



# Integrating Metrasens Ultra Into Operational Workflows and Best Practices **for Behavioral Health Facilities**

**A GUIDE FOR HEALTHCARE PROVIDERS**

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# Introduction

Welcome to this guide on integrating Metrasens Ultra into your organization's operational workflow and best practices for behavioral health use cases. This document is designed to provide comprehensive guidance on incorporating effective screening protocols using Metrasens Ultra, ensuring the safety and security of both patients and staff.

While this document outlines Metrasens' recommendations, it's important to note that implementation should align with your organization's existing security and safety processes and practices. Integrated workflows and practices play a crucial role in ensuring the repeatability and consistency of the screening process, particularly in situations where remembering every detail or following a precise sequence of steps is essential.

The contents of this document, in alignment with your unique needs and requirements, should be documented in your organization's Standard Operating Procedures to provide employees with clear guidelines to perform screening tasks effectively and efficiently.

It's essential to recognize that the recommended screening settings provided in this document are approximate and serve as a starting point based on general screening goals. More specific parameters will be provided during the walk-through and training sessions conducted by the Metrasens customer success team.

Should you have any questions or require further clarification on any aspect of the screening process or the use of Metrasens Ultra, the Metrasens customer success team is here to assist you. Feel free to reach out to them for support, guidance, or additional training as needed. Together, we can ensure your screening protocols' successful integration and ongoing effectiveness.

## **Metrasens**

# Metrasens Ultra System Overview

Metrasens Ultra is an advanced detection system designed to identify a wide range of potential threat and prohibited items. Whether it's detecting firearms, knives, razor blades, or even vape pens—depending on your selected settings—Metrasens Ultra clears the way to keep you safe. Its versatility sets it apart, ensuring seamless implementation in various environments.



## Create a Safe Workplace Environment

Provide a safe environment where your staff can work, knowing they are protected from workplace violence, detecting items that can lead to violent incidents, and allowing them to screen patients from a safe distance.



## Keep Patients Safe From Self Harm

Keep patients safe with precise, effective detection that can find even the smallest prohibited items, like pocket knives, razors, and needles, on or inside the body, keeping the focus on healing.



## Foster a Therapeutic Environment

Patients deserve dignity offered by non-invasive screenings that can be completed from a distance while preventing threat items from entering before a problem can occur.



## Visual Alerts and Precise Location Identification

Visual alert at the top of the system, plus five distinct zones that indicate the location of the detected object, enhancing search efficiency without compromising sensitivity.

## Touchscreen interface with access authorization

Intuitive touchscreen interface to control the system's settings, with optional PIN-authorization access to add a layer of security and compliance.

## Portable, with long-lasting power options

Use it in one standing location or around your facility, on its free-standing base, or on the wall, and choose from battery, 24V DC Charger, or Power over Ethernet (PoE) to suit your needs.

# Metrasens Ultra

## Screening For Patient Intake

Screening behavioral health patients with Metrasens Ultra during the admission process allows you to find prohibited items that can pose a risk to patients and staff. With Metrasens Ultra, you will be able to detect and confiscate even the smallest items that can lead to incidents, such as razors and lighters.

### Determining Target Items for Detection

The first step in order to effectively utilize the Metrasens detection system during the intake process is to identify the specific items you want the system to detect. Common items during intake include but are not limited to lighters, bladed weapons, needles, power cords, and cell phones. Once you have a list of prohibited items you want to detect with Metrasens Ultra, document them in your standard operating procedures (SOP) document.

### Setting Sensitivity Parameters for Effective Detection

The determination of the prohibited items you want to detect will inform the sensitivity settings required to ensure the detection of these items while maintaining stability and minimizing extraneous alerts. To ensure comprehensive detection of small prohibited items, which is a common practice in behavioral health settings, the system must be set to a high sensitivity level.

The range of sensitivity settings within the high sensitivity range will be established during the walkthrough and training process conducted by the Metrasens training team. Once the screening range is defined, it is imperative to document it within your SOP document for future reference and consistency.

### Recommended Screening Mode for Behavioral Health Settings

In behavioral health settings, selecting the appropriate screening mode for the Metrasens detection system is paramount to ensure efficient and effective screening processes. Metrasens recommends utilizing the touch-to-screen mode, which enables screening on demand while ensuring the system remains on standby when not in use, thus minimizing nuisance alerts. This mode provides flexibility and control over when screenings occur, aligning well with the unique needs of behavioral health environments. However, Metrasens Ultra offers other screening modes, and the best fit for your specific requirements can be discussed and determined during the walkthrough and training session provided by the Metrasens team. Once a decision is made, it is important to document the chosen screening mode in your SOP document for consistency and reference.

### Identifying Key Stakeholders and Roles

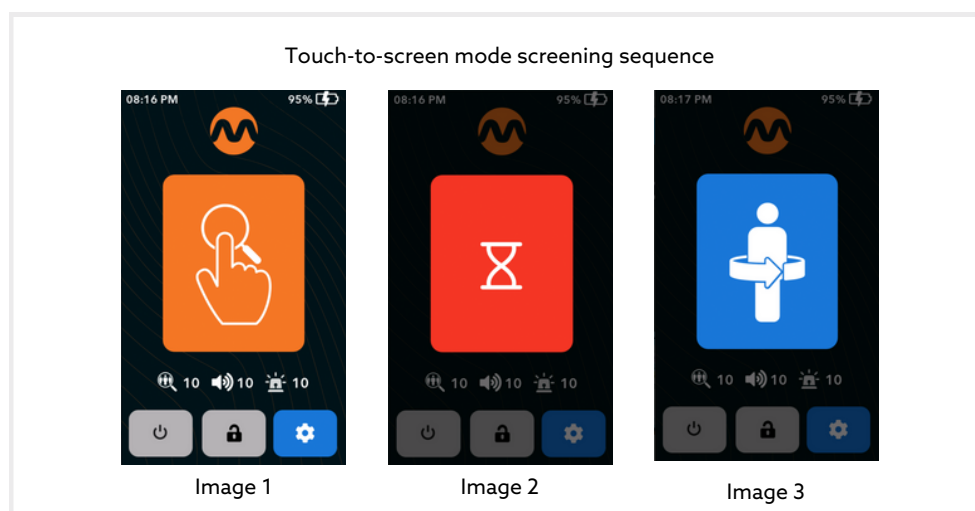
Identifying stakeholders and roles is crucial for ensuring a smooth screening process during patient intake. Nurses play a pivotal role in this process, as they are often responsible for screening patients using the Metrasens Ultra. While the presence of a security officer during the screening process may enhance security measures, the decision will be based on organizational policies and specific security needs. Additionally, establishing a clear chain of command for effective communication and decision-making during screening procedures is important. This may include outlining responsibilities and reporting structures.

### Pre-screening Procedures

Implement pre-screening procedures to optimize effectiveness before screening with the Metrasens Ultra. Metrasens recommends that the patient change into a hospital-provided gown/attire and dispose of all personal belongings as the initial step. This ensures a consistent and standardized screening approach, enhancing detection accuracy.

### Screening Procedure Using Touch-to-Screen Mode

1. Ensure the system is set to the defined screening mode and sensitivity settings established in your SOP document.
2. Position the patient directly in front of the system at a close proximity, not more than 12" away.
3. Use the touchscreen to initiate the screening process (image 1.)
4. Upon initiation, wait for the sand timer icon to appear on the screen (image 2) and stand back 6 feet from the system to prevent interference or false alerts.
5. Once the rotating patient icon appears (image 3), instruct the patient to perform a 360-degree turn in front of the system to ensure all sides of their body are scanned, ensuring the patient does not make contact with the system.
6. Monitor the system for alerts; a red alert indicates the detection of an item, while a green alert indicates the patient is clear.
7. In the event of an alert, utilize the blue zonal light indicator to identify the approximate location of the detected item from head to toe on the patient's body, guarding your secondary search.
8. Please follow your organization's standard operating procedures if an item is found during the screening process.



### Post Screening Procedures

In the event of an alert, it is important to ask the patient if they are carrying any prohibited items. This inquiry can be conducted with or without the presence of a security officer, depending on the organization's established procedures. However, if a patient becomes agitated or refuses to comply, it is highly recommended to have a security officer present. As part of your documentation, clearly define the individuals responsible for handling escalations that could potentially become security threats and establish protocols for reaching them. This proactive approach ensures prompt and effective response to any security concerns that may arise during the screening process.

### Reporting and Documentation

Effective reporting and documentation are essential components of the screening process with the Metrasens Ultra detection system. Maintaining accurate records of the items detected, screening frequency, and any relevant incidents that occur during the screening process is crucial. This information provides valuable insights into the effectiveness of the screening procedures, helps identify trends or patterns in prohibited items, and supports decision-making for future enhancements or adjustments to the SOPs. By documenting screening outcomes consistently and thoroughly, healthcare providers can ensure accountability, transparency, and compliance with organizational policies.



# Metrasens Ultra

## Screening For Visitors in Behavioral Health Settings

Welcome to this guide on implementing screening procedures for visitors entering behavioral health departments or facilities. These procedures aim to capture any threat items or contraband that should not be permitted into the facility, ensuring the safety of patients and staff.

### Determining Target Items for Detection

To effectively utilize the Metrasens Ultra during the screening of visitors entering the facility, the first step is to determine the specific items you want the system to detect. During this screening process, common items include larger weapons or threat items, such as bladed weapons and firearms, and small items intended to smuggle in visitors, such as needles, lighters, and razors. Therefore, deciding which category of items you aim to detect is essential, as this will impact the system's sensitivity settings and the screening experience for visitors. Once you have identified the prohibited items you intend to detect with Metrasens Ultra, document them in your SOP document.

### Identifying Key Stakeholders and Roles

Ensuring a smooth screening process for visitors entering the facility requires identifying key stakeholders in the process and their roles. Security officers are central to this process and responsible for operating the Metrasens Ultra. Depending on your facility's traffic, the system should be manned by one or two officers and should be documented in your SOP document).

Establish a clear chain of command for effective communication and decision-making during screening procedures. This involves outlining responsibilities and reporting structures for security personnel, including any needed involvement from local law enforcement, and documenting them in your SOP document.

### Establishing Your Visitor Screening Experiences with Metrasens Ultra

Defining the experience you want to provide visitors is crucial in ensuring effective and efficient screening procedures. Metrasens Ultra offers versatility in its applications, allowing for both fully divested and semi-divested approaches, depending on the desired visitor experience. In a fully-divested scenario, individuals are directed to approach a divestment table where they are asked to remove any ferrous objects. Once divested, they proceed individually through the detection system. Alternatively, Metrasens Ultra can be used in freeway mode for semi-divested screening. In this mode, individuals hold non-threatening ferrous objects, like phones or keys, in hand opposite to the system before walking through at a steady pace. This method is particularly effective for detecting larger weapons and potential threats such as knives and firearms while keeping people's traffic moving.

The decision regarding the screening experience impacts the choice of screening mode, sensitivity settings, and screening procedures. In the following pages, this document will provide detailed information for both fully divested and semi-divested use cases, ensuring that the chosen approach aligns with the desired experience while maintaining the highest safety and security standards.

## Fully Divested Screening Application

### Screening Area Setup

When setting up the screening area for visitor entry, careful planning ensures both security and efficiency. The Metrasens team will provide recommendations during the walkthrough and training process regarding the ideal placement and configuration of the screening area. A divestment table is essential for the fully divested application, providing a designated space for visitors to remove their ferrous objects. Additionally, you will need to set up a screening lane that is 30 inches in width, using either the divestment table or a tensabarrier to facilitate the screening process while maintaining thorough security measures.

### System Settings

The recommended mode for the fully divested screening application is the standard screening mode. Sensitivity settings will be determined during the walkthrough and training sessions. Typically, for visitor screening, lower or medium sensitivity levels are preferred to focus on detecting larger threat items. However, higher sensitivity settings may be used when looking to detect smaller items. These settings should be documented in the SOP document for consistency and reference.



### Pre-screening Procedures

Before starting the screening of visitors, security officers should verify that the system is configured to the designated screening mode and sensitivity settings outlined in the SOP document. As the screening process begins, visitors should be requested to divest themselves of all personal belongings, including non-threatening items capable of triggering an alert, such as phones, AirPods, and keys.

### Screening Procedure

1. Officers must stand outside the screening lane, at least 6 feet from the detection system, to avoid interfering with the screening process and causing unwanted alerts.
2. Direct individuals to approach the divestment table.
3. Ask them to divest ferrous objects like phones, headphones, wallets, and keys.
4. Instruct individuals to proceed individually through the detection system.
5. Maintain at least a 4-foot or 1.2m separation between each person being screened.
6. Ensure each person passes within a channel no wider than 30 inches.
7. Monitor the system for alerts; a red alert indicates the detection of an item, while a green alert indicates the visitor is clear.
8. In case of an alert, use the zonal light indicator to identify the approximate location of the detected item on the person's body for a secondary search.
9. If an item is found during the screening process, follow the organization's standard operating procedures for handling such incidents and make sure to document the outcomes.

### Semi-divested Screening Application

#### Screening Area Setup

In the semi-divested application, the use of the Metrasens screening mat is essential for guaranteeing an effective screening process. The mat, which has exact measurements, indicates where the system should be positioned, ensuring precise alignment. Individuals need to walk over the mat to be screened, enhancing the accuracy of the procedure. Alternatively, a tensabarrier can be utilized to set up a screening lane 30 inches in width between the system and the barrier. Both the Metrasens mat and the tensabarrier facilitate the screening process while maintaining comprehensive security measures.

### Pre-screening Procedures

Before starting the screening of visitors, security officers should verify that the system is configured to the designated screening mode and sensitivity settings outlined in the SOP document. As the screening process begins, visitors should be requested to hold all non-threatening items such as phones, wallets, keys, and headphones in hand opposite to the system. Walk past the system at a steady pace, ensuring that only one person proceeds at a time.

## Screening Procedure

1. Officers must stand outside the screening lane, at least 6 feet from the detection system, to avoid interfering with the screening process and causing unwanted alerts.
2. Direct individuals to approach the screening lane, asking them to hold non-threatening items such as phones, wallets, keys, and headphones in hand opposite to the system and proceed through the detection lane.
3. Maintain at least a 4-foot or 1.2m separation between each person being screened.
4. Ensure each person passes within a channel no wider than 30 inches.
5. Monitor the system for alerts; a red alert indicates the detection of an item, while a green alert indicates the visitor is clear.
6. In case of an alert, use the zonal light indicator to identify the approximate location of the detected item on the person's body for a secondary search.
7. If an item is found during the screening process, follow the organization's standard operating procedures for handling such incidents.



### Post Screening Procedures

It's advisable to document all detected items and their resolutions, whether they were cleared, a threat object was detected, and which specific object triggered the alert. This includes noting if the visitor returned the item to their vehicle, if security retained it, disposed of it, or if the individual chose to leave the establishment.

As part of your documentation process, it's important to clearly define the individuals responsible for handling escalations that could potentially escalate into security threats. Establish protocols for reaching these individuals in case of such incidents.

### Reporting and Documentation

It is crucial to maintain accurate records of the items detected, alert resolutions, and any relevant incidents that occur during the screening process. This information provides valuable insights into the effectiveness of the screening procedures, helps identify trends or patterns in prohibited items, and supports decision-making for future enhancements or adjustments to the SOPs. By documenting screening outcomes consistently and thoroughly, healthcare providers can ensure accountability, transparency, and compliance with organizational policies and regulatory requirements.



