
FetaLink is a maternal and fetal monitoring system that facilitates the flow of data from medical devices in a manner that supports display needs of clinicians in the acute and ambulatory setting. The tips below will aid in troubleshooting issues if they arise.

Troubleshooting

➤ Manual Association

- When manually associating the patient with an identifier other than the FIN (recommended method) ensure that the correct patient is selected.
- If the Barcode scanner of the FIN was not used to identify the patient, the end user will be required to select an encounter.
- The encounter box will appear first when the reason for monitoring is selected.
- If the encounter selection does not happen at this stage, (user clicks cancel) then the encounter selection box will open again prior to finalization of the episode.
- You must select an **active encounter** and then select **OK**.

➤ Alerts

- FetaLink does not give false warnings.
- Be sure to **READ** any alerts that come up.
- If an alert pops up it means “you are about to do something that could be dire.”
- The Orange alert is for out of time sync.

➤ Association Conflict Messages

- An association conflict occurs when the user selects an association start time that conflicts with the fetal monitor association of a different patient. There will be a warning message that displays.
 - Option 1: Read the message and select **Back** to modify the association details.
 - Option 2: Read the message which will provide detail outcomes to the fetal monitoring episode if the end user proceeds.
 - If appropriate, select the review and approve the actions box and click **Apply**. The changes will be applied immediately.

➤ **Caution: Depending on the conflict message that is encountered, approval of the message may do one of several things depending on how far back the user is trying to associate.**

- Might reassign a portion of the previous patient’s strip to the current patient.
 - Might reassign the entire strip that was associated to a previous patient to the current patient.
 - Might reassign multiple strips that were assigned to many previous patients to the current patient.
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➤ **Miscellaneous**

Icon	Description
	Click to minimize or maximize a monitored location.
	Double-click to edit an annotation.
	Click to annotate an alert.
	Click to acknowledge an alert.
	The person icon displays when an alert has been customized for this patient.
	The monitor with a red “X” is displayed in the Census perspective and for fetal monitors to be associated to a location that is not currently connected to the network. This is displayed in the Monitor Association wizard by the fetal monitor that is not currently connected to the network.
	The monitor with a green “X” is displayed in the Census perspective for devices that are not connected to the network. This is displayed in the Monitor Association wizard by the fetal monitor’s name when the fetal monitor is connected to the network.

➤ **Downtime Procedures**

In the event of a downtime, there will be an overhead page to alert staff of the change in availability status of the Cerner Millennium Application Suite.

➤ **Downtime Procedures for FetaLink can be found at [Downtime-Procedures.aspx \(emhs.org\)](https://emhs.org/Downtime-Procedures.aspx).**

NOTE: Helpdesk is available 24/7 at 207-973-7288

- Should staff have questions/issues, they should call the Help Desk and ask for assistance. If it is something technical and not end-user related, the ticket is forwarded to Integrated Bedside Technologies.