



## QGenda Schedule Overview - Clinicians: View and Manage Your Schedule

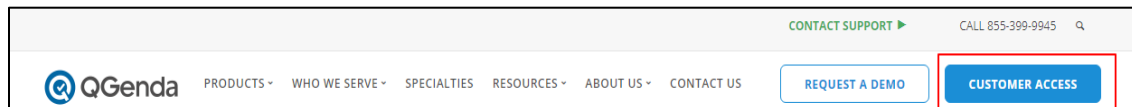
QGenda is Northwestern Medicine's enterprise on-call and scheduling application that enables physicians and APPs to view on-call schedules on mobile devices or web browser. QGenda is integrated with Vocera Collaboration Suite, NM's clinical communications application, to enable clinicians and staff to view on-call schedules in both applications.

1. Download the QGenda mobile app for [iOS](#) and [Android](#).

2. Create an account and log-in

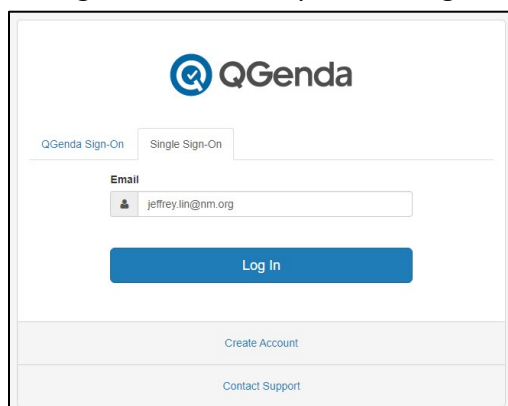
a. Visit [QGenda.com](https://www.qgenda.com).

b. Click on the "Customer Access" button in the top right-hand corner.

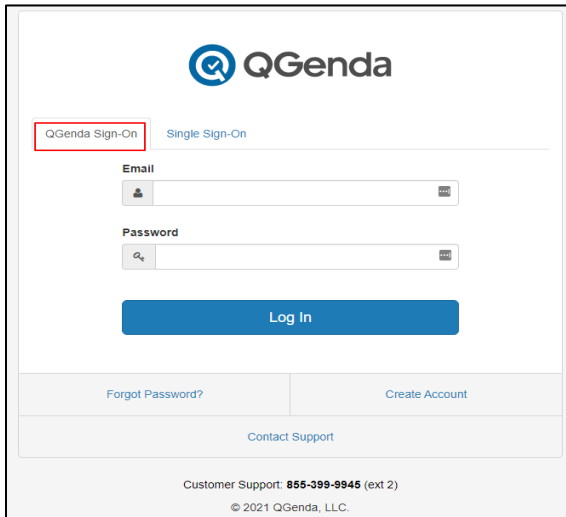


c. Log-in

- **If you are an employed physician or APRN and have an nm.org email:** Click Single Sign-On and enter your nm.org email and NM credentials.

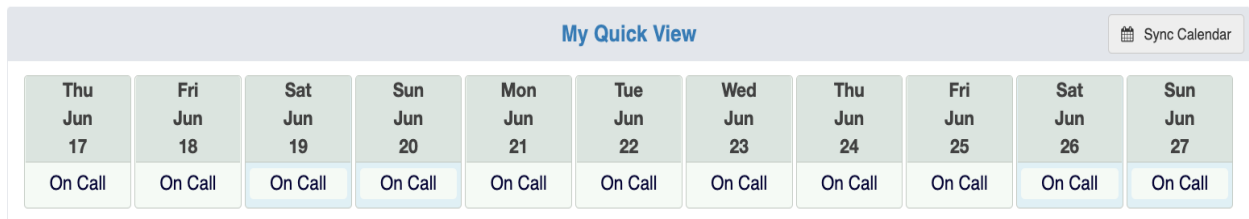


- **If you are an Independent physician and you do not have an nm.org email:**
  - Click the "Customer Access" button in the top right-hand corner to go to the login screen.
  - Then click "Create Account" in the bottom right corner and enter your information.
  - Use the email address to which your invite email was sent in order to properly link your account.



### 3. Understand the homepage

- **My Quick View:** offers an 11-day snapshot of your schedule and assigned tasks. The calendar will update schedule changes automatically.

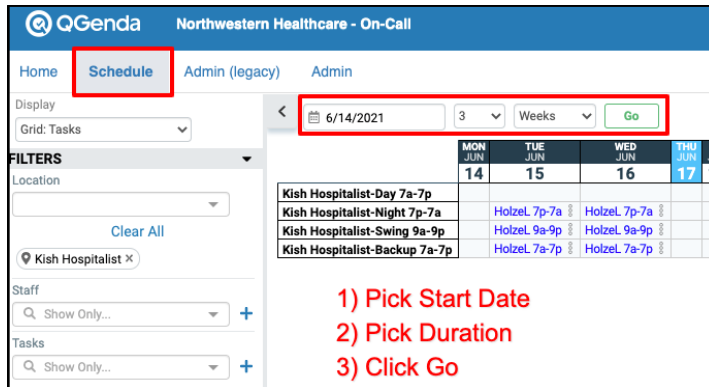


- **Schedule tab:** Click to view your group schedule or swap assignments with another provider.

#### 4. View Your Schedule on web or mobile

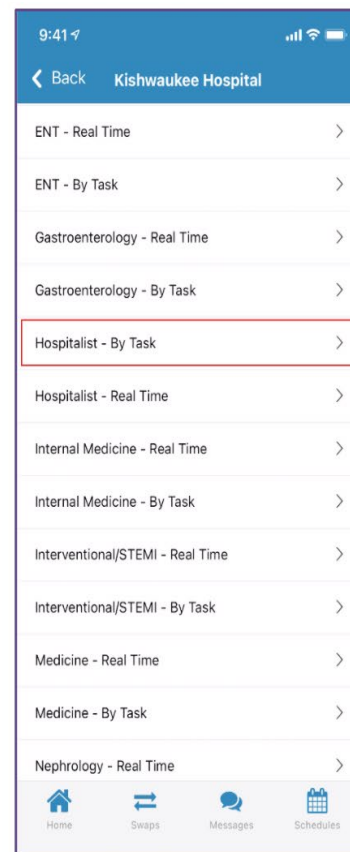
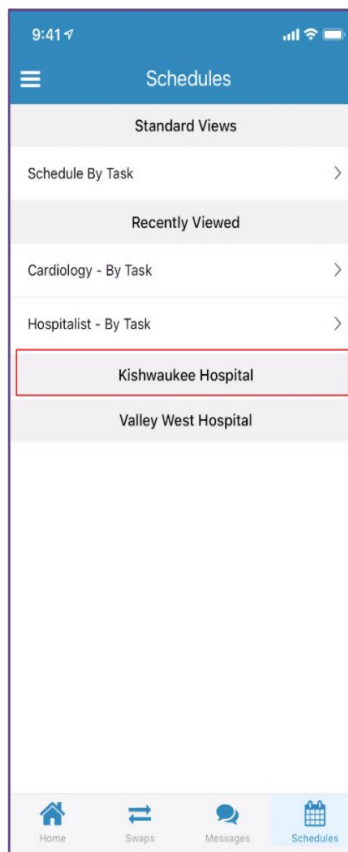
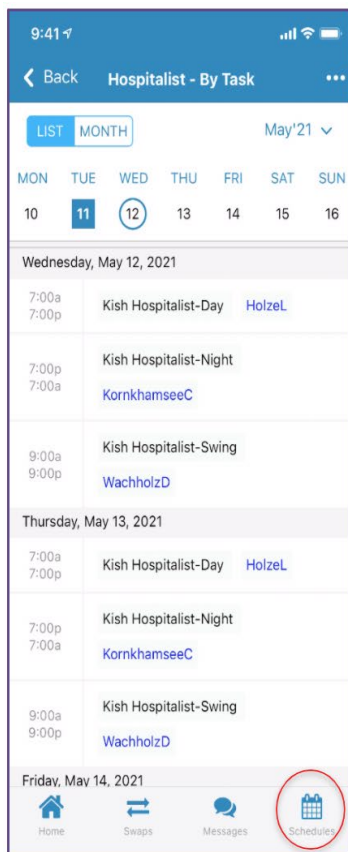
- **Web:**

- Visit [nmoncall.qgenda.com](http://nmoncall.qgenda.com) and log-in
- Click Schedule
- Select the start date and duration
- Click Go

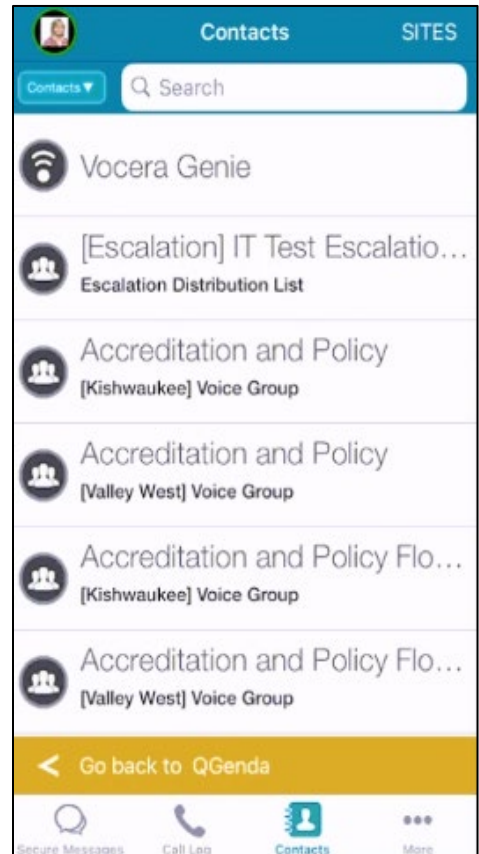
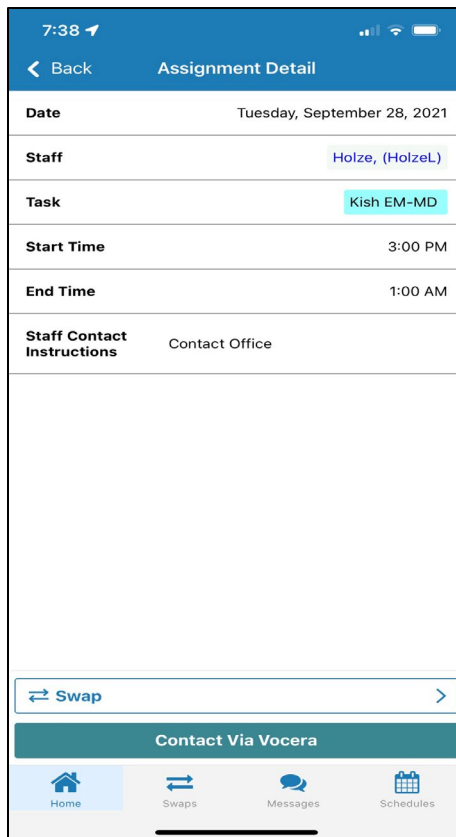


- **Mobile:** Swipe up or down on the home screen to view your schedule.

- View group schedules and access Vocera on the Schedules tab.
- View all schedules when you select “By Task.”
- View who is on-call at the current time when you select “Real Time.”



- **Contact the person On Call** – via Vocera from QGenda App:
  - Find the correct on-call person covering
  - Bottom Banner - Tap “Contact Via Vocera” to compose a message or make a call.
  - Bottom Banner - Tap “Return to QGenda” button to easily switch between applications.



5. **Swap schedules:** The swap function enables you to easily swap schedules with another provider. Give away, pick up or trade shifts by selecting 1-Way or 2-Way swaps.
  - Once a swap is submitted by the first provider, the other provider(s) involved will receive an email notification from QGenda asking them to login and approve or deny the swap. Please note, you need to login at least once to receive an email.
  - Once they approve the swap, the change will automatically appear on all versions of the on-call schedule.

## Which Swap Option Should I Use?

Swap Types	
Find your desired swap type below and click the blue button to view the tutorial	
<p><b>1-Way</b></p> <p>Move assignment from one person to another</p>	<p><b>2-Way</b></p> <p>Trade assignments between two people</p>
<p><b>1 Assignment</b></p> <ul style="list-style-type: none"> <li>Individually swap assignments</li> <li>Carla is working my night shift for me tonight</li> </ul> <p>1-Way Tutorial: Step 5</p>	<p><b>Same Day</b></p> <ul style="list-style-type: none"> <li>Trade between 2 providers on the same day</li> <li>Dr. Turk and Dr. Kelso are switching 4th and 6th call next Thursday</li> </ul> <p>2-Way Tutorial: Step 5</p>
<p><b>Multiple Assignment</b></p> <ul style="list-style-type: none"> <li>Select many shifts to trade all to another provider</li> <li>Switching service weeks or weekend call</li> </ul> <p>1-Way Tutorial: Step 9</p>	<p><b>Across Days</b></p> <ul style="list-style-type: none"> <li>Direct trade between 2 providers across days</li> <li>Dr. Dorian needs to swap out of his Sunday shift and needs to find someone to swap with</li> </ul> <p>2-Way Tutorial: Step 9</p>

- Initiate a swap from QGenda.com
  - Go to the Schedule tab and ensure you are showing a date range for the swap.
  - Click an assignment with this icon (in the red box shown here) to initiate a swap.
  - Click - Add to Swapping Cart.

THU JUN 17	FRI JUN 18
Holzel 7a-7p WachholzD 7a-7p	
	→ Swap 1-Way ↔ Swap 2-Way

→ Swap 1-Way

Show All From: Holzel THU JUN 17 Kish Hospitalist Rounder 1 7a-7p

Holzel will NOT receive an assignment in return

Send To...	Staff Type	Location	Specialty	Profile
(Example [Doe]) Doe, John		No Location		View - A
(JCatalano) Catalano, John		NM Apps Team		Admin -
(Dickens) Dickens, Pat		NM Apps Team		Admin -
(PGavojdian) Gavojdian, Pamela		NM Apps Team		Admin -
(IncestI) IncestI, Teresa		NM Apps Team		Admin -
(KornkhamseeC) Kornkhamsee, Cliff		NM Apps Team		View - O
(Lin) Lin, Jeffrey		NM Apps Team		Admin -
(May) May, Rodney		NM Apps Team		Admin -
(Mueller) Mueller, Kellie		NM Apps Team		Admin -
(Pretzer) Pretzer, Darlene		NM Apps Team		Admin -
(ShelleyE) Shelley, Eric		NM Apps Team		View - A
(Vongphakdy) Vongphakdy, Bee		NM Apps Team		Admin -
(WachholzD) Wachholz, Debra		NM Apps Team		Admin -

Cancel Add to Swapping Cart

- Click on the "Submit Swap" button to the top right of the Swapping Cart.

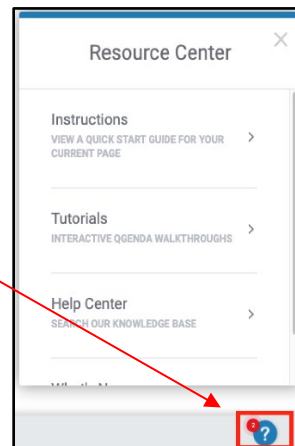
History Pending Swapping Cart 1								Submit Swaps
Scheduled	Type	Task	Credit	Staff: From	Staff: To	Notes	Actions	
6/17/2021	1-Way	Kish Hospitalist Rounder 1 7a-7p	1	Holze (Holzel)	Catalano (JCatalano)	+	Undo	

- **Initiate a swap from the QGenda mobile app**
  - Select the "Swaps" icon on bottom of the screen.
  - Tap the green "Add Swap" button.
  - Use the calendar at the top to navigate to the correct day.
  - Select the assignment you want to swap.
  - Choose the staff member who should receive the assignment.
  - Click "Submit" at the top right and the swap will be sent off for approval.

**To Cancel a submitted swap:**

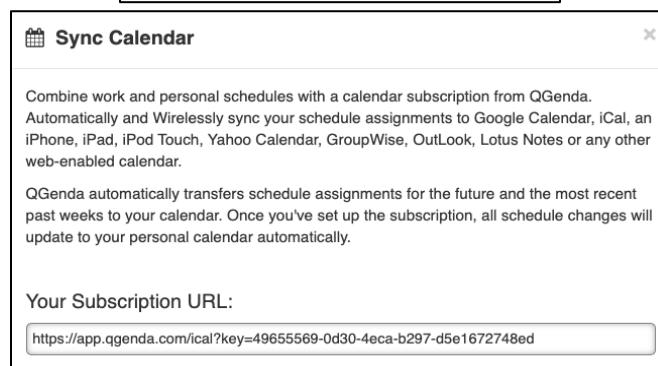
- Go to the Pending panel.
- Click on Others' Approval
- Click Cancel.

View tutorials in the QGenda Resource Center, which is located in the bottom right corner of the Schedule tab.

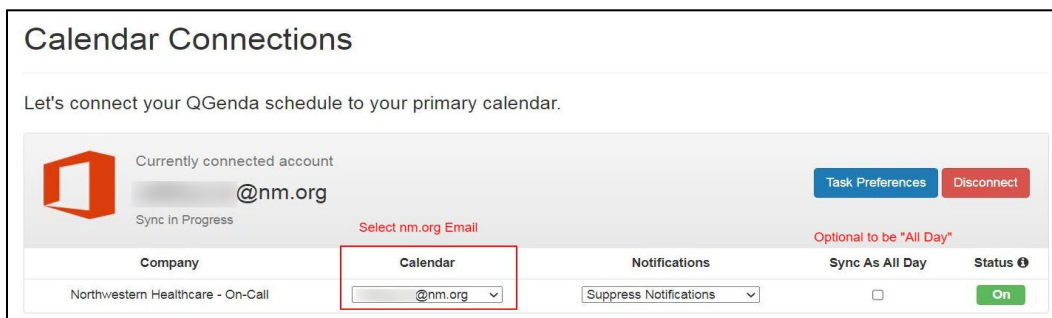
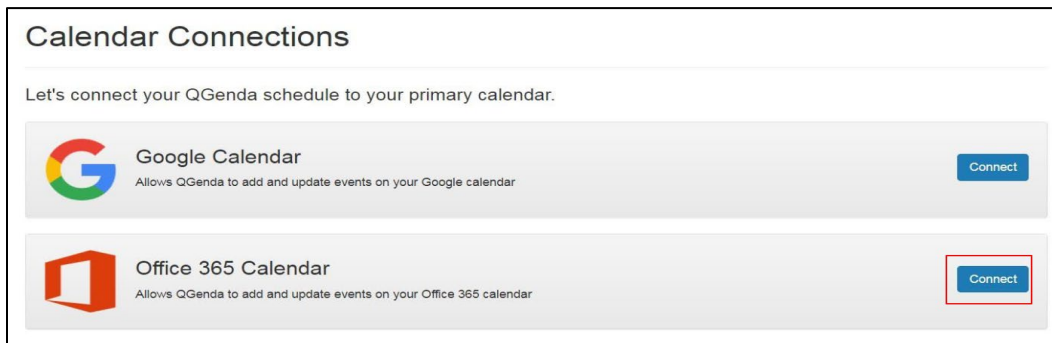
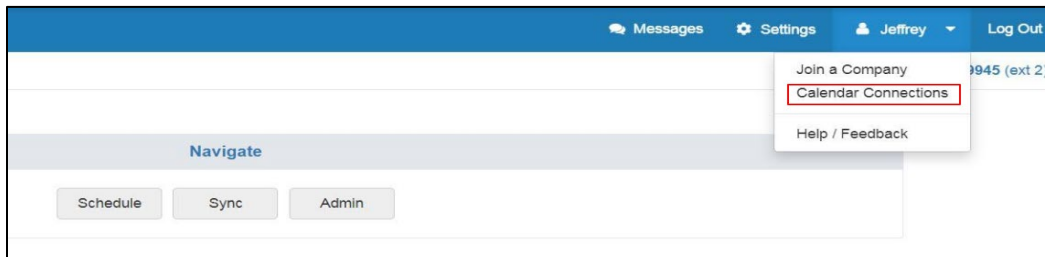


**6. Calendar Sync**

- **Outlook Calendar Sync [Option 1]** offers the ability to sync your QGenda calendar with your personal calendar to view your assignments. This is available for employed and independent providers. Select Sync and follow the instructions within the app.



- **Outlook Calendar Connection [Option 2]** offers the ability to sync your QGenda calendars with NM Outlook calendar if you are an NM employed provider. You will show as “busy” in Outlook when you are on-call.



## 7. Submit Requests (applicable to Specialties designed with Advanced Scheduling Only)

If your department uses Advanced Scheduling, you may have the option to submit requests for certain tasks, such as Time Away in QGenda.

- **Submit a request from QGenda.com**
  - Go to the -“Request”- tab in the Navigate bar.
  - Click the blue -“New Request”- button at the top of the schedule view
  - Select your name from the -“Staff”- dropdown (this may fill in automatically).
  - Select the Task that you would like to request from the -“Task”- dropdown.
  - Use the -“Requesting”- dropdown to specify whether you would like to request specific dates or a range of dates.
  - Use the calendar picker to select the date(s) for your request.
  - Depending on your group’s configuration, you may be required to enter more information, such as a note or a start and end time.
  - Select -“Details”- in the bottom right corner if you would like to see a summary of your request and add/edit notes.



- Click -"Submit"- at the bottom right corner and the request will be sent off for approval.

**To cancel a submitted request:** go to the Pending panel at the bottom and select -"Cancel Request"- in the -"Actions"- column on the right

### Submit a request from the QGenda mobile app

- Tap on the -"Requests"- tab at the bottom and select the green -"Add Request"- button.
- Tap -"Select"- next to -"Staff"- to add your name (this may fill in automatically).
- Tap -"Select"- next to -"Task"- to specify the task you would like to request.
- Tap -"Select"- by -"Requesting"- to specify whether you would like to request a range of dates or specific days.
- Depending on your group's configuration, you may be required to enter more information, such as a note or a start and end time.
- Tap -"Next"- in at the bottom to go to the next screen where you will select your request date(s).
- Tap the green -"Submit"- button at the bottom and the request will be sent off for approval.

**To cancel a submitted request:** go to the -"History"- section of the Requests tab, tap on the request you would like to cancel, and hit -"Undo Request"-.

Staff	Fincher
Task	Vacation
Requesting	Range Of Days
	2023-02-27 - 2023-03-03
Start Time	8:00 AM
End Time	5:00 PM
Notes	Optional
	Ski Trip



8. **View on-call schedules from the QGenda On-Call Home Screen (Landing Page)** for Northwestern Medicine clinicians by visiting: [nmoncall.qgenda.com](https://nmoncall.qgenda.com)

On-Call categories can be viewed by clinician type, region, hospital and specialty:

- **ED Assigned Call:** Medical Groups scheduled for hospital emergency call
- **RMG:** Regional Medical Group clinic call schedules
- **Independents:** Independent practice call schedules

**QGenda NM home screen: Select by Hospital or Specialty**

To view a current on-call schedule - click on a blue link in Hospital column, then select a Specialty or On-Call type. The default screen that displays on-call schedules **at the current time**, as shown below.

**Example: Cardiology Specialty Link**

**Who is On-Call now**  
If this is blank, then no one is currently On-Call

**Shift Times**

**Staff Contact Preference (Mobile/ Office/Pager)**

**Some Call schedules will have a static office number**

	Specialty	Facility	Staff	Start	End	Phone Numbers	Staff Contact Instructions	Schedule Notes
Kish Cardio-ED Assigned Call 7a-7a	Cardiology	Kishwaukee	BerryC	7:00a	7:00a			
Kish Cardio-RMG General Call 7a-7a	Cardiology	Kishwaukee						
Kish/VW Cardio-RMG STEMI Call 7a-7a	Cardiology	Kishwaukee						
	Interventional/STEMI	Valley West						
Kish/VW OSF Congenital Heart 7a-7a	Cardiology	Kishwaukee	OSF CH Office#	7:00a	7:00a	Office: 815-227-5600	OSF Congenital Heart Center Office # 815-227-5600	Call Office Number
		Valley West						

View the schedule over time (future or past shifts) by changing the Display to **Grid: Task** or **Cal: Tasks**.

Refine the search further by entering a date range

Home

Display: Grid: Tasks

6/24/2021 3 Days Go

Back to On-Call Directory

**INSTRUCTIONS**  
 Enter key terms under **Schedules** on left to filter schedules.  
 Click on to see schedule **Contact Instructions** and staff **Contact Instructions**.  
 The icon indicates a **Schedule Note**.  
 To see multiple days of schedule change **Display** to **Grid: Tasks**.

Hover over a provider to see **Contact #**. Click the icon to see **Contact Preference**

	THU JUN 24	FRI JUN 25	SAT JUN 26
Kish Cardio-ED Assigned Call 7a-7a	Holzel, 7a-7a	Holzel, 7a-7a	Holzel, 7a-7a
Kish Cardio-RMG General Call 7a-7a	WachholzD 7a-7a	WachholzD 7a-7a	WachholzD 7a-7a
Kish/VW Cardio-RMG STEMI Call 7a-7a	WachholzD 7a-7a	WachholzD 7a-7a	WachholzD 7a-7a
Kish/VW OSF Congenital Heart 7a-7a	OSF CH Office# 7a-7a	OSF CH Office# 7a-7a	OSF CH Office# 7a-7a

**Search by staff or schedule:**

1. Return to the QGenda Home Screen/Landing Page
2. In the Search box in top banner, select either Staff or Schedule

**Staff:** Enter a provider’s name to view the provider’s location, which corresponds to his or her call schedule group, on-call schedules and specialty. Click Task to view who is on-call for a specific task.

Search Staff holze

Call Schedule Groups the Provider is a part of

Exact Call Schedules  
This is clickable to see who is On-Call for this today

Staff Matches	Location	Task Name	Specialty
(Holzel) Holze, Larry	Kish Cardio Kish Cardio RMG VW Cardio	Kish Cardio-ED Assigned Call	Cardiology
		Kish Cardio-RMG General Call	Cardiology
		Kish/VW Cardio-RMG STEMI Call	Cardiology Interventional/STEMI

**Schedule:** Enter a specialty call schedule abbreviation or exact call schedule name (such as Kish Cardio-ED Assigned Call) to view related on-call schedules. In the example below, “cardio” was entered to pull up cardiologists.

Search Schedules cardio

Schedules Search Results for "cardio"

This is clickable to see who is On-Call for this today

Task Name	Specialty
Kish Cardio-ED Assigned Call	Cardiology
Kish Cardio-RMG General Call	Cardiology
Kish/VW Cardio-RMG STEMI Call	Cardiology Interventional/STEMI
Kish/VW OSF Congenital Heart	Cardiology

## ED On Call Monthly Schedule:

From the Landing page: select a Hospital from Blue links > Select ED Assigned Call from Blue links > under Display, select Cal: Tasks (Mon) > under Filters, use the Tasks filter to select a Specialty.  
 Example below is: Kishwaukee > ED Assigned Call > Cal” Tasks (Mon) > Specialty – OBGYN  
 (default is the current month – change the date if looking ahead or back)

Also find the **QGenda Landing page on NM Interactive** to view On Call schedules by visiting one of the following access points:

- NMI home > **Resources** > **Clinical** > QGenda
- NMI App Launcher (waffle menu) > search QGenda to have the app display

## Operational Reminder:

- Changes to On Call schedules are updated instantly in QGenda and synched real time to Vocera.
  - Check schedules directly from QGenda
  - View On Call provider from Vocera contact list
  - Schedules should not be printed and distributed for reference or posting.