

Welch Allyn Connex[®] VM

Frequently Asked Questions

Contents

Overcoming Common Objections	3
1. How will the system payback?	3
2. My hospital doesn't have an HIS ... can I still use Connex VM?	3
3. Why would a hospital want a separate app to capture vitals when I already have an HIS?	3
4. My hospital doesn't have wireless networking; can I still use Connex VM?	3
5. My hospital doesn't want to buy mobile computers - can I still use Connex VM?	3
6. Our hospital already has an HIS or EMR; how can Connex VM help us?	4
7. Our hospital is planning to buy an HIS system in a few years. Why should we think about buying Connex VM now?	4
8. How can I trial the system on a few floors before buying for the whole hospital?	4
9. My facility has different brand vital signs devices throughout. How can we transition to Welch Allyn Connex VM?	4
10. I've seen some PDA apps for vitals capture - why not use them?	4
Other Sales FAQs	5
11. What's the differences between an EMR, HIS, CIS, or electronic nursing documentation system?	5
12. What workflow should I recommend?	5
13. Does your system send data to Acuity?	5
Nursing FAQs	5
14. Can I tell if a device reading was entered into the EMR?	5
15.	5
16. How does the system alert users to unusual readings?	5
17. What features and privileges can be associated with user roles?	6
18. Does the Comments data from the vitals capture screen get transferred into our EMR?	6
19. Can I delete readings? Is there an audit record for these deletions? Are they deleted in the HIS?	6
20. Is there a confirm / sign-off for vitals capture?	6
Information Technology FAQs	6
21. Can Connex VM handle our network security?	7
22. What hardware does Connex VM run on?	7
23. Which symbologies can Connex VM use?	7
24. Can I use a thin client to run your application?	7
25. Can I use my current barcode scanners to run your application? What barcode scanners can be used?	7
26. What wireless network does your system run on?	7
27. How can I add your device to a wireless computer cart?	7
28. How does Connex VM interface to other systems?	8
29. What wireless security standards do you support?	8
30. Are HL7 and ADT interfaces (and changes to them) covered under the Maintenance Agreement?	8
31. How does time shown for vitals compare to the time setting in individual devices?	8
32. Does Connex VM have an auto-logout feature?	8

Welch Allyn Connex[®] VM

Frequently Asked Questions

33.	What kind of security features does Connex VM have?	8
34.	Can users blank the screen after a period time to protect patient privacy?	8
35.	Can we change the font size in Connex VM?	8
Biomed FAQs		9
36.	Can I mount your devices on our existing carts? Do you provide any mounting accessory kits?	9
37.	What safety tests should we run on our carts if they have a vital signs device attached?	9
38.	Will Connex VM work with other vital signs devices?	9
Purchasing FAQs		9
39.	Is the Connex VM software on Group Purchase contracts?	9
40.	Do you offer a service and support contract?	9
Product FAQ's		9
41.	Can I use the same username and password that my HIS requires?	9
42.	Can we import usernames and passwords with our system?	10
43.	How do I reset my password?	10
44.	Can users view patients on other floors if they float between units?	10
45.	How can we configure the system to allow users to see only their patients in the Patient Summary list?	10
46.	How do we update patient demographic information?	10
47.	Can we enter a vital sign that was taken manually or on another device?	10
48.	Can I set device alarms from the software?	10
49.	Can our hospital customize reading qualifiers (such as patient position during measurements)?	11
50.	Can we change units displayed for each value (like kPa vs. mmHg or degrees C vs. degrees F)?	11
51.	Can I print a summary of the patients on my floor?	11
52.	Can I print out a Patient Summary?	11
53.	If I delete a reading in Connex VM, will it be deleted in our HIS?	12
54.	Can we review patient information after a patient has been discharged?	12
55.	Can I reconcile timed-interval monitor readings to several patients?	12

Welch Allyn Connex[®] VM

Frequently Asked Questions

Overcoming Common Objections

1. How will the system payback?

Depending on the patient load and frequency of readings, a typical 200 bed hospital can payback the investment in the Connex VM system in about six months, through labor savings and improved patient care. For example, using Welch Allyn Connex to automatically document patient vitals for 200 patients on your non-critical care floors could save a typical hospital approximately \$177,606 per year and eliminate 12,848 vitals documentation errors per year. You can run your own analysis with the Value Analyzer at www.welchallyn.com/Connex.

2. My hospital doesn't have an HIS ... can I still use Connex VM?

Yes. With or without a separate HIS, Welch Allyn Connex VM helps you provide better care for your patients by providing immediate access to accurate data - while saving your users time and effort. Connex can run as a stand-alone system to capture and communicate vitals - and can act as a source of accurate vitals data when the hospital transitions to electronic documentation.

3. Why would a hospital want a separate app to capture vitals when I already have an HIS?

The Welch Allyn Connex VM vitals capture process has many advantages over a typical HIS capture workflow. These features let users capture accurate vital signs faster and more easily. Think of Connex VM as an enabler for getting more data into the EMR, rather than a competitor to EMR's.

- Simple, easy-to-use workflow – six to choose from
- Backup vital signs database when EMR not available
- Barcode driven processes
- Alerts of abnormal readings
- Previous readings for comparison
- Complete vitals documentation on a single screen.

4. My hospital doesn't have wireless networking; can I still use Connex VM?

Yes. Workflows such as a Triage, Batch upload, One-per-bed (Ethernet) and Monitoring are optimized for sites without wireless access.

5. My hospital doesn't want to buy mobile computers - can I still use Connex VM?

Yes. Welch Allyn Connex VM has the widest variety of workflow options for your caregivers. The Wireless, One per bed (Ethernet), Batch upload, Monitoring, and Triage workflows work without mobile computers.

Welch Allyn Connex[®] VM

Frequently Asked Questions

6. Our hospital already has an HIS or EMR; how can Connex VM help us?

Hospital Information Systems, like EMRs, serve many roles, but Connex VM optimizes nurse workflow by focussing solely on accurate, simple vital signs capture. Connex VM allows users to capture vital signs data in a workflow that matches your hospital's needs. It has been proven to save time, reduce errors, and provide instant access to data for your HIS to display. While the typical vitals process in an HIS is often suboptimal, Connex VM helps you maximize the value of your EMR by providing a steady source of vitals data, enhancing the value of your HIS.

7. Our hospital is planning to buy an HIS system in a few years. Why should we think about buying Connex VM now?

By automating the data capture process, Connex VM can be used as a stepping-stone on the path toward full electronic documentation. By implementing Connex VM now, you'll have a stream of accurate vitals data ready to display in your HIS when you eventually go-live – while providing all the value of quick and error-free vital signs today.

8. How can I trial the system on a few floors before buying for the whole hospital?

For a starter system, Connex VM can be configured to a single block of patient-support licenses, allowing hospitals a lower-cost way to fully understand the benefits for Connex VM before a house-wide implementation.

9. My facility has different brand vital signs devices throughout. How can we transition to Welch Allyn Connex VM ?

Your facility can start with Welch Allyn Connex VM on a few floors, where Welch Allyn devices can be consolidated. As your other devices become ready for replacement, you can then purchase additional Connex VM -ready devices. A general guideline for this is one device per nurse to capture all vitals.

10. I've seen some PDA apps for vitals capture - why not use them?

Based on market research, the workflows covered in Connex VM will more completely satisfy a majority of hospital needs. As a reminder for those considering a PDA, some of the negatives include the following:

- Usability: The small screen and limited keyboard makes the PDA difficult for data entry and review
- Portability and storage: Users sometimes find it cumbersome to carry PDAs and difficult to find storage for the device when working with patient
- Theft: Users worry about losing a small portable device
- Recharging: Users need to remember to charge device throughout the day, since PDAs often do not have the power to run a full shift.

Welch Allyn Connex[®] VM

Frequently Asked Questions

- Durability: Consumer PDAs cannot stand the rigors of hospital life

Other Sales FAQs

11. What's the differences between an EMR, HIS, CIS, or electronic nursing documentation system?

Facilities may have implemented any of a range of electronic documentation systems and often call them many things. The important feature for a Connex VM sale is whether the site is documenting vital signs in an electronic system. If so, or they want to start the process, then we should discuss interfaces to send our data to this electronic system. If they don't, then we don't need to have this discussion yet, but you can assure your hospital that we interface using standard methods that most EMRs employ. We'll use the term HIS in these FAQs to cover the range of electronic record systems.

12. What workflow should I recommend?

Connex VM can operate in multiple workflows, making it the most flexible way to capture vital signs data. Please consult with your Clinical Consultant to find the optimal workflow(s) for your hospital's needs.

13. Does your system send data to Acuity?

No, that feature is not available at this time. Connex VM is not intended to transmit data from unattended patient monitors.

Nursing FAQs

14. Can I tell if a device reading was entered into the EMR?

The Connex EVD system confirms data every step of the way to ensure no data is lost and your clinicians can keep working, even if the EMR is down. At the device, you can confirm that data was successfully sent to Connex VM. Due to delays in processing the data into the EMR, we cannot confirm the reading made it out of Connex to the EMR. The only way to know at the bedside if the data is in the EMR, is to look into the EMR.

15.

16. How does the system alert users to unusual readings?

Connex VM helps alert users to unusual readings in several ways including

- showing previous readings for comparison at the time of vitals capture,
- hospital or location specific alerts,
- full graphical and tabular trends,

Welch Allyn Connex[®] VM

Frequently Asked Questions

- highlighted alert values on the home screen and Patient Summary view.
- alarmed readings highlighted, allowing you to see which readings produced a bedside alarm.

17. What features and privileges can be associated with user roles?

Connex VM has three user role levels - Administrator, Clinician and User. These roles are configured during install based on the hospital's needs.

- Users can enter vitals data
- Clinicians can also edit data
- Administrators can access special administration screens.

18. Does the Comments data from the vitals capture screen get transferred into our EMR?

The interface to your HIS is customized during installation. If your HIS has the ability to store the data from the Comments section, then the data can be processed with each patient reading.

19. Can I delete readings? Is there an audit record for these deletions? Are they deleted in the HIS?

Yes, for hospitals using Connex without a separate HIS system, readings can be deleted from Connex VM, if the privilege has been enabled. These readings are hidden from view, but remain in the database marked as deleted. Also an audit record is created noting who deleted the reading and when it occurred.

These readings are not deleted from the HIS. For facilities using an HIS to store our vitals data, we suggest instructing users to delete in the HIS itself.

20. Is there a confirm / sign-off for vitals capture?

Yes. The Connex VM workflow requires users to confirm the readings being saved or sent from the device. The confirmation occurs at the device or Capture Vitals Screen. The user who is optionally identified on the device, or logged in during the capture will be documented in the audit record and can be sent in the HL7 message to the HIS. We do not suggest using an interface to your EMR that requires a duplicate sign off process.

Information Technology FAQs

Welch Allyn Connex[®] VM

Frequently Asked Questions

21. Can Connex VM handle our network security?

Yes. Connex VM will most likely run off your existing network and compute hardware. Connex VM works as an application on that hardware and connects to a central server of your choosing – allowing you to use your existing network security policies.

22. What hardware does Connex VM run on?

The application is designed to run off of your existing Windows-based hardware. Review the IT specifications for optimal hardware requirements.

23. Which symbologies can Connex VM use?

Almost certainly. Welch Allyn Connex VM works with both linear and imager based scanners allowing them to read the widest range of symbologies. When using the mobile computer workflow, and using the scanner attached to the computer it must be configured in a keyboard wedge mode.

The scanners used with CVSM and LXi are imager based, again giving them the widest range of read symbologies.

24. Can I use a thin client to run your application?

Yes. Please consult the technical specifications for information on which thin clients can be used.

25. Can I use my current barcode scanners to run your application? What barcode scanners can be used?

For our mobile computing workflow you can use your existing scanners. For those workflows without a PC, you will need to purchase the scanner from Welch Allyn.

26. What wireless network does your system run on?

Our system runs on your wireless network. The software application is not dependent on a particular network, as the application receives its connectivity from your facility's infrastructure. If you have Windows-based computers accessing the wireless network, then chances are that Connex VM will work there too. For wireless requirements associated with our wireless devices, please consult the device DFU or your sales engineer.

27. How can I add your device to a wireless computer cart?

The facility can customize the type of computer, scanner, and other features of the computer cart – using standard mounting options for our devices. We also have partners that can assist the customer in this customization; contact us for details.

Welch Allyn Connex[®] VM

Frequently Asked Questions

28. How does Connex VM interface to other systems?

Connex VM uses standard HL7 messaging to interface to other systems. Your Sales and Applications Engineers can determine the optimal interface for the hospital's HIS system. XML is also an option for our interface as well.

29. What wireless security standards do you support?

Connex VM software relies on the hospital infrastructure for network connectivity, which handles wireless security. It does not impose or require specific wireless security standards. See the specifications for details on the security needs our wireless vital signs devices.

30. Are HL7 and ADT interfaces (and changes to them) covered under the Maintenance Agreement?

The Maintenance Agreement covers most interface changes for the systems existing at install. For new systems or major upgrades, new interface fees may apply.

31. How does time shown for vitals compare to the time setting in individual devices?

The time setting for vital signs captured directly into the Connex VM system will come from the network server (Computer-based or Triage workflows). VSM, Spot, and Spot LXi device time settings are individually set and are maintained by the hospital. The CVSM will allow for automatic time synchronization through the Connex server. Capture times for Batch Import, Wireless, One-per-bed and Monitoring workflows will reflect the time as recorded by the vitals device.

32. Does Connex VM have an auto-logout feature?

Yes, this feature is available through the administration screens.

33. What kind of security features does Connex VM have?

Connex VM requires a username and password in order for anyone to access the application. Connex's role-based security restricts access to certain features based on configurable user roles.

34. Can users blank the screen after a period time to protect patient privacy?

Yes, the time to blank the computer screen can be set within Windows itself.

35. Can we change the font size in Connex VM?

No.

Welch Allyn Connex[®] VM

Frequently Asked Questions

Biomed FAQs

36. Can I mount your devices on our existing carts? Do you provide any mounting accessory kits?

Yes. Welch Allyn provides a variety of mounting options for our devices, but it is the hospitals responsibility to test the safety and efficacy of the final mounting design. Welch Allyn will provide instructions giving guidance for proper device mounting. Our partners can also assist hospitals in configuring devices and mobile computing devices.

37. What safety tests should we run on our carts if they have a vital signs device attached?

Typical safety tests, such as tip tests, durability, and electrical safety tests should be performed.

38. Will Connex VM work with other vital signs devices?

At the time, Connex VM only works with select Welch Allyn vital signs devices.

Purchasing FAQs

39. Is the Connex VM software on Group Purchase contracts?

The software is listed on select GPO contracts. Welch Allyn devices are included on many contracts.

40. Do you offer a service and support contract?

Yes, the Maintenance Agreement provides users with service, support, and upgrades to the Connex system. All users will be required to purchase this agreement in order to receive product support and upgrades. The Maintenance Agreement is available as an annual fee.

Product FAQ's

41. Can I use the same username and password that my HIS requires?

Usernames are set up through your system administrator and can match other usernames that users may have. Users can change their password when they log in - to match other

Welch Allyn Connex[®] VM

Frequently Asked Questions

passwords they might have. Authentication may be available, please consult with your sales engineer.

42. Can we import usernames and passwords with our system?

You can import a username, but passwords will be set generically. The user will be prompted the change the password on initial log-in.

43. How do I reset my password?

The system administrator can reset the passwords of users who have forgotten theirs. Also, in some instances the user may be able to set their password as well. You will know if you have this privilege by looking under file, change password option is enabled.

44. Can users view patients on other floors if they float between units?

Users are assigned to specific units or "locations" by the system administrator. Users can sort the My Patient List to show patients only on these units. You can search for patients on other units through the View menu, search on the top of the screen, where you can search by name or patient ID.

45. How can we configure the system to allow users to see only their patients in the Patient Summary list?

The Connex VM system uses information from your ADT system to determine patient locations. Many sites adjust the granularity of the ADT locations to subdivide units to match nursing assignments. Thus users could see just the patients in these locations.

46. How do we update patient demographic information?

Connex automatically updates patient information through an ADT feed.

47. Can we enter a vital sign that was taken manually or on another device?

Yes. Connex VM was designed to allow the manual entry of vitals data using the same interface as automated readings - to simplify user training and allow alert features for these manual measurements too.

48. Can I set device alarms from the software?

No, device alarms can only be set from the device (see device Users Manual for details). Patient Alert levels help highlight unusual readings by marking abnormal readings in the Patient Summary and highlight them during data capture on the Capture Vitals screen.

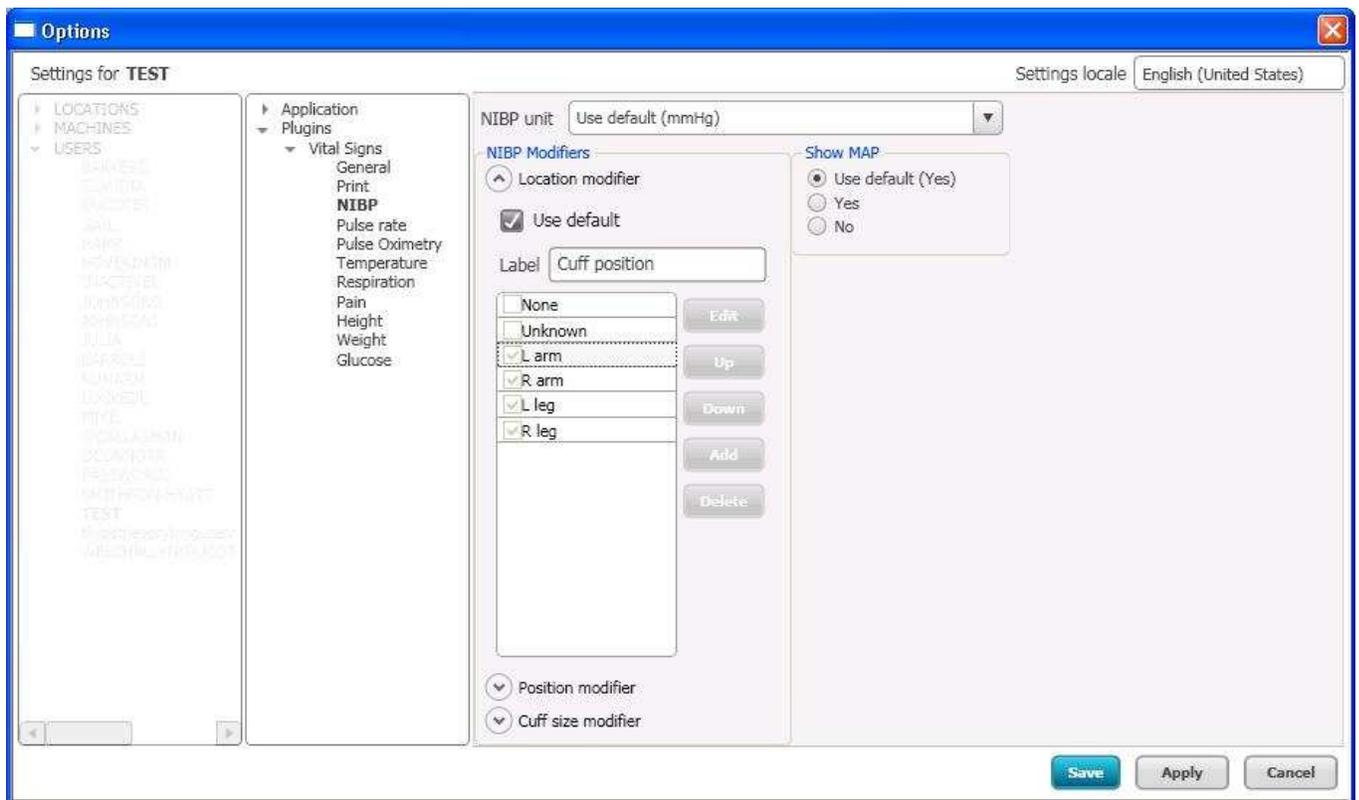
Welch Allyn Connex[®] VM Frequently Asked Questions

49. Can our hospital customize reading qualifiers (such as patient position during measurements)?

Yes. The drop down labels and options in the Connex VM software within are all customizable. The requirements each facility has for these should be identified during the requirements gathering phase, while the application is being customized. See the device DFU, for ability to change qualifiers and manual measurements on specific devices.

50. Can we change units displayed for each value (like kPa vs. mmHg or degrees C vs. degrees F)?

Yes. For example, in the menu Tools, Options, select Plugins, Vital Signs, Temperature, Edit to change the degrees units.



51. Can I print a summary of the patients on my floor?

Yes, the Connex homescreen can be printed, showing the latest vitals captured on all patients shown (as chosen by location).

52. Can I print out a Patient Summary?

Yes. The Patient Summary view will show both graphed and tabular data on the patient, along with demographic details, which can be printed.

Welch Allyn Connex[®] VM

Frequently Asked Questions

53. If I delete a reading in Connex VM, will it be deleted in our HIS?

No. If connected to an HIS, then the HIS will be the final repository of data. In this case, readings should be deleted or modified only in the HIS.

54. Can we review patient information after a patient has been discharged?

Yes. Discharged patients are not systematically deleted from the system. These patients can be found using the Search feature, until deleted from the database by the System Administration using standard database tools.

55. Can I reconcile timed-interval monitor readings to several patients?

No. To prevent misidentifying readings, timed-interval monitor readings can only be imported to one patient. After the data is imported for the first patient, all the other data on the device will be shown for review and printing and then moved to the recycle bin. This data cannot be assigned to a patient; users need to manually document any of these they wish to use.