



VitalsLink

Clinical EHR Flash Flyer

Thursday, May 21, 2026

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VitalsLink

Known Issues & Updates

Badge Scanning at AR Gould

- AR Gould uses preceding zero's in their Personnel Badge ID which have to be removed to be able to scan the badge for VitalsLink. If you are unable to scan your badge, please place a help desk ticket.
- Managers should request preceding zero's to be removed for each new hire.

UPDATE: Rectal Temperature

- Rectal Temperature has been reverted to Axillary temperature documented from the Welch Allyn Device



Frequently Asked Questions

Why are my vital signs not sending even though I have Wi-Fi connection?

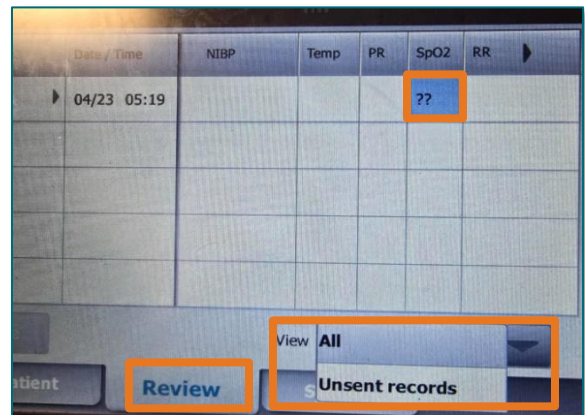
- If there is an error in any of the saved vitals, then it will keep trying to send that set of vitals even if other vitals have been taken. To resolve this, delete the vitals with the error. Here are the steps to complete this process:

STEP 1: Tap the **Review** tab on the home screen.

STEP 2: Tap the **View** dropdown, select **Unsent records**.

STEP 3: Look for any vitals with an error or **double question** marks signifying an error.

STEP 4: Delete any vitals with an error, then resend remaining vitals if appropriate.



What does the alert 'APM not functional. 1c100b' mean?

- Please check the battery pack (thick shelf with a USB cord) as it may be unplugged.

What do I do if the vitals do not send due to lost Wi-Fi connection?

- Move the vitals cart to another location with Wi-Fi connection and re-send.

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Can I change the Pulse rate if not displayed correctly before sending the vital signs to the medical record?

- Yes.
 - Long hold the **Pulse rate** box then tap the **Pulse rate** box.
 - Document the correct Pulse Rate in the dialog box that popped up.
 - Click **OK**.
 - Review the vital signs and tap Save to send to the medical record.

UPDATE: Can I document an apical pulse in VitalsLink?

- Yes.
 - Tap the **Additional Parameters** box at the bottom left of the screen.
 - Locate the **Apical Pulse** box and document the apical pulse rate.
 - After the apical pulse has been documented, remove the automated heart rate using the **Change Pulse Rate** method described above to ensure that only one heart rate is recorded in the patient's chart.

Can I send vital sign results periodically to the medical record while in Interval Mode?

- Yes, vital signs can be sent periodically while in Interval Mode.
 - Interval Mode does NOT need to be stopped to send vitals to the medical record.
- Tap the **Review** tab, then tap the **Return** tab.
- If all rows of vital signs are to be sent, tap the box to the left of the Patient header. All rows will be selected. Select the individual rows if not all vital sign rows are to be sent to the medical record.
- Tap **Send**. An envelope will display under the patient's name indicating the vital signs are sent. A Sent Successful message will display for each set of vital signs that are sent.

How do I access the vitals cart if it goes to sleep while someone else is badged in?

NOTE: This process is for staff that do not have badge scanning access.

- To access the vitals cart when the screen has gone into sleep mode follow these steps:

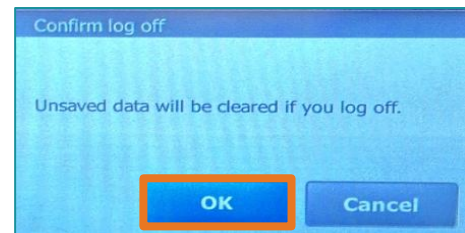
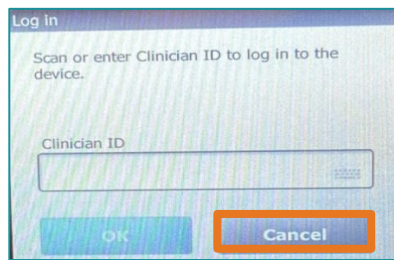
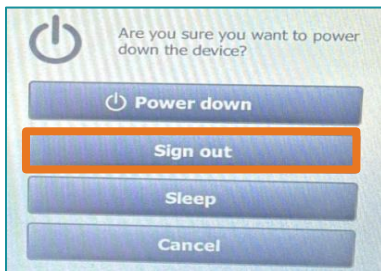
STEP 1: Press the **Power** button once.

STEP 2: Tap the **Sign Out** option.

STEP 3: Tap **OK** at the unsaved data window. Unsaved vital signs will be lost.

STEP 4: Tap **Cancel** on the badge in window.

STEP 5: Tap the **Paddle Lock** to unlock the screen.



STEP 6: Tap **Continue Without Login**.

Whose name do vital signs get signed by when sent to the medical record by a different nurse?

- Interval Vital Signs taken while nurse 1 was signed into the Welch Allyn device will post to the medical record under nurse 1's name, even though nurse 2 has signed in and was the one who sent them.

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.

How long will results be saved on the monitor?

- Sent results: Deleted immediately.
- Unsent results: Remain on the device for up to 24 hours.

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

- Yes

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

- Locks: Yes, results will remain on the device.
- 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.

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What do I do if I accidentally send results I did not want to post?

- You can un-chart results in iView and resend them from the monitor, but you cannot modify results.

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

- Readings automatically captured by the device (e.g., BP, Temperature, Pulse Rate) – Are clinically timestamped at the moment the reading completes.
- Readings manually entered on the device (e.g., Respiratory Rate, Height, Weight) – Are clinically timestamped when the user taps **Next** on the device.

Can I see who charted the results for a patient?

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

If I scan the patient's wrist band after taking vitals, will they disappear?

- Yes, the monitor is expected to clear vitals from the home tab after loading the patient, so be sure to scan the patient's wristband beforehand.

I forgot to log in, but I have my patient scanned in and vitals taken, will I lose my vitals if I log in now?

- No, vitals will remain for you to send after signing in.

Important Reminders

Documentation of the Blood Pressure modifiers Supine, Sitting, and Standing are used only when Orthostatic Blood Pressures are obtained.

- Blood pressures with Supine or other position modifier selected in VitalsLink will display in Interactive View and I&O near the bottom of the Vital Sign section.

In an emergency requiring multiple and frequent vital signs, recommendation is to use the Intervals mode.

- Select **Interval Mode** from either the Main Screen or from the Settings tab and set the frequency to 1 minute. If vitals are needed prior to the minute interval use the NIBP start button on the screen.

NOTE: If in spot mode, you will be prompted to scan the patient's wristband after saving each set of vital signs. This takes valuable time in an emergent situation.

- Scan the patient's bracelet before obtaining the first set of vital signs allowing the vital signs to be saved and sent later.

- The employee badge can be scanned later when time permits, vital signs will be saved in the Review tab to be sent to the medical record at a later time.

NOTE: If the patient bracelet is not scanned first, vital signs will not be saved and will be cleared when you scan the patient bracelet.

Welch Allyn mobile monitors will do the following after inactivity:

- Lock after five minutes of inactivity
- Sleep Mode after ten minutes of inactivity
- Shut down after 15 minutes of inactivity
 - The monitor will not shut down if Interval Mode is selected and the intervals are set to take a set of vital signs every X minutes.

In Spot Monitoring, the Save Button sends the vital signs to the medical record.

- Review the vital signs before tapping the Save button.

The Review button is used to review vital signs obtained in the Interval mode.

- The Review button will also display Spot Vital Signs that have been sent (envelope displays) and those that were not sent successfully.

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.
