



CertaScan Newsletter– April 2023

YOUR NEWBORN FOOTPRINTING SOLUTION



UPDATED TRAINING VIDEO NOW AVAILABLE

The main training course has been fully updated and is now available to all hospitals. Please ensure every new hire completes the online course before using the CertaScan equipment to ensure the user knows how to properly complete a footprint session. Also, if your location has had the CertaScan system for 2 or more years, we recommend that all staff complete the course as there have been several incremental changes over the last couple of years.

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 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. Data errors will be printed on the Keepsake and the data will also be incorrect on the Parent Portal when mom logs on. If you make a mistake and do not catch it, you will need to start over and complete a new footprint session. Check your inputs on the Review Screen and save time!

REPORT ALL TECHNICAL ISSUES

It is important that your CertaScan Safety System works properly and consistently. If you encounter a technical issue with your system, report the issue to the CertaScan Support Team by dialing 1-800-240-9232. Most issues can be resolved in less than 3-5 minutes. You can also reference your Tip Sheet that is in the basket. Our team can remote into your system so they can see the issue as it is happening.

CAPTURE GOOD QUALITY FOOTPRINTS

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.



Too Dark



Just Right

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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