

CenTrak Staff Duress FAQs

What qualifies as a “Staff Duress” Situation?

Staff Duress is defined as a Staff member anticipated or experiencing aggressive or violent behavior with a patient, family member, or staff member. Duress can also be a personal medical situation where you are not able to call for help. You should not use your badge for non-emergency situations or to test security response time.

How are RTLS badges worn?

RTLS badges should be easily accessible and may be placed under your staff identification badge.

How will I know when the battery is low?

Battery life is monitored by IMT. See directions in the instructions for testing your badge’s battery.

Can the badge be worn in the MRI area (high magnetic areas), Radiology, or other sensitive areas?

The RTLS badge CANNOT be worn in the MRI area and should be removed before entering. It can be worn in Radiology and other areas.

Why is it important that I wear my RTLS badge?

Nappi Wellness Institute is committed to providing a safe and secure environment for staff. Wearing your badge gives you quiet, prompt access to security officers, providing another level of safety in emergency situations.

Does the badge work if I go outside or to another part of the SUNY Upstate Campus?

The badges only work where there are sensors, which are solely in the Nappi Wellness Institute. Future use on campus will be announced to all users.

Will this system be used to monitor how long I’m in the restroom or break room?

No. RTLS badges are not intended to monitor individual staff locations outside of assisting in a duress situation or for clinical flow.

Is it safe to wear the RTLS staff badge?

Yes, the RTLS badge is safe to wear. The average power emitted by a cell phone is one million times greater than what the RTLS badge sends out.

If asked, how do I explain my badge?

This staff badge is connected to a system that allows me to quickly request help. When I press the button on my badge, my location is immediately displayed to security officers in my building and Central Dispatch. It does not interfere with any medical equipment frequencies and is completely safe.

If you have questions about our new Staff Duress system, please contact your manager.