

In Use

Q. Why do I need to flip the Smartz® pod in towards the abdomen?

A. To record the position, time in position, and temperature readings accurately. Also, to reduce tampering by Patients.

Q. Why do I need to clip the Smartz® pod onto the new Smartz® brief before discarding the previous brief?

A. To prevent the Smartz® pod from being accidentally discarded or lost when changing the Smartz® brief.

Q. Why does my Patient immediately revert from green to red on dashboard after a new brief has been applied?

A. The pod has immediately detected some wetness around the brief after the change. Check and change any wet clothing or linen.

Q. Why is the icon still green when the brief has some wetness?

A. If the brief has not reached over half of its capacity, the icon will remain green until further wetness occurs. Green signifies that the brief is not yet approaching time-to-change, not that it is completely dry.

Q. Why is there an alert to change the Patient's brief when it is not full?

A. After 12 hours in the Smartz® brief OR the capacity of the pad can't be measured for a typical brief cycle period OR if a time in brief goal has been set the system automatically initiates a time to change notification irrespective of capacity.

Q. Why does my Patient experience leakage?

A. The Brief may not have been applied correctly. Review your Manufacturer's brief application guide/video.

The Brief may not be the correct size.

The alerts may have not been attended to in a timely manner.

Q. Why are there holes in the brief's sensor lines?

A. The Patient may have been pulling on the pod and/or too many pod clips/re-clips may have caused damage to the brief's sensor lines.

Q. I have an agitated Patient. How can I still get the most out of the Smartz® system?

A. Connect the Smartz® pod first onto the Smartz® brief out of sight of the agitated Patient.

Q. Why did the system not notify me when the Smartz® brief was filled with faeces?

A. The system does not detect faeces. Please follow your normal protocols, typically odour, to monitor for bowel movements in the brief.

Smartz® pod

Q. How do I know if the pod is not clipped onto the brief correctly?

A. A 'Reclip' notification will be shown under the 'Action Required' on the Group dashboard.
No green light flashes on the pod when clipping to the brief if applied incorrectly.

Q. Why can't I see the short green light flashes when clipping the Smartz® pod on the Smartz® brief?

A. The pod is not clipped on correctly.
Line up the gold pins on the pod with the sensor lines on the brief. The Smartz® pod battery needs replacement.

Q. Why is the indicator light on the Smartz® pod flashing red?

A. The battery needs to be replaced as per the battery replacement instructions.
Additionally, the dashboard will display a notification to replace the battery under the 'Action Required' section.

Q. Why can't I see the green light flashes on the Smartz® pod when inserting a new battery?

A. The battery has not been inserted correctly.

Q. Why can't I find the Smartz® pod number?

A. The unique Serial Number (SN) is located on the inside of the Smartz® pod lid.

Q. Can I change the pod for my Patient?

A. Yes, the pod can be changed by selecting a new pod on the Patient's Individual page or the 'Manage' tab.

Q. How do I clean my pod effectively?

A. Clean and inspect the Smartz® pod as per the instructions in the User Manual.
The Smartz® pod is not waterproof, however it is IP54 rated for protection from water splashes from all directions and dust ingress.
Dry the pod and its gold teeth before re-use.

Q. What happens if the pod gets lost?

A. Notify your Smartz® Product Champion. Check any waste containers with the last used briefs for the Patient associated with that pod.

Q. Will the pod cause excoriation on the skin?

A. No, follow your general hygiene procedures. Always clean and dry the pod thoroughly between changes.

Smartz® dashboard

Q. Why can't I log into the dashboard?

- A.** Check that you have correctly typed in your username and password.
The dashboard runs on Chrome, Edge, or Safari browsers.
The password can be recovered using the link on the sign-in page.

Q. Why can't I see the dashboard in my language?

- A.** You have not selected your language from the drop down shown on the top right of the dashboard, or your language is not supported.

Q. The Welcome carousel screens moves too quickly. How can I select a different slide?

- A.** Hovering or tapping into the slide window will pause the carousel from moving to the next screen. Use the arrows on the left and right of the slide or the slide indicators below to select the one you would like to view.

Q. Why can't I see any Patients on the dashboard?

- A.** No Patients have been added to the dashboard, or the wrong filters have been set.
Go to the 'Quick actions' to add a Patient.

Q. Why am I notified 'There are no pods registered in this organisation' when following the 'Add Patient' steps?

- A.** Because the pod has not been added to the organisation. Add the pod to the organisation in order for it to be selected.

Q. How do I assign a pod to a Patient?

- A.** From the Group dashboard, click 'Add Patient' on the right side of the monitor.
From the home page, select the 'Add Patient' under the 'Quick Actions'.
Enter the information as requested.
Select an already existing facility or Add/Edit facility.
Select a registered pod, add Patient's brief information and tap 'Add'.

Q. How do I know which pod is assigned to my Patient?

- A.** The assigned pod number is shown next to the Patient's name in the filter panel at the top of the dashboard.

Q. How do I reassign a pod to my Patient?

- A.** Tap into the Patient on the dashboard. Select 'Edit' on Individual Patient page. Tap on 'Devices', Select pod from the dropdown menu and save.

Q. How do I add more floors and rooms to my facility when creating a new area?

A. Select dashboard or 'Manage' and 'ORGANISATION'. Go to 'Facility & Rooms', click on the plus icon to add a new facility/building, floor or room.

Q. Why am I notified to change the brief before it is fully saturated?

A. Smartz® indicates a time-to-change slightly before any possible risk of leakage. This method greatly reduces risk of leakage, which can lead to skin irritation and the need to change bed linen. Additionally, the Patient may have been in the brief for 12 hours or the 'Time in Brief' goal has been exceeded. The capacity in the brief will vary depending on the Patient's position.

Q. Why is the 'Body Position' indicator inaccurate?

A. The pod is not positioned correctly on the Patient.

Q. Why can't I see any data on the Voiding Chart, Pad Fill Profile, and Position Chart?

A. The correct date(s) on the calendar have not been selected.

Q. Why does the 'External Humidity' show?

A. The Smartz® pod has detected fluid/moisture on the area outside of the brief. Check for wetness on sensor lines, pod, wet clothing or linen.

Q. Why do I see the 'Analysing' symbol on the dashboard?

A. The pod is checking the connection to the Smartz® brief and once established the icon will change to indicate the status. You do not have to do anything.

Q. Why has my Patient a 'Lost Connection' displayed?

A. The Patient is outside the coverage area.

Q. Can existing devices be used e.g. iPads and iPhones, to access the Smartz® dashboard and to install the Smartz® Notification App?

A. Yes, you can use any Apple or Android device to access the dashboard and install the app. App and Play store Apps will indicate any minimum Operating System requirements.

Q. How do I set goals for my Patient?

A. Set goals from the Individual Patient page OR select the 'Patient' tab and then the 'Goals' section to set the desired goal.

Q. Why are the goal settings not showing in the 'Goals' tab?

A. The goals have not been selected and saved. A blue flag in the Patient's window and 'Goals' tab will show once a goal has been set.

The correct Patient has not been selected or the desired range for the goals have not been saved.

Smartz® Notification App

Q. How do I download the Smartz® Notification app?

A. Go to the App or Play store and search for 'Smartz Notification app'. Follow the instructions to download and install the app.

Q. How do I choose all relevant notifications I want to receive?

A. To choose the notifications go to the Edit pencil at the top right of the Patients notification window. Tap the relevant notifications to turn these 'ON' or 'OFF'.

Q. Why aren't I receiving any notifications?

A. You have not correctly selected and subscribed to all notifications you would like to receive on your device.
The goals for your Patient have not been set on the dashboard.
The Patient's Smartz® pod is not clipped to the Smartz® brief.
The device is not in Wi-Fi range.
The login details you are using are incorrect.

Q. How do I change the language in the Smartz® Notification app?

A. You can change the language in 'Setting' and choose from the drop-down menu.