CertaScan Newsletter–March 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.**

8.4.2 Software Update & Training

We are approximately halfway done updating all the CertaScan units to our new 8.4.2 software. The software includes features such as Session Timeout Settings, Enhanced Edit Function on the Record Review Page, and being able to change network printers from the Main Menu Screen. Before we update your system, your team members will need to complete the 8.4.2 Software Training Video on the training.certascantek.com website. This video is only 10 minutes long and will cover important information on how to use the new features properly. Please feel free to reach out to our training department at training@certascantek.com with any questions, or if you need to add this video to your Learning Management System.

Record Review Screen

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 <u>before completing the record</u>. 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 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@certascantek.com
Accounting Questions? Email accounting@certascantek.com
General Information Questions? Email info@certascantek.com
Keepsake Data Changes? Email support@certascantek.com
Training Questions? Email training@certascantek.com
Technical Support Questions? CALL 1-800-240-9232

KEY AFFILIATES

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