

## Contact Provider (Providers, All Users)

Updated: 5.2024

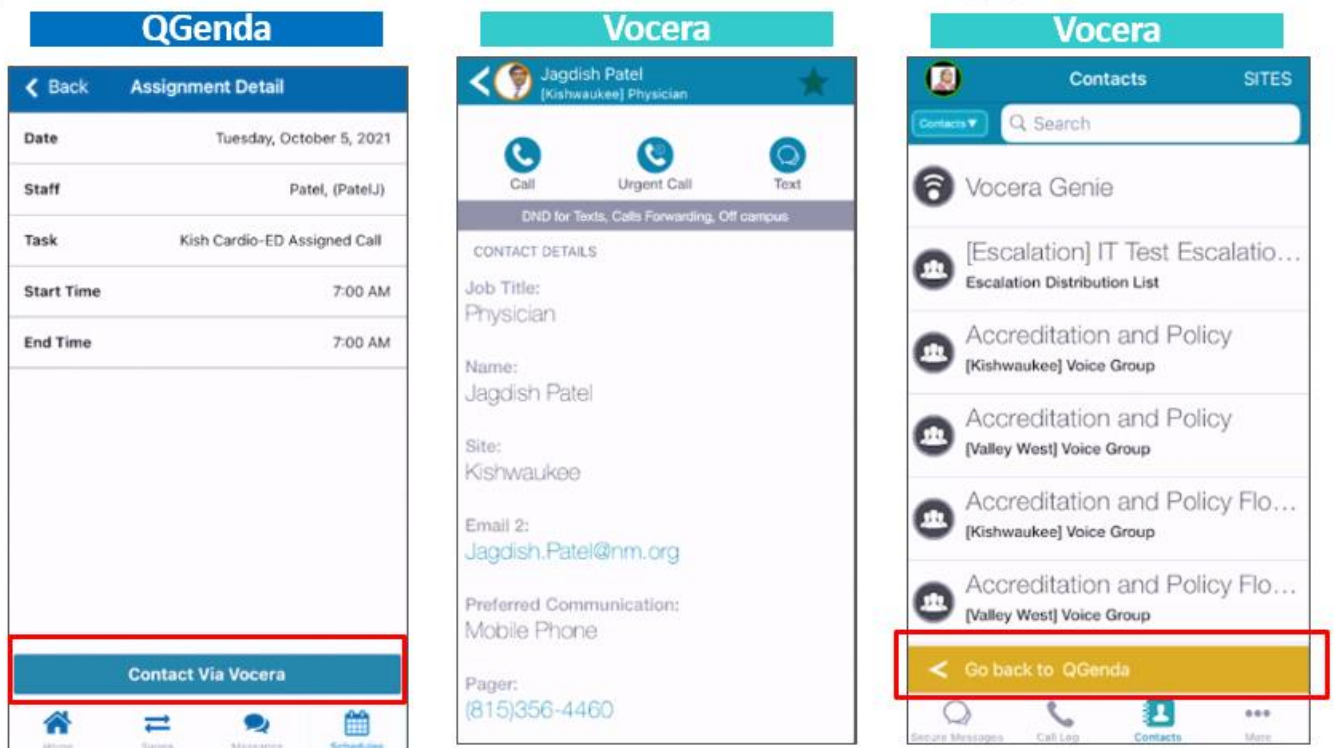
**Purpose:** To provide an overview of how to contact a provider, or a provider on call, when using QGenda. The contact method will depend on the specialty or the region’s communication platform.

**Content:**

1. [Contact provider - from QGenda Mobile App to Vocera \(page 1\)](#)
2. [Contact provider on call - from Vocera \(page 2\)](#)
3. [Contact provider on call - from Vocera Webconsole - Text Message only \(pages 3-5\)](#)
4. [Contact provider on call - SPOK web-paging \(page 5\)](#)
5. [Contact provider on call - Exceptions and Process Details \(page 6\)](#)

**NOTE:** To ensure the right provider is contacted at the right time, providers that have arranged for a colleague to cover an On Call assignment for a portion of time during the shift should forward their Vocera calls and messages, or their SPOK pager number, to that covering provider.

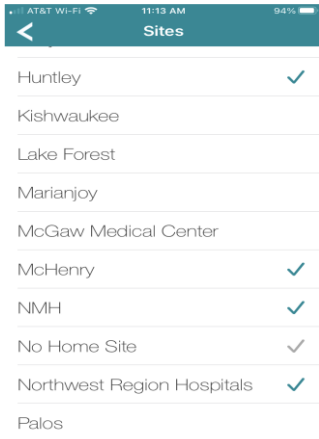
1. **Contact provider - from QGenda mobile app to Vocera:**
  - a. Find a provider from the QGenda schedule.
  - b. From the bottom banner, select “Contact Via Vocera” to compose a text or make a call.
  - c. From the bottom banner, select “Go Back to QGenda” button to easily switch between applications.



2. **Contact provider on call - from Vocera app on mobile device:**

Some regions have QGenda-Vocera deep link integration to contact the Hospital On Call provider group. These providers must be active and logged on to Vocera to be contacted.

- a. On Call for ambulatory only - providers must be searched by name in Vocera. NOTE: For ambulatory specialties such as Family Medicine, Internal Medicine, etc. always check QGenda first to find the current provider On Call.
- b. On Call for hospital – the On Call group can be searched in Vocera:
  - From **SITES** filter in the upper right corner, select the locations to see in contacts. This will drive the hospital groups that will be displayed in the contact list.
  - Select **NWR** or **Global** to find providers at other locations as applicable to the search needed.

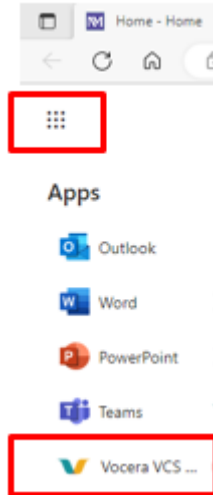


- Select the **Contacts** icon at the bottom.
- From the contacts Screen, toggle in the upper left to **Contacts** from Favorites.
- In the top search field, type **On Call**. You will see all On Call groups appear for the selected sites.
- Enter a specialty to narrow the search.
- Tap the group to see the covering provider(s). NOTE: An On Call group name that repeats the name of the On Call group with a [NWR] or [Global] as well as the site location, means that the same person is covering for multiple locations.
- Select the provider covering the call.
- Tap on the Text button (non-urgent) or Call button (urgent) to contact the On Call provider.



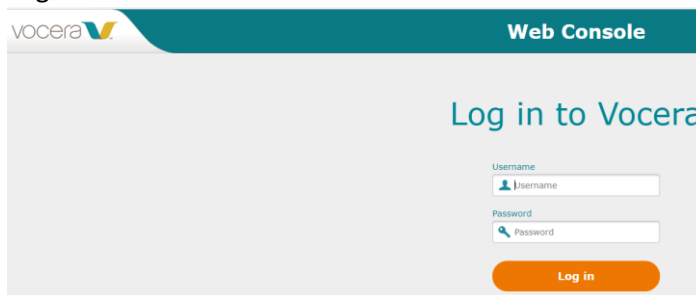
### 3. Contact provider on call - from Vocera Webconsole on desktop pc - text message only:

- a. Launch the VCS Web Console – Options:
  - NMI > App Launcher > Vocera Web Console.



Or

- Go to: [Vcs.nm.org](https://Vcs.nm.org)
- b. Log-in with NM credentials.



**Vocera Message Template - NOTE:** several NM Access Teams have developed unique Vocera Message Template(s) specific to their team’s typical needs. Use your Vocera Message Template if applicable to you.

**For a basic Vocera Message** – follow these steps:

- c. Find provider and send message:
  - 1. Select ‘Contact’ icon
  - 2. Toggle from Favorites (default view) to Contacts
  - 3. Select site filters: *NOTE: sites will remain checked until unchecked, thus this step is not required each time.* NOTE: Select Global - for all NM providers & residents
  - 4. Search: Enter provider Name and confirm specialty. Provider information will display. Provider must be Available (green halo)
  - 5. Select ‘Text’ icon
  - 6. In New Secure Message Screen: Subject: Enter standard topic per message type
  - 7. Type message
  - 8. Priority: Default is set to NORMAL. Click to change to URGENT or HIGH
  - 9. Click “Send”.

The image displays two screenshots of the Vocera Web Console interface. The top screenshot shows the contact details for Irfan N Hafiz, and the bottom screenshot shows the message composition screen.

**Top Screenshot: Contact Details**

- 1**: User profile icon in the left sidebar.
- 2**: "Contacts" tab in the top navigation bar.
- 3**: "Sites" button in the top navigation bar.
- 4**: Search input field containing "hafiz".
- 5**: "Text" communication option button.

**Contact Details:**

- Name:** Irfan N Hafiz
- Site:** Northwest Region Hospitals
- Email 2:** [irfan.hafiz@nm.org](mailto:irfan.hafiz@nm.org)
- Preferred Communication:** Mobile Phone
- Office Phone:** (847)802-7280
- Office Fax:** (847)802-7275
- Primary Facility:** Northwest Region Hospitals (Huntley, McHenry and Woodstock)
- Primary Specialty:** Infectious Disease

**Bottom Screenshot: Message Composition**

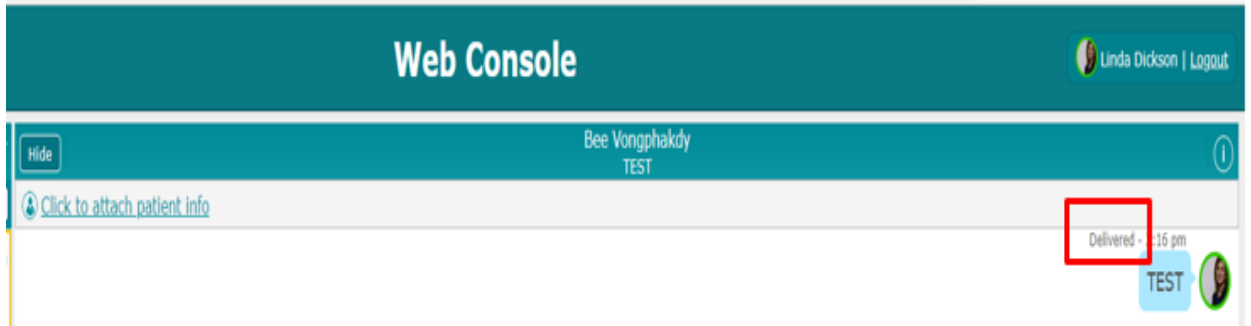
- 6**: Subject input field.
- 7**: "Send" button at the bottom right.
- 8**: "Attach Media" button at the bottom.
- 9**: "Send" button at the bottom right.

**Message Composition Fields:**

- To:** Irfan Hafiz
- Subject:** [Empty]
- Body:** [Empty]

d. Verify the message was sent:

- Once Send is clicked the Message status will say “Sent” then immediately switch to “Delivered”.



- When the message is opened by the recipient, status will convert to “Read”.
- If they send a response – the message would show in the message field and remain in the text string for 14 days under that contact.



**4. Contact provider on call - SPOK web-paging:**

For providers On Call that are provisioned for SPOK paging.

- Access QGenda Landing Page.
- Search for the On Call provider by Staff or Location. (see Schedule View tip sheet for details on how to search)
- Find the On Call task for provider currently On Call.
- Click the link “Main” in the Phone Number column.

NOTE: If no provider is listed, check Contact Instructions to see the time range that providers take own call. Go to Webpage on NMI to find that provider’s SPOK # to page.

- SPOK paging template will open and is populated with the provider’s name.
- Enter message details.
- Click “Send”.

Schedules	Specialty	Facility	Providers	Start	End	Phone Numbers	Schedule Contact Instructions
Central/North Ped APRN Call Fri	Ambulatory Primary Care Pediatrics	Glenview Pediatrics SoNo Pediatrics					APRN takes Patient Calls only. Contact MD BU for Hospital & MD-to-MD calls.
Central/North Ped Call Sat AM	Ambulatory Primary Care Pediatrics	Glenview Pediatrics SoNo Pediatrics					
Central/North Ped Call Wknt/Wknd	Ambulatory Primary Care Pediatrics	Glenview Pediatrics SoNo Pediatrics					Friday, APRN takes Patient Calls only. Contact MD BU for Hospital & MD-to-MD calls. Saturday, 8a-1:30p is separate call provider.
Central/North Ped MD Call Fri BU	Ambulatory Primary Care Pediatrics	Glenview Pediatrics SoNo Pediatrics					Contact APRN for Patient Calls. Contact MD BU for Hospital & MD-to-MD calls.
Central/North Peds Call Wkday	Ambulatory Primary Care Pediatrics	Glenview Pediatrics SoNo Pediatrics	Hwan, Peter	8:00a	5:00p	Main: 24090	

**5. Contact provider on call - Exceptions and Process Details:**

- a. Some practices have an office phone # entered as the provider on call. That number in QGenda must be dialed from a phone.
- b. On Call Tasks will generally be displayed alphabetically. In some cases that may mean the Back-up On Call displays before the primary On Call.
  - Do not simply call the 1<sup>st</sup> provider at the top the of list of tasks for that specialty.
  - Confirm the task name prior to contacting the provider.
  - Confirm the location covered for the On Call task.