

Jubo Health Technologies

VitalLink App and

VitalLink Web Portal

User Guide

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Getting started

PointClickCare Marketplace Activation

VitalLink seamlessly integrates with PointClickCare, providing you with a holistic view of your resident data. To set up the integration, you must first activate your organizations PointClickCare Marketplace account. To request an activation, you must have authority and access to your organizations PointClickCare Enterprise Management/Administrator Console. Once a specific security role is assigned to your PointClickCare profile, you will be able to view and manage integrations through the **Manage Integrations** area, where you will be asked to specify:

- **The legal name of your organization.** (The electronic form has a field, Legal Organization Name, which must indicate your organization's official legal name as registered with the Secretary of State or Secretary of Commonwealth [US] or with the Provincial or Federal Ministry [Canada] that your company was formed in)
- **The application you wish to enable: **Jubo VitalLink****
- **The names of the facilities at which you wish to enable the integration.**
- **The name of the person submitting the integration request.**
- **You also must read and agree to the Terms of Agreement, to authorize PointClickCare to share personal health information with Jubo Health Technologies (Jubo).**

For more information on activating VitalLink, please see:

[PCC_Self_Serve_Activation_for_Marketplace_Applications_Quick_Start.pdf](#)

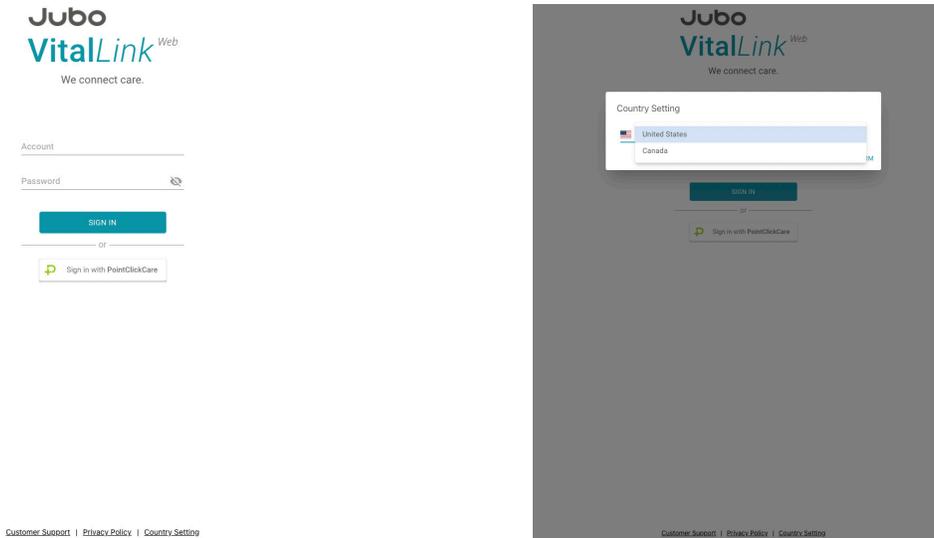
You will receive an email from Jubo **one week prior** to your start date with your VitalLink Administrator login information.

Once synced with PointClickCare, residents' data will automatically populate in the VitalLink app.

VitalLink user set up

1. From the log in screen, select **Country Setting** in the bottom right-hand corner and select **Canada** or **United States** from the drop-down menu. Click **Confirm**.

As the VitalLink Administrator, log into your VitalLink Web Portal.



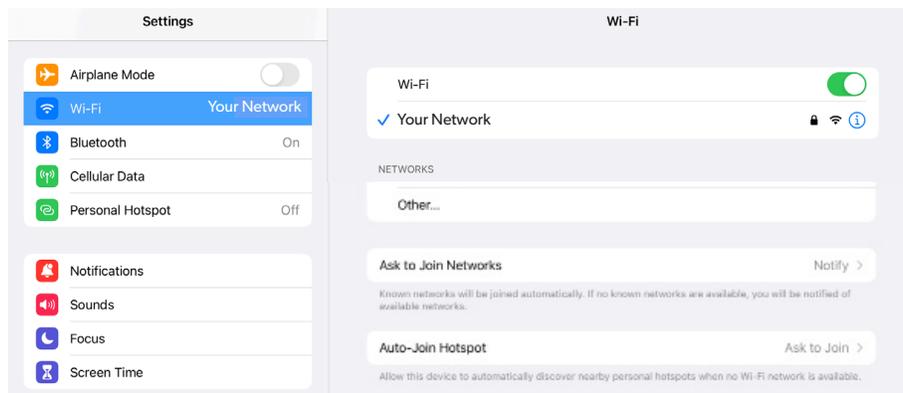
2. Click on **User Settings** in the left sidebar menu.
3. Click **+** to create user accounts.
 - a. Enter the user's Full Name (First Name, Last Name)
 - b. Create the Username
 - c. Create the Password
 - d. Language default is set to English
 - e. Select facilities, floors, and units the user can access
 - i. Default Facility
 - ii. Default Floor
 - iii. Default Unit
 - f. Select Role
 - g. Enable or Disable the user's access to upload data to PointClickCare.

The image shows a 'Create User Setting' form. It is divided into two main sections: 'Basic Setting' and 'User Access'. The 'Basic Setting' section includes the following fields: 'Full Name*' (with a placeholder 'Please enter First and Last Name'), 'Username*' (with a placeholder 'Please enter Username'), 'Password*' (with a placeholder 'Please enter password' and a note 'Must be at least 8 characters'), 'Confirm Password*' (with a placeholder 'Please re-enter password'), and 'Language Preference*' (set to 'English'). The 'User Access' section includes a 'Facility Access*' section with three checkboxes: 'Jubo Assisted Living', 'Jubo Care', and 'Jubo Home'. Below this is a 'Role*' dropdown menu. At the bottom, there is an 'Upload To PointClickCare*' section with a 'Disable' option and a small note: 'Only user from PointClickCare can upload.' The form has a 'CANCEL' and 'SAVE' button at the bottom right.

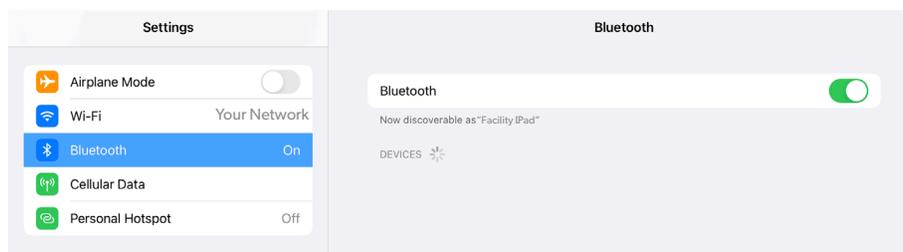
3. Click **Save**.

iPad preparation

1. Charge your iPad.
2. Turn on your iPad.
3. Connect your iPad to your local secure Wi-Fi network.

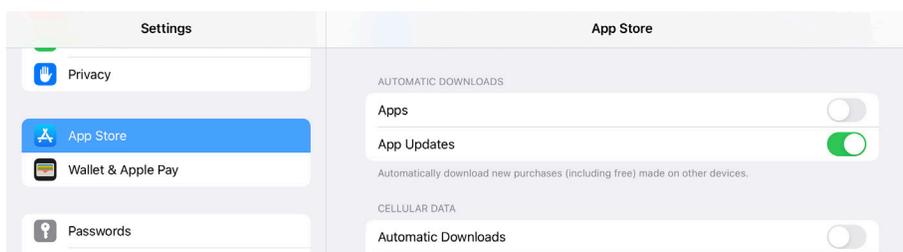


4. Check that Bluetooth is enabled in your iPad settings.



Auto-updating the VitalLink App

1. Go to **Settings**.
2. Click **App Store**.
3. Under the Automatic Downloads section turn on **App Updates**.



The VitalLink App can be downloaded from the Apple App Store. If you are using an iPad provided by Jubo, the app will already be installed on your device.

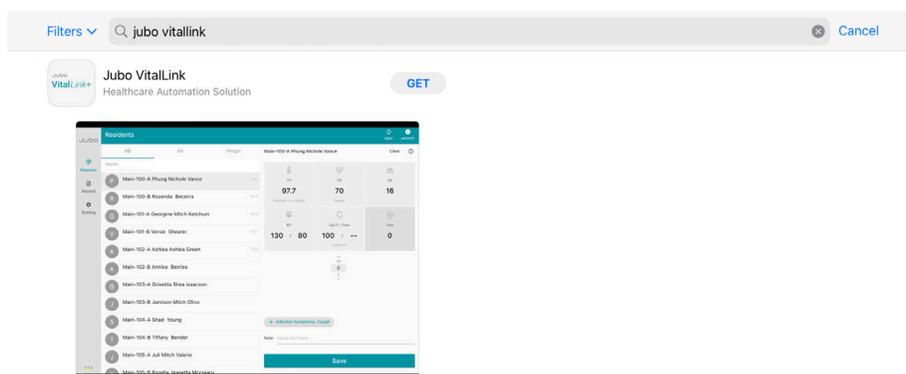
To download the VitalLink App, you will need an Apple ID.

Apple ID's

1. Open the **App Store** and tap the sign-in button. 
2. Click **Create New Apple ID**.
If you don't see this option, make sure that you're signed out of iCloud.
3. Follow the onscreen steps. The email address that you provide will be your new Apple ID.
4. Enter your credit card and billing information, then tap **Next**. You can also choose None.
5. Confirm your phone number. This can help to verify your identity and recover your account if needed. Click **Next**.
6. Check your email for a verification email from Apple and verify your email address. After you verify your email address, you can use your Apple ID to sign in to the iTunes Store, App Store, and other Apple services such as iCloud.

Downloading the VitalLink App

1. On the iPad, open the **App Store** app.
2. Click the **Search** tab and enter Jubo VitalLink, then click **search**.
3. Click the **Get** button. If you see the **Open** button instead of **Get** button, you already downloaded the app.

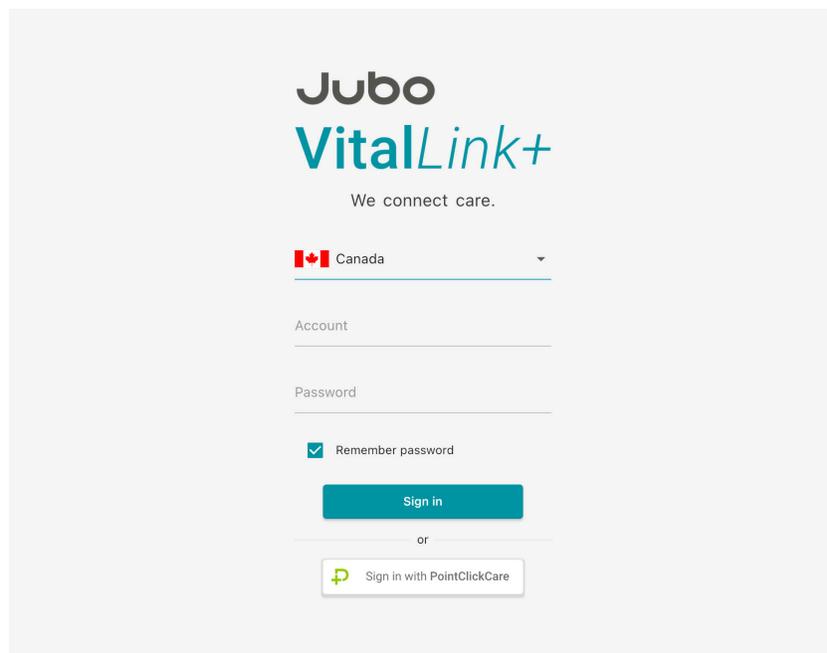


How to use VitalLink App

How to sign in

As a VitalLink User

Select **Canada** or **United States** from the **country selection** drop-down menu. Sign In on main screen with your assigned credentials. As an Administrator, use the credentials provided by Jubo. As a User, sign in using the credentials created by your Administrator from the VitalLink Web Portal.



Jubo
VitalLink+
We connect care.

Canada

Account

Password

Remember password

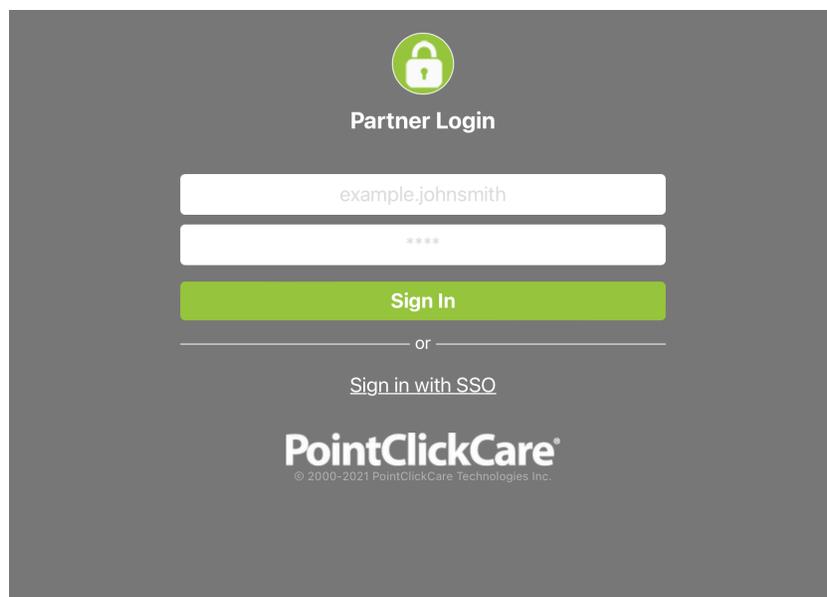
Sign in

or

Sign in with PointClickCare

As a PointClickCare User

Sign In with PointClickCare on the main screen and use your credentials.



Partner Login

example.johnsmith

Sign In

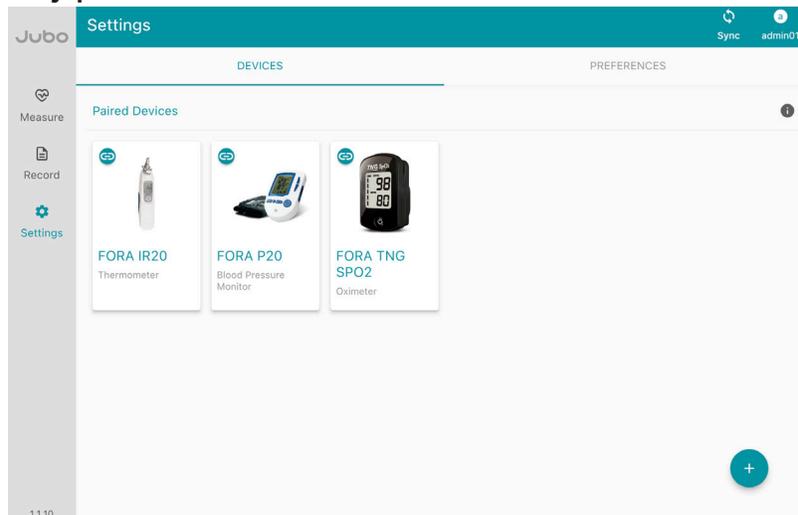
or

[Sign in with SSO](#)

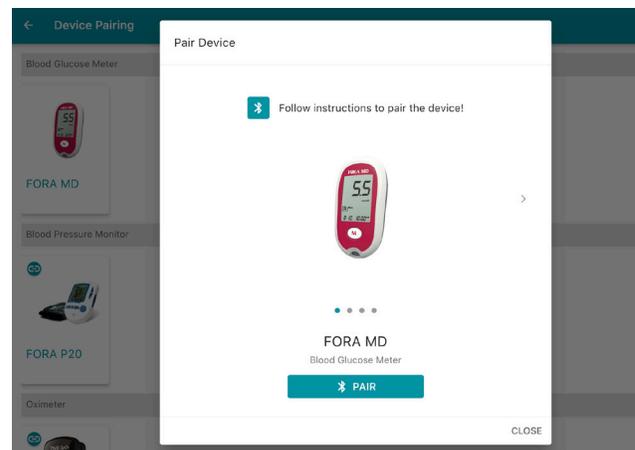
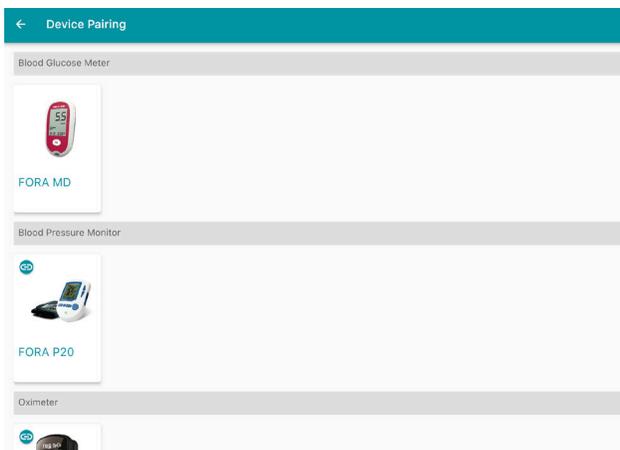
PointClickCare®
© 2000-2021 PointClickCare Technologies Inc.

Pairing vital devices

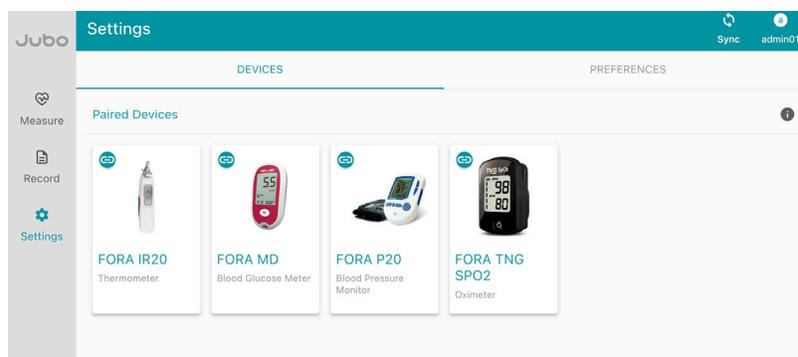
1. Click on **Settings** in the left sidebar menu. It will automatically default to the devices tab. Here you will see any paired devices.



2. To pair a device, click the **+** button in the right-hand corner.
3. Select a device from the available devices list and follow the onscreen instructions.



4. The device is paired once the **+** icon is shown.



Repeat steps 2-4 with all devices to be paired.

For more information on available devices and their manuals please see:
www.jubohealth.com/tech-specs

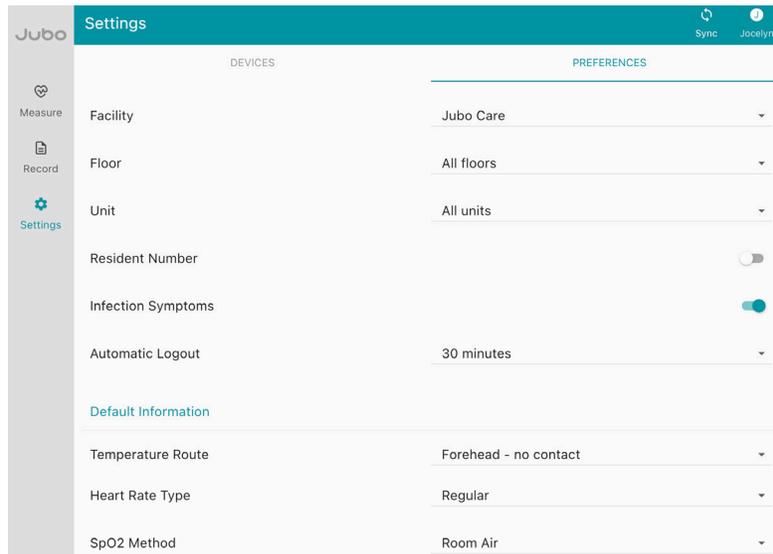
Setting preferences

1. Click on **Settings** in the left sidebar menu.
2. Click on the **Preferences** tab.

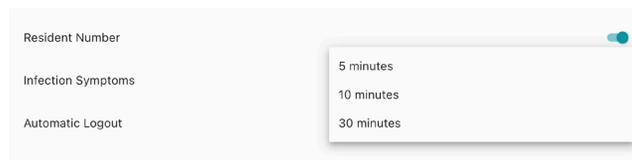
Adjust your Preferences according to your facility's needs.

Preferences that can be adjusted include:

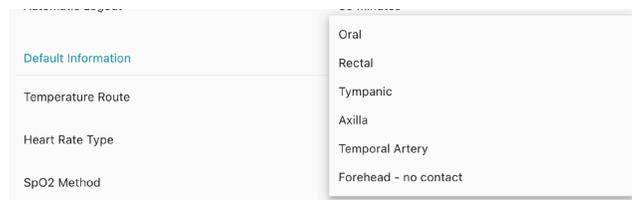
- Facility, Floor, Unit
- Resident Number, Infection Symptoms



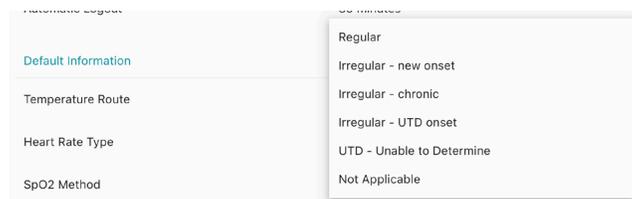
- Automatic Logout



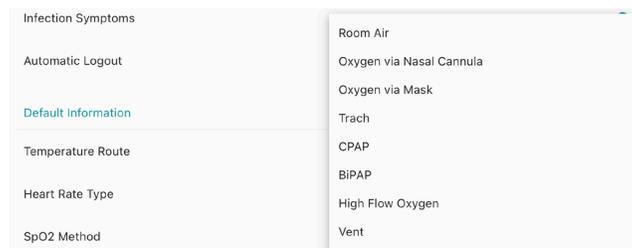
- Temperature Route



- Heart Rate Type



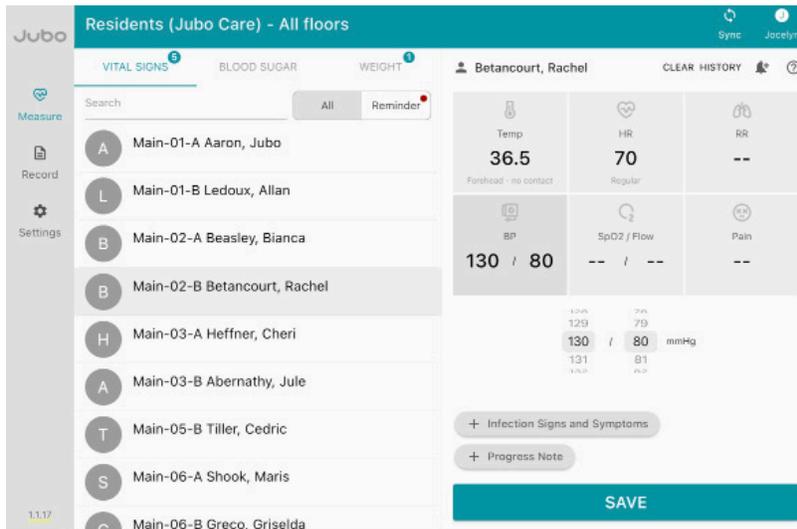
- SpO2 Method



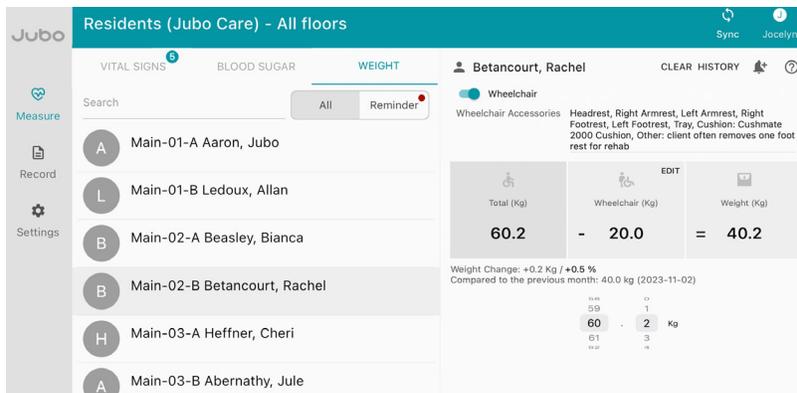
Note: Preferences set in the VitalLink App will not be changed on the VitalLink Web Portal.

Taking measurements

1. Click on **Measure** in the left sidebar menu.
2. Click on **Vital Signs, Blood Sugar, or Weight** tab.
3. Click on the resident's name.
4. Take / Input the measurement(s).
5. Click **Save**. Once successfully saved  will appear.



Once calculated any resident weight changes will be flagged as **+ / - Kg and %**.



For more information on **Weight**, please see **page 13**

If a wrong measurement is input, click measurement(s) to edit or click **Clear** to remove all measurements, prior to **Save**. Edits cannot be made once saved.

If a measurement is outside the thresholds, it will be displayed in red

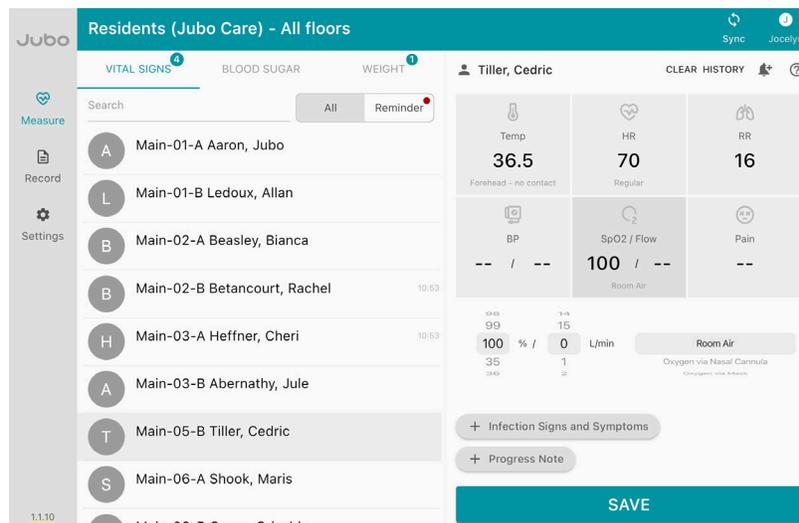


For more information on **Thresholds**, please see **page 31 & 35**.

Note: When taking **Vital Signs** measurements, all measurements can be taken before clicking **Save**. However you must hit **Save** to switch between tabs.

Manually adjusting and inputting measurements

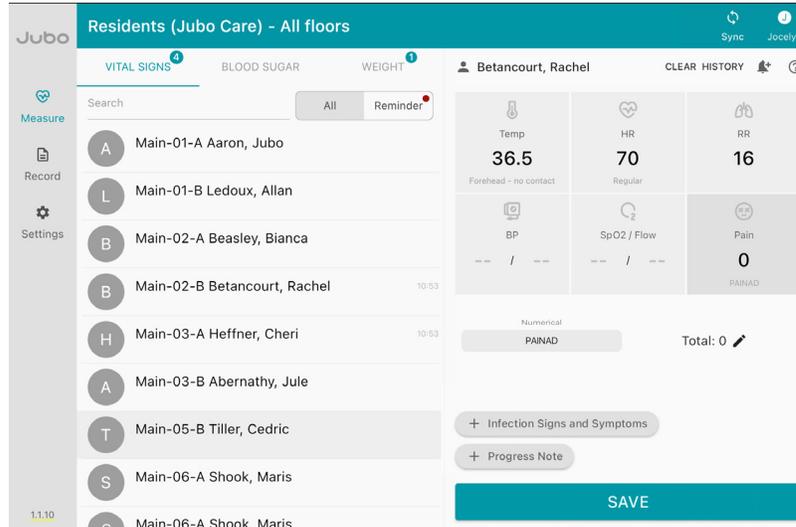
1. Click on **Measure** in the left sidebar menu.
2. Click on **Vital Signs, Blood Sugar, or Weight** tab.
3. Click on the resident's name.
4. Click on the applicable measurement(s) and scroll to edit and/or adjust the input type.
 - Temperature input type can be selected from: Oral, Rectal, Tympanic, Axilla, Temporal Artery and Forehead - no contact
 - Heart Rate input can be adjusted by: Regular, Irregular – new onset, Irregular – chronic, Irregular – UTD onset, UTD – Unable to Determine and Not Applicable
 - SpO2 input can be adjusted by: Room Air, Oxygen via Nasal Cannula, Oxygen via Mask, Trach, CPAP, BIPAP, High Flow Oxygen and Vent.
 - Blood Pressure input can be adjusted by: Standing L-arm, Standing R-arm, Sitting L-arm, Sitting R-arm, Lying L-arm, Lying R-arm and other.



5. Click **Save**. Once successfully saved  will appear.

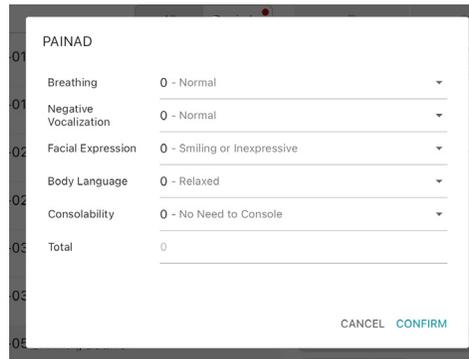
Taking pain measurements - non verbal residents

1. Click on **Measure** in the left sidebar menu.
2. Click on **Vital Signs** tab.
3. Click on the resident's name.
4. Click on **Pain** and scroll to select the input type.
5. For non-verbal assessment select **PAINAD**.
6. Click on  icon.

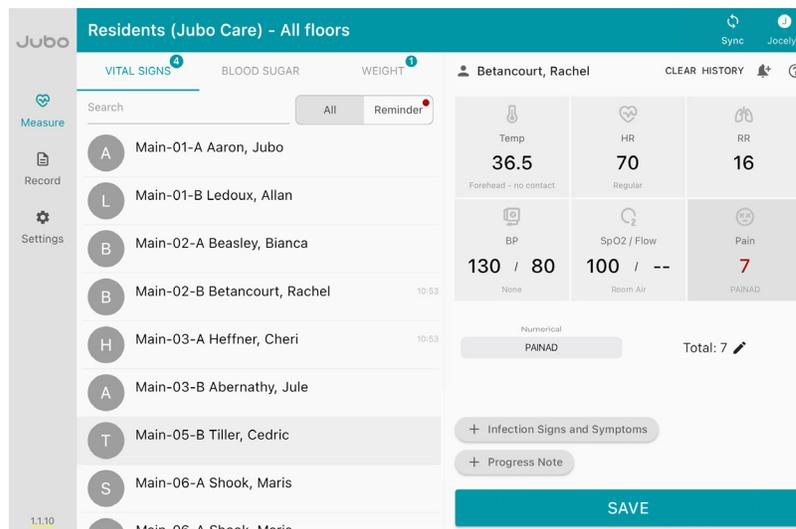


7. Select applicable non-verbal symptoms

- Breathing
- Negative Vocalization
- Facial Expression
- Body Language
- Consolability



8. Click **Confirm**.

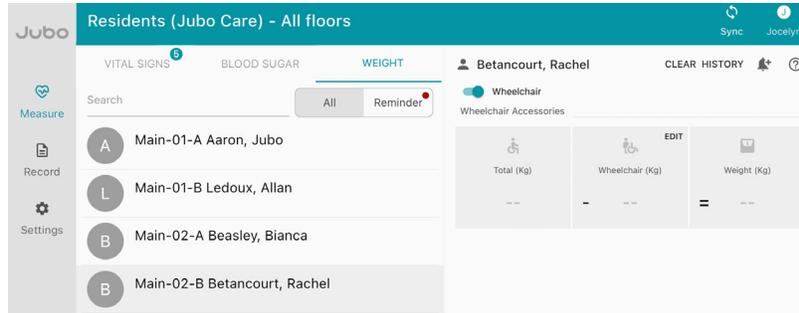


Once selected the numerical values will total to assign a pain number to the resident.

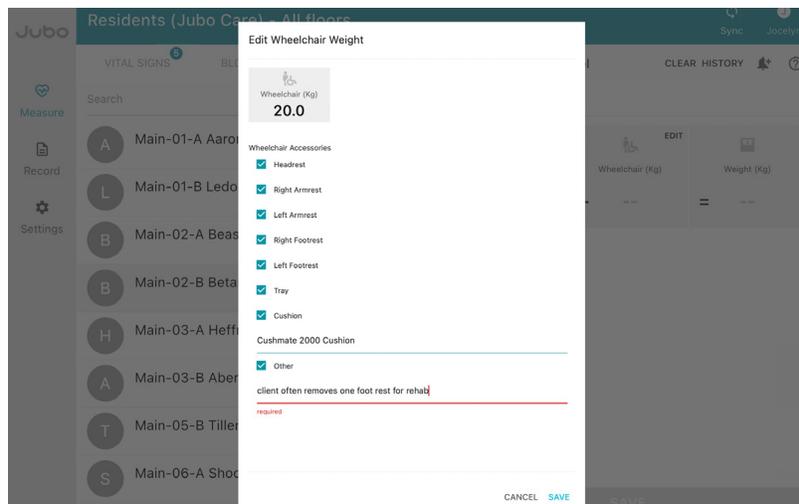
9. Once all measurements are input, click **Save**.

Taking wheelchair measurements

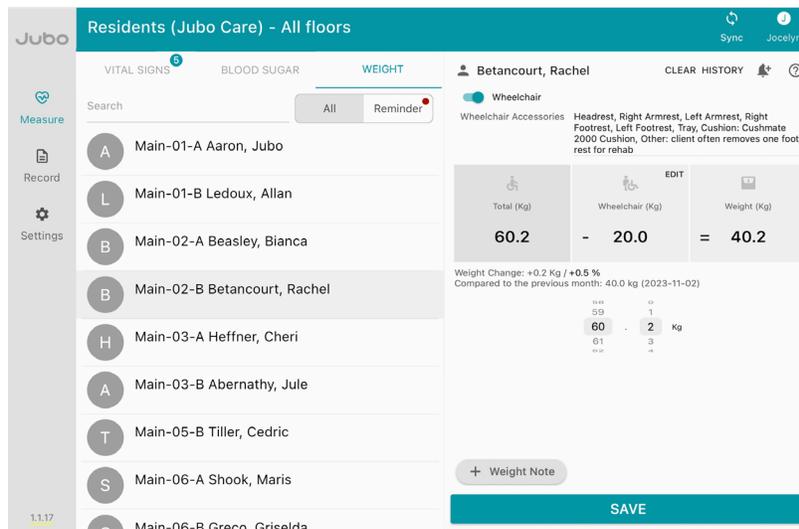
1. Click on **Measure** in the left sidebar menu.
2. Click on **Weight** tab.
3. Click on the resident's name.
4. Toggle **Wheelchair**.
5. Click **Edit**.



6. Enter **Wheelchair Weight**, select the applicable feature(s) and add notes as needed.



7. Click **Save**.



Note: Once saved **Wheelchair Weight** will auto-populate and be subtracted from the resident's total **Weight** measurement for all following weighings.

Once calculated any resident weight changes will be flagged as + / - Kg and %.

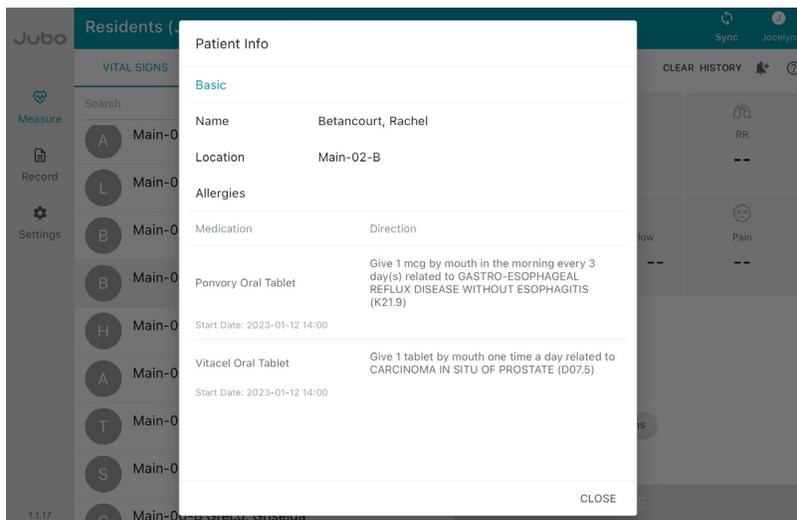
Patient information

1. Click on **Measure** in the left sidebar menu.
2. Click on resident's name.
3. Click on **Resident Icon**



This will display the basic patient information including:

- Name
- Location
- Allergies
- Medication and directions



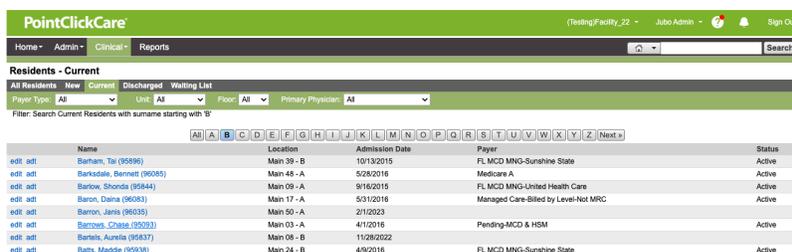
Medication and allergy information

To add or edit medications on PointClickCare

4. Sign in to PointClickCare.
5. Click on the **Clinical** tab.
6. Click on **Residents**.



7. Click on the resident's name.



5. Click on Orders.

The screenshot shows the PointClickCare interface for patient Barrows, Chase (95093). The patient's status is 'Current' and location is '44C3D79E-03-A'. Current vitals include BP: 130/80 mmHg, Temp: 36.5 °C, Pulse: 78 bpm, Weight: 109 kg, Resp: 18 Breath/min, and BS: 1/16/2023 22:42. The navigation menu at the bottom includes 'Orders', which is highlighted.

6. Click on New and select Pharmacy.

The screenshot shows the 'New' dropdown menu open in the PointClickCare interface. The 'Pharmacy' option is selected. The patient information and vitals from the previous screenshot are visible in the background.

7. Input relevant information.

The screenshot shows the 'Order Details' form for patient Barrows, Chase (95093). The order date is 2/10/2023 at 13:30. The order category is 'Pharmacy'. The communication method is 'Prescriber written'. The order is for 'Medication - (Meds)'. The route of administration is 'Oral Tablet'. The scheduling details show a PRN 1 administration with a quantity of 1. The related diagnosis is 'UNSPECIFIED LACK OF COORDINATION (R27.9)'. The order is administered by a 'Clinician'. The start date is 2/10/2023 at 13:30. The end date is 'Indefinite'. The source details show the permanent medication source is 'Pharmacy' and the pharmacy is 'Scarlett'. The form includes fields for 'Admin Notes' and 'Supplementary Documentation'.

8. Click Save.

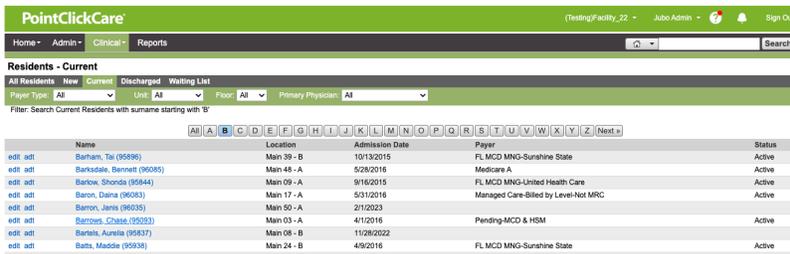
Note: Related Diagnosis is required to sync Medication information

To add or edit allergies on PointClickCare

1. Sign in to PointClickCare.
2. Click on the **Clinical** tab.
3. Click on **Residents**.



4. Click on the resident's name.



5. Click on **Allergy**.
6. Click on **New**.



7. Input relevant information.

The screenshot shows the 'New Allergy' form for Chase Barrows (95093). The form contains several fields for inputting allergy information:

- Status:** Active
- Date:** 2/10/2023
- Resolved Date:** (empty)
- Category:** (dropdown menu)
- Allergen:** (text input field)
- Allergy Type:** (dropdown menu)
- Severity:** (dropdown menu)
- Reaction Type:** (dropdown menu)
- Reaction Note:** (text area)

Buttons for 'Save', 'Save & New', and 'Cancel' are located at the bottom of the form.

8. Click **Save**.

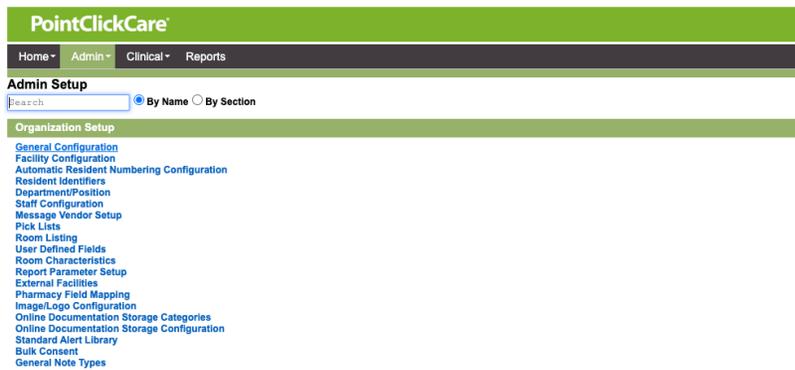
Adjusting systems of measurements

To adjust between metric and imperial measurements

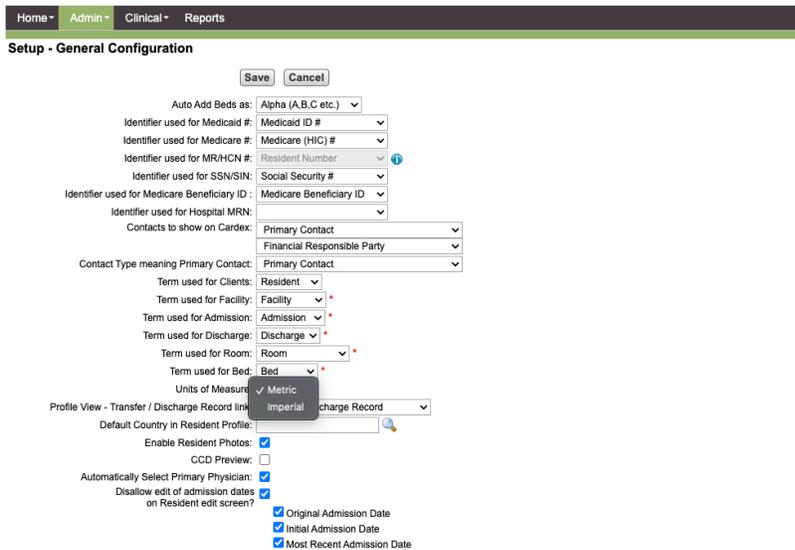
1. Sign in to PointClickCare.
2. Click on the **Admin** tab.
3. Click on **Setup**.



4. Click on **General Configuration** under **Organization Setup**.



5. Click **Units of Measurements** and select **Metric** or **Imperial**.



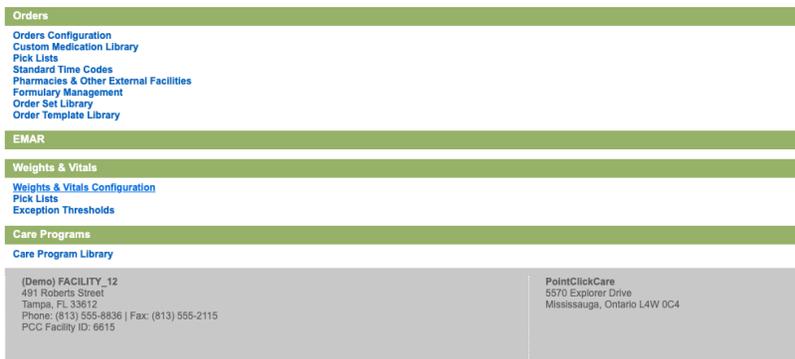
6. Click **Save**.

To adjust between Blood Sugar mmol/L or mg/dL measurements

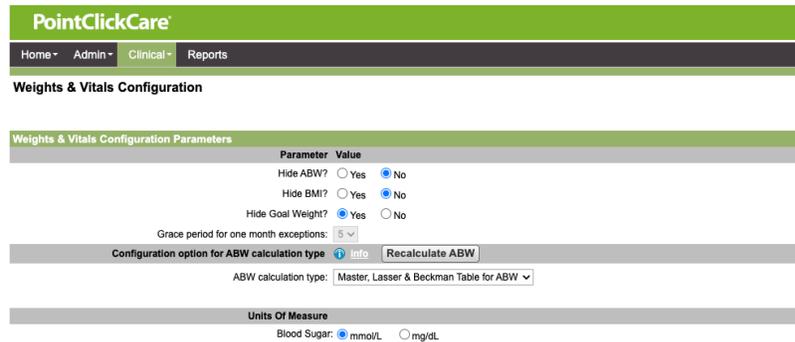
1. Sign in to PointClickCare.
2. Click on the **Clinical** tab.
3. Click on **Setup**.



4. Click on **Weight & Vitals Configuration** under **Weight & Vitals**.

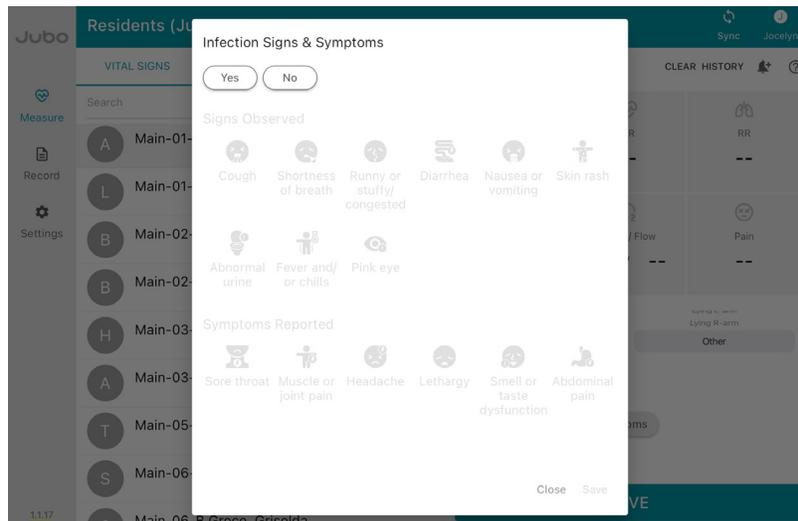


5. Select between **mmol/L** or **mg/dL**.
6. Click **Save**.

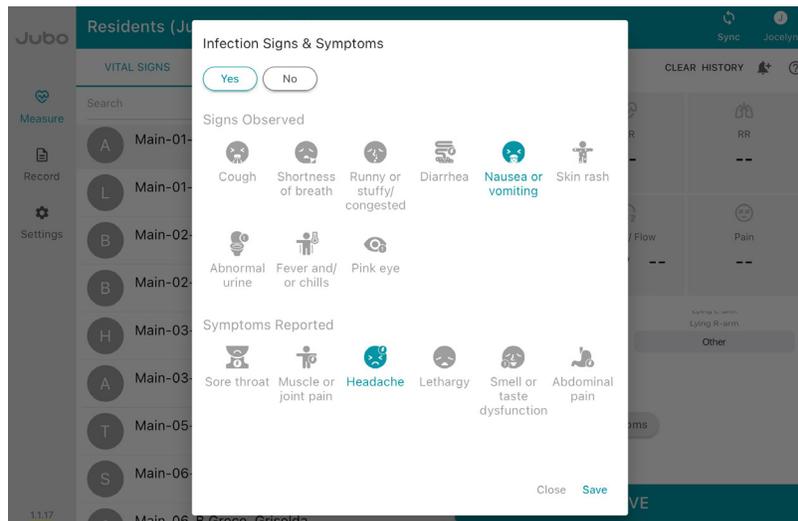


Charting infection signs and symptoms

1. Click on **Measure** in the left sidebar menu.
2. Click on the **Vital Signs** tab.
3. Click on **+ Infection Signs and Symptoms**.



4. Click **Yes** and add all signs and/or symptoms that apply.
Signs include: Cough, Shortness of Breath, Runny Nose, Diarrhea, Vomit, Skin Rash, Abnormal Urine, Fever and/or Chills, and Pink Eye
Symptoms include: Sore Throat, Muscle Pain, Headache, Lethargy, Smell and Taste Disorders and Abdominal Pain.
Click **Save**.

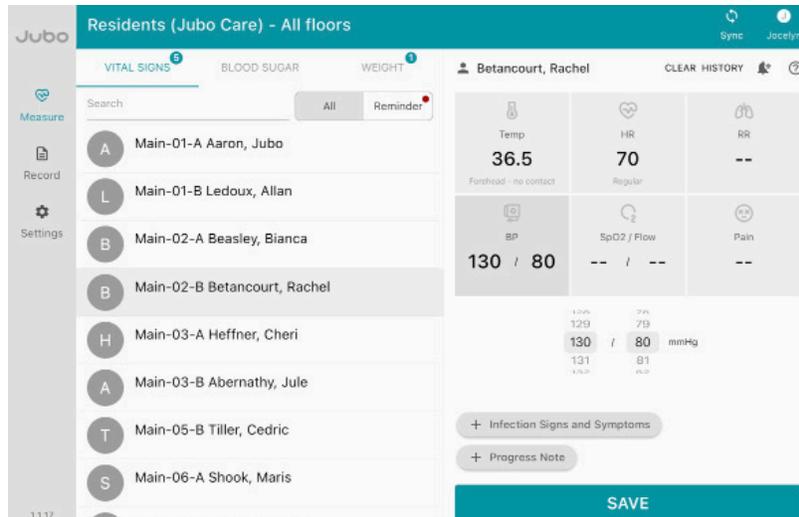


5. Once vital measurements have been taken, and infection signs and symptoms have been added, click **Save** to upload.

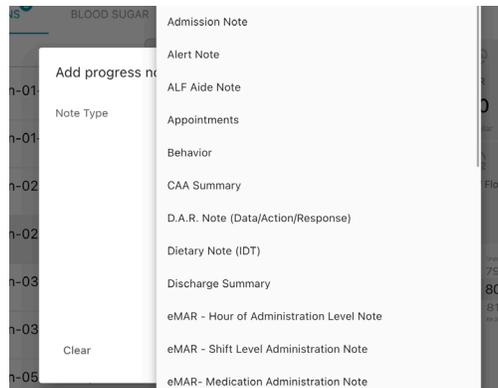
Note: To edit Infection Signs and Symptoms prior to saving, click **+ Infection Signs and Symptoms** and make applicable changes. Edits cannot be made once saved.

Taking progress notes

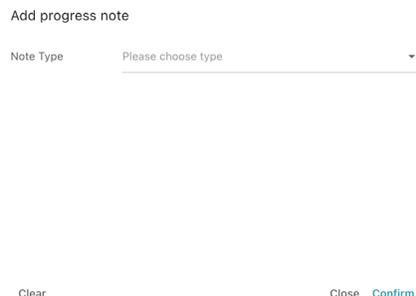
1. Click on **Measure** in the left sidebar menu.
2. Click on **Vital Signs** or **Blood Sugar**.
3. Click on the resident's name.
4. Click **+ Progress Notes**.



5. Choose note type.



6. Type or dictate note or choose to add the measurement results as a Progress Note by clicking **+SMART INPUT**. Click **Confirm**.



7. Once vital measurements have been taken, and progress notes have been added, click **Save** to upload.

Note: To edit notes prior to saving, click **+ Progress Notes** and make applicable changes. Edits cannot be made once saved.

Note: Note types are pulled from PointClickCare

Progress note types

To create your own note type

1. Sign in to PointClickCare.
2. Click on the **Clinical** tab.
3. Click on **Setup**.



4. Click on **Progress Note Type** under **Progress Notes**.



5. Click **New**.



6. Input required details.

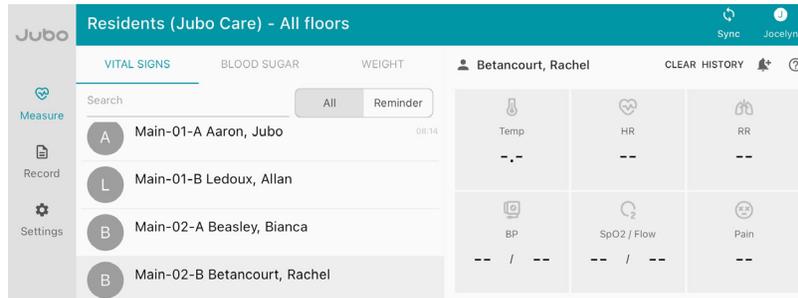
A screenshot of the 'New Progress Note Type' form in PointClickCare. The form has a green header with the text 'New Progress Note Type'. It contains the following fields and options:

- Description: A text input field.
- Progress Note Type: Radio buttons for 'Standard' (selected) and 'Structured Progress Note'.
- Template: A dropdown menu with 'Public API Progress Note' selected.
- High Priority: A checkbox.
- Appears on shift report: A checkbox.
- Appears on 24 hr. report: A checkbox.
- Practitioner Engagement Hotlist: A checkbox with an information icon.
- Allow Data Sharing: A checkbox with an information icon.
- Scope: A text field containing '(Testing)Facility_22'.
- Buttons: 'Save', 'Save & New', and 'Cancel'.

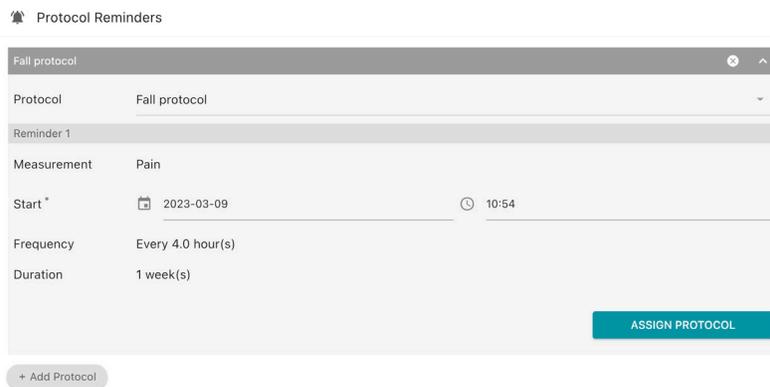
7. Click **Save**.

Assigning protocols

1. Click on **Measure** in left sidebar menu.
2. Click on the resident's name.
3. Click  button to add a **Protocol Reminder**.



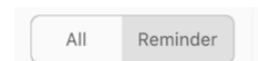
4. Click on the required Protocol.
5. Select a start date and time and click **Assign Protocol**.



6. To deactivate a Protocol, click  and click **Deactivate**.



All Protocol Reminders will be displayed under the Reminder tab.

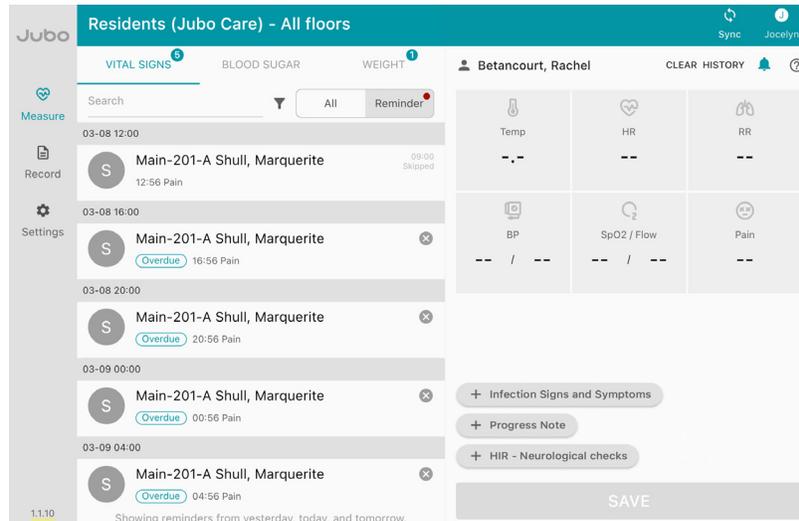


Protocols can be set facility-wide from the VitalLink Web Portal and assigned on an individual basis from the VitalLink App.

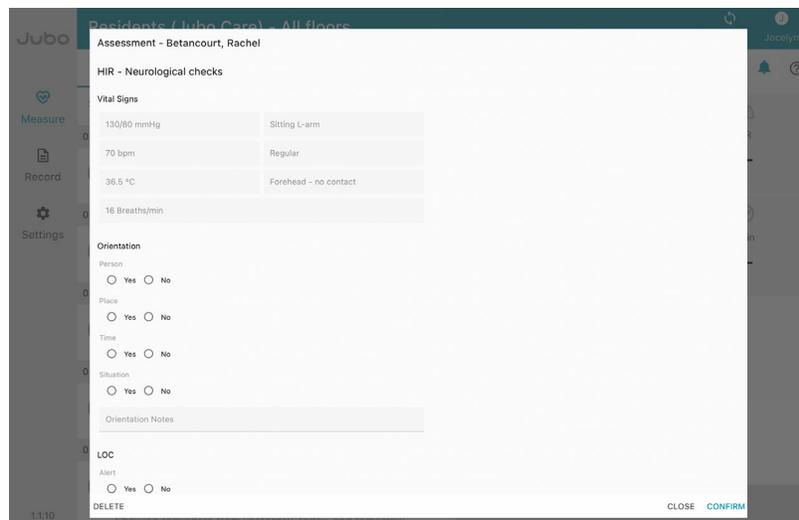
For more information on Protocols please see **pages 22, 32 & 36**.

Head Injury Routine

1. Click on **Measure** in the left sidebar menu.
2. Click on the **Reminder** tab.
3. Click on the resident's reminder.
4. Take / Input the measurement(s).
5. Click + **HIR Neurological checks**.



6. Fill in the assessment.

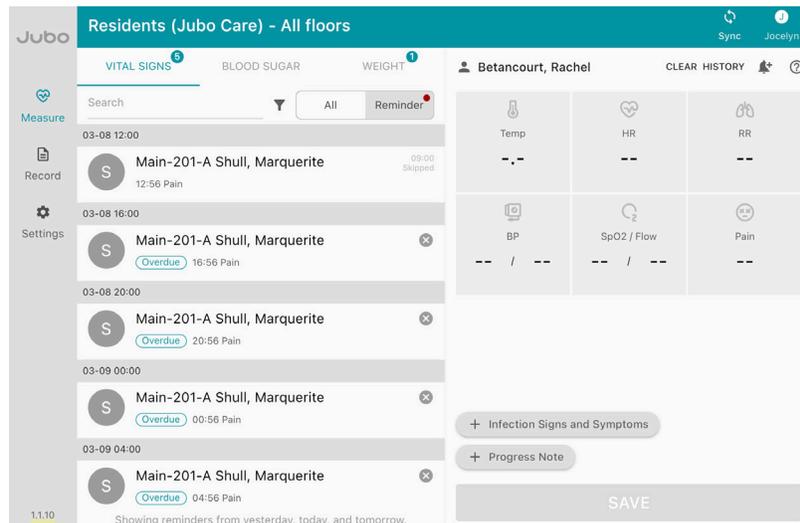


7. Click **Confirm**.
8. Click **Save**.

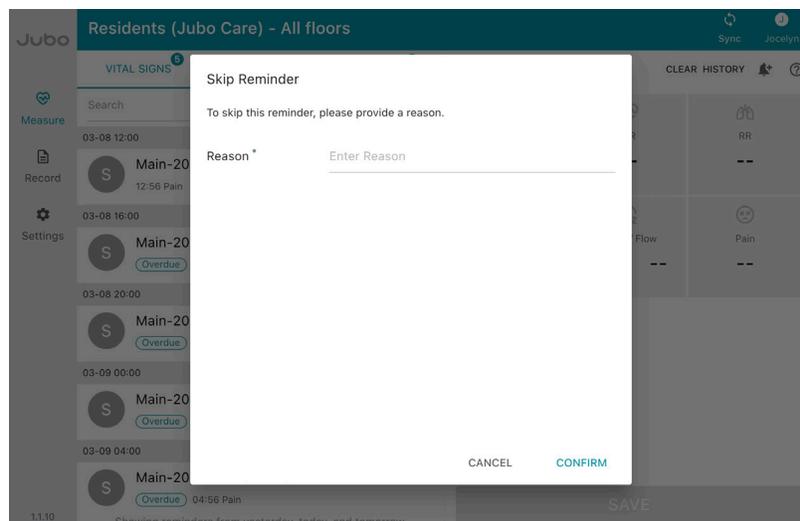
Note: Vitals will auto-populate in the assessment if done before opening the assessment.
Note: A PDF of the assessment will sync to a residents **Miscellaneous** tab in PointClickCare.
To create a Head Injury Routine (HIR) Neurological Check Protocol please see **page 36**.

Viewing and updating reminders

1. Click on **Measure** in the left sidebar menu.
2. Click on the **Reminder** tab. Set Protocol reminders will be displayed here.



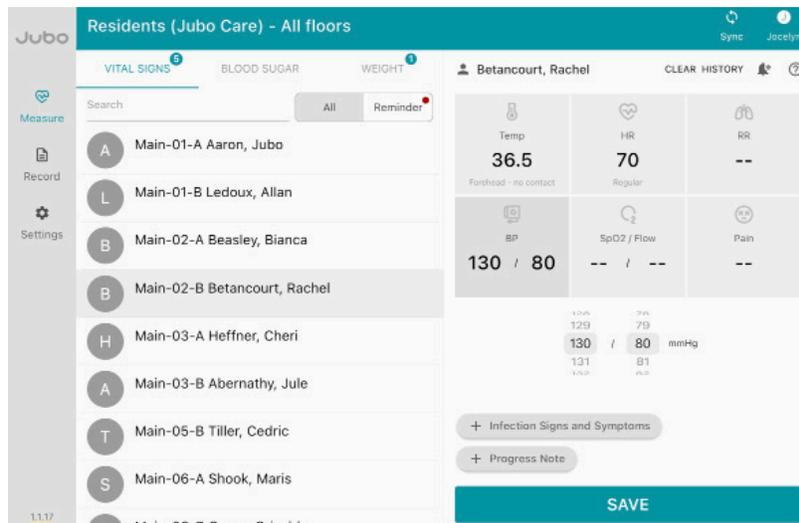
If a reminder is overdue it will show **Overdue**. To skip a reminder, click **X** and provide a reason for skipping the reminder and click **Confirm**.



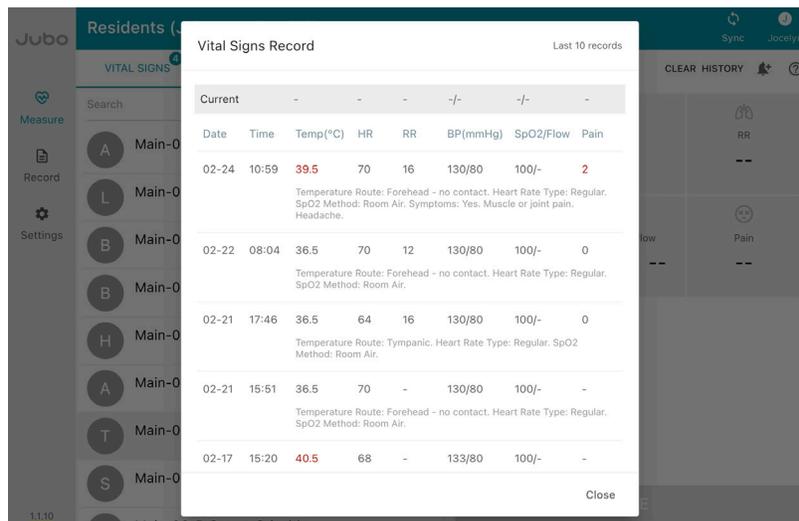
For more information on Protocols please see **pages 22, 32 & 36**.

Reviewing residents' history

1. Click on **Measure** in the left sidebar menu.
2. Click on **Vital Signs, Blood Sugar, or Weight** tab.
3. Click on the resident's name.



4. Click **History** to review the last 10 recorded measurements of this patient for the applicable tab.



Reviewing measurement records

1. Click on **Records** in the left sidebar menu.
2. Click on **Vital Signs, Blood Sugar, or Weight** tab and review the list of measurements taken that day.
3. Click on **date range selection** to modify period for review, if required.

	Temp(°C)	HR	RR	BP(mmHg)	SpO2/Flow	Pain	Upload
Main-01-B Ledoux, Allan	-	-	-	-/-	98/-	-	14:51
Main-01-A Aaron, Jubo	36.5	70	16	130/80	100/-	0	14:33
Main 4-124-D Bed, Testing	36.5	70	16	130/80	100/-	0	08:08
Main 4-124-C Abernathy, Edie	36.5	70	16	130/80	100/-	2	08:08
Main 4-124-A Heath, Amber	36.5	70	16	130/80	100/-	0	08:08
Main 4-124-B Acker, Ozella	36.5	70	16	130/80	100/-	0	08:08
Main 4-124-A Heath, Amber	36.5	70	16	130/80	100/-	0	08:08
Main 3-126-C Alderman, Nick	39.5	70	16	130/80	100/-	0	08:08

From here you will see what data has and hasn't been synced to PCC.



= Ready to Upload/Not Synced



= Synced

Measurements, progress notes and infection symptoms input with PointClickCare sign in credentials will sync directly to PointClickCare.

Measurements, progress notes and infection symptoms input without PointClickCare sign in credentials will need to be reviewed on the VitalLink Web Portal before being synced to PointClickCare.

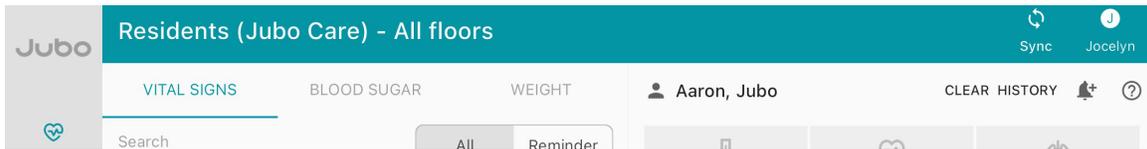
Upload Status

- The data and progress notes have been uploaded to VitalLink Web and automatically transferred to PointClickCare.
- The data and progress notes have been uploaded to VitalLink Web and can be transferred to PointClickCare through VitalLink Web.
- The data and/or progress notes have been uploaded to VitalLink Web but failed to transfer to PointClickCare. Please check VitalLink Web for the cause.
- The data and progress notes have been stored locally but cannot be uploaded to VitalLink Web. Please check the Wi-Fi connection.
- The data and/or progress notes have been uploaded to VitalLink Web but failed to transfer to PointClickCare due to lack of permission. Please adjust the permission setting then retry or upload with another user in VitalLink Web.

Close

Sync button

The VitalLink app automatically syncs data as you work; however, if your facility's Wi-Fi isn't working, all data will continue to be recorded. When you're ready, click the sync button in the top right corner to sync the data to the VitalLink Web Portal.



User button

Click on your **Username** in the top right corner.

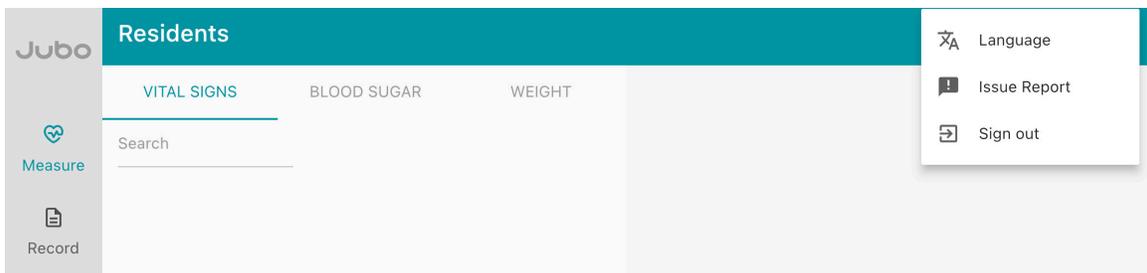
This will show a drop-down menu of:

Language – New languages coming soon!

Issue Report – Use this feature to report any issues with the app.

1. Select **date and time**.
2. Select **issue category**: Device values not synced, Measurement data failed to upload to the EHR system, abnormal values caused by device malfunction, Other.
3. Write a description of the issue.
4. Click **Send** to submit.

Sign Out – use this button to sign out of the App.



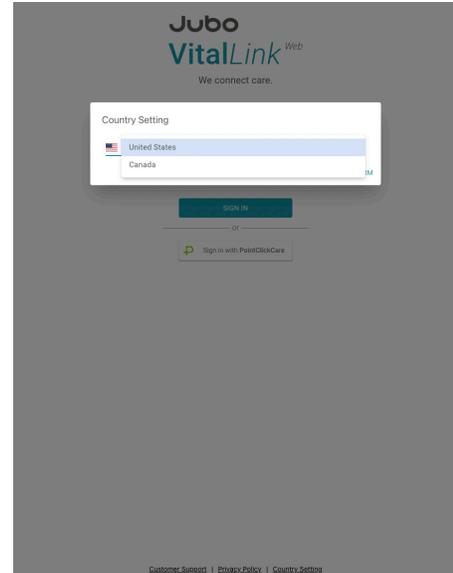
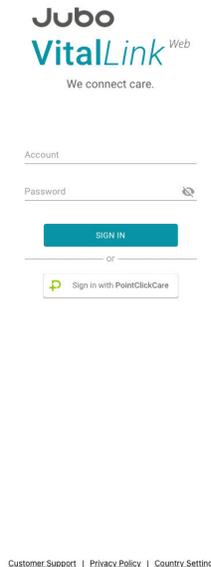
How to use VitalLink Web Portal

How to sign in

As a VitalLink User

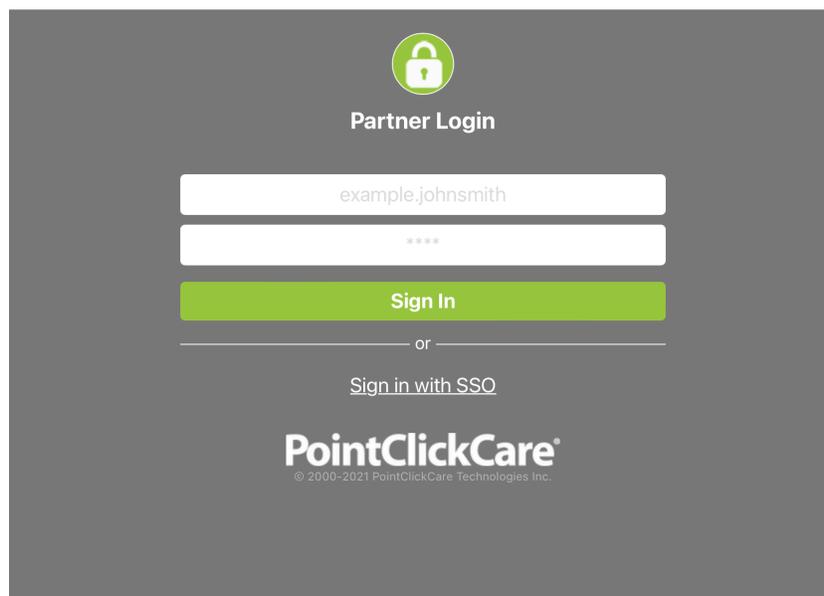
Select **Country Setting** in the bottom right-hand corner and select **Canada** or **United States** from the drop-down menu. Click **Confirm**.

Sign In on main screen with your assigned credentials that have been provided to you.



As a PointClickCare User

Click **Sign In with PointClickCare** on the main screen and sign in using your credentials.



Overview of dashboard

2023-02-24 Jubo Care Daily Performance 13:00 Updated

All Floors All Units

Vital Sign Current residents: 221 Measured residents: 5

Normal: 4, Abnormal: 1, Measured: 5

Infection Symptoms Total number: 2

Blood Sugar Measured residents: 3

Abnormal: 1 resident(s)

Location Name: Main - 05 - B, Tiller, Cedric

Blood Sugar (mmol/L): AC 7.9, 12:59

Smart Monitoring List Total number: 4

Location	Name	Status	Abnormal vital signs	Infection symptoms	Update
Other					
Main - 05 - B	Tiller, Cedric	02-21 Fall protocol (Ends: 02-22)	Normal	-	02-22 10:04
Main - 05 - B	Tiller, Cedric	02-20 Blood Glucose (Ends: 02-21)	Normal	-	02-21 19:46
Main - 01 - B	Ledoux, Allan	02-20 Blood Glucose (Ends: 02-22)	Normal	-	02-22 17:15
Main - 416 - C	Battle, Princess	02-20 Monthly Weight Measurement	Normal	-	02-23 14:50

- Admin button

Support

Jubo Admin

Sign Out

- **Support:** Direct access to the VitalLink customer support web page.
- **User:** Edit the User Settings for your account.
- **Sign Out**

- Facility

Jubo Care

Jubo Home

Jubo Assisted Living

- Floors

a

Main

Main 2

Main 3

Main 4

- Units

3F

4E

6A

2E

8B

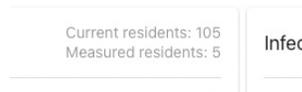
a

6C

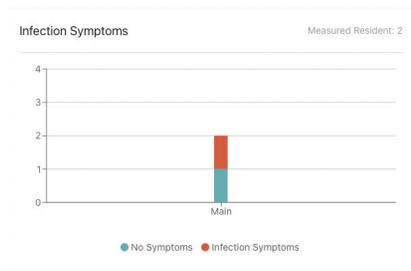
- Vital Signs: number of Normal, Abnormal, Measured



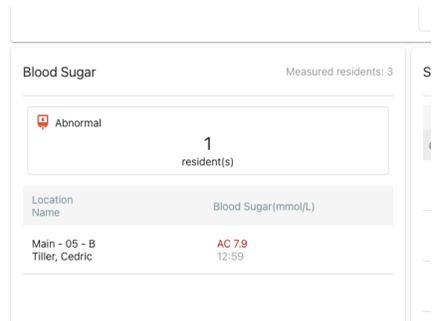
- Number of Current Residents, Measured Residents



- Infection Symptoms graph with Measured Residents



- Blood Sugar: Measured Residents, Abnormal Residents



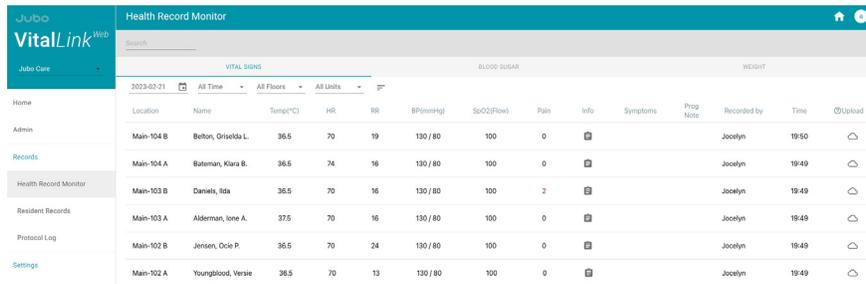
- Smart Monitoring List

Location	Name	Status	Abnormal vital signs	Infection symptoms	Update
Other					
Main - 05 - B	Tiller, Cedric	02-21 Fall protocol (Ends: 02-22)	Normal	-	02-22 10:04
Main - 05 - B	Tiller, Cedric	02-20 Blood Glucose (Ends: 02-21)	Normal	-	02-21 19:46
Main - 01 - B	Ledoux, Allan	02-20 Blood Glucose (Ends: 02-22)	Normal	-	02-22 17:15
Main - 416 - C	Battle, Poncees	02-20 Monthly Weight Measurement	Normal	-	02-23 14:50

Smart Monitoring List Total number: 4

Health record monitor

Click on **Health Record Monitor** in the left sidebar menu. All records taken that day will automatically display here. Here you can review the upload status for that day's measurements.



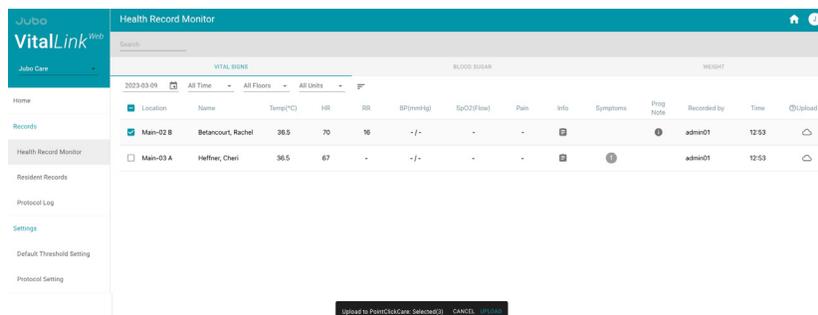
Location	Name	Temp(°C)	HR	RR	BP(mmHg)	SpO2(Flow)	Pain	Info	Symptoms	Prog Note	Recorded by	Time	Upload
Main-104 B	Bellon, Oriekida L.	36.5	70	19	130 / 80	100	0				Jocelyn	19:50	☁
Main-104 A	Bateman, Kiara B.	36.5	74	16	130 / 80	100	0				Jocelyn	19:49	☁
Main-103 B	Daniel, Iida	36.5	70	16	130 / 80	100	2				Jocelyn	19:49	☁
Main-103 A	Alderman, Ione A.	37.5	70	16	130 / 80	100	0				Jocelyn	19:48	☁
Main-102 B	Jensen, Ocie P.	36.5	70	24	130 / 80	100	0				Jocelyn	19:49	☁
Main-102 A	Youngblood, Versie	36.5	70	13	130 / 80	100	0				Jocelyn	19:49	☁

Residents can be sorted by Time, Floor, and Units.

1. Click on **Vital Signs**, **Blood Sugar** or **Weight** tab to review measurements, symptoms and progress notes.
2. Click on date range selection to modify period for review, if required.
3. Use the search bar to find specific residents.

Syncing Data with PointClickCare

1. Click on **Health Record Monitor** in left sidebar menu.
2. Click on **Vital Signs**, **Blood Sugar** or **Weight** tab to review measurements, symptoms and progress notes.
3. Click on date range selection to modify period for review, if required.
4. If there is data that needs to be synced to PointClickCare, the cloud icon to the right of each resident records will be empty ☁ .
5. To sync measurements, click  button in the right-hand corner.
6. Review data and select individual files ready for upload to PCC. Alternatively, select all files to bulk upload.



Location	Name	Temp(°C)	HR	RR	BP(mmHg)	SpO2(Flow)	Pain	Info	Symptoms	Prog Note	Recorded by	Time	Upload
<input checked="" type="checkbox"/>	Main-02 B	Betancourt, Rachel	36.5	70	16	- / -	-				admin01	12:53	☁
<input type="checkbox"/>	Main-03 A	Hefner, Cheri	36.5	67	-	- / -	-				admin01	12:53	☁

[Upload to PointClickCare: Selected] [CANCEL] [OK]

7. Click **Upload** in bottom bar.
8. Confirmed data is now synced with PCC.



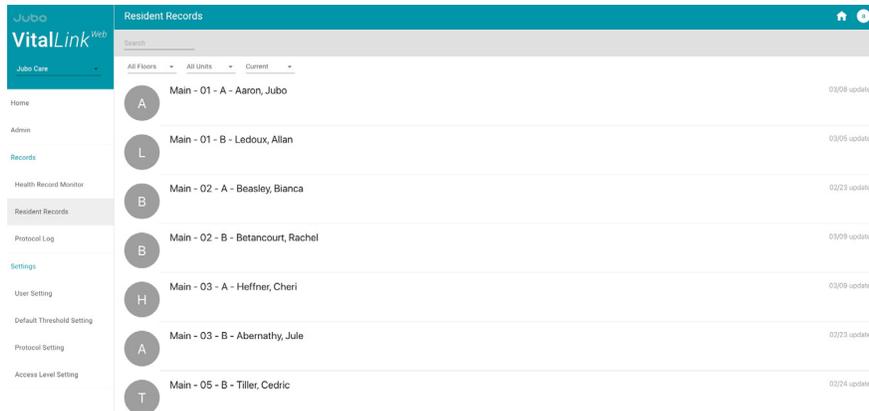
= Ready to Upload / Not Synced



= Synced

Resident records

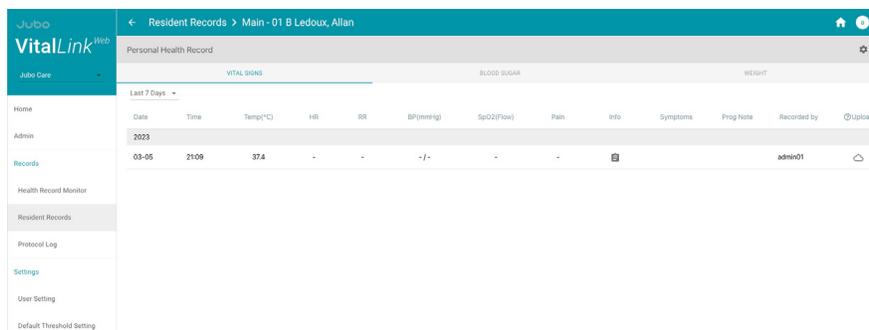
1. Click on **Resident Records** in the left sidebar menu.



Residents can be sorted by Floor, Units and Resident Status.

Alternatively, you can use the search bar to find a specific resident by name.

2. Click on Resident's name to review their data.

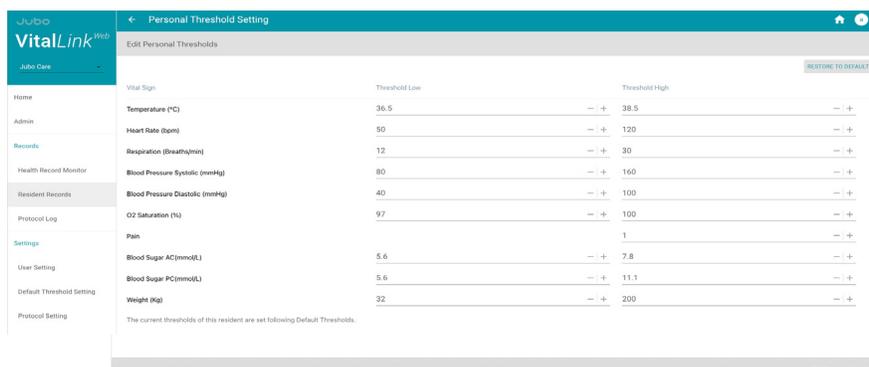


3. Use the range selection to review set time periods, or make a custom date range.

4. Click on **Vital Signs**, **Blood Sugar** or **Weight** tab to review measurements.

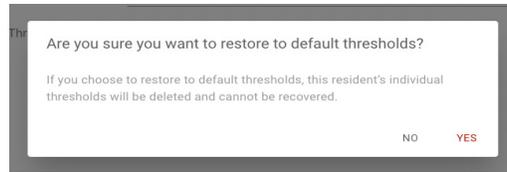
5. Modify period for review using range selection option, if required.

6. Click  to adjust personal threshold for selected resident.



7. To return to facility thresholds click [RESTORE TO DEFAULT](#)

8. Click **Yes** to restore.



For more information on thresholds please see **page 34**.

Protocol log

1. Click on **Protocol Log** in the left sidebar menu.

From here you can review all residents Assigned, Deactivated, Pending, Complete and Incomplete Protocols.

Residents can be sorted by Floor, Units and Resident Status.

Use the date range selection to modify period for review, if required.

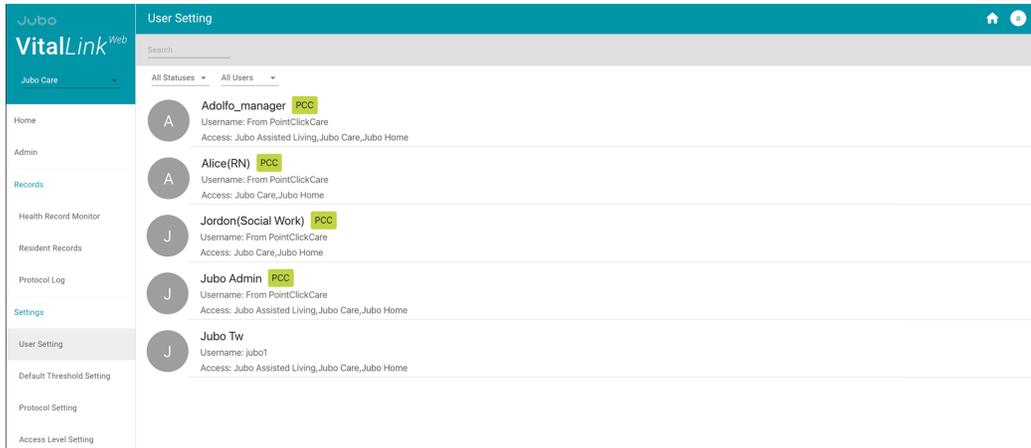
The screenshot shows the VitalLink Protocol Log interface. The left sidebar contains a navigation menu with items: Home, Admin, Records, Health Record Monitor, Resident Records, Protocol Log (highlighted), Settings, User Setting, Default Threshold Setting, Protocol Setting, and Access Level Setting. The main content area displays a table of protocol records. At the top, there is a search bar and filters for '2023-03-09', 'All Floors', 'All Units', and 'All Statuses'. A note indicates 'Showing data prior tomorrow midnight.' The table has columns for Reminder Time, Location, Name, Measurement, Recorded By, Record Time, and Status.

Reminder Time	Location	Name	Measurement	Recorded By	Record Time	Status
Fall protocol						
03-09 02:56	Main-201 A	Shull, Marquette	Pain			Pending
03-09 06:56	Main-201 A	Shull, Marquette	Pain			Pending
03-09 10:56	Main-201 A	Shull, Marquette	Pain			Pending
	Main-02 B	Betancourt, Rachel	Pain	admin01	03-09 12:54	Protocol Assigned
	Main-02 B	Betancourt, Rachel	Pain	admin01	03-09 12:54	Protocol Deactivated
03-09 14:56	Main-201 A	Shull, Marquette	Pain			Pending
03-09 18:56	Main-201 A	Shull, Marquette	Pain			Pending
03-09 22:56	Main-201 A	Shull, Marquette	Pain			Pending

For more information on Protocols please see **pages 21, 22, 32 & 36**.

User settings

1. Click on **User Settings** in the left sidebar menu.



2. Click **+** to create user accounts.

- a. Enter the user's Full Name (First Name, Last Name)
- b. Create the Username
- c. Create the Password
- d. Language default is set to English
- e. Select facilities, floors, and units the user can access
 - i. Default Facility
 - ii. Default Floor
 - iii. Default Unit
- f. Select Role
- g. Enable or Disable the user's access to upload data to PointClickCare.

Create User Setting

Basic Setting

Full Name * Please enter First and Last Name

Username * Please enter Username

Password * Please enter password
Must be at least 8 characters

Confirm Password * Please re-enter password

Language Preference *

User Access

Facility Access *

Role *

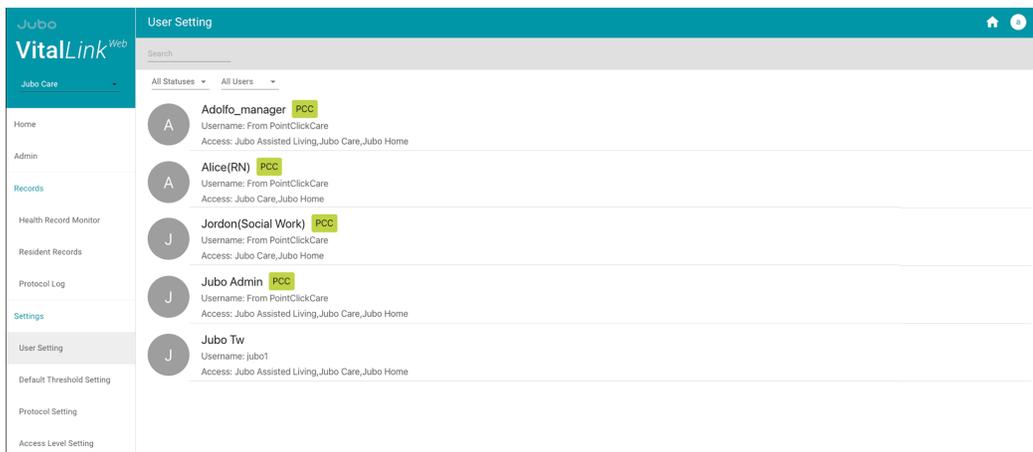
Upload To PointClickCare * Disable
Only user from PointClickCare can upload.

CANCEL SAVE

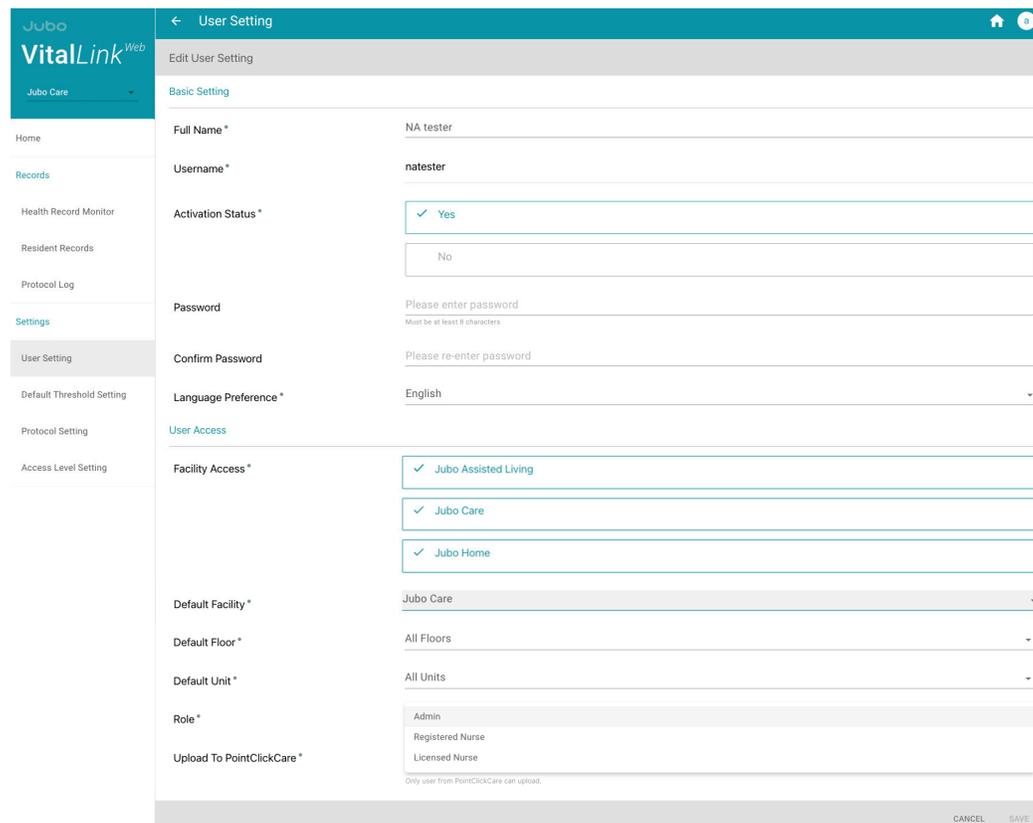
3. Click **Save**.

To deactivate a user or activate a previously deactivated user

1. Click on **User Settings** in the left sidebar menu.



2. Click on user to edit.



3. Under **Activation Status** click **Yes** to activate or **No** to deactivate the user.

4. Click **Save**.

Default threshold settings

1. Click **Default Threshold Settings** in the left sidebar menu.

The screenshot shows the 'Default Thresholds Setting' page in the VitalLink Web interface. The page title is 'Edit Default Thresholds (Jubo Care)'. The table below lists various vital signs and their current threshold settings.

Vital Sign	Threshold Low	Threshold High
Temperature (°C)	36.5	38.5
Heart Rate (bpm)	50	120
Respiration (Breaths/min)	12	30
Blood Pressure Systolic (mmHg)	80	160
Blood Pressure Diastolic (mmHg)	40	100
O2 Saturation (%)	97	100
Pain		1
Blood Sugar AC (mmol/L)	5.6	7.8
Blood Sugar PC (mmol/L)	5.6	11.1
Weight (Kg)	32	200

At the bottom of the page, there is a footer with the text 'Last modified: Jocelyn 2023-02-22' and 'CANCEL SAVE' buttons.

2. Using the +/- buttons, or by typing, edit the facility Low and High thresholds, including:

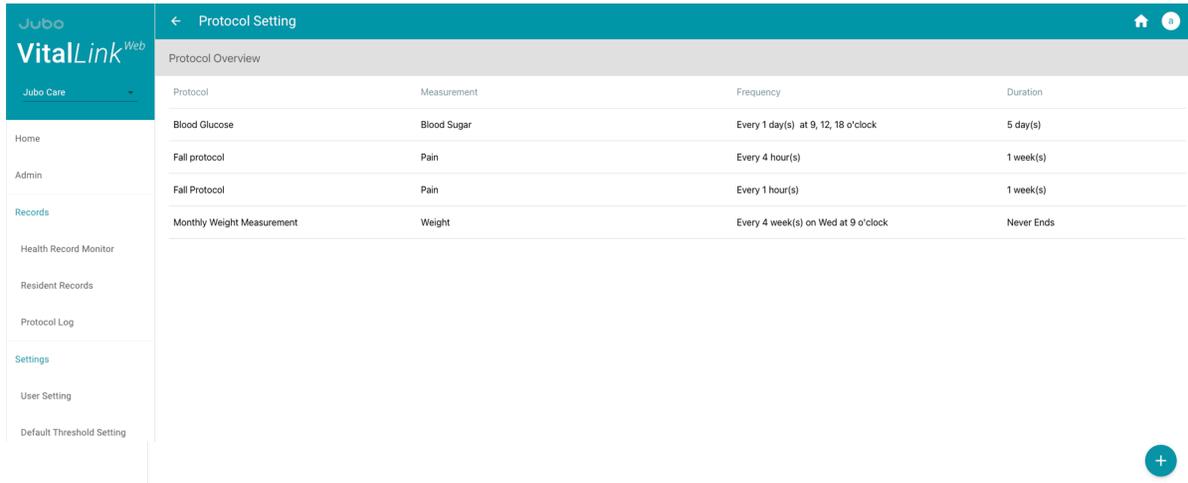
- Temperature (°C)
- Heart Rate (bpm)
- Respiration (Breaths/min)
- Blood Pressure Systolic (mmHg)
- Blood Pressure Diastolic (mmHg)
- O2 Saturation (%)
- Pain
- Blood Sugar AC (mmol/L)
- Blood Sugar PC (mmol/L)
- Weight (Kg)

3. Click **Save**.

For more information on thresholds please see **page 31**.

Protocol settings

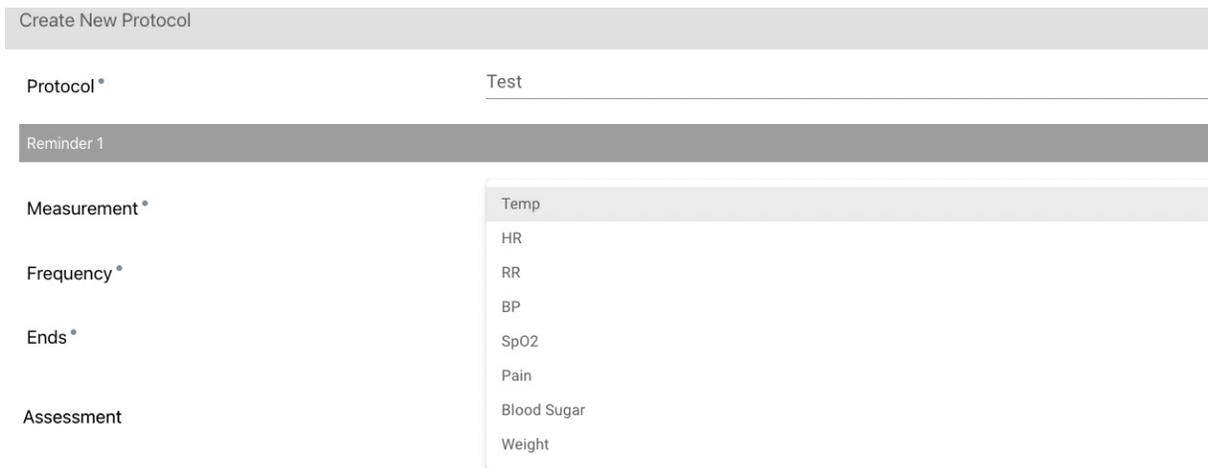
1. Click on **Protocol Settings** in the left sidebar menu. All available protocols will be displayed here.



The screenshot shows the 'Protocol Setting' page in the VitalLink Web interface. The page title is 'Protocol Setting' and it includes a 'Protocol Overview' section. A table lists several protocols with their respective measurements, frequencies, and durations.

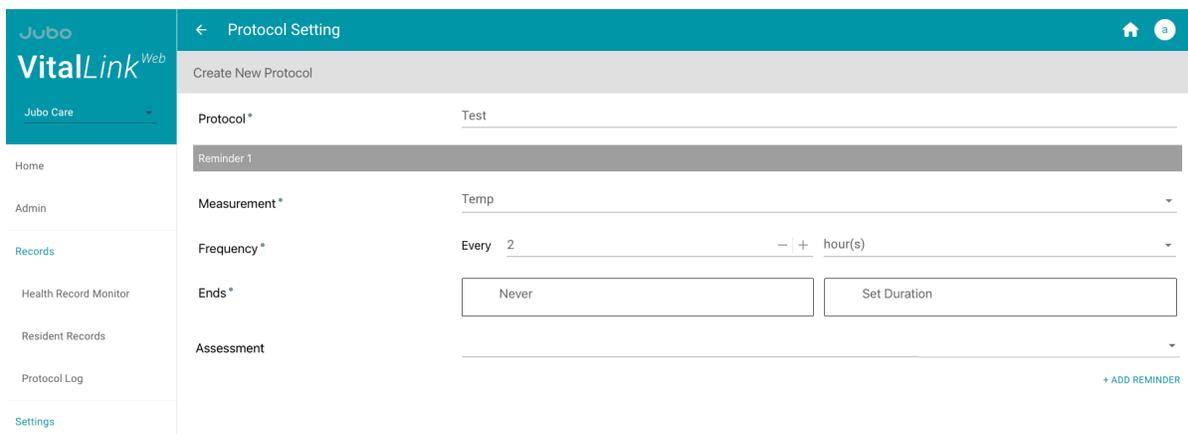
Protocol	Measurement	Frequency	Duration
Blood Glucose	Blood Sugar	Every 1 day(s) at 9, 12, 18 o'clock	5 day(s)
Fall protocol	Pain	Every 4 hour(s)	1 week(s)
Fall Protocol	Pain	Every 1 hour(s)	1 week(s)
Monthly Weight Measurement	Weight	Every 4 week(s) on Wed at 9 o'clock	Never Ends

2. Click  button to create new protocols.
3. Enter protocol name.
4. Select applicable measurement(s) from the dropdown menu.



The screenshot shows the 'Create New Protocol' form. The 'Protocol' field is filled with 'Test'. The 'Reminder 1' section is active, and the 'Measurement' dropdown menu is open, showing options: Temp, HR, RR, BP, SpO2, Pain, Blood Sugar, and Weight.

5. Enter the reminder frequency.
 - Hour(s)



The screenshot shows the 'Create New Protocol' form with the frequency set to 'Every 2 hour(s)'. The 'Measurement' is 'Temp'. The 'Ends' field has 'Never' selected, and the 'Assessment' field is empty. There are buttons for 'Never' and 'Set Duration'.

- Day(s) – Enter the Frequency
Select the Measure Time

Protocol Setting

Create New Protocol

Protocol * Test

Reminder 1

Measurement * Pain

Frequency * Every 5 day(s)

Measure Time * 3

Ends * Never

Assessment

+ ADD REMINDER

- Week(s) – Enter the Frequency
Select the Day(s) to run the protocol
Select the Measure Time

Protocol Setting

Create New Protocol

Protocol * Test

Reminder 1

Measurement * Pain

Frequency * Every 1 week(s)

On Day(s) * M T W T F S S

Measure Time * 10

Ends * Never

Assessment

+ ADD REMINDER

6. Select **Never** to continuously run the protocol or **Set Duration**.
7. Select applicable **Assessment** from the dropdown menu.

Protocol Setting

Create New Protocol

Protocol * Test

Reminder 1

Measurement * Pain

Frequency * Every 1 week(s)

On Day(s) * M T W T F S S

Measure Time * 10

Ends * Never

Assessment

None
HIR - Neurological checks

For more information on HIR - Neurological checks please see pages 21.

8. Click Save.

The screenshot shows the 'Protocol Setting' page in the VitalLink Web Portal. The page has a teal header with the VitalLink logo and a navigation menu on the left. The main content area is titled 'Protocol Setting' and contains the following fields:

- Protocol ***: Test
- Reminder 1**: (Header for the first reminder)
- Measurement ***: Pain
- Frequency ***: Every 1 week(s)
- On Day(s) ***: A calendar grid showing days of the week (M, T, W, T, F, S, S) and a 24-hour clock. The time 10:00 is selected.
- Measure Time ***: 10
- Ends ***: Never (checked), Set Duration
- Assessment**: HIR - Neurological checks

At the bottom right of the form, there is a '+ ADD REMINDER' button. At the bottom of the page, there are 'CANCEL' and 'SAVE' buttons.

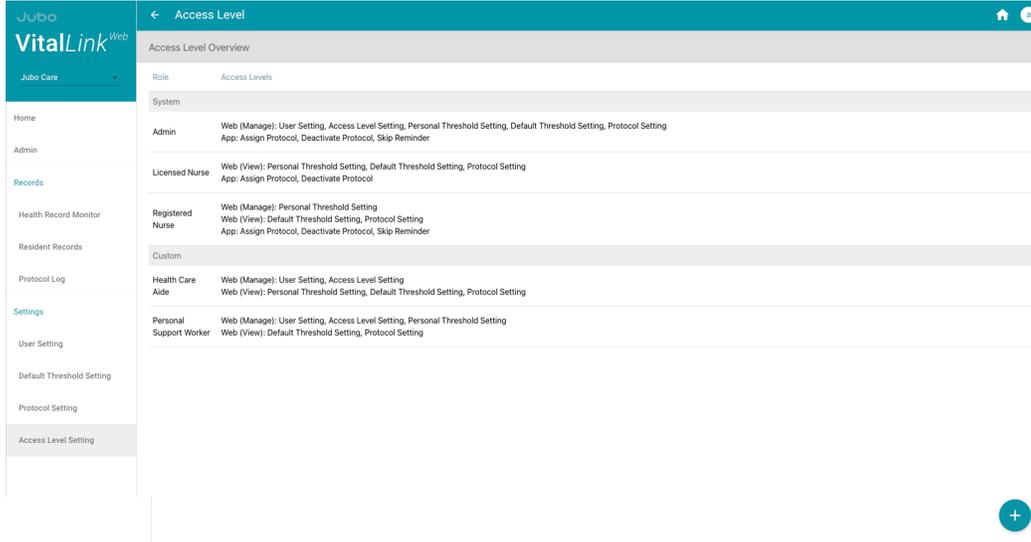
To add a second reminder click + **ADD REMINDER** and repeat steps 2-8.

Note: Protocols can be set facility-wide from the VitalLink Web Portal and assigned on an individual basis from the VitalLink App.

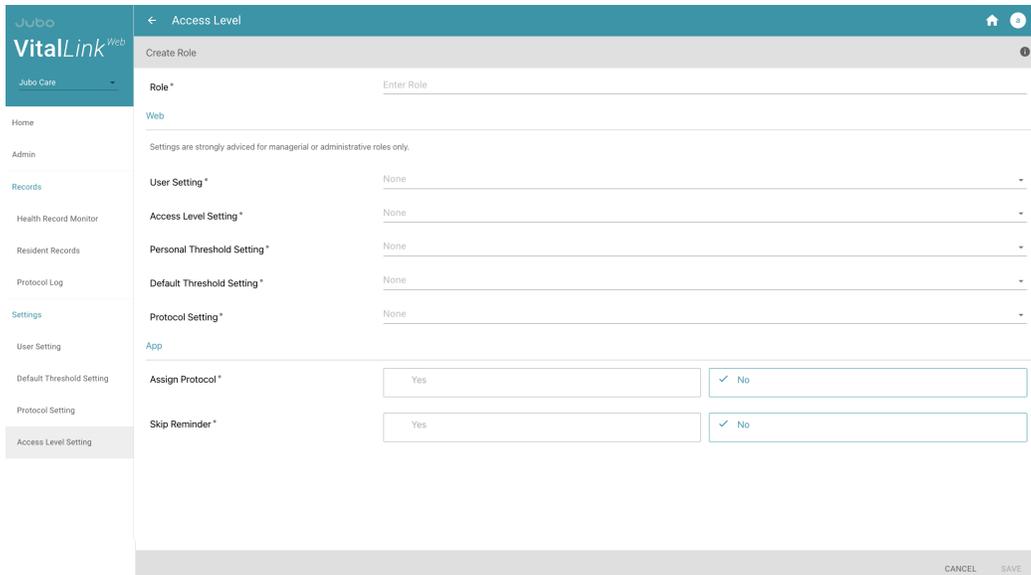
For more information on Protocols please see **pages 21, 22 & 32.**

Access level settings

1. Click **Access Level Setting** in the left sidebar menu.
This will display our pre loaded **Role and Access Levels**.



2. Click  button to create a custom Role.
 - a. Enter Role
Web
 - b. User Setting: **None** or **View / Manage**
 - c. Access Level Setting: **None** or **View / Manage**
 - d. Personal Threshold Setting: **None** or **View** or **View / Manage**
 - e. Default Threshold Setting: **None** or **View** or **View / Manage**
 - f. Protocol Setting: **None** or **View / Create / Edit / Delete / Manage**
- g. Assign Protocol: **Yes** or **No**
- h. Skip Reminder: **Yes** or **No**



Troubleshooting Checklist

Glucose monitor

- Check that the batteries are correctly installed.
- Test with a new battery.
- Remove the device from paired devices and re-pair the device.
- Insert test strip, with contact bars end first and facing up.
- Ensure the device is being used correctly (For example test strip is inserted properly.)
- Close and relaunch the VitalLink App.
- Sign out and sign back into the VitalLink App.
- Try taking the vital signs again.

Blood pressure machine

- Check that the batteries are correctly installed.
- Test with a new battery.
- Remove the device from paired devices and re-pair the device.
- Ensure the cuff is fastened correctly.
- Test with a cuff from a different machine if available.
- Close and relaunch the VitalLink App.
- Sign out and sign back into the VitalLink App.
- Try taking the vital signs again.

Tympanic thermometer

- Check that the batteries are correctly installed.
- Replace the old batteries with new ones.
- Thermometer should be under an operating temperature range of 60.8°F to 104°F (16°C to 40°C).
- Ensure the probe cover is fitted on firmly or replace it with a new one.
- Remove the device from paired devices and re-pair the device.
- Close and relaunch the VitalLink App.
- Sign out and sign back into the VitalLink App.
- Try taking the vital signs again.

Pulse oximeter

- Check that the batteries are correctly installed.
- Replace the old batteries with new ones.
- Ensure fingers are not trembling.
- Remove the device from paired devices and re-pair the device.
- Sign out and sign back into the VitalLink App.
- Try taking the vital signs again.

If issue persists, please contact support@jubohealth.com

We're here for you.

Our Customer Support team offers personalized service from day one – ensuring your facilities are equipped and your team is set up for success.

1 800 906 0414 | support@jubohealth.com

For the most up-to-date copy of this guide visit:
www.jubohealth.com/tech-specs



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