# 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 providers in both applications.

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

2. **Create an account and log-in**
   a. Visit **[QGenda.com](#)**.
   b. Click on the "Sign In" button in the top right-hand corner.
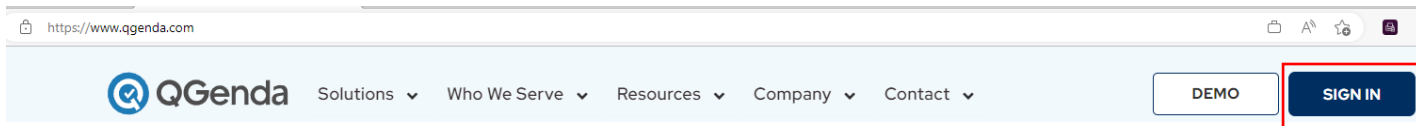
   c. Log-in

   ● **The email associated to your NM profile should populate:**
     ○ Click "Continue".
     ○ If an email does not populate, or to change the email used, click "Create Account" in the bottom right corner and enter your information.

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.
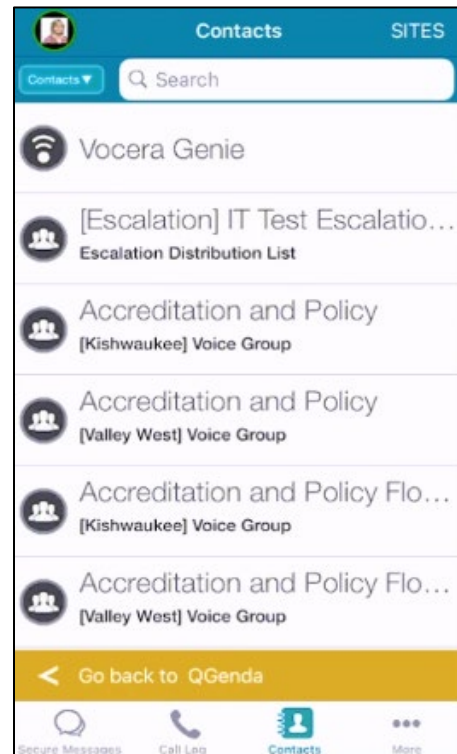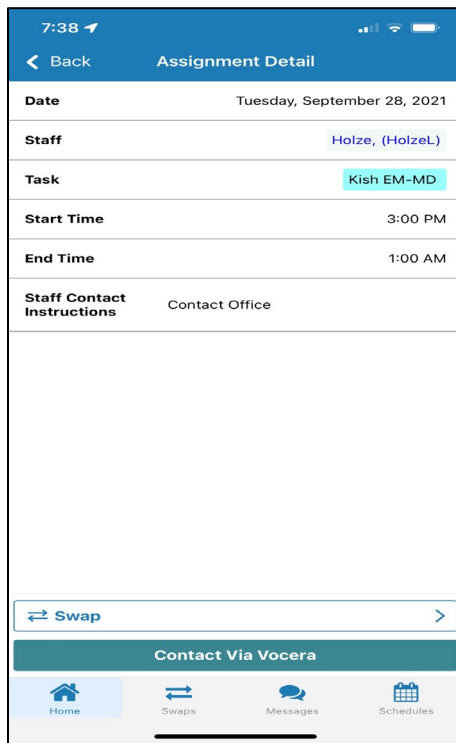

4. **View Your Schedule on web or mobile:**
   - **Web** - visit **nmoncall.qgenda.com:**
     - log-in
     - Click Schedule
     - Select the start date and duration
     - Click Go

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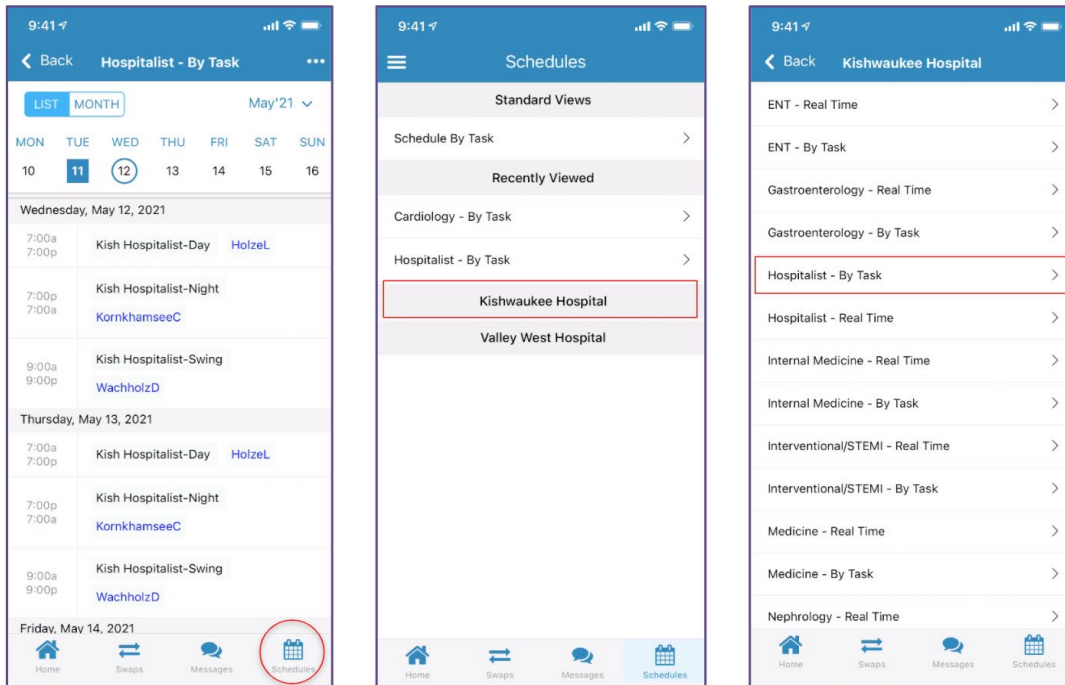
- **Contact the person On Call** – via Vocera from QGenda App:
  - Find the correct on-call person covering
  - Bottom Banner - Tap "Contact Via Vocera" to compose a message or make a call.
  - Bottom Banner - Tap "Return to QGenda" button to easily switch between applications.

7:38	
‹ Back	**Assignment Detail**
Date	Tuesday, September 28, 2021
Staff	Holze, (HolzeL)
Task	Kish EM-MD
Start Time	3:00 PM
End Time	1:00 AM
Staff Contact Instructions	Contact Office

⇄ Swap   ›

Contact Via Vocera

🏠 Home   ⇄ Swaps   💬 Messages   📅 Schedules

	Contacts	SITES
Contacts ▼	🔍 Search	

📶 Vocera Genie

🏛 [Escalation] IT Test Escalatio…
Escalation Distribution List

🏛 Accreditation and Policy
[Kishwaukee] Voice Group

🏛 Accreditation and Policy
[Valley West] Voice Group

🏛 Accreditation and Policy Flo…
[Kishwaukee] Voice Group

🏛 Accreditation and Policy Flo…
[Valley West] Voice Group

‹ Go back to QGenda

💬 Secure Messages   📞 Call Log   👥 Contacts   ••• More

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.
   o 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.
   o 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	
1-Way	**2-Way**
Move assignment from one person to another	Trade assignments between two people
1 Assignment • Individually swap assignments • *Carla is working my night shift for me tonight* 1-Way Tutorial: Step 5	**Same Day** • Trade between 2 providers on the same day • *Dr. Turk and Dr. Kelso are switching 4th and 6th call next Thursday* 2-Way Tutorial: Step 5
Multiple Assignment • Select many shifts to trade all to another provider • *Switching service weeks or weekend call* 1-Way Tutorial: Step 9	**Across Days** • Direct trade between 2 providers across days • *Dr. Dorian needs to swap out of his Sunday shift and needs to find someone to swap with* 2-Way Tutorial: Step 9

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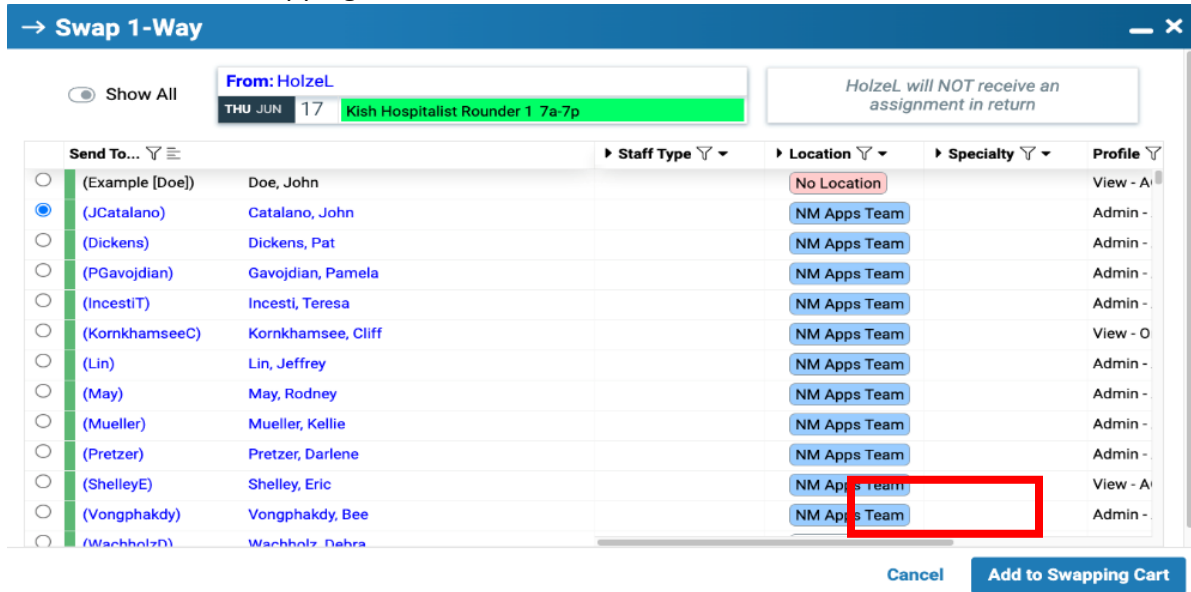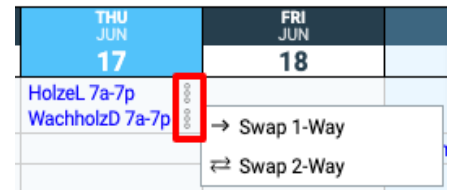
- Click on the "Submit Swap" button to the top right of the Swapping Cart.

- **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.
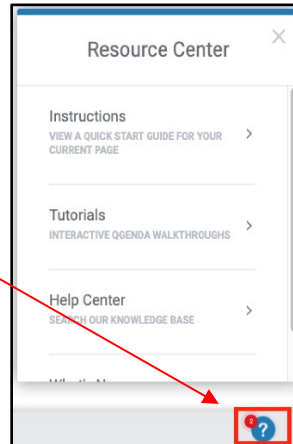
6. **Calendar Sync**

- **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.
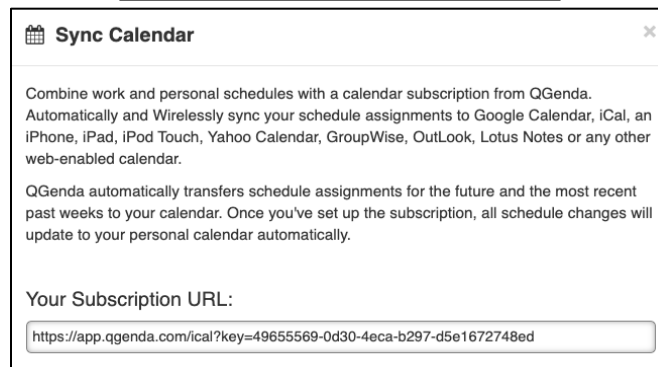
- **Outlook Calendar Connection [Option 2]** offers the ability to sync your QGenda calendars with NM Outlook calendar if you are an NM employed provider. You will show as "busy" in Outlook when you are on-call.
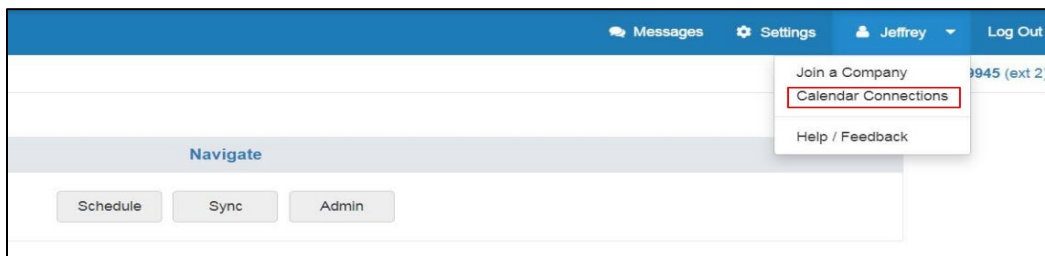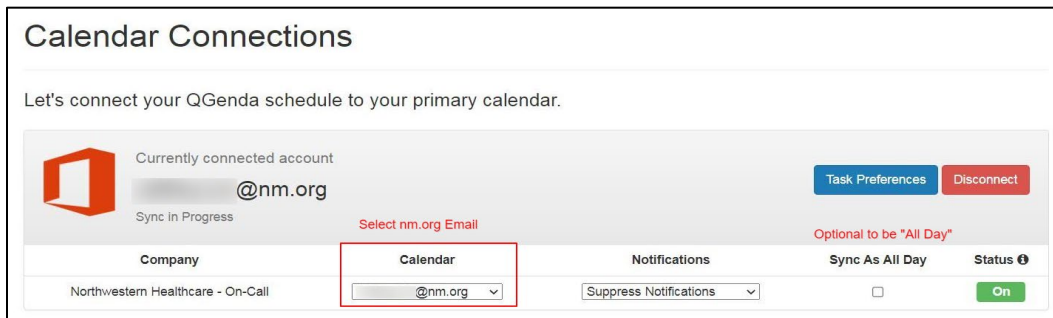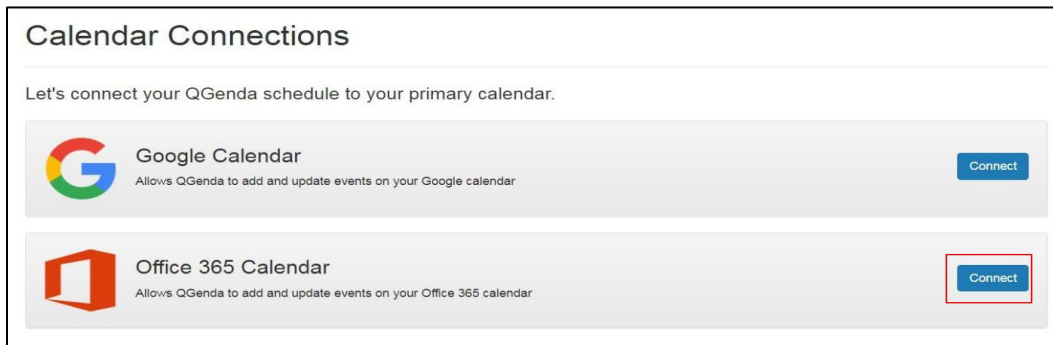
7. **Submit Requests (applicable to Specialties designed with <u>Advanced Scheduling Only</u>)**

   If the Specialty uses Advanced Scheduling, there is an option to submit requests for certain tasks, such as Time Away in QGenda.

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

8. **View on-call schedules** from **the QGenda On-Call Home Screen (Landing Page)** for Northwestern Medicine clinicians by visiting: **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
  - Select a Specialty or On-Call type
  - Default screen displays on-call schedules **at the current time,** as shown below.

Example: Cardiology Specialty Link

- View a schedule over time (future or past): Change the Display to **Grid: Task** or **Cal: Tasks.** Refine the search further by entering a date range:

- **Search by staff or schedule:**
  - Return to the QGenda Home Screen/Landing Page
  - In the Search box in top banner, select either Staff or Schedule

Staff: Enter a provider name to view the provider's call schedule group, on-call tasks for that group, and specialty. Assigned Now displays who is on-call right now for a specific task.

Schedule: Enter a specialty 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.

ED On Call Monthly Schedule:

From the Landing page:

- o   select a Hospital from Blue links
- o   Select ED Assigned Call from Blue links
- o   under Display, select Cal: Tasks (Mon)
- o   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)

- • Find the **QGenda Landing page on NM Interactive** to view On Call schedules from these access points:
  - o   NMI home > **Resources > Clinical** > QGenda
  - o   NMI App Launcher (waffle menu) > search QGenda to have the app display
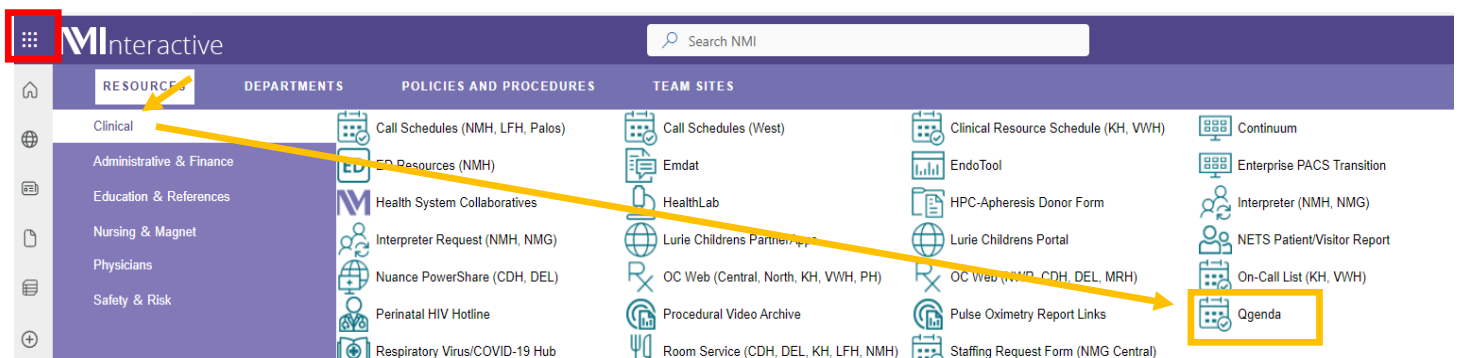
9. **Operational Reminder:**
   - • Changes to On Call schedules are updated instantly in QGenda and synched real time to Vocera.
     - o   Check schedules directly from QGenda
     - o   View On Call provider from Vocera contact list
     - o   Schedules should not be printed and distributed for reference or posting.