

Nurse Call Asset Tracking



Overview

Asset Tracking enables hospitals to locate and manage high-value clinical equipment in near real time using RTLS tags integrated with TigerConnect CommonPath. Administrators can create and manage asset records, associate RTLS tags, and control how asset information appears in the Call Answer Terminal (CAT) and the Web Application.

This feature helps reduce time spent searching for equipment, minimize loss or hoarding, and support availability of essential devices across clinical areas.

Prerequisites

System Requirements

- TigerConnect Platform: Asset Tracking requires TigerConnect release 2.14 or later.
- CommonPath: CommonPath must be configured and operational.
- RTLS Infrastructure:
 - Supports RTLS providers integrated with CommonPath, including TigerConnect RTLS.
 - Physical receivers must be installed in areas where asset presence or movement needs to be detected.

Access & Permissions

Administrators must have access to the TigerConnect Admin Console with permissions to:

- Manage Nurse Call / CommonPath settings
- Create and edit asset records
- Configure and manage RTLS integrations

How Asset Tracking Works

Asset Tracking relies on RTLS tags attached to physical equipment. When tagged equipment moves within range of RTLS receivers, location data is sent to CommonPath and reflected across TigerConnect interfaces.

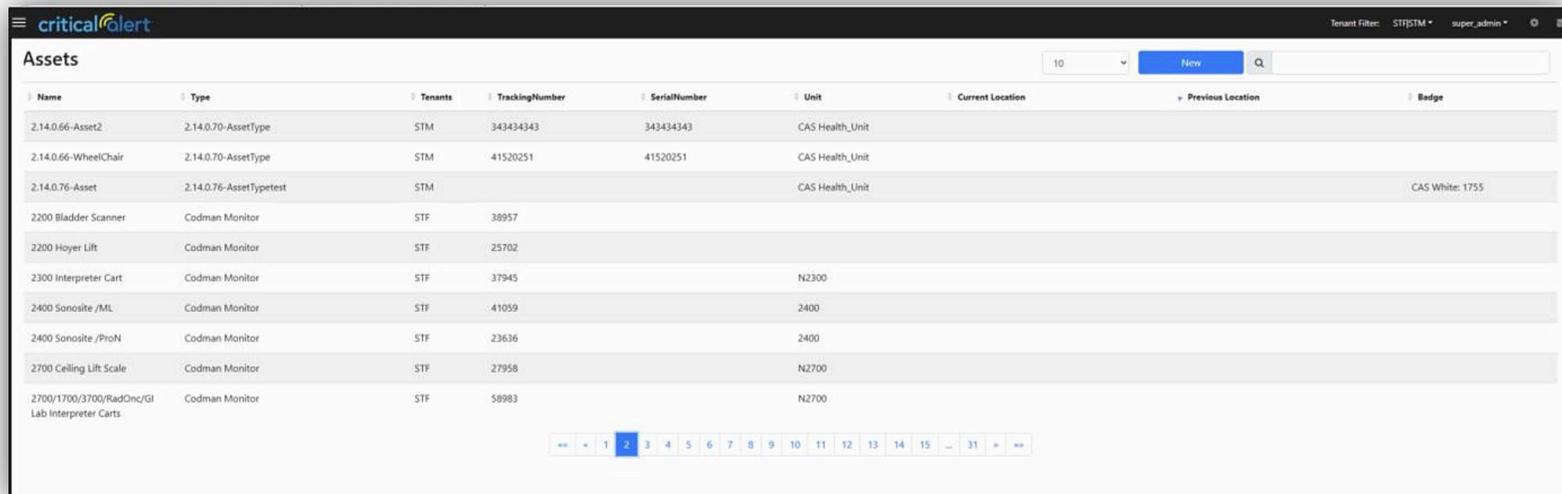
Each tracked item is represented by an asset record that links:

- The equipment identity (asset record)
- The RTLS tag ID assigned to that equipment

Once configured, asset location and status can be viewed and searched from:

- Call Answer Terminal (CAT)
- Web Application

For a successful implementation, assets must be able to be created, viewed, tracked, and searched from both interfaces.



The screenshot displays the 'Assets' management interface in the CriticalAlert system. The table lists various pieces of equipment with their respective details. The interface includes a search bar, a 'New' button, and a pagination control at the bottom.

Name	Type	Tenants	TrackingNumber	SerialNumber	Unit	Current Location	Previous Location	Badge
2.14.0.66-Asset2	2.14.0.70-AssetType	STM	343434343	343434343	CAS Health_Unit			
2.14.0.66-WheelChair	2.14.0.70-AssetType	STM	41520251	41520251	CAS Health_Unit			
2.14.0.76-Asset	2.14.0.76-AssetTypeTest	STM			CAS Health_Unit			CAS White: 1755
2200 Bladder Scanner	Codman Monitor	STF	38957					
2200 Hoyer Lift	Codman Monitor	STF	25702					
2300 Interpreter Cart	Codman Monitor	STF	37945		N2300			
2400 Sonosite /ML	Codman Monitor	STF	41059		2400			
2400 Sonosite /ProN	Codman Monitor	STF	23636		2400			
2700 Ceiling Lift Scale	Codman Monitor	STF	27958		N2700			
2700/1700/3700/RadOnc/GI Lab Interpreter Carts	Codman Monitor	STF	58983		N2700			

Admin Setup Workflow

Step 1: Confirm RTLS Integration

Before creating assets, confirm the following:

- RTLS integration is active and reporting data
- RTLS tag (badge) IDs are available
- Receivers are installed and functioning in required locations

TigerConnect supports both third-party RTLS integrations and TigerConnect RTLS through CommonPath.

Step 2: Create an Asset Record

Create an asset record for each piece of equipment to be tracked.

Common examples include:

- Crash carts
- Infusion pumps
- Wheelchairs
- Other frequently used mobile equipment

Typical asset fields include:

- Asset name
- Asset type or category
- Facility or unit (optional, based on configuration)
- Associated RTLS tag ID

Creating the asset record defines what the system will track.

Step 3: Associate an RTLS Tag

Each asset must be linked to a unique RTLS tag.

Process:

- Obtain the tag ID from the RTLS system.
- Securely attach the tag to the physical equipment.
- Enter the tag ID into the asset record.
- Save the asset and confirm the tag is actively reporting.

Important: Incorrect tag assignment is the most common cause of inaccurate location data. Always verify the tag ID before saving.

Step 4: Validate Location Reporting

After configuration:

- Move the equipment into an area covered by RTLS receivers.
- Confirm the location updates in the asset detail view.
- Allow several minutes for updates, depending on RTLS reporting intervals.

Validate that the asset is visible from both:

- CAT
- Web Application

5. End-User Experience Overview (Admin Reference)

While this guide focuses on administration, understanding the clinical experience supports a smoother rollout.

Clinical staff can:

- Search for assets by name, type, or category
- Filter results by location or status
- View last-known location (room or zone)
- See status indicators such as Available, In Use, or Unavailable (based on workflow configuration)

This supports faster access to equipment during patient care.

6. Best Practices for Administrators

Maintain Accurate Asset Records

- Use consistent naming conventions (for example, Crash Cart – ER 01)
- Update records when equipment is reassigned
- Deactivate or archive retired assets

Monitor RTLS Tag Health

- Track tag battery status (RTLS-dependent)
- Replace or service non-reporting tags promptly

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Validate Receiver Coverage

- Ensure adequate coverage in high-traffic clinical areas
- Coordinate with facilities and clinical engineering teams

Review Asset Data Regularly

- Identify coverage gaps or dead zones
- Detect missing or under-utilized equipment
- Support operational decisions related to equipment distribution

7. Troubleshooting

Asset shows no location

Possible causes:

- Incorrect or inactive RTLS tag ID
- Tag battery failure
- Asset moved into an uncovered area
- RTLS integration temporarily offline

Asset appears in the wrong location

Possible causes:

- Tag assigned to the wrong asset
- Tag physically swapped or removed
- Receiver overlap or RTLS-specific positioning limitations

Asset does not appear in search results

Possible causes:

- Incomplete asset record
- Incorrect naming or category
- Asset marked inactive
- TigerConnect platform not upgraded to release 2.14 or later

8. Frequently Asked Questions

Does Asset Tracking require TigerConnect RTLS?

No. Asset Tracking works with any RTLS provider integrated with CommonPath, as well as TigerConnect RTLS.

Where can staff view asset locations?

Asset locations are available in the Call Answer Terminal (CAT) and the Web Application, depending on workflow setup.

What equipment can be tracked?

Any mobile or high-value equipment with an attached RTLS tag, such as crash carts, infusion pumps, and wheelchairs.

About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.



841 Apollo St. Suite
200 El Segundo, CA
90245

www.tigerconnect.com