



CareAware VitalsLink

Frequently Asked Questions (FAQs)

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Table of Contents

CareAware VitalsLink.....	2
Frequently Asked Questions	2
Do I have to sign in for each patient?.....	2
Will the patient be cleared after sending results in Spot Check mode?.....	2
How long will results be saved on the monitor?.....	2
If the monitor locks, goes to sleep, or shuts down because of inactivity, will my results be saved?.....	2
I accidentally sent results I didn't want to post. What can I do?	2
I scanned my patient after taking vitals, and the vitals disappeared. Why did that happen?	2
In an emergency, do I have to scan my badge?.....	2
When do vitals get clinically documented when sent from the device?	2
Can I see who charted results for a patient?	3
I forgot to log in, but I have my patient scanned in and vitals take. Will I lose my vitals if I scan my badge now?	3
What do I do during a Cerner downtime?	3

CareAware VitalsLink

Frequently Asked Questions

Do I have to sign in for each patient?

- No, you will remain signed in until you sign off, someone else signs on, or if the monitor is turned off.

Will the patient be cleared after sending results in Spot Check mode?

- Yes.

How long will results be saved on the monitor?

- Sent Results: Deleted immediately.
- Unsent Vitals: Remain on the device for 24 hours.

If the monitor locks up, goes to sleep, or shuts down because of inactivity, will my results be saved?

- Locks or Sleeps: Yes, results will remain on the device.
- Shuts Down: By default, any active results on the device that have not been saved or acted upon will prevent the shutdown setting from activating.

I accidentally sent results I didn't want to post. What can I do?

- You can un-chart results in iView and resend from the monitor.
- You cannot modify results sent from the device.

I scanned my patient after taking vitals, and the vitals disappeared. Why did that happen?

- The monitor is expected to clear vitals from the Home tab after loading a patient, so be sure to scan the patient's wristband before obtaining vital signs.

In an emergency, do I have to scan my badge?

- No, tap Continue without Log In and use the device to obtain vital signs.
- If the patient's wristband was scanned, you can log in after obtaining the vitals and send those vital signs to the Electronic Health Record.

When do vitals get clinically documented when sent from the device?

- Readings automatically captured by the device (B/P, Temp, Pulse Rate, SPO2) – Are clinically timestamped the moment the reading completes.
- Readings manually entered on the device (Respiratory Rate, Height, Weight, O2 flow rate, Oxygen Delivery) – Are clinically timestamped when the user taps Next on the device.

Can I see who charted results for a patient?

- Yes, right click on the result in iView, click View Results Details, then click the Action List tab.

I forgot to log in, but I have my patient scanned in and vitals taken. Will I lose my vitals if I scan my badge now?

- No, scan your badge and then send the vital signs to the chart.

What do I do during a Cerner downtime?

- Select Continue without Log In, obtain the vital signs and Save. Record them on the paper chart.
- If Cerner is back up within 24 hours, the vital signs obtained during the downtime can be sent to the chart.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Health Informaticist. For any other questions please contact the Customer Support Center at:
207-973-7728 or 1-888-827-7728.
