



CertaScan Newsletter–August 2022

YOUR NEWBORN FOOTPRINTING SOLUTION



Parent Education Letters

Please make sure the CertaScan Parent Education Letters (English & Spanish) are given to each patient. You can add them to your admission packets or your discharge paperwork. If you cannot find the digital copies that were provided during the initial launch, you can always find the most recent version under the document section of our training website: training.certscantek.com.

Getting a Good Footprint is Important



Too Dark **Just Right**

It is extremely important that the footprints you capture are a **MEDIUM GRAY** color. If your footprints are DARK GRAY or BLACK, you have too much moisture on the foot. **When the foot has too much moisture it makes it difficult to see the details of the foot that are used for identification purposes.** We recommend only wiping the foot ONCE with the **Alcohol Prep Wipe**, Baby Wipe OR Water Wipe so you don't apply too much moisture. If the foot is too moist, remove the foot and let it dry slightly then place it back on the scanner and press the capture button.

Record Review Screen - A Quick Check Saves You Time

It is extremely important that each staff member takes a few seconds to review all the information that is entered into the CertaScan system during the footprint session before completing the record. The Record Review Screen appears at the end of each session so that staff members can easily review and edit any information before completing the record. Once the birth metric data has been reviewed and accepted, it is saved and transmitted instantly via WIFI and can no longer be edited at the hospital. Data errors will be printed on the Keepsake and the data will also be incorrect on the Parent Portal when mom logs on. If necessary, you can simply start over and complete a new footprinting session on the baby using the correct information. Check your inputs on the Review Screen and save time!

Mom's Parent Portal Password



When creating mom's password to the website, it's extremely important to use the password methodology that was taught by the CertaScan trainer during your launch week. The password should be all lowercase letters and should NOT include numbers or special characters. If a mom forgets her password, she can go directly to firstfootprint.com to request help.



CERTASCAN SUPPORT TEAM INFORMATION

Your Account Manager? Karen Wellspeak kwellspeak@certscantek.com
Accounting Questions? Email accounting@certscantek.com
General Information Questions? Email info@certscantek.com
Keepsake Data Changes? Email support@certscantek.com
Training Questions? Email training@certscantek.com
Technical Support Questions? CALL 1-800-240-9232

KEY AFFILIATES



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