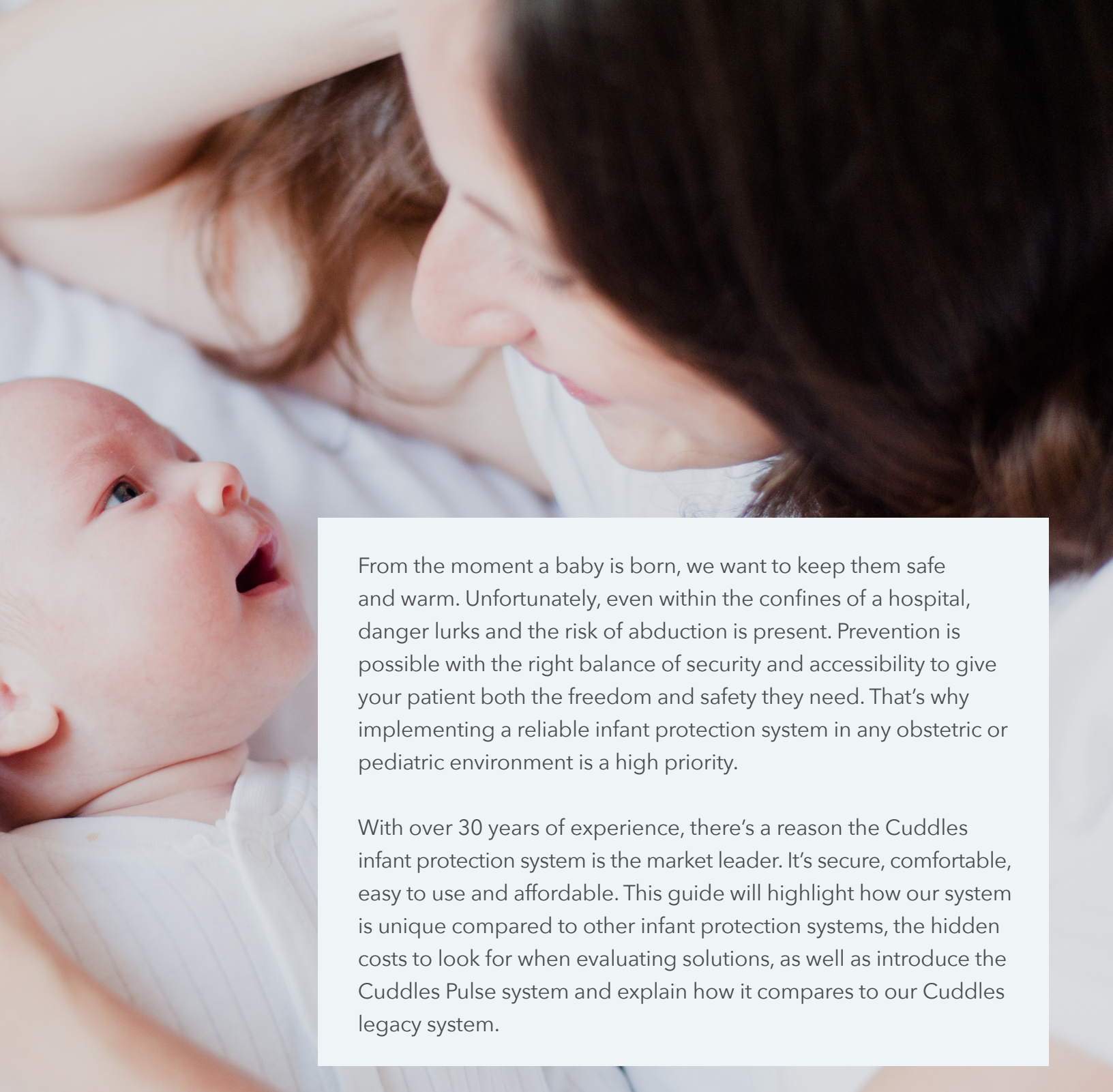cuddles
INFANT PROTECTION SOLUTION

BUYER'S GUIDE:

Choosing the Right Infant Protection System for Your Smallest Patients and All Hospital Budgets

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From the moment a baby is born, we want to keep them safe and warm. Unfortunately, even within the confines of a hospital, danger lurks and the risk of abduction is present. Prevention is possible with the right balance of security and accessibility to give your patient both the freedom and safety they need. That's why implementing a reliable infant protection system in any obstetric or pediatric environment is a high priority.

With over 30 years of experience, there's a reason the Cuddles infant protection system is the market leader. It's secure, comfortable, easy to use and affordable. This guide will highlight how our system is unique compared to other infant protection systems, the hidden costs to look for when evaluating solutions, as well as introduce the Cuddles Pulse system and explain how it compares to our Cuddles legacy system.

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All-New Cuddles Pulse

Cuddles Pulse improves on the popular Cuddles system with the addition of Pulse – Accutech's premier real-time monitoring technology. This ever-vigilant system monitors the presence of all active infant tags, assuring every baby is continuously accounted for via our proven infant security technology. This unparalleled system raises the bar on our popular Cuddles Infant Protection Systems and allows hospitals and pediatric environments to choose from two options to accommodate their budgets, all while continuing to provide all of the high-quality, industry-leading protection that you've come to expect from Accutech.

The Pulse infant tags now feature constant wireless communication with the Cuddles Pulse system.

When not in an alarm state, the Cuddles Pulse tags send out a signal every 1.5 seconds to check in with the system. If seven of these signals are missed in a row, the system notifies your staff and can lock down the floor within 15 seconds of a tag's presence not being detected - fast enough to avoid a serious incident. **That's up to 90 seconds earlier than our competitors.**

Use of an infant protection system should fit into your policies, procedures and workflows – not define them.

We understood that with the Cuddles legacy system, and we have only enhanced it with Cuddles Pulse. Pulse hardware is fully-configurable via software, meaning adjustments to the system no longer require taking apart controllers to access their internal components. All receivers are IP addressable, and zones can be troubleshooted or customized from our software, providing unequaled usability.

All of this while still maintaining all of the features that make our current Cuddles system the industry leader in security. You'll learn more about these great features in the guide.

Cuddles Pulse vs. Cuddles Legacy

While we have made many improvements to the Cuddles product, we have maintained the philosophy of providing a system that can operate independently of the software, keeping your patients protected in the event of a computer or network failure. Below are some of the differences/improvements in the Cuddles platform.

The Cuddles Pulse tag includes a six-month warranty, while the Cuddles legacy tag includes a one-year warranty.

	Cuddles Pulse	Cuddles Legacy
Patented Skin-Sensing Cutband & Band Removal Notification Technology	☑	☑
Works if CPU/Network goes down	☑	☑
Self-adjusting Bands	☑	☑
Customizable Software (dashboard)	☑	☑
Alarms when monitored exits are breached	☑	☑
Alarms instantly when tag is removed	☑	☑
Can turn tags on/off	☑	☑
Fully configurable via software	☑	
Real-time monitoring technology	☑	
Constant wireless communication with tags	☑	
Alarms if tag goes missing within 15 seconds	☑	
Can monitor thousands of tags at once	☑	

What happens to the current Cuddles system now with the addition of Cuddles Pulse?

At Accutech, we believe in providing world-class support for all our customers, for everyone choosing to partner with us with our latest technology & those who have partnered with us with our legacy solutions. We will continue to manufacture, supply & service our Cuddles BR4200 system.

Along with this, we will continue providing our free 24/7/365 technical support for the life of every system & on-site support is available from our certified dealers, ensuring a resource for local support when needed. There are no required software maintenance contracts during the life of any Cuddles BR4200 system from us, and software upgrades will continue to be offered at no charge. Partnering with us, you can rest assured you won't have to deal with forced obsolescence because a new generation of product is available. You're the customer, we believe the choice should be yours to move when you feel the time is right.

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What to Look for in an Infant Protection System

Provide infinite comfort with our self-adjusting soft bracelet loved by nurses and patients alike

Comfort is of utmost importance for every infant, and an infant protection bracelet shouldn't harm an infant in any way. Our ultra-soft polyester blend bracelet puts infants' comfort first and won't cut or chafe their delicate skin. While it's soft, it's also strong and secure. From the smallest of preemies to full-term babies, our self-adjusting bracelet will stay safe and secure on infants of any size.

We all know that the first hours of a baby's life are crucial. These hours are full of change including initial weight loss. Guarantee that all infants stay secure with the Cuddles self-adjusting bracelet that will adapt to each baby's fluctuating weight. By self-adjusting to each baby's weight changes, the bracelet won't fall off or become loose when little ones wiggle around. And since the bracelet stays nice and secure, false alarms triggered by postpartum weight loss are avoided.

"Our parents love the soft, stretchy bands because they provide exceptional comfort and security for their newborns."
—Sally Johnson, Director of Maternity

Rest assured that every baby is safe with our tamper-proof infant protection tag

The safety of every infant is top-of-mind in any obstetric or pediatric environment. An infant protection tag should be reliable as well as small, lightweight and easy to keep clean. The Cuddles bracelet is just that and its design means it will never hinder an infant's movement as only the soft, adjustable band touches the infant's sensitive skin.

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While the tag rests securely on the infant's bracelet, it never touches the baby's skin. A pulsating red light provides nursing staff with a constant, visual indication that the tag is active. This tag can also be turned off to preserve battery life and cut costs.

Equipped with patented skin sensing technology, the Cuddles bracelet activates an alarm in the case that it is cut or yanked off an infant's arm or leg. When a bracelet or tag is tampered with, an alarm is activated to alert staff and the perimeter of the unit is locked down. Be comforted with the most reliable technology to prevent abductions and ensure the safety and security of every infant.

Know that infants are always secure with our independent system

Maintain constant security and safety of your obstetric and pediatric floors with an infant protection system that is not dependent on a PC or server. This means if your network or PC were to fail, your secure perimeter remains intact and all alarms will continue to fully function. Be sure every infant is protected from the moment they are born with no enrollment necessary for instant protection. Should your software ever crash, you can rest assured knowing your infant protection system is still fully functional and every infant is secure. Cuddles is the only infant protection system that is software enhanced, not software dependent.

Experience fewer false alarms with our unique frequency technology

Know that your alarm system is reliable with fewer false alarms. Our Cuddles system uses unique RFID technology, data filtering and changing exciter frequencies to identify and eliminate these false alarms, preventing alarm fatigue and letting nurses focus on providing quality care. Many other systems alarm when the correct frequency is seen, even if it is generated from ambient noise like mobile phones, lighting ballasts and floor buffers. The Cuddles infant protection system operates at a unique frequency (418 MHz), just below the maximum requirement mandated by the Department of Defense, making it the most interference free on the market and reducing hassle and disturbance caused by false alarms.

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Want even fewer false alarms? In addition to minimizing false alarms due to ambient noise, the Cuddles system also eliminates "loose band" alarms as its self-adjusting bracelet always remains safe and secure on every infant.

Wondering about compliance? Wonder no more; the Cuddles systems are compliant with all NFPA, FCC, NEC, CA, ETL and JCAHO requirements.

Streamline admittance and discharge with our easy-to-use system

With a simple system in their hands, nurses can activate tags as well as admit and discharge patients in moments. Easy-to-use hardware and software work seamlessly, enabling nurses to spend less time managing a "system" and more time focusing on what matters most: caring for moms and babies.

Benefit from seamless integration with systems that are already in place

The need for real-time notifications and response is essential in the case of infant abduction. An infant protection system is only effective if it can relay the right information at the right time to the right people. It should also be able to seamlessly integrate with platforms and devices that already exist within staff processes.

Your infant protection system should simplify your process, not add complexity. Think about your:
○ Nurse call system.
○ Electronic access control (EAC).
○ CCTV/camera system.
○ Pagers, beepers or any other mobile devices carried by caregivers.
○ RTLS system
○ iOS or Android devices.
○ Any other internal systems that will enable your infant protection system to work seamlessly within your facility.
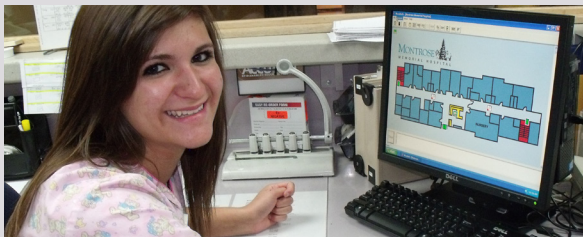
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With the Cuddles infant protection system, you'll have all the information you need at your fingertips. Whether it's with our handheld Identification Tag Activator/Deactivator (IDTAD) or the stationary Test Tag Station (TTS), you can see all the details of a particular infant's tag. Each will let you see the remaining battery life, warranty date, and program number of every tag. Gain even more insight with the ability to see tag notes and report on all tag data with the Test Tag Station (software required). Accutech is proud to be a technology leader with Cuddles, providing the lowest false alarm rates in the industry.

Gain access to comprehensive support with our vast network of dealers and 24/7 support

We continue to offer free 24/7/365 technical support, and multiple local partner options for your convenience. Take advantage of the industry's most comprehensive customer support program with free 24-hour technical support and a full one-year warranty (6 months for Cuddles Pulse). Should anything go wrong on-site, one of our local authorized dealers will be there to service the system—no need to wait for a technician to fly in. There are no software maintenance requirements for the life of the system, and we'll continue to provide software upgrades and add functionality to the system at no cost to you.

"One of the key factors to us was a local source for support and maintenance. We aren't dependent on technicians having to fly in or support it remotely. They can be on-site quickly if we need them."
—Coral Ann Hackett, Director of the Family Center

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Evaluating An Infant Protection System

Choosing an infant protection system is a big commitment of both finances and resources. A system this important takes time to implement and should be one that you feel confident in for years to come. Make sure you are making the best decision for your facility by asking the right questions of your potential vendor.

System

1. Do you offer just one infant protection solution, or multiple options based on budget and needs?

2. What customization options does your system offer?

3. What integration options does your system offer?

4. Can your system lock doors and stop elevators if needed?

5. Is there an option for a comprehensive system without the need for a computer? Conversely, is there an integrated software platform as a potential upgrade?

6. Where will there be remotes, LCD screens, alarms, etc.?

7. What does it look like to manage the system day-to-day?

8. What does the admittance/discharge process look like?

9. Will the system still work if a PC or server stops working?

10. What happens if a baby is born when a PC or server is down? Will the tag still work and be able to protect the infant?

Alarms

1. Is your system shielded from RF interference from things like cell phones or floor buffers? How is this accomplished?

2. How precise is your alarm capability? Can it distinguish between multiple floors, or two doors that are close together?

3. Does your system have more than one type of alarm, and how does staff differentiate between these alarms?

4. When an abduction alarm is set off, who is notified, how and where? Do we have configuration options?

5. Is there reporting easily available so you can see recent alarms, with a date/time stamp?
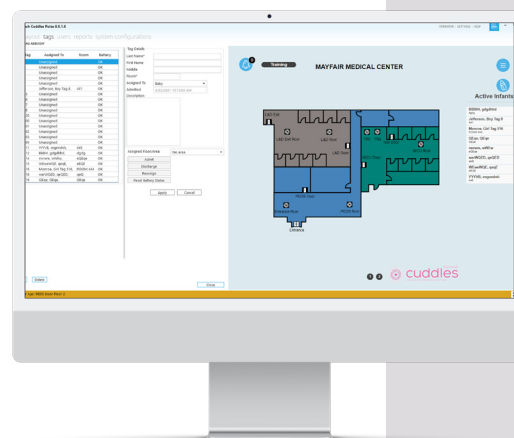
Infant Tags and Bands

1. Do I need to throw away the tags at 12 months, or can I keep using them past the warranty period? Can the tags be turned on and off when not in use?

2. Can you see the exact battery percentage and warranty date from a tag test station or handheld device?

3. Is there multiple floor monitoring?

4. Do your tags identify specific infants?

5. When an abduction alarm is set off, can we tell which infant it is?

6. How comfortable is your band/tag?

7. Will an alarm be set off if the baby loses weight after birth and the tag is loose? Will an alarm be generated every time a tag is simply too loose, or only when it is removed?

8. How quickly does the system respond when a band is removed?

9. Is a mother-baby match available? And how much does a mother-baby match cost?

Support

1. What is the training and implementation process? What is the cost?

2. What technical support is available?

3. Who installs the system?

4. Who will support the system?

5. How much will it cost for annual software upgrades?

Vendor Comparison Chart

Take note of the support offerings and product costs for each provider of infant protection systems.
We're proud to say that the Cuddles legacy and Cuddles Pulse systems will save you thousands of dollars
each year in licensing, training and support fees—at Accutech we stand by you for the life of your product.

	Cuddles Pulse by Accutech	Hugs Wifi by Stanley Healthcare	Safe Place by RF Technologies	Centrak
Free 24/7/365 Factory Direct Technical Phone Support	☑			
Free Software Upgrades	☑			
Maintenance Agreement Cost	$0			
Skin-Sensing/ Self-Adjusting Band	☑			
Works Independently From CPU	☑			
Tag Power On/Off Feature	☑			
Battery Life Percentage Display	☑			
Tag Transfer Feature	☑			
Local Dealer Network	☑			
Tag Check In Every 1.5 Seconds	☑			

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