



FRONTLINE QUICK-REFERENCE HANDBOOK

Care Scan Scanner User Guide

Starting rounds, scanning rooms, recording outcomes, working offline, and ending a session

Version 1.2 • September 2026 • Care Scan software 1.0.20 • Harborview Senior Living training example

Emergency reminder: The scanner records room-check observations. It does not replace immediate care, clinical judgment, verbal escalation, emergency response, or facility downtime procedures.

Scanner quick start

Hold the scanner vertically with USB-C pointing downward. The screen and touch regions are designed for this orientation.

Step 1 — Wake the scanner

Touch the dark screen once or present a tag. The first touch wakes the display without choosing the control underneath it.

Step 2 — Scan your staff badge

Wait for SCAN STAFF BADGE, then hold your assigned badge near the NFC reader until the scanner confirms it.

Step 3 — Scan a room tag

On ROUNDS ACTIVE / READY, hold the scanner near the room's NFC tag. Remove the tag after the confirmation signal.

Step 4 — Record the observation

Tap the green IN BED area or the amber NOT IN BED area. For Not In Bed, choose the displayed reason.

Step 5 — Confirm SAVED

Do not move on until SAVED appears. Saved means the event is stored on the scanner; the footer shows whether it has synchronized.

Step 6 — End rounds

Scan the same staff badge again, then tap END ROUNDS. Use CANCEL if you scanned the badge accidentally.

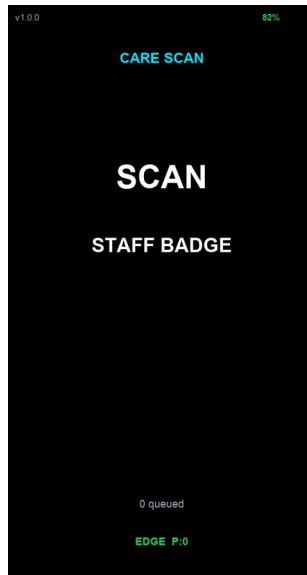
The confirmation signal

- A successful badge or room scan uses three rising tones followed by vibration.
- A low error tone means the action did not complete; read the screen before retrying.

SCANNER WORKFLOW

Start a rounds session

A session begins only after an authorized staff badge is accepted.



Idle screen: scan your assigned staff badge.

Step 1 — Check the device

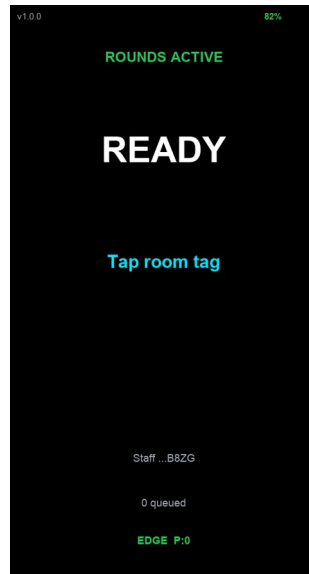
Confirm the scanner label and assignment, battery percentage, and footer status. Use the correct scanner for your unit or cart.

Step 2 — Present your badge

Hold the badge flat near the NFC reader until you hear the rising tones and feel vibration.

Step 3 — Confirm READY

The screen changes to ROUNDS ACTIVE / READY and shows the suffix of the active staff token. Never continue under another person's session.



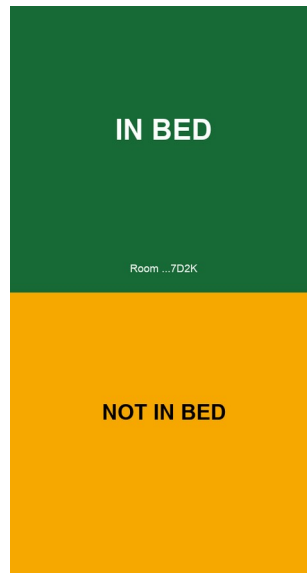
Ready screen: present a room tag to begin a check.

Different badge: If the screen reports Badge not authorized or Different staff badge, do not borrow another badge. Contact a supervisor or administrator.

SCANNER WORKFLOW

Record a routine observation

Each active checkpoint requires one observation per round by default. Some checkpoints may require additional, separately recorded observations.



Outcome screen: the top half records In Bed; the bottom half opens Not In Bed reasons.

Step 1 — Confirm the physical room

Read the door or location label before presenting the tag. A tag proves which checkpoint was read, not the quality of care.

Step 2 — Present the room tag

Hold the scanner near the NFC tag until the success signal. Remove it before another scan; the same tag must be removed and presented again to read twice.

Step 3 — Choose the observation

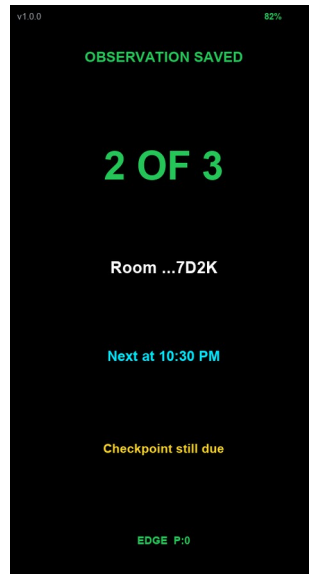
Tap the green upper half for IN BED. Tap the amber lower half for NOT IN BED.

Step 4 — Wait for SAVED

The scanner writes the event to durable local storage before displaying SAVED. If SAVED does not appear, the event was not recorded.

Step 5 — Check observation progress

When extra observations are required, read the displayed sequence, such as Observation 2 of 3. If Observation too soon appears, return at or after the displayed due time; the early attempt did not count. If no outcome is chosen within two minutes, the room scan is canceled. The checkpoint remains due until all required observations are recorded.

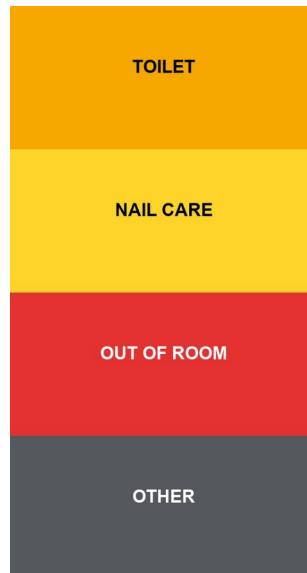


Observation progress: the event is saved, but this checkpoint remains due until all required observations are complete.

SCANNER WORKFLOW

Record Not In Bed

When the resident is not in bed, select the most accurate facility-approved observation shown on the scanner.



Not In Bed reasons: Toilet, Nail Care, Out of Room, or Other.

Step 1 — Choose the reason

Tap TOILET, NAIL CARE, OUT OF ROOM, or OTHER. Choose only what you observed; do not diagnose or speculate.

Step 2 — Follow care and escalation procedures

The digital entry does not replace immediate assistance, a nurse call, emergency response, or verbal handoff.

Step 3 — Confirm SAVED

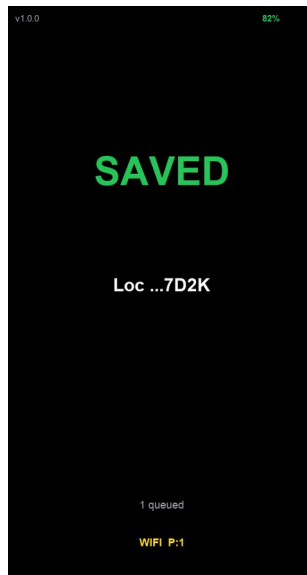
Wait for the saved screen and review the queued count and connectivity footer.

Minimum necessary: Do not place resident names, diagnoses, or unrelated details on tags or in scanner workflows.

SCANNER WORKFLOW

Understand Saved and synchronization

Care Scan separates local saving from server synchronization so a network interruption does not erase a completed entry.



Saved locally with one event queued while Wi-Fi is connected but the edge server is not confirmed.

Read the footer

- EDGE P:0 — the facility server recently responded and no events remain pending.
- WIFI P:n — Wi-Fi is connected, but server reachability is not confirmed; n events are pending.
- OFFLINE P:n — Wi-Fi is unavailable; n events are retained on the scanner.
- C:n — events require conflict review. F:n — delivery attempts have failed and require attention.
- STORAGE ALMOST FULL — stop and escalate according to downtime procedure before capacity is exhausted.

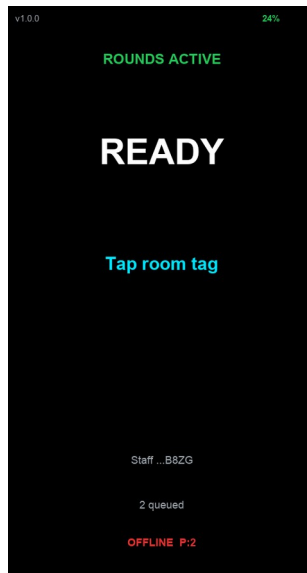
Never duplicate: Do not repeat an entry solely because P:n is greater than zero. If SAVED appeared, the event is retained and the scanner will retry automatically.

Required repeats are different: Repeat a checkpoint only when Care Scan shows that another observation is required. A synchronization retry is automatic and never requires another room observation.

SCANNER WORKFLOW

Work safely while offline

An approved session can continue without Wi-Fi because events are saved locally. The red OFFLINE footer makes the delivery state visible.



Offline ready screen with two locally saved events waiting to synchronize.

Step 1 — Confirm the offline state

Read OFFLINE and the pending count. Keep the scanner powered, secure, and within the facility.

Step 2 — Continue only under policy

Continue room checks only if the scanner permits the active session and facility downtime policy allows it.

Step 3 — Escalate urgent observations verbally

A queued event is not a delivered alert. Follow the facility's verbal and emergency escalation path immediately.

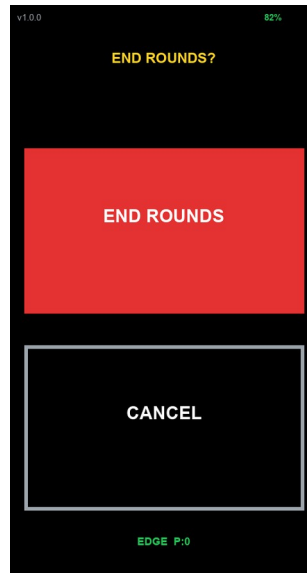
Step 4 — Reconnect and monitor

Wake the display near the approved network. Wi-Fi wakes and queued scans retry. Confirm that the pending count returns to zero.

SCANNER WORKFLOW

End a rounds session

Scan the same active staff badge when you are ready to sign out of the scanner.



End Rounds confirmation: choose the red action or cancel and return to rounds.

Step 1 — Review outstanding work

Check the current round and pending count. Complete the facility's handoff for missed, unresolved, or offline work.

Step 2 — Scan your badge again

The scanner opens END ROUNDS? only for the badge that started the current session.

Step 3 — Confirm or cancel

Tap END ROUNDS to request an immediate synchronization attempt and clear the active user. Tap CANCEL if you need to continue.

Step 4 — Verify sign-out

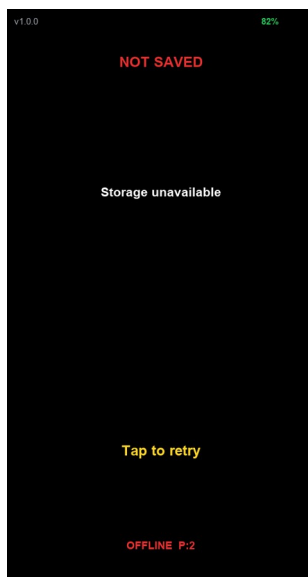
The scanner returns to SCAN STAFF BADGE. Dock or secure it according to local practice.

Automatic end: A session also ends after the server-configured shift duration—eight hours when no schedule has been configured.

SCANNER WORKFLOW

Handle errors and timeouts

The red NOT SAVED screen means the event was not committed. Read the reason before retrying.



Not Saved example: local storage is unavailable.

- Invalid NDEF tag — use a facility-programmed staff badge or room tag.
- Scan staff badge — a room tag was presented while the scanner was waiting for staff authentication.
- Badge not authorized — contact a supervisor or administrator; do not use another person's badge.
- Different staff badge — the presented badge does not match the active session.
- Observation too soon — another observation is required, but its minimum interval has not elapsed; return at the displayed due time.
- Storage unavailable or Storage failed — stop digital rounds and follow downtime procedure; do not claim the event was saved.
- PN532 not found — the NFC reader is unavailable; remove the scanner from service and notify support.

Step 1 — Read the entire message

Record the exact screen text, local time, scanner label, battery percentage, and footer status.

Step 2 — Tap once to return

For recoverable errors, tap to return to READY or SCAN STAFF BADGE, then retry only after correcting the cause.

Step 3 — Escalate persistent failures

Do not repeatedly scan, power-cycle, clear local scans, or reset enrollment unless an authorized procedure instructs you to do so.

SCANNER WORKFLOW

Wake, sleep, battery, and charging

The scanner saves power automatically without disabling touch or NFC.

- The backlight turns off after 30 seconds of ordinary inactivity.
- Decision, confirmation, error, and programming prompts remain visible for up to two minutes.
- The first touch on a dark display wakes it without selecting the control beneath the touch.
- Presenting a new NFC tag wakes the display and processes the tag normally.
- While asleep, Wi-Fi turns off. Touching the display or presenting a tag wakes Wi-Fi and synchronization resumes.
- Battery percentage is an estimate. Charging can make the displayed percentage jump before charging is complete.
- Keep the battery rocker on while charging. Use the device's charge-status LED to confirm charging completion.

Low battery: At 25% the battery indicator is yellow; at 10% it is red. Dock or charge the scanner before it interrupts rounds.

SCANNER WORKFLOW

Program a room tag or staff badge

Programming starts in the authorized Care Scan portal and appears on an idle scanner after any active staff session ends.



Programming prompt: hold one assigned NFC tag near the scanner.

Step 1 — Confirm the target

Read ROOM TAG or STAFF BADGE and the displayed target name. Stop if it does not match the physical item.

Step 2 — Present one tag

Hold exactly one supported NTAG215 near the scanner. A blank tag is written and read back automatically.

Step 3 — Handle existing content

If TAG NOT BLANK appears, verify the target and tap REPLACE only when authorized. Otherwise tap CANCEL.

Step 4 — Wait for TAG READY

Do not label or deploy the tag until the scanner reports TAG READY and the portal records successful verification.

Privacy: The tag receives only an opaque Care Scan value. It does not store a room label, staff name, resident name, credential, or URL.

SCANNER WORKFLOW

Scanner troubleshooting checklist

Use the least disruptive action first and preserve saved events.

Before calling support

- Read the full screen, footer, battery percentage, queued count, and scanner firmware version.
- Confirm that you are using the correct staff badge or room tag and that it was removed before retrying.
- Wake the display and allow the approved network time to reconnect; do not repeat saved entries.
- If STORAGE ALMOST FULL, NOT SAVED, PN532 not found, C:n, or F:n persists, follow downtime and support procedures.
- Report the scanner label, assignment, displayed version, exact time, exact message, and whether SAVED appeared.
- Never share passwords, Wi-Fi credentials, device credentials, or resident-identifying information in an ordinary support request.

End-of-shift scanner check

- The screen has returned to SCAN STAFF BADGE.
- Pending P:n is zero, or the pending count and handoff have been reported.
- The scanner is clean according to facility and manufacturer instructions, undamaged, and returned to its assigned dock or secure location.
- Low battery, damaged tags, missing scanners, and persistent errors have been reported.

Prototype status: Confirm current release notes, pilot approval, facility policy, and training before clinical or production use.