



## **She's one of a kind**

Give her the unique protection of the Hugs<sup>®</sup> system

Reliable and secure infant protection

# The world's Number 1 infant protection system

The Hugs system delivers an unprecedented level of security against infant abduction but requires little administration and training. As the world's fastest-selling infant protection system, the Hugs system offers the reliability that you and your staff can depend on every day to keep your infants safe.

It's a choice leading hospitals have made. And a choice parents, nurses, administrators and security staff alike can wholly support.

## The Hugs System Advantage

### Easy-attach tag with automatic enrolment

The Hugs tag attaches in seconds and is automatically enrolled in the software. Protection can start right in the delivery room.

### No manual tests

The Hugs system requires no manual testing of infant tags or other devices to make sure they're working. The Hugs software continually monitors the status of all devices, and will generate an alarm if something goes wrong.

### Automatic mother/infant matching

With the Kisses® option, the Hugs system automatically alerts you if the wrong baby is brought to the wrong mother. There are no numbers to match and no wall-mounted lamps to check.

### Support now, and in the future

The By Your Side™ program for the Hugs system ensures that every customer will be successful with infant protection. Xmark is with you every step of the way as you implement and use your system, with a wide range of materials and services.

### User friendly

The Hugs system offers a wide range of viewing options. Users see only the menus and commands they need, all in a standard Windows-based PC environment.

### Full supervision

The Hugs system ensures full supervision of all components, including the tag, with each tag sending a Heartbeat® status message every 10 seconds. If the system doesn't receive these messages for a specified time period, an alarm is automatically generated.

*Hugs is so simple and reliable that staff confidence is now very high. Our nurses know all they have to do is attach the Hugs tag and from that moment on the baby is protected from abduction. Parents really appreciate Hugs too. They find it very reassuring that their new baby is being checked on so regularly. No other system we looked at offered the same level of security.*

**Patricia Philip – Patient Care Administrative  
Coordinator, Bayfront Medical Center  
St. Petersburg, Florida**

## Simple and reliable

---

Each baby is fully protected the instant a tamper-proof Hugs tag is attached. The Hugs system offers full supervision, with all active Hugs tags reporting every 10 seconds to show they are present and functioning.

---

Here's how the Hugs system works. Every infant in your unit wears a Hugs tag with a unique ID number on the ankle, and every exit point is electronically monitored to detect the tags. This means staff and family can move infants freely within the protected zone, but no one can remove an infant from the unit without your staff being alerted.

Beyond this superior and active supervision of infants, the Hugs system monitors its own functionality and alerts staff of any problems.

## Easy to use

---

As soon as a tag is attached to an infant, it is automatically activated and enrolled in the software. The system software interface looks like other Windows programs and functions intuitively.

---

The Hugs system requires little training or administration. Attaching the tag takes only a few moments, and enrolment in the software happens automatically. The BabySense™ feature also notifies you if the tag is not securely on the infant. You are given timely notice to snug up the tag.

Other procedures, such as moving the infant for tests, involve no more than a password and a click or two of the mouse. Keypads or access card readers can be installed at each exit to allow authorized staff to sign out infants at an exit.

This flexibility and the system's scalability allow you to adapt the system to your facility and to your existing clinical procedures—not the other way around. Your Hugs system is also fully supported by Xmark and its network of authorized dealers.





## **Add Kisses mother/infant matching for total infant protection**

**Just bring mother and baby together and the optional Kisses component will alert you to a wrong match. By adding the Kisses option to your Hugs system, you have an easy, effective and electronic enhancement to manual band-matching systems.**

Here's how it works. Each mother wears a small, comfortable Kisses tag. It is bonded with her infant's Hugs tag at birth and for the duration of their hospital stay. Every time the two are brought together, an audible signal from the infant's tag immediately alerts you of a mismatch—even if there are other infants in the room. There's nothing to visually check or match, just the clear sound of the Kisses component to ensure that you always deliver the right baby to the right mother.

### **Kisses mother/infant matching:**

- Automatically and instantly alerts you to an incorrect match.
- Works anywhere in the area protected by the Hugs system.
- Patient-friendly mother tag attaches with standard hospital band.
- Allows you to use and reuse any Hugs tag with any Kisses tag for easier tag management.
- Supports multiple births.
- No extra administrative burden—no numbers to match, and no wall-mounted lights to check.

**Call 1.866.55.XMARK for more information.**

## Support for staff and patients

---

Effective infant protection requires successful integration into the clinical environment, and the participation of nurses, security staff and parents. Xmark works with you to make implementation smooth and trouble-free.

---

Every Hugs system is backed by the By Your Side program, providing you with an unmatched level of support at every stage, from initial purchase to implementation to ongoing use.

Our “Implementation Guide for Nurse Managers” covers the essential points to ensure smooth deployment of an infant protection system within the clinical environment. We also offer a sample policy to help you devise your own procedures for using the system.

Xmark can also provide on-site training and go-live support to help you through your first day of using the system. This is supported by a range of training tools. For senior staff members charged with overseeing the system, there is also a System Administrator course to provide essential knowledge of how the system works and is configured.

For parents, the “Helping to Protect Your Baby” pamphlet explains in straightforward language the infant abduction phenomenon, what to expect while in hospital, and how parents can play an active part in the security of their infant.

### The Hugs system will alert your staff if:

- Someone tries to exit via a monitored door or elevator with a protected infant, without authorization.
- The strap has been cut or tampered with.
- The tag’s signal has not been detected by the system for a specified time period.
- The tag’s battery power is low.
- An authorized exit has occurred but someone tries to “piggyback” through the protected exit with another infant.
- An authorized exit has occurred but the infant has not been returned to the designated safe area in the specified time.

## Effective security

---

In the event of an alarm, the Hugs system can automatically activate magnetic door locks or hold an elevator. It can also integrate with and activate other security and access control systems, such as alpha-numeric pagers and cameras.

---

For security purposes, all system transactions are password controlled, time and date stamped and logged into the database on the PC that controls the system. You’ll have a permanent record of who admitted, signed out and discharged all babies. You’ll also have a record of when and where alarms occurred and who cleared them.

The system controller itself is equipped with a special function that will alert you in the unlikely event of a problem with the computer, providing an extra level of security.

Finally, the Hugs system’s advanced radio frequency technology is approved by the FCC, and will not affect or be affected by other electronic hospital equipment.





## About Xmark

For over 25 years, Xmark Corporation has provided Radio Frequency Identification (RFID) solutions to locate and protect people and medical equipment in healthcare environments. Its market-leading infant and pediatric protection, wander prevention, staff safety, and asset tracking applications are trusted by over 5,000 healthcare institutions worldwide.

Xmark systems are installed and serviced through an international network of authorized dealers, and backed by the industry's most comprehensive customer support program. All aspects of Xmark's business are certified to the ISO 9001 quality standard.

### For further information on the Hugs system:

Address: 309 Legget Drive  
Ottawa, ON K2K 3A3  
Canada  
Toll free: 1.866.55.XMARK  
Telephone: 1.613.592.6997  
Facsimile: 1.613.592.4296  
Web site: [www.xmark.com](http://www.xmark.com)

For proven protection, become a Hugs Hospital today. Xmark is ready to help you find the right solution for your infant protection needs.