

What to do at the start of your shift:

- Log into the Vocera app on your phone using your NM user ID and password.
- Set your availability by tapping your profile picture. A green circle around your profile picture means you are available. Set Do Not Disturb to silence calls and texts.
- Set call forwarding for “When I am Offline”
- Assign yourself to the Epic Care Team, if applicable.

Hospital-based providers: Place yourself in a temp role for your shift using the Staff Assignment feature. This will enable you to receive calls and messages for this role. Add yourself to a temp role using one of the following options:

- Say “hey Vocera” then “add me to __ role). For example, “Add me to nocturnist.”
- Or, go to Staff Assignment on NMI > App launcher > Vocera Staff Assignment. Use your NM ID and password to log-in.

How to find contacts:

To contact physicians, APPs or staff using Vocera, search by name, role, group or care team. Make sure you select the Global site in your contacts if you want to search across all NM locations. If you want to search by group, select the specific site where that group is located, such as “CDH” or “Kishwaukee.”

What to do at the end of your shift:

Log-out and turn off call-forwarding to your cellphone if you will be out for an extended period of time (like a weekend or vacation).

Forward calls and texts to whomever is covering the next shift.

Clinical codes

Clinical code notifications will change. Instead of sending a message to a designated phone number, an urgent message alert will be sent to the individual who is logged in as Responder role in Vocera. Set up “remind me later” function in your profile in Vocera to repeat the alert.

Vocera Resources: View mini-tutorial videos: [Physician Forum > Vocera Resources](#)

On the app: [Vocera > Content > Vocera Resources](#)

On NM Interactive: [NMI > Departments > Information Services > Vocera](#)

REMINDERS

Make sure Location Services are set to “Always.”

Connect to NM Mobile WiFi network and “forget” other networks when on campus. This is necessary for Vocera to work properly and improve battery life.

Use Vocera Web Console to access the same Vocera features and functions available on your phone.

Favorite your contacts.

Use normal size font. Items within the app may not appear if the font is too large.

Order in Epic only; no text orders

Request consults via Vocera after verifying correct provider.

Refer to Vocera Communications Etiquette for physician and staff communications guidance.

Call MyNM Service Center at 312.926.4357 for support and to report issues.