a coma ([me@medicareystems.co.uk](mailto:me@medicareystems.co.uk),[you@medicareystems.co.uk](mailto:you@medicareystems.co.uk)).

**Extracting data to re-import into another platform.**

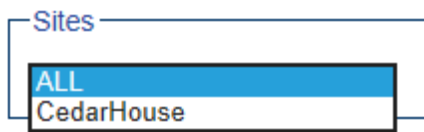
*Note that the "Every 24hrs" frequency sends 24hrs worth of data from 8am the previous day including up to 9am the following day. If you are using this information to import into a different program/platform then you will need to run a specific "Time Range" frequency to avoid any overlap of data.*

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## Generating a Report.

### Select the site.



The image shows a dropdown menu titled "Sites". The menu is open, showing two options: "ALL" (highlighted in blue) and "CedarHouse".

If you have more than one site, then you can select an individual site or run a report on ALL.

### Select the Filters required.

The filters provide you with a means to refine the report information to specific rooms, events types, or staff members etc.

For each filter you can select a specific item from the dropdown or leave as **All** for running general reports.



The image shows a section titled "Filters" containing six dropdown menus:

- All Zones
- All Numbers
- All Locations (highlighted with a blue border)
- All Events
- All Staff ID's
- Any Duration

**All Zones:** chose the Zone (operational area) you want to report on or leave as All Zones.

**All Numbers:** choose the room number (resident) you want or leave as All Numbers. *Note: selecting a room number will show all locations with that number, i.e. ROOM 7, ENSUITE 7.*

**All Locations:** choose the room description you want (for rooms without numbers) or leave as All Locations

**All Events:** choose the Event (call type) or leave as All Events (see Events and Actions below)

**All ID's:** choose the member of staff (if applicable)

**Any Duration:** if you select a duration, the report will show all events lasting the duration and longer than the selected time.

### Select the Date & Time range

**Date & Time Range \*\***

**From:**  
 Date   
 Time

**To:**  
 Date   
 Time

**Date:** select the From and To dates for the report

**Time:** select the From and To times .e.g. From 20:00 To 06:00 for a night shift report.

### Select the Report Type

**Report Type**

Full  
 Summary  
 Average  
 Total

**Full Report:** Shows all events in full detail chronological order, most recent first.

**Summary:** Shows number of events per room in the period.

**Average:** Shows average of event durations within the chosen report parameters/filters, e.g. selecting CALL would give average response times.

**Total:** would give total time of each event type for chosen report parameters/filters, e.g. filtering ATENDANCE and a Location would give total of time staff spent with a specific client. As an example, this could be run for a chosen period for billing/funding purposes.

### Sort the report

**Sort \***

By time & date  
 By zone & ID

**By Time & Date:** Shows all events in chronological order, most recent first.

**By zone & ID:** Sorts the report in alpha numeric order by Zone then Display number (room number).

### The Report Columns

| SITE | LOCATION | DISPLAY NO. | ZONE NAME | EVENT | EVENT TIME | ACTION | ACTION TIME | EVENT DURATION | STAFF ID |
|------|----------|-------------|-----------|-------|------------|--------|-------------|----------------|----------|
|------|----------|-------------|-----------|-------|------------|--------|-------------|----------------|----------|

The data is captured by the call system on site and transferred to the **e-Logging** server. All numbers and descriptions you see on the **e-Logging** will be the same as displayed on the call system on site.

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**Site:** Shows the name of the home the event is from. This will show the same site name unless you are running reports on ALL Sites.

**Location:** room description e.g. BEDROOM, DAYROOM, LOUNGE etc.

**Display Number:** room/call point number, usually the room number.

**Zones Name:** These are the operational areas of the home if applicable e.g. Ground Floor, First Floor, East Wing, West Wing etc. You can report on them all or individually.

**Event:** Shows the type of event that was activated (which button was pressed).

**Event Time:** The date and time the event started.

**Action:** How the event finished. This is normally a Cancel (member of staff pressing the reset button on the call point) but could be Attendance, Assistance or Emergency etc. if one of those buttons were pressed instead. In that case the event is finished, and the next event is started.

**Action Time:** The date and time the event finished.

**Event Duration:** how long the specific event lasted.

**Staff ID:** which member of staff dealt with the event (only available on systems using the staff ID fobs).

**Generate the report.**



Click on the Generate report button to run the selected report on screen. An example is shown below.

Welcome
Event log: Generated on 21/01/2015 10:45:13

Sites:

ALL

---

Filters:

All Zones

All Locations

All Events

All ID's

Any Duration

---

Date & Time Range \*\*

**From:**

Date: 20/01/2015

Time: 00:00

**To:**

Date: 21/01/2015

Time: 23:00

---

Report Type:

Full

Summary

Average

Total

---

Sort \*

By time & date

By zone & ID

\* Not used for summary average

CSV Download
PDF Download
Save
Print
Generate Report

**Report Type: Full**

| SITE       | LOCATION | DISPLAY NO. | ZONE NAME    | EVENT      | EVENT TIME          | ACTION     | ACTION TIME         | EVENT DURATION | STAFF ID |
|------------|----------|-------------|--------------|------------|---------------------|------------|---------------------|----------------|----------|
| CEDARHOUSE | ROOM     | 114         | 1ST FLOOR    | CALL       | 21/01/2015 10:41:10 | CANCEL     | 21/01/2015 10:41:14 | 00:00:03       |          |
| CEDARHOUSE | ROOM     | 230         | 2ND FLOOR    | EMERGENCY  | 21/01/2015 10:27:52 | CANCEL     | 21/01/2015 10:28:14 | 00:00:21       |          |
| CEDARHOUSE | ROOM     | 230         | 2ND FLOOR    | ASSISTANCE | 21/01/2015 10:24:29 | EMERGENCY  | 21/01/2015 10:27:52 | 00:03:23       |          |
| CEDARHOUSE | ROOM     | 230         | 2ND FLOOR    | CALL       | 21/01/2015 10:21:04 | ASSISTANCE | 21/01/2015 10:24:29 | 00:03:24       |          |
| CEDARHOUSE | ROOM     | 18          | GROUND FLOOR | CALL       | 21/01/2015 10:13:49 | CANCEL     | 21/01/2015 10:19:34 | 00:05:45       |          |
| CEDARHOUSE | ROOM     | 230         | 2ND FLOOR    | ASSISTANCE | 21/01/2015 10:13:26 | CANCEL     | 21/01/2015 10:15:26 | 00:01:59       |          |
| CEDARHOUSE | ROOM     | 230         | 2ND FLOOR    | CALL       | 21/01/2015 10:10:02 | ASSISTANCE | 21/01/2015 10:13:26 | 00:03:24       |          |
| CEDARHOUSE | ROOM     | 112         | 1ST FLOOR    | CALL       | 21/01/2015 09:58:01 | CANCEL     | 21/01/2015 09:58:02 | 00:00:00       |          |
| CEDARHOUSE | ROOM     | 24          | GROUND FLOOR | CALL       | 21/01/2015 09:52:26 | CANCEL     | 21/01/2015 09:55:27 | 00:03:01       |          |
| CEDARHOUSE | EN-SUITE | 225         | 2ND FLOOR    | CALL       | 21/01/2015 09:50:46 | CANCEL     | 21/01/2015 09:51:35 | 00:00:49       |          |
| CEDARHOUSE | ROOM     | 123         | 1ST FLOOR    | CALL       | 21/01/2015 09:45:21 | CANCEL     | 21/01/2015 09:45:23 | 00:00:02       |          |
| CEDARHOUSE | ROOM     | 111         | 1ST FLOOR    | VISITED    | 21/01/2015 09:45:21 | CANCEL     | 21/01/2015 09:45:23 | 00:00:00       |          |

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### To download the report



The viewed report can be downloaded as either a CSV (excel) or pdf document by clicking on the required button.

### To print the report



The report can be printed to your selected printer by clicking on the Print button.

### Saving the report

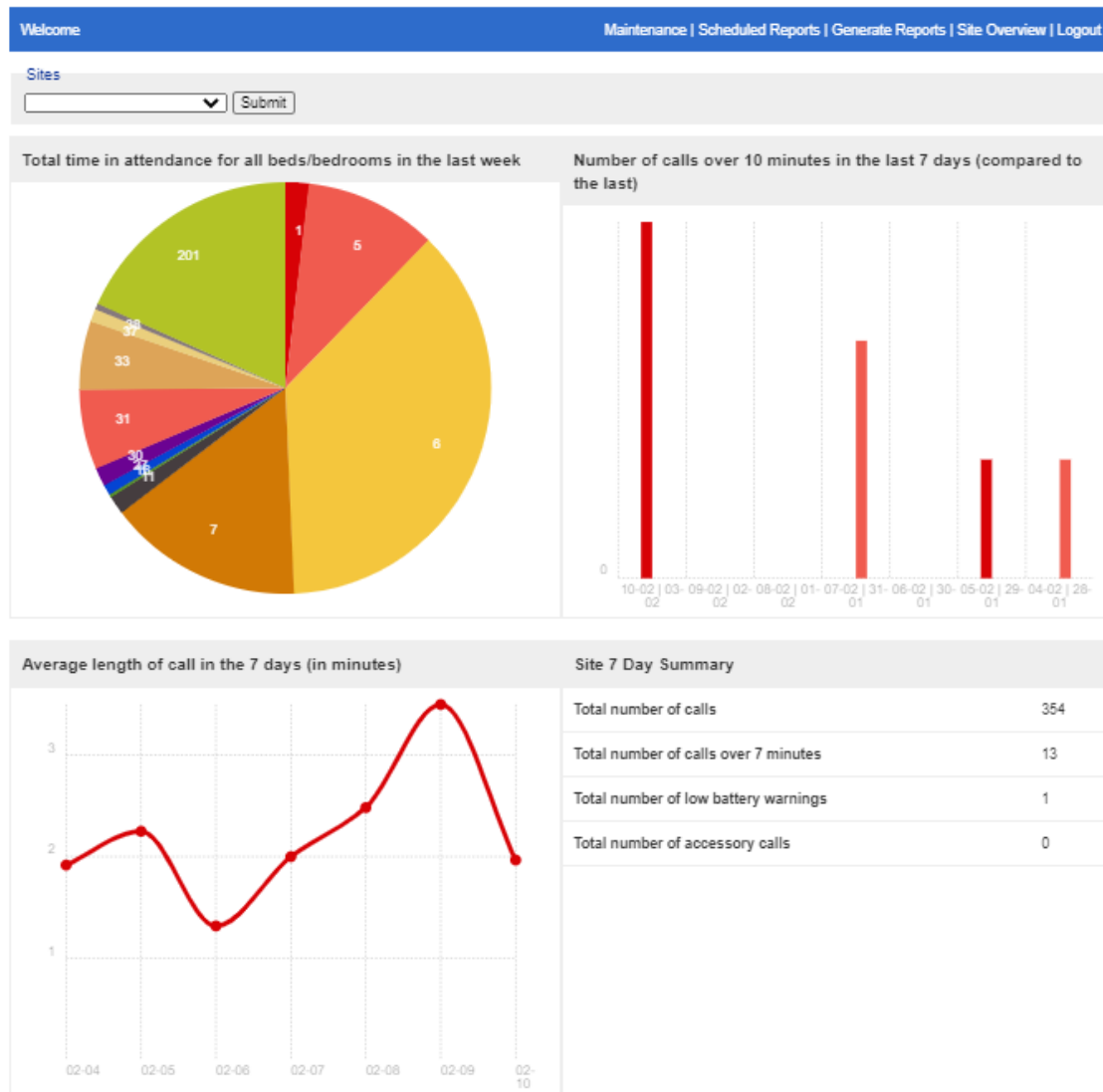


## Site Overview

The site overview provides pre-set data and information from the last 7 days including: -

- The total time in attendance for all call points described as beds/bedrooms, identifying where care is most needed and provided.
- Number of calls over 10 minutes (compared to the previous 7 days).
- The average length of call (in minutes).
- Some additional useful numbers at a glance.

## Call Logging



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## Event and Action detail and definition list.

Each time a button is pressed on the Medicare nurse call system, an event is created, each row on the Full Report is a single event. The Event is ended by an Action, usually another button press or the use of a Staff ID fob.

In the example below a Call event is created and the action was a member of staff using their ID fob to register attendance (in this case fob no. 211). This ended the Call event and created a new Nurse Attendance event which ended with a Cancel action when the Reset button was pressed by the staff member when leaving the room.

This allows you to analyse the response time, the Call>Nurse Attendance event, and the attendance time, the Nurse Attendance>Cancel event. You can run reports on specific events which help to monitor performance.

| SITE       | LOCATION | DISPLAY NO. | ZONE NAME    | EVENT            | EVENT TIME             | ACTION           | ACTION TIME            | EVENT DURATION | STAFF ID |
|------------|----------|-------------|--------------|------------------|------------------------|------------------|------------------------|----------------|----------|
| CEDARHOUSE | ROOM     | 1           | GROUND FLOOR | NURSE ATTENDANCE | 25/09/2017<br>17:16:53 | CANCEL           | 25/09/2017<br>17:16:58 | 00:00:05       | 211      |
| CEDARHOUSE | ROOM     | 1           | GROUND FLOOR | CALL             | 25/09/2017<br>17:16:32 | NURSE ATTENDANCE | 25/09/2017<br>17:16:53 | 00:00:21       | 211      |

## Definition List.

(Continues on to page 13)

|                    |  |
|--------------------|--|
| CALL               | Orange Call button has been pressed by a resident/patient.   |
| ASSISTANCE         | A member of staff has called for Assistance  |
| EMERGENCY          | An Emergency button has been pressed   |
| CARDIAC            | A Cardiac button has been pressed  |
| ACCESSORY          | A device (such as assistive technology device) plugged into the room unit has been activated, or unplugged.            |
| VISITED            | A member of staff has carried out a quick check (e.g. night checks)  |
| NURSE ATTENDANCE   | A member of staff entered the room and pressed the green Attend button or used a staff ID fob to log their attendance. |
| CANCEL             | The grey Reset button was pressed to end the event   |
| LOW BATTERY        | The identified Room unit requires new batteries.   |
| DELETED            | The event was cancelled using the Clear Event procedure on the panel   |
| TIMED OUT          | An Unanswered Call event cleared after 90 minutes  |
| PLEASE TEST (POLL) | The identified unit required checking by making a test call  |
| AUTO CANCEL        | Action for an event that requires no manual intervention e.g. Start Up   |
| START UP           | The Nurse-call Panel has been started up   |

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|               |  |
|---------------|--|
| MAINS LOST    | Mains power to the panel has been lost/switched off  |
| MAINS RESTORE | Mains power to the panel has been restored/switched on   |
| SHUT DOWN     | The standby batteries are depleted after mains power has been lost and the panel has shut down |

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