



**A NEW WORLD OF  
CLINIC DURESS  
ALARMS**

V 4.0222.20

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**1300 366 911**

PREPARED BY



Safer Solutions powered by



## Scenario

Staff member is feeling threatened while in consult with an aggressive client, they hit the Duress Alert button installed on their screen. This then sends out an immediate message alerting all users who have Duress Alert installed on their PC's who is in Duress and what room they are in. As soon as one responder selects their notification, the initiating staff member icon changes color identifying to them help is on the way. The situation is the taken care of quickly, discreetly and safely.

## Solution

Duress Alarm is an innovative Duress / Panic alarm that utilises the computers and networks already in place in your health practice. Duress Alert ticks off your requirements around accreditation, ensures your meeting your legal OH&S requirements and gives your staff the confidence to practice without worrying about what might happen.

DuressAlert Features Silent response inbuilt Email alert.

Instant network notification. Instant staff notification.

Configurable user preferred duress messages.

Terminal services compatible with Windows and Mac.

Full duress logging. Service based server component.

Customisable hot key.

Quick and easy installment.

Auto reconnect for network disruption.

Local Australian support.

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Attacks on medical staff have risen by 85% in the past 4 years. "Royal Melbourne Hospital"

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## How To Run and Change the Alert Message On Duress Alert App.

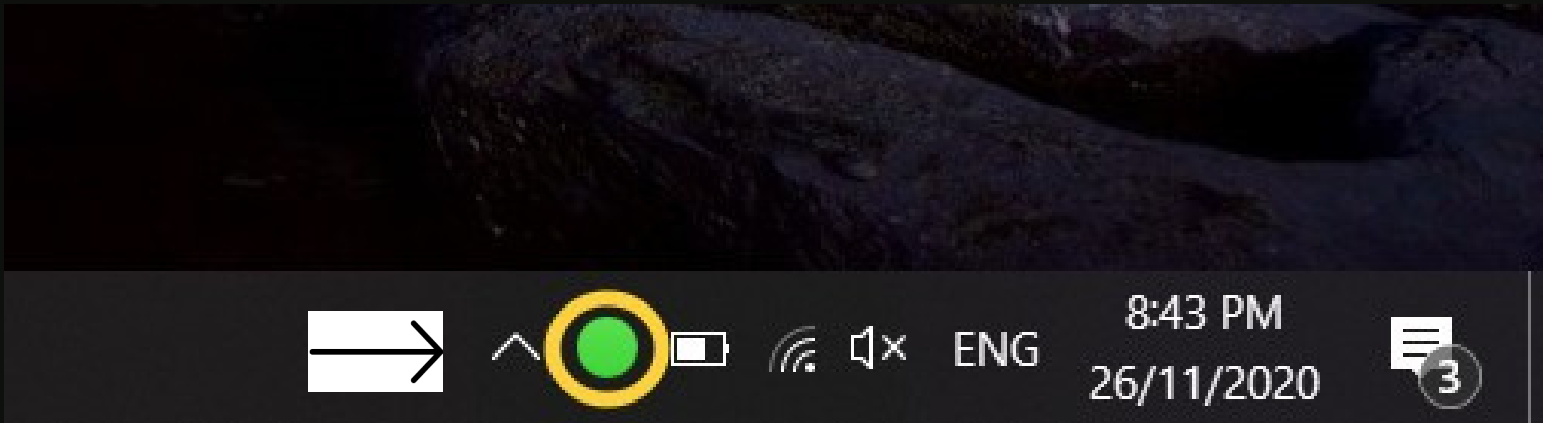
1.The Duress app should be running on your desktop. You should see the following Green Big Dot on the desktop somewhere and small Green dot on the taskbar ( Bottom Right corner of the screen). As shown bellow



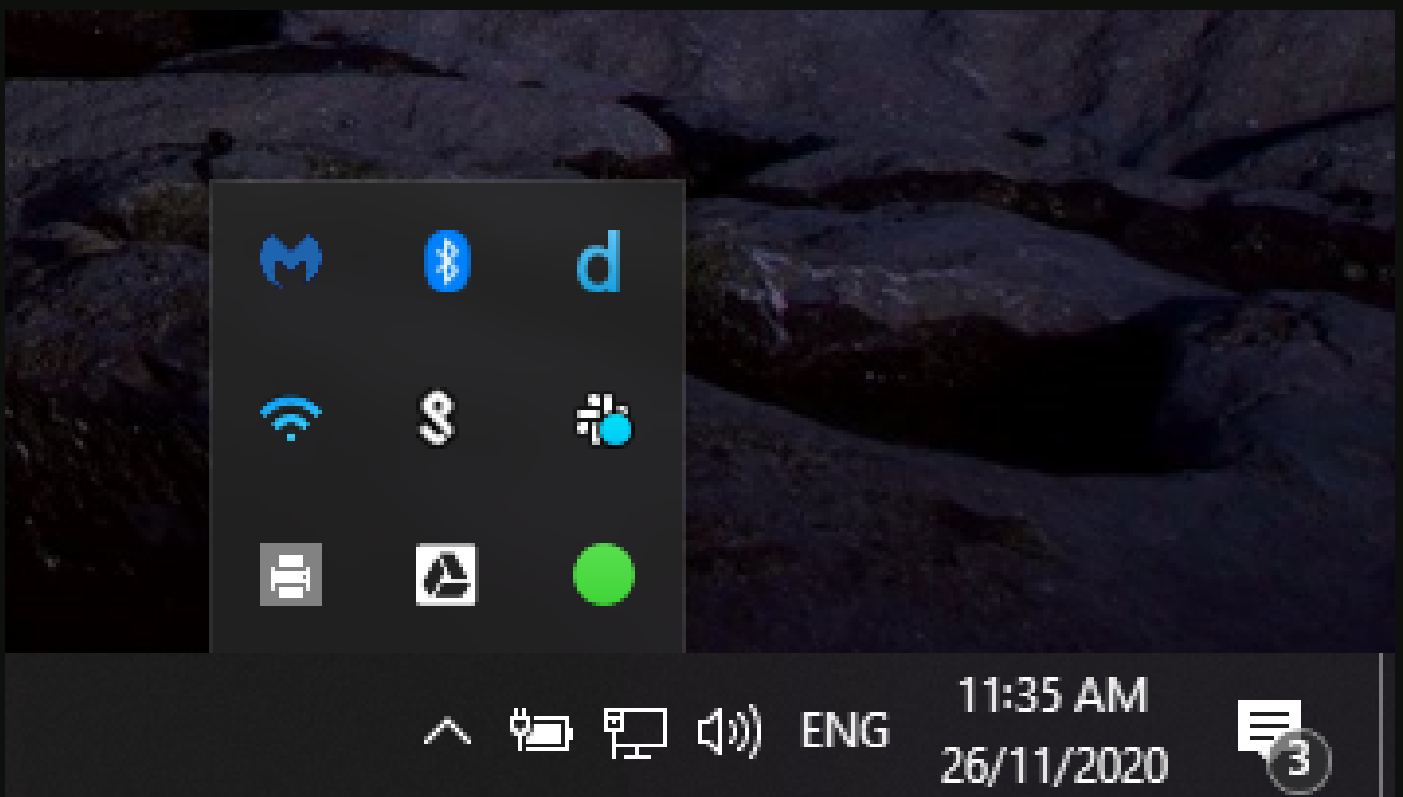
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2. If you cannot see green dot on your task bar click on the up-arrow icon.



3. If not you need to double click on the Duress Alert Client Application Icon on the desktop.



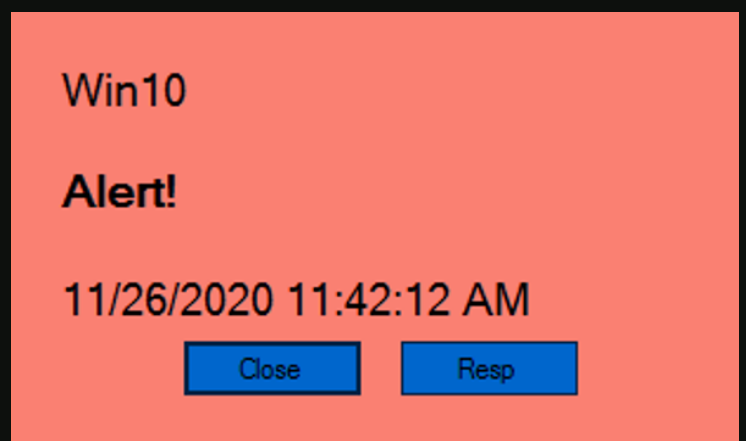
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4. Now you should have the Green Dot on the desktop and the on the task bar.

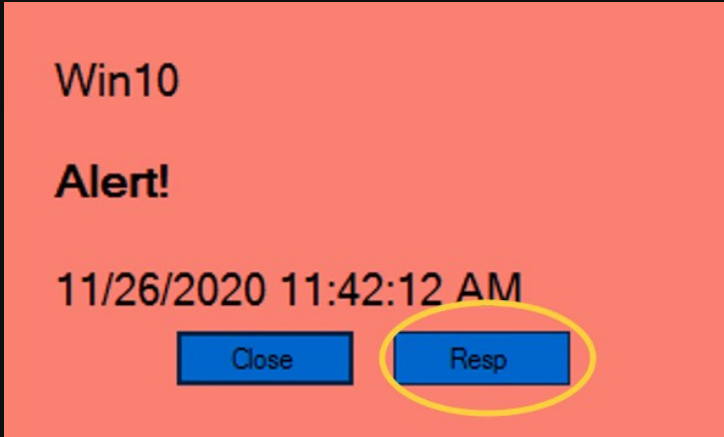


5. You need to Left click once to send alert to all other workstation. And all the workstation will get pop up alert on the left right corner of the screen.



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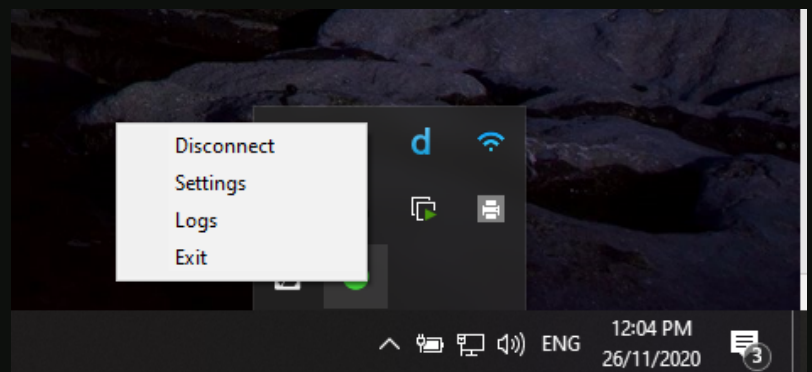


6. Whichever PC's are selected to receive the alerts can now let the sender know they have the alert by clicking "RESP"

Then take appropriate action!

## Settings

7. Changing the message, for example "Alert" this can be customised to suit the facilities needs.



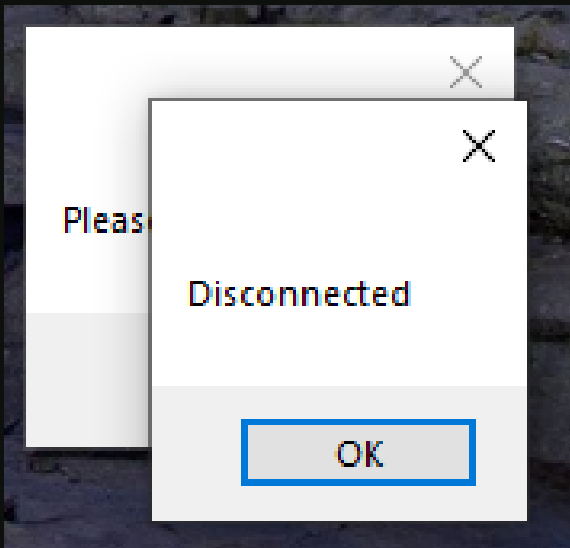
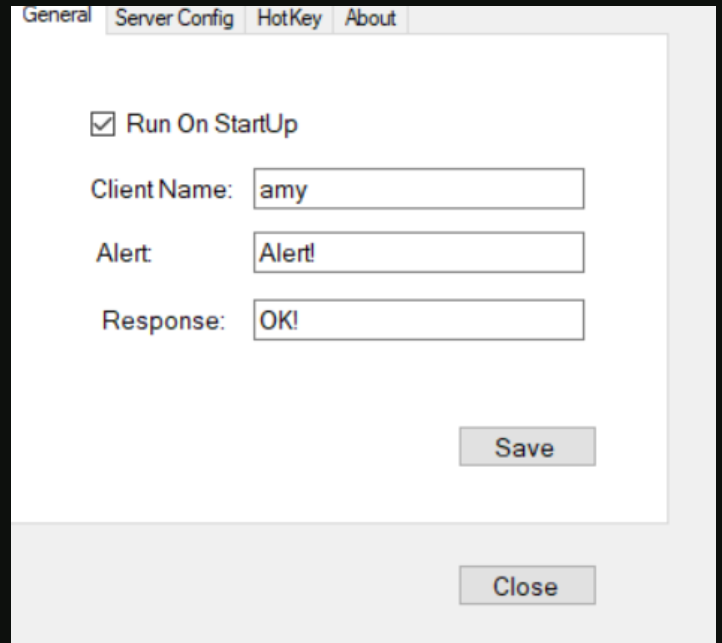
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8. Click on the Settings, the following dialog box will pop up.

9. Change the alert message you want

10. Click save



11. The following box will pop up, this is perfectly normal, click ok and the message will be saved.

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## Test The Duress Alarm!

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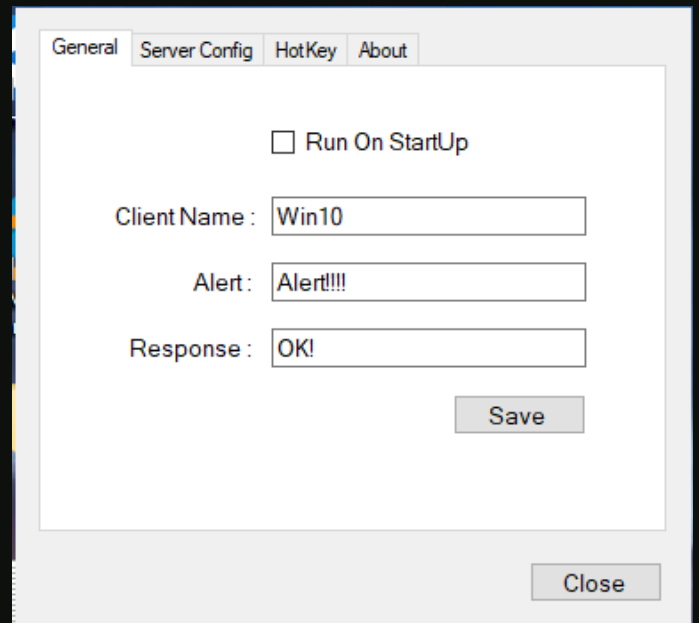
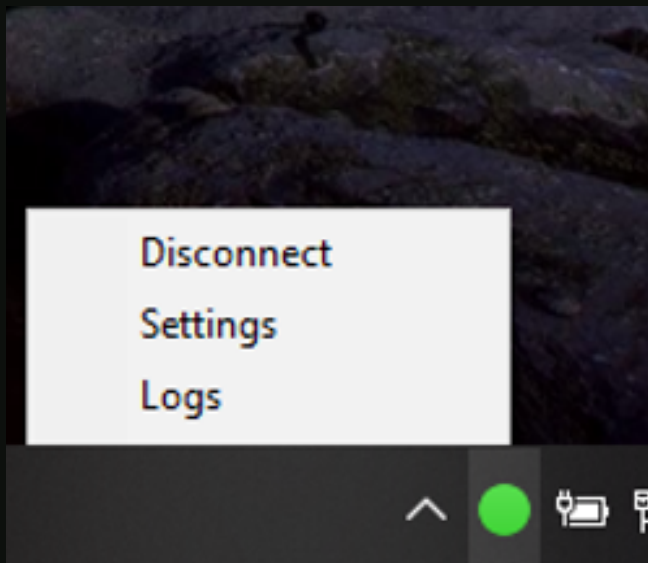
# Hotkey setup

How to create a Hotkey.

As a secondary back up is recommended, and that all PC's have a shortcut hotkey.

1. Go to the setting (right clicking the green icon on the task bar) and press setting

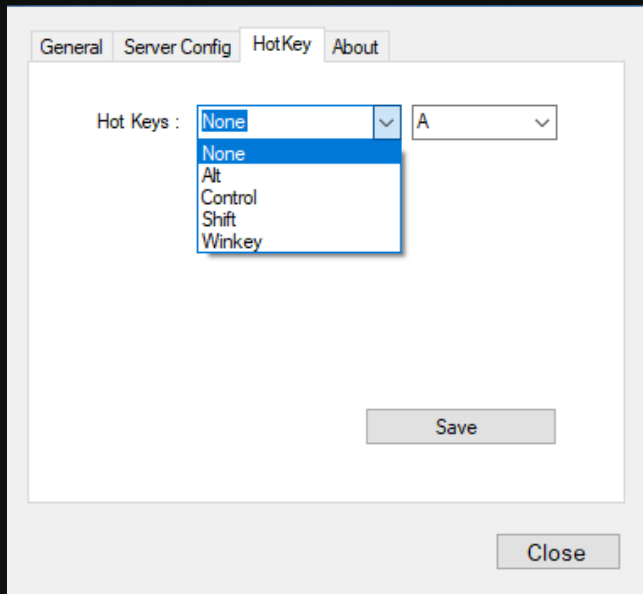
Click on the HotKey tab



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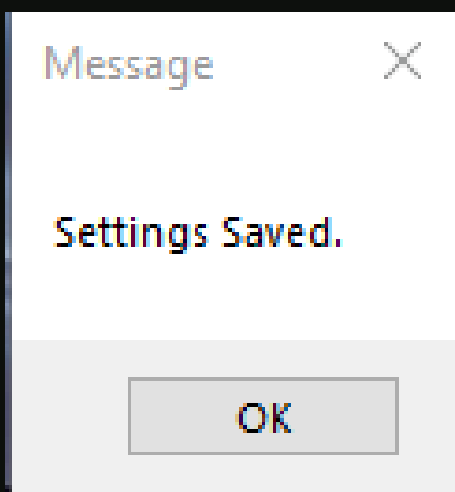
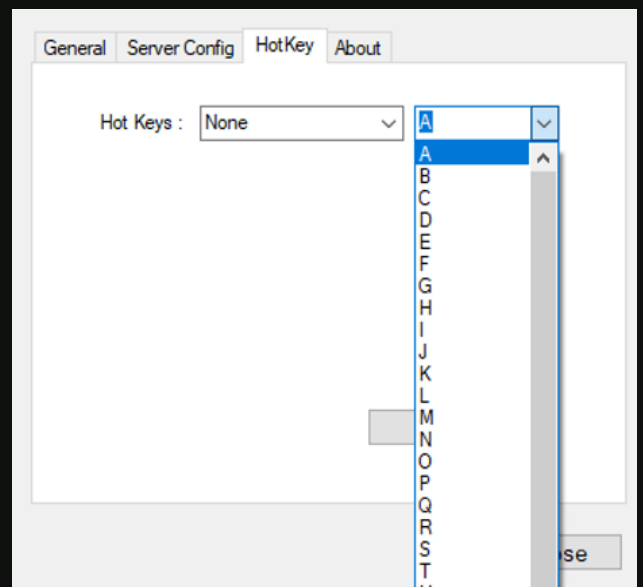




Choose any hot keys as per your preference.

It must be combination of any two "Example ALT+A"

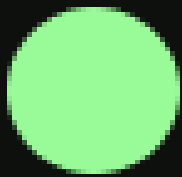
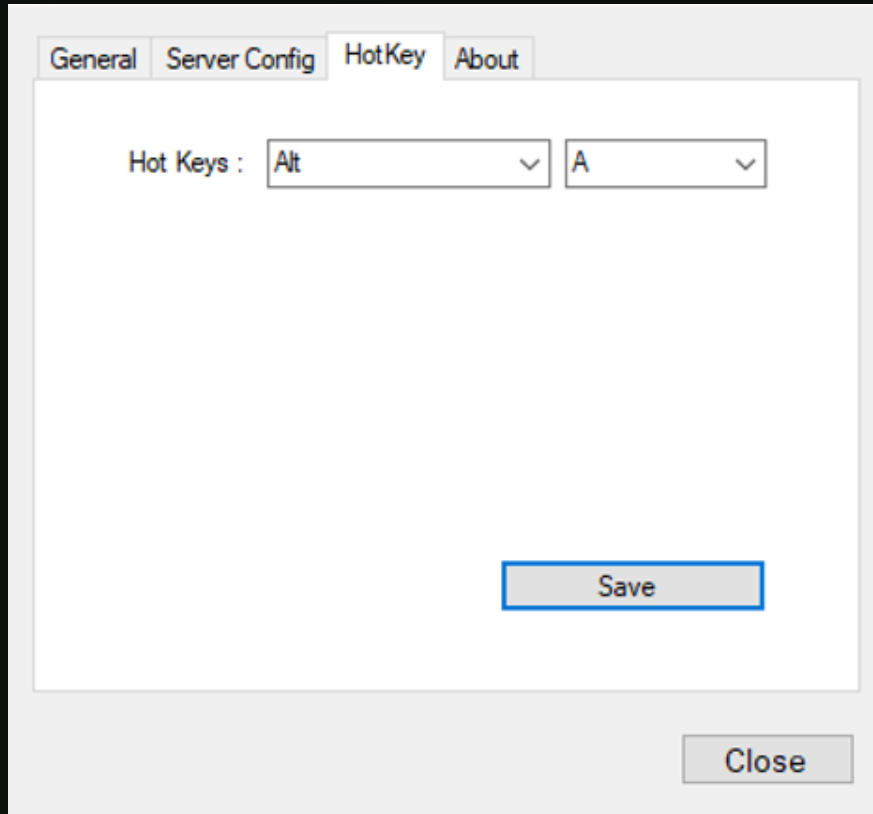
Chose a secondary key, always try and avoid shortcuts that are already in place.



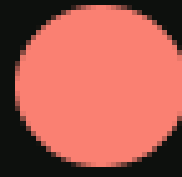
Always remember to save your settings.

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Now your hotkeys are set, and ready to deploy.



Duress Alert  
active.



Duress Alert  
deployed.

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# User Guide

If the Green dot is grayed out you need to right click on the grayed icon on the task bar and press exit and again double click on the Duress Alert Desktop app to restart again.

If any issues persist call our technical team immediately on.

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## **The Journey of Duress Alert.....**

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IT4GP was designed and developed as a leading Medical & Dental IT support company in 2010, our goal was to supply IT support solely within the medical arena.

Today IT4GP manages the IT of over 100 clinics and works alongside around 800 medical staff across Australia, with everything from day to day support to new clinic builds, data conversion all the way down to phone support and management.

Duress Alert was the by-product of both hardwired systems and PC based systems with little to no support, with so many managed clinics Duress was a no-brainer for our development team, with now over 300 clinics relying on Duress Alert to keep their staff safe and secure.

If you are considering improving your clinics IT support then maybe give us a call, located solely in Australia IT4GP offer a vast range of "Healthcare only" IT solutions, with our own data centre and a team of office and field based technicians IT4GP will be the solution for your IT needs.

[info@it4gp.com.au](mailto:info@it4gp.com.au)

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