Keystone Healthcare

Falls Prevention Safety Equipment

At Keystone Healthcare, we understand the importance of falls prevention equipment and the integral role it plays in reducing injury, minimising both physical and legal risks, and protecting the wellbeing of patients.

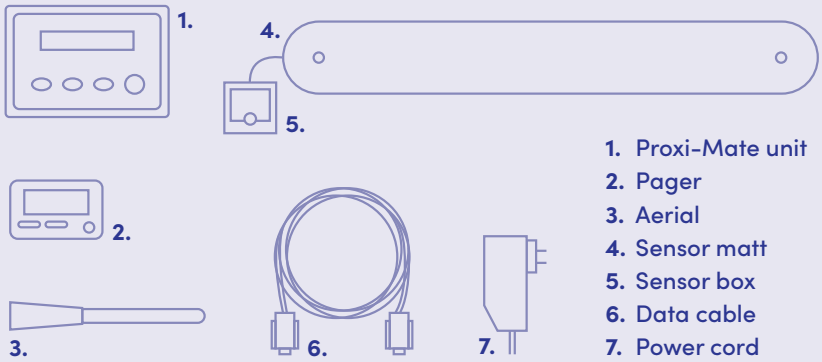
Keystone Healthcare Services
1300 547 877 | keystonehealth.care

PROXIMATE

Proxi-Mate

Wireless System User Guide

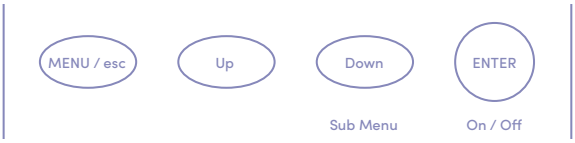
Components



1. Proxi-Mate unit
2. Pager
3. Aerial
4. Sensor matt
5. Sensor box
6. Data cable
7. Power cord

Setup

1. Connect the data cable (6) to the sensor matt (4) and the Proxi-Mate unit (1).
2. Ensure that you have a good connection by tightening the finger screws.
3. Connect the aerial (3), this will provide approximately 150m range to the pager.
4. Connect the Proxi-Mate unit (1) to the power cord (7) and plug into a power point. **Note: needs to be always connected to the power supply.**
5. Place the sensor matt directly underneath the patient. **Note: the sensor matt should only be under one layer of linen such as the initial sheet or a pillowcase and be placed on top of any continence aids (Kylies, Blueys etc).**
6. Press the ENTER button to turn on the Proxi-Mate unit (if off).
7. Press the ENTER button a second time to activate/re-arm the sensor matt.
8. The sensor box will have a **GREEN LIGHT** indicating sensor matt is activated. Please ensure this is on before leaving the room.



Changing Display Message / Bed Number and the Alarm Sound

1. Press the DOWN button to access the soft menu.
2. 'DELAY SOUND' screen.
   Press the DOWN or UP buttons to change between OFF/LOUD/CHIRP. **Note: it is recommended that this setting be left on OFF.**
3. Press the ENTER button to confirm your selection and move to the next menu.
4. 'ALARM SOUND' screen.
   Press the DOWN or UP buttons to change between OFF/LOUD/CHIRP. **Note: if the alarm is set to silent or chirp, a message will appear warning this when arming the unit.**
5. Press the ENTER button to confirm your selection and move to the next menu.
6. 'MSG, ENT TO CHG' screen.
7. Press the ENTER button to confirm your selection and move to the next menu.
8. Confirm 'CHG MSG' screen.
   Press the DOWN or UP buttons to change between yes or no.
9. Select no and press the ENTER button to leave the soft menu.
10. Select YES and press enter to change the message.
11. Press the DOWN or UP buttons to change adjust the displayed LETTERS/NUMBERS/FULLSTOP.
12. Press ENTER to confirm each character and repeat until you have the desired message. **Note: press the MENU button to back space.**
13. Once you have the desired message, use the DOWN button to select the full stop and press ENTER. This will confirm your message.
14. Press the MENU/ESC button to exit to the main screen at any time.

Troubleshooting

1. **Message 'Access Denied'**
   - The batteries are flat, please call our office or log a fault so a member of our team can replace them.
2. **I have dropped the box and it rattles**
   - The batteries may be loose, please call our office or log a fault so a member of our team can replace them.
3. **Message 'Sensor Not Found'**
   - Ensure that the data cable has a tight connection to the sensor matt and Proxi-Mate unit.
   - **Labelled warning:** the batteries may be loose.
4. **How do I tell if the unit is armed?**
   - The Proxi-Mate screen will display ON, along with the sensor box having a green LED illuminated.

5. **How do I switch off the Proxi-Mate?**
   - Hold down the ENTER button. Hold down the enter button, for 3-5 seconds. A message will display SLEEP MODE and the screen will not display any information. **Note: it is best to keep the unit in sleep mode when not in use.**

Care and Cleaning

1. All of the components and cables can be wiped down and sanitized using hospital-grade wipes.
2. Do NOT submerge any part of the Proxi-Mate unit in water, this will lead to damge.
3. Do NOT tightly wind up or bend the cables or sensor matt. They can be loosely rolled for storage.

Ask to speak to your account manager

or

Call our help desk on **1300 547 877** if you require further guidance or information.