

VIGILANT

Welcome to the Vigilant Verify IV System Training



Session Topics

Unboxing and Setting up the Printer

- unboxing and setting up video

Usage Instructions

- Usage Instructions (One-pager)
- Video Tutorial

Best Practices

- Reinforcement Suggestions

Gathering Data

- Before and After Data on Label Compliance, Workflow Efficiency, Patient Safety

Tech Concerns

Q&A

Next Steps

- Trial Period (Start & End date, follow-up emails)

Unboxing and Setting Up the Printer

Step-by-Step Installation

01 Unbox the Equipment

- Contents: Printer, barcode scanner, power cable, USB cable, label rolls, laminated instruction sheet.

02 Connecting the Printer

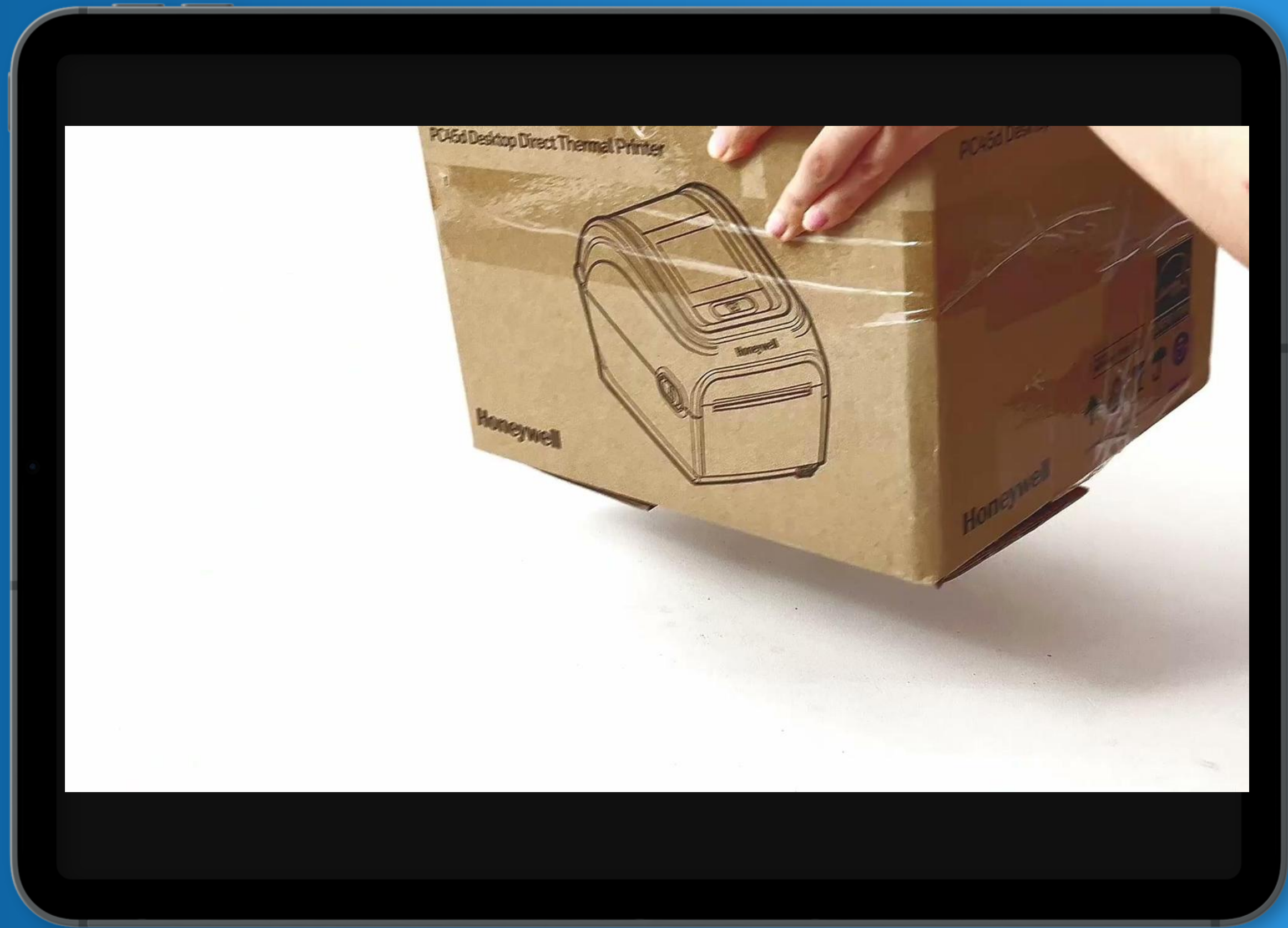
- Plug in the power cable to the printer and connect to a power source.
- Attach the barcode scanner on the back of the printer using the USB port.

03 Loading Labels

- Open the printer cover and place the label roll inside (paper side up).
- Ensure the labels feed correctly through the printer.

04 Initial Setup

- Turn on the printer and wait for it to auto-calibrate
- Run a test scan and check if everything is good and accurate.



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IV TUBE LABELING SYSTEM

Scan the drug barcode.



Once scanned, the printer will print the label.

Compounded Drugs

Press the category of the drug, then choose your medication

(Printer does not recognize compound drug barcodes)



Backtiming Labels

Prior to printing label, press "Exp 96" in bottom left corner, press clock icon, enter # of hours to subtract from current time



Non-drug labels

Press "Misc/Others" and choose the non-med label option.



If not found

Press the "Misc/Others" then choose one of the "Blank Label" options. Print, then write in the drug information



Training Video

Scan the QR code using your phone to watch the training video



For library updates, technical concerns or support, please send us an email at support@vigilantsoftware.io or call (469) 608-1930.

Detailed Usage Instructions

Drug
Labeling

Scan the Drug Barcode:

- Take the drug and scan the barcode using the connected scanner.
- The printer will automatically print the label with relevant drug information.

Non-Drug Labels:

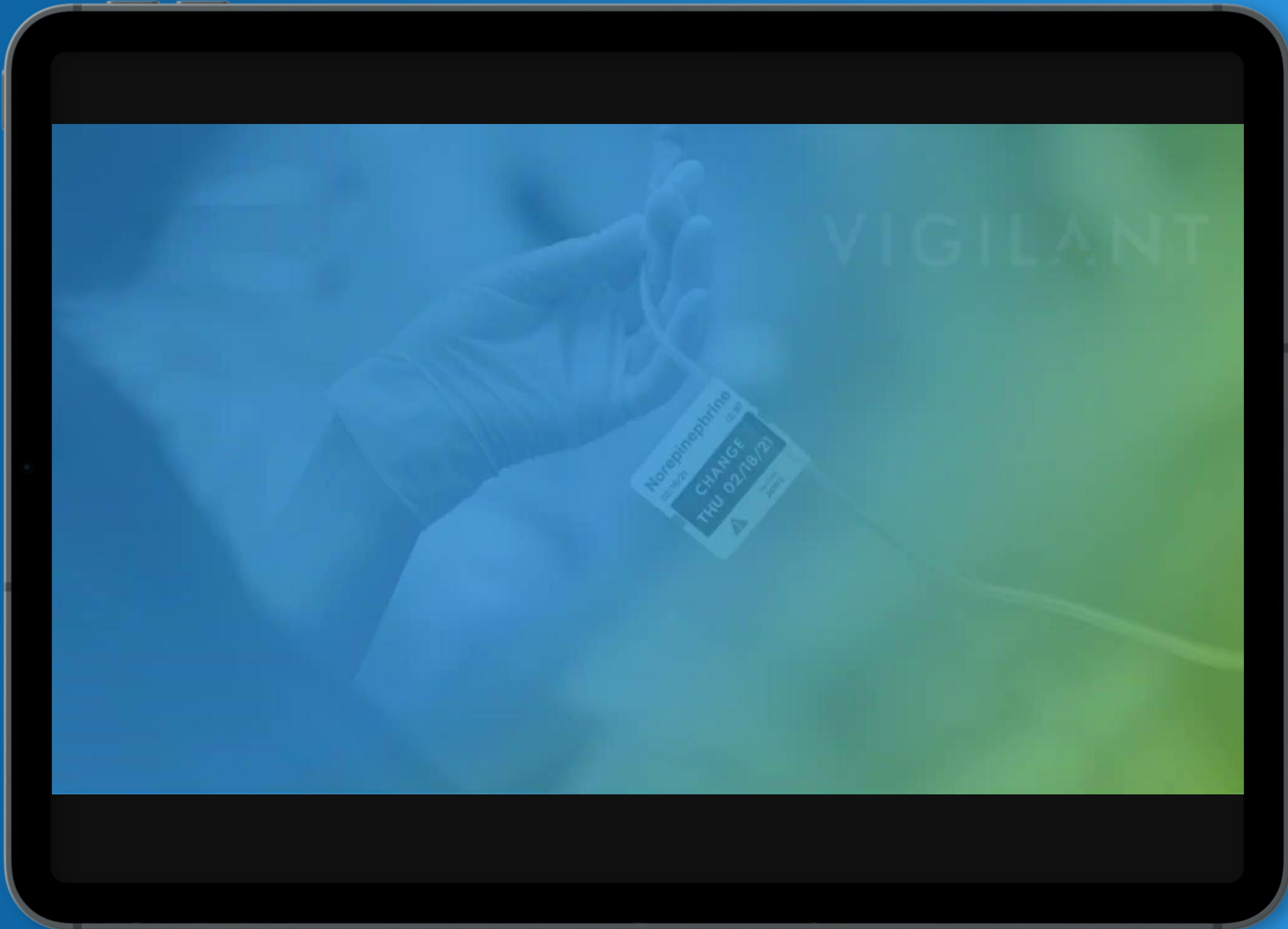
- Press "Misc/Others" on the printer's touchscreen.
- Select the appropriate non-medical label option.

Compounded Drugs:

- Press the category of the drug on the touchscreen.
- Choose the medication from the list. If not found, press "Misc/Others," select the number of hours associated with the drug, and fill in the drug name.

Changing Standard Expiration Rule:

- Press "Exp:96" in the bottom left corner of the touchscreen.
- Choose the expiration and scan the medication or use the touchscreen to input details.



Detailed Usage Instructions

Drug
Labeling

Backtiming Labels:

1. Click on the "Exp 96 Hr" button in the left lower corner of the touch screen
2. Click on the clock icon
3. Select the number of hours you want to subtract from current time
4. Click on the green colored check mark
5. Print your label
6. The printer will default back to original date change settings after label is printed

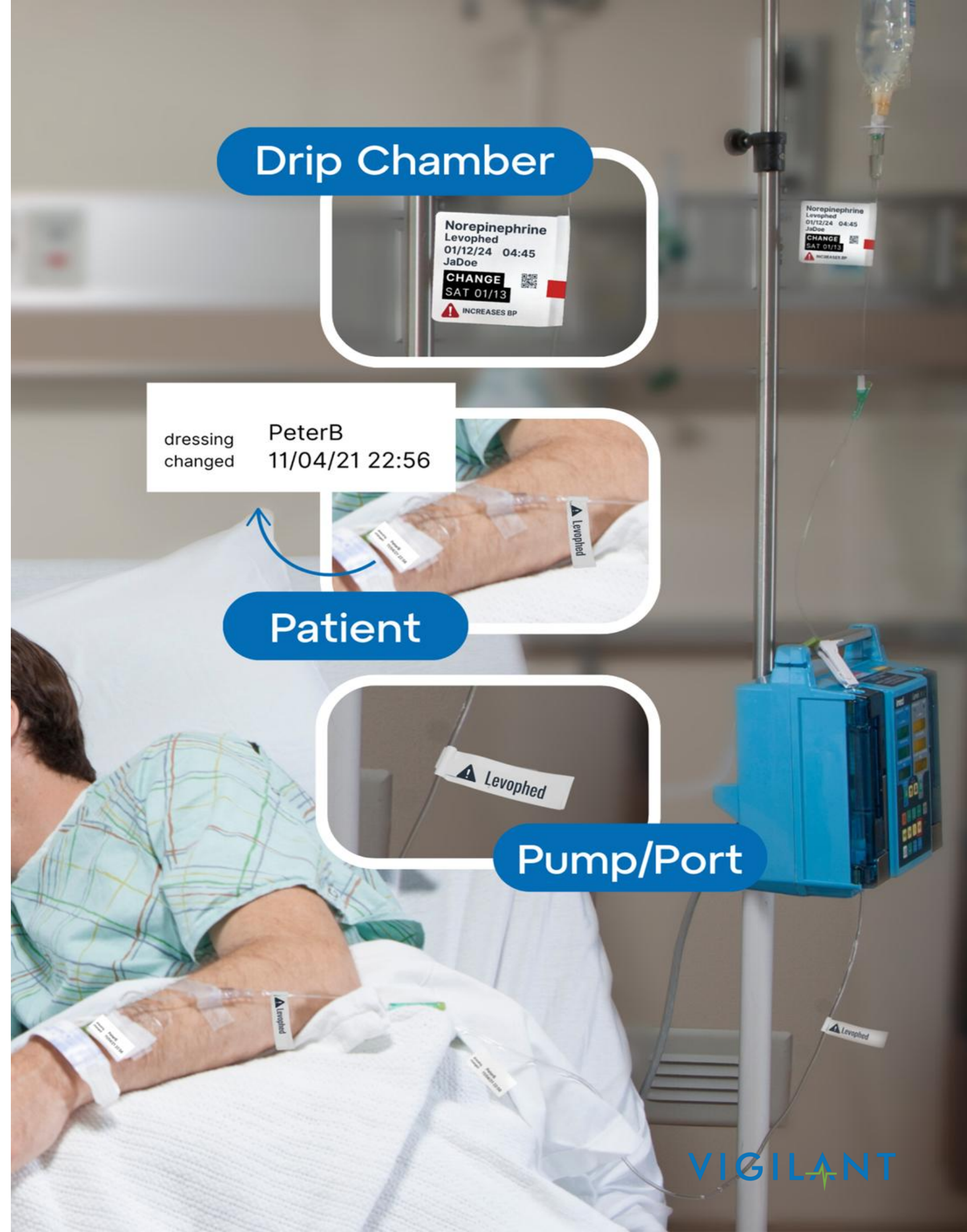
Backtiming Video:

1. Link to Video: <https://vigilantsoftware.io/wp-content/uploads/2025/06/Backtime-Updated.mp4>

Label Placement

Infusion Nurses Society & ISMP recommend 3 labels per tube

- Drip Chamber
- Pump
- Port



Best Practices

Reinforcement Suggestions

01 Standard Procedures:

- Ensure all staff are trained and follow the labeling procedures.
- Maintain consistency in labeling to avoid errors.
- Place the laminated instruction sheet near the printer to ensure everyone is well-equipped to use the system effectively.

02 Suggestions:

- Remove the day of the week labels on the med room or patient rooms to maximize the usage of the automated labeling practice



Gathering Data

01 Gather Nurses' feedback before and after the trial:

- Ask the nurses for feedback on how they feel about the current labeling practice, workflow, patient safety, and compliance. You can pass out a form or a survey link for them to answer (pre-trial and post-trial survey).
- Assess the impact on patient safety, workflow and compliance, to identify areas for improvement.

02 Monitoring Label Compliance:

- Track usage statistics and compliance rates.
- Provide feedback to staff regularly.

03 Addressing Non-Compliance:

- Identify reasons for non-compliance and address them promptly.
- Provide additional training or support if needed.

Technical Concerns

Drug Not Scanning or Printing

Steps to Take:

- Ensure the drug barcode is clear and not damaged.

Updating the Printer:

- If a drug is not in the system or not scanning properly, contact our technical support team.
- We will provide a QR code for the update.

How to Update:

- Scan the provided QR code using the connected barcode scanner.
- The printer will automatically update with the new information.

Technical Concerns

Medication Not on the List

Steps to Add New Medications:

- Contact our support team with the details of the new medication.
- We will update our database and send you a QR code or Vigilant provided USB stick.

How to Update:

- Scan the provided QR code with the barcode scanner.
- The printer will automatically update with the new medication information.
- If update is required via a USB stick, plug the USB stick into the front of the printer, then power cycle the printer
- Update will automatically occur within 45 seconds

Q&A

Next Steps

Trial Period:

- Outline the goals for the trial period.
- Set milestones and checkpoints to evaluate the effectiveness (Follow-up emails).
- Trial Duration (Start date and End Date).



Contact Information

For further assistance and technical support, please reach out to:

Email: support@vigilantsoftware.io

Phone: 1-214-843-0805

Online Form: Scan QR code from Support menu on printer touch screen

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Thank you

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