

## Carewest Non-Medical Device (NMD) Support

### IT Contact Information

**1-877-311-4300**

- You will need your Department ID (listed below) and the device asset (M#)



### Department Information

#### Carewest Colonel Belcher

- CGY CCOLB 1 LTC
- CGY CCOLB 2 LTC
- CGY CCOLB ADP
- CGY CCOLB CHARTWELL DSL
- CGY CCOLB CMH LTC
- CGY CCOLB LTC FOOD SERVICES

#### Carewest Garrison Green

- CGY CGG 1 LTC
- CGY CGG 2 LTC
- CGY CGG 3 LTC
- CGY CGG 4 LTC
- CGY CGG LTC FOOD SERVICES

#### Carewest George Boyack

- CGY CGB 2 ALC LTC
- CGY CGB 2 LTC
- CGY CGB 3 LTC
- CGY CGB 4 LTC
- CGY CGB LTC FOOD SERVICES

#### Carewest Dr. Vernon Fanning Centre

- CGY CDVFC 1 EAST LTC
- CGY CDVFC 1 WEST LTC
- CGY CDVFC 2 EAST
- CGY CDVFC 2 WEST
- CGY CDVFC 3 EAST LTC
- CGY CDVFC 3 WEST LTC
- CGY CDVFC ADP YADS
- CGY CDVFC HEALTH INFO MGMT
- CGY CDVFC LTC FOOD SERVICES
- CGY CDVFC PHARMACY
- CGY CDVFC PHYSIATRY CL
- CGY CDVFC SEATING CL
- CGY CGG LTC FOOD SERVICES

#### Carewest Nickle House

- CGY CNH DSL
- CGY CNH LTC FOOD SERVICES

#### Carewest Royal Park

- CGY CRP LTC
- CGY CRP LTC FOOD SERVICES

#### Carewest Rouleau Manor

- CGY CRM 2 LTC
- CGY CRM 3 LTC
- CGY CRM 4 LTC
- CGY CRM GROUND LTC
- CGY CRM LTC FOOD SERVICES
- CGY CRM MAIN LTC

#### Carewest Glenmore Park

- CGY CGP 1 EAST
- CGY CGP 1 WEST
- CGY CGP 2 EAST
- CGY CGP 2 WEST
- CGY CGP AMH GER REHAB UNIT
- CGY CGP GERI DAY HOSPITAL
- CGY CGP LTC FOOD SERVICES

#### Carewest Sarcee

- CGY CS ADP C3
- CGY CS LTC FOOD SERVICES
- CGY CS UNIT 1 ALC
- CGY CS UNIT 2
- CGY CS UNIT 3 LTC

#### Carewest Signal Pointe

- CGY CSP ADP
- CGY CSP HOME 1
- CGY CSP HOME 2
- CGY CSP HOME 3
- CGY CSP HOME 4
- CGY CSP HOME 5

## Device Information and Troubleshooting Links

NMD troubleshooting manual: <https://insite.albertahealthservices.ca/cis/Page23879.aspx>

[NMD Support Guides & Videos | Insite \(albertahealthservices.ca\)](#)

[Zebra Barcode Scanners Troubleshooting Guide \(albertahealthservices.ca\)](#)

[WOW and WIMED Information Guide \(albertahealthservices.ca\)](#)

[Wake up the Human Scale WOW Battery from Sleep Mode \(albertahealthservices.ca\)](#)

[Humanscale WOW Cleaning and Effective Use - Tip Sheet \(albertahealthservices.ca\)](#)

[Zebra Barcode Scanners Programming Guide \(albertahealthservices.ca\)](#)

[Mobile Device Rover - Troubleshooting Guide \(albertahealthservices.ca\)](#)

[tms-lab-roche-accu-chek-inform-ii-glucose-meter.pdf \(albertahealthservices.ca\)](#)

<https://insite.albertahealthservices.ca/Main/assets/cistr/tms-cis-tr-glucometer.pdf>

[tms-cis-tr-inpatient-nurse-collect-labs.pdf \(albertahealthservices.ca\)](#)

## Internet via CC or WOW's

The below instructions will take you to the internet. To load the internet, like on a Desktop slows down the WOW, therefore, this is the preferred way to access.

