



Vocera Collaboration Suite for Physicians

Kishwaukee and Valley West Hospitals

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What is Vocera?

- Northwestern Medicine's preferred clinical communication and collaboration application
- A smartphone app for calls and secure messaging on personal devices (for physicians) and shared iPhones (staff)
- Available on mobile or workstations/laptops with access to all of the same features.
- Vocera texts are secure and HIPAA-compliant
- Available to physicians systemwide and inpatient care teams and staff at Lake Forest Hospital, CDH, Delnor Hospital and Marianjoy Rehabilitation Hospital.
- Inpatient care teams and staff at Kishwaukee Hospital and Valley West Hospital will begin using Vocera on August 3 and August 10, respectively.

Physician Training Objectives

Vocera Collaboration Suite

- Understand basic voice and message functions of Vocera
- Using Vocera when you're off-campus
- Set your availability for calls and texts
- Find contacts and on-call providers

Physician Training Objectives

Review message and voice functions

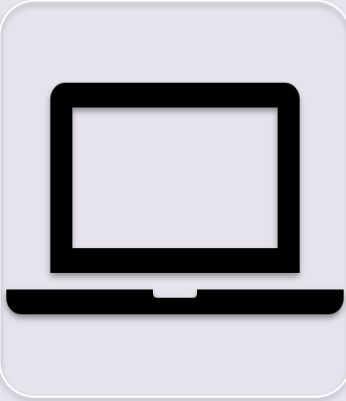
- **Logging in and getting started**
- **User profile settings:**
 - Availability status
 - Do not disturb, (DND), DND timer and off-campus
 - Message forwarding
- **Contacts**
 - Search by NM site or global
 - Where to view assigned extensions
 - Creating Favorites
- **Secure messages**
 - Reviewing patient information and the Epic Care Team
 - Sending Photos
 - Attaching patient information
 - Replying
- **Calls**
 - Call log: Managing missed calls and voicemails
 - Making calls from Vocera and the number your patients see when you call
 - Transferring calls while on-campus
 - Forwarding calls and messages
- **Urgent calls:**
 - Restricted use for true emergencies only
 - Answering and declining urgent calls when not on a call
- **Genie voice commands**
 - Difference between on- and off- campus use
- **On-call process**
- **The importance of logging out**



Vocera Collaboration Suite Training Resources

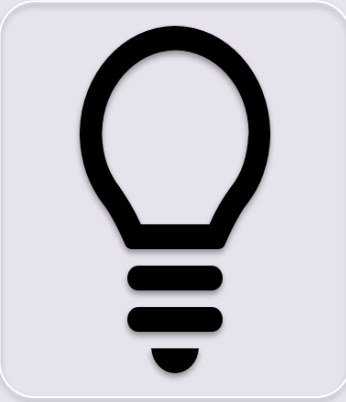


Vocera Training Resources



E-Learning modules are available in My Learning

- Vocera Collaboration Suite for Clinicians
- Vocera – Messaging Platform Web Console for End-Users
- Vocera- Real Time Situational Awareness
- Vocera Working with Voice Reminders for Collaboration Suite App



Tip Sheets and videos available on Physician Forum and NMI that include:

- Download and Login Guides ([iPhone](#) and [Android](#))
- [Vocera Communications Etiquette](#)
- [Attach Media to a Message](#)
- [Vocera Web Console](#)
- [FAQs](#)
- And more!

Vocera Tip Sheets and Videos on Physician Forum

<https://physicianforum.nm.org/vocera-resources.html>

Vocera and QGenda Resources

This page contains a variety of tip sheets and mini-tutorial videos (1-4 minutes each) to help you download and begin using Vocera Collaboration Suite for NM clinical communications. Physicians and APPs systemwide (except Palos Hospital) have access to Vocera. Inpatient care teams use Vocera at Central DuPage Hospital, Delnor Hospital, Lake Forest Hospital and Marianjoy Rehabilitation Hospital. In August, inpatient care teams at Kishwaukee Hospital and Valley West Hospital will begin using Vocera.

NM Vocera Minute Videos

Desktop users: after you click the play button, use the arrows on the bottom right to expand to a full screen.

Launch Vocera and Log-In



Manage Your Availability



Find Contacts and Create Favorites



Select a Site



Make and Receive an Urgent Call



Use Genie to Make a Call



COVID-19 HOTLINE

If you have an immediate question about a potential exposure, click the Hotline link above and complete the triage questionnaire.

For non-urgent questions, email COVID-19MD@nm.org.

COVID-19 UPDATE June 3: [New Vaccination Options and Revised Masking Guidelines](#)

[COVID-19 Update Archive](#)

PHYSICIAN FORUM QUICKLINKS

- [NM News](#)
- [Physicians To Know](#)
- [Clinical Notes and Notices](#)
- [Community Connect](#)
- [Research and Breakthroughs](#)
- [FSM News](#)
- [CME Opportunities](#)
- [Upcoming Events](#)

PHYSICIAN RESOURCES

- [Clinical and Informatics Health System Collaboratives](#)
- [NMI Epic Enterprise Training](#)
- [NMI Antimicrobial Stewardship](#)
- [Medication Access Guide](#)
- [Patient Transparency](#)
- [Vocera Resources](#)

- [Leadership and Colleagues](#)
- [Regional CMOs & CNEs](#)
- [Welcome New Physicians](#)
- [nm.org Find a Doctor](#)

Regional and FSM News

Vocera Tip Sheets and Videos on NMI

MIinteractive Search NMI

RESOURCES **DEPARTMENTS** POLICIES AND PROCEDURES TEAM SITES

| | | | | |
|--------------------|-------------------------------------|--|--------------------------------|--------------------------------------|
| NMHC Departments | Accreditation & Clinical Compliance | Analytics | Archives | Collaborative Care & Health Outreach |
| Access Departments | Corporate Compliance & Integrity | Corporate Health Services | Cyber Security Learning Center | Diversity and Inclusion |
| FSM Departments | Engagement | Episodes of Care | External Affairs | Finance |
| KH VWH Departments | Health Information Management | Healthcare Epidemiology and Infection Prevention | Human Resources | Information Services |
| LFH Departments | Internal Audit | Interventional Radiology | Library Resources | Managed Care |

Information Services

Kronos & Payroll Support Tips Information Security Tips Phone and Voicemail Messaging Microsoft Tools **Vocera**

TIP SHEETS

- Vocera Analytics Tip Sheet
- Vocera Attach Media to Message Tip Sheet
- Vocera Badge Instructions for Bedside Use Tip Sheet
- Vocera Call Contact from Non-Vocera Phone Tip Sheet
- Vocera Download Guide for Android Tip Sheet
- Vocera Download Guide for iOS Tip Sheet
- Vocera Etiquette Tip Sheet
- Vocera FAQs Tip Sheet
- Vocera Notifications Tip Sheet
- Vocera Patient Instructions Tip Sheet
- Vocera PIN Reset Tip Sheet
- Vocera Staff Assignment Tip Sheet
- Vocera Voice Commands Tip Sheet
- Vocera Web Console Tip Sheet

VIDEOS

Getting Started

- Launch Vocera and Login
- Login to Vocera on Shared Device
- Profile Settings
- Manage Availability
- Find Contact and Create Favorites
- Provider Groups
- Select a Site
- Use Address Book for Unknowns
- Genie Voice Commands
- Genie Record My Name
- Content Folder Items
- End of Shift Responsibilities
- Log Out

Calls

- Place Calls
- Use Genie to Make Call On/Off-Campus
- Forward Calls
- View Call Log and Manage Missed Calls
- Direct Dial Calls
- Make and Receive Urgent Call
- Transfer Calls to User or Group

Text Messages

- Send Text from Contacts Page
- Send Text from Secure Message Page
- Add Participant to Existing Message
- Message and Alert Notifications
- Filter Messages
- Use Text Templates
- Customize Text Messages
- Attach Patient Info
- Advanced Messaging

Training Videos

- Day in the Life of a Physician
- Staff Training



Vocera Collaboration Suite Text Messaging



Log-in Instructions

- Log-in to use the app
 - Click on the Vocera app
 - Enter your NM Username and Password
 - Select Log-In

• Username = **your regular network login**

• Password = **your regular network password**

- Create a 4-digit PIN
- You will need to use your pin to log-in after 30 minutes of inactivity.



Default Screen: Secure Messages

On the Secure Messages screen, view all of your sent and received messages, group conversations and notifications

- **Click your profile picture** to edit your profile, set Do Not Disturb, and log-out.

If you don't have a picture, your initials will show

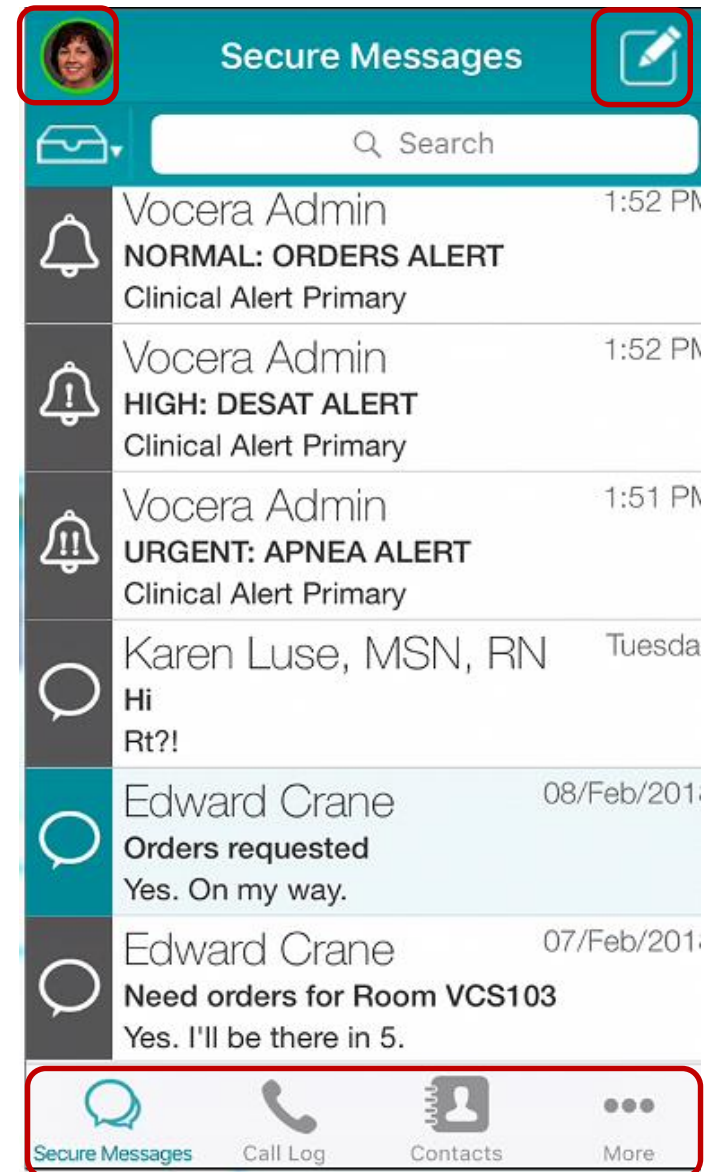
- **Unread messages** have a **teal** background.
- Tap the message to read the message details.
- Read messages have a **black** background.
- The icon indicates message type:

Secure Message Screen icons:

- Alert/Alarm Notification**
- Chat message**
- Group Chat message**
- Urgent Message**

Indicates **Notify Me** time has elapsed, and no response has been received

- **Navigation Bar:** Tap an icon to access Call Log, Contacts, Patients and On-Call schedules)



Contacts and Favorites

Setting your site (location)

Sites always defaults to your home Site, like Kishwaukee or Valley West.

Most providers home site will default too GLOBAL.

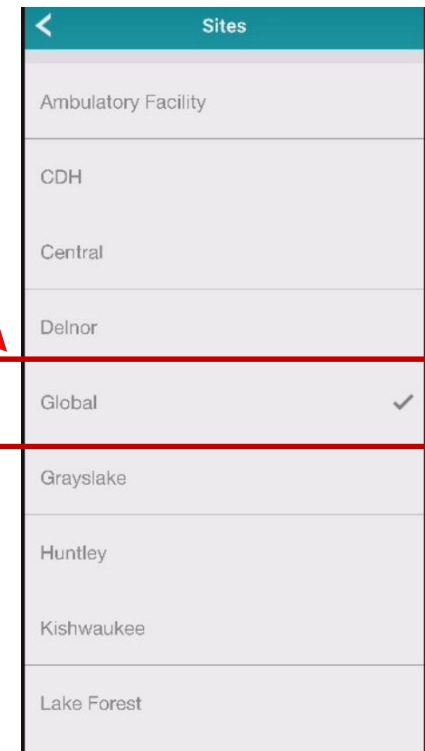
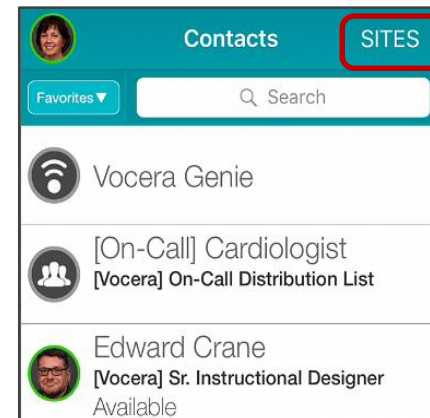
- Site is indicated by a gray checkmark
- Select **SITES** to review or change the site you wish to view.

Select Global to search for providers across NM

- To search for nursing, clinical, or ancillary staff (by name or by role), choose the site where they are based.

Example: To find Jessica Jenkins at Valley West, make sure **Valley West** is selected in SITES before searching for her name.

Example: To search for the Y1 Charge Nurse at Kishwaukee, make sure **Kishwaukee** is selected in SITES before searching for this role.



Contacts and Favorites

Contacts and Favorites

- If you have set Favorites, they will show first.
- Use **Search** to find contacts, groups (departments or teams), or clinical roles within your favorites.

Finding your Favorites

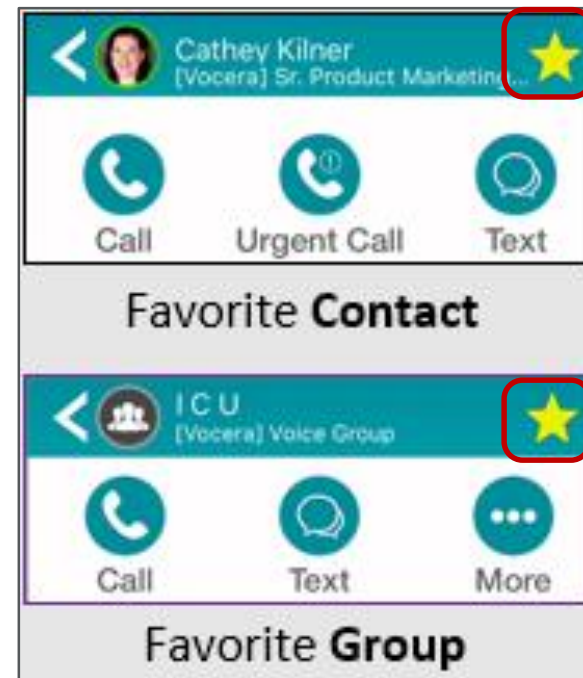
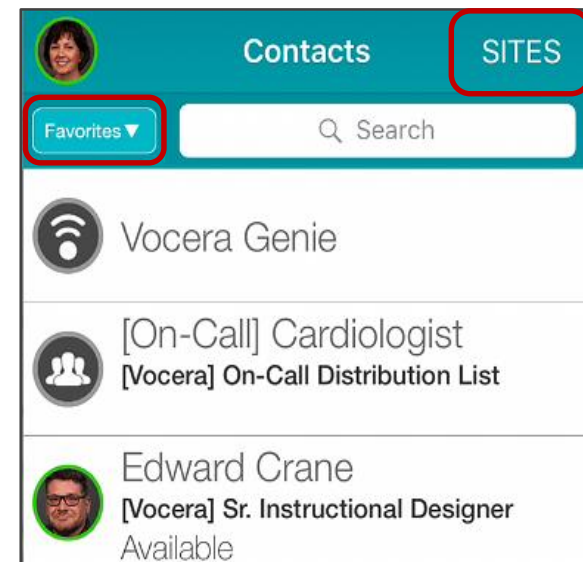
- Tap to **add/remove** individuals/groups to/from Favorites.
- Tap **Contacts** or **Favorites** to filter the contacts view.

Search for a person or group

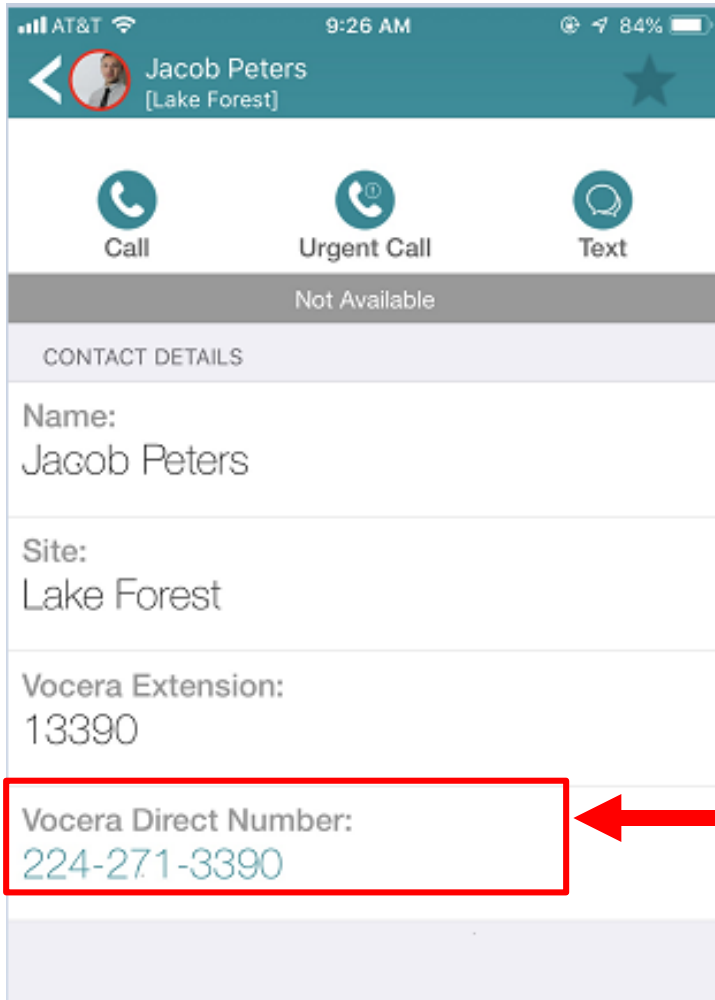
When searching for a person, Group or clinical role, make sure the toggle button is set to “**Contacts**” to see a list of every contact in the chosen SITE or facility.

Contacts can be built by user’s name, group, or by clinical role.

- In the **Search** field, type the first few characters of the contact's name or role.
- Tap a **contact** to view the Contact Details screen which has detailed information for that contact.



Vocera 10-digit Direct Dial Number



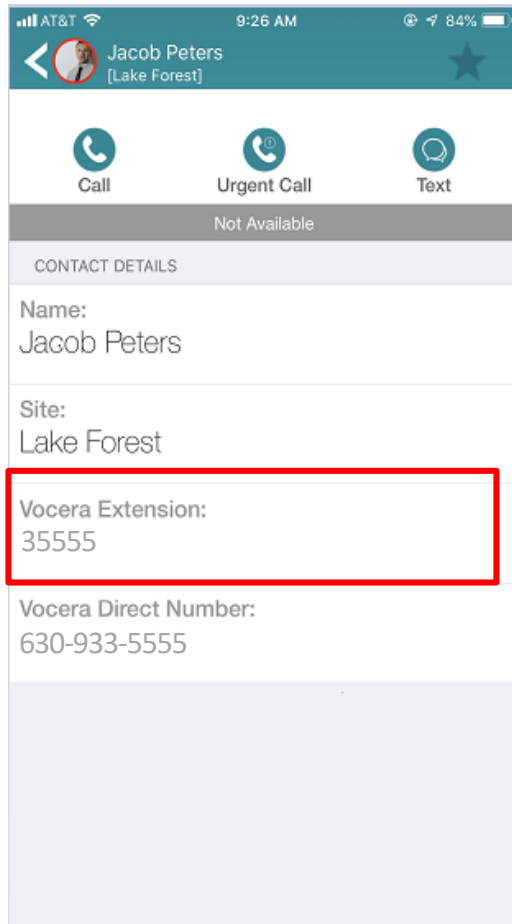
Designated staff will be assigned a Vocera number that can be dialed directly, without going through the Vocera Genie voice commands.

- The full 10-digit number will display under Contacts in the **Direct Number** field
- Use this 10-digit number to:
 - Enter the direct dial number in Epic
 - Provide to callers outside NM
 - Provide to patient families as needed when calling from outside.

The 10-digit number can be dialed by selecting this field

Internal Calls: 5-Digit Vocera Extension Display

The 5-digit Vocera extension will display as a text field under Contacts > Vocera Extension for designated staff or groups who have an assigned Vocera number.



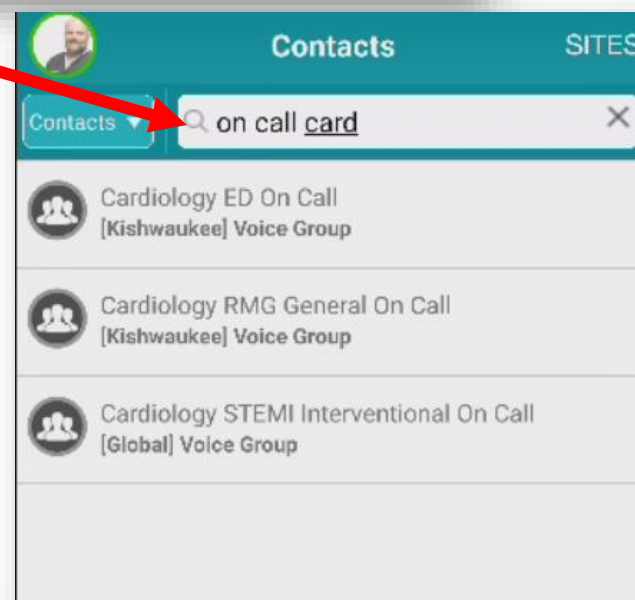
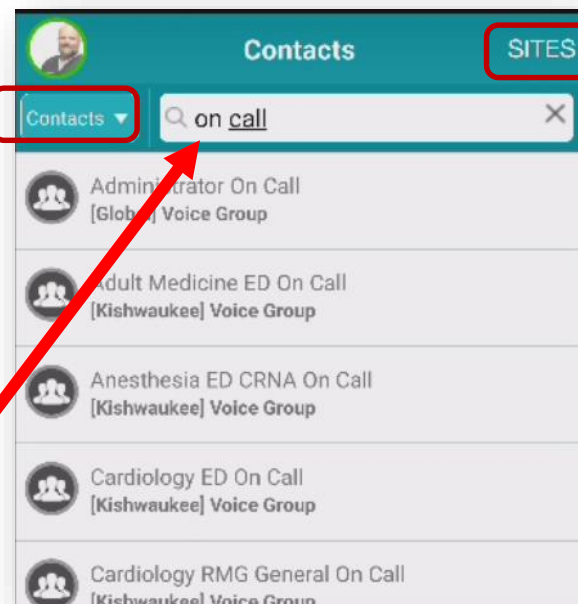
- **5-digits will display under Vocera Extension for internal calls only:**
- In this example at CDH, the extension is 35555
- The last digit of the Vocera number indicates the location after a unique 4-digit extension. For example, the Vocera local numbers for Kishwaukee and Valley West are:
 - Kishwaukee Area Dial = 766
 - Valley West Area Dial = 981
- The Vocera 5-digit extension is for display only. **Calls cannot be made directly from this field.**
- Staff will write this 5-digit number on patient room whiteboards.
- The Vocera extension can be converted to a 10-digit number by adding the Vocera number area code and local dial, and the 4 unique digits of the extension.

Vocera Numbers Dial Codes:

- Kishwaukee Area Code = **815** and Local Dial = **766** plus 4-digit extension
- Valley West Area Code = **815** and Local Dial = **981** plus 4-digit extension

On-Call Groups

- NOTE: When looking up roles for on-call providers, choose the correct **SITE** where the provider is on-call. Then, search for the provider by typing the name of the on-call role.
- From Contacts, make sure **Contacts** is selected (not **Favorites**).
- In the search field, type in “on call” (without the dash) or the name of the on-call group, such as “card” for cardiology.
- Tap the on-call group you wish to contact.
- From here, you can call or text from the role contact screen **or** you can tap the provider’s name. Both do the same thing.



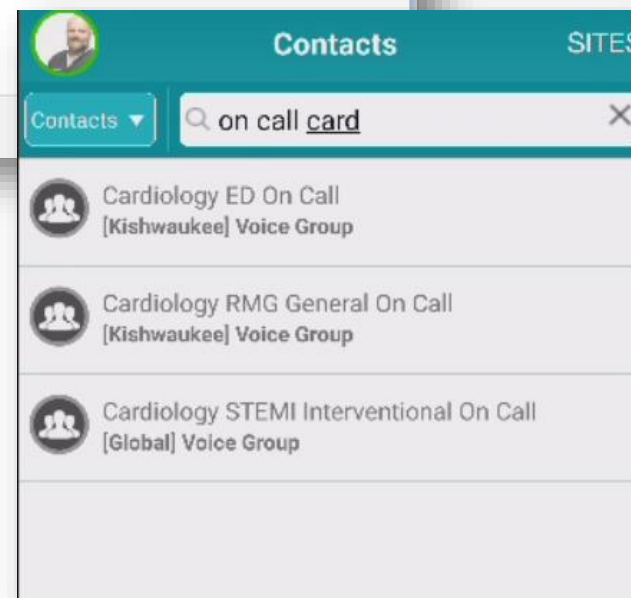
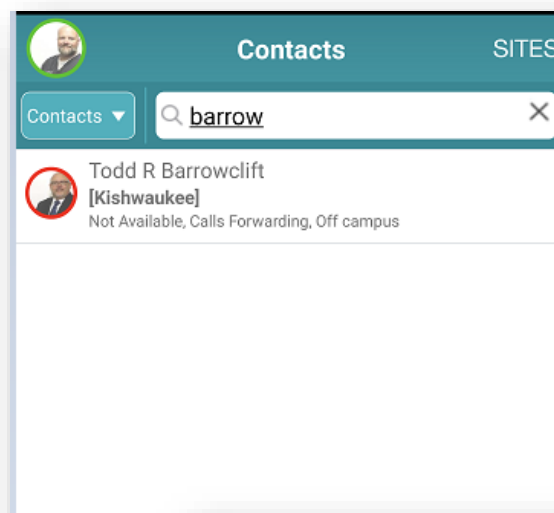
On-Call Override Process

When a staff member has been instructed by a provider to “override” the on-call process by calling the primary provider, regardless of the provider that is on-call, the process to do this in Vocera is different.

- Vocera does not have an “**Override**” button.

New process:

- To call the primary provider staff will search for the **name** of the provider rather than the on-call role.
- Once the primary provider is located, staff can call or text that individual.
- **Otherwise, the normal process is to look for the on-call role** (as noted on the previous slide).



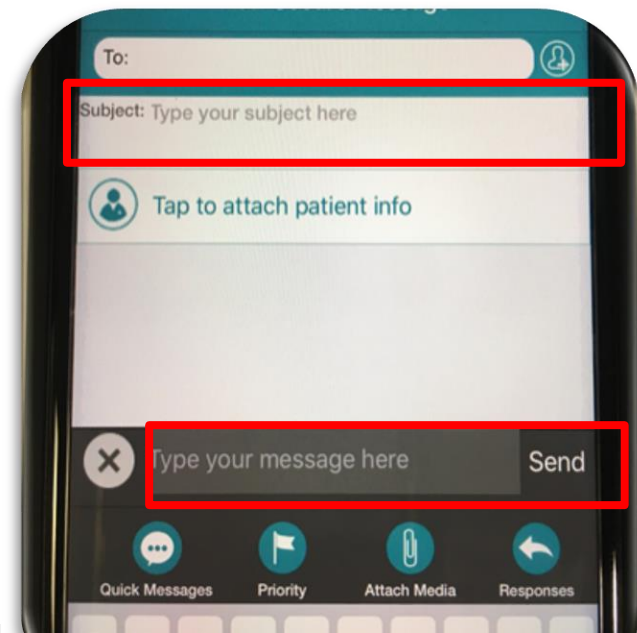
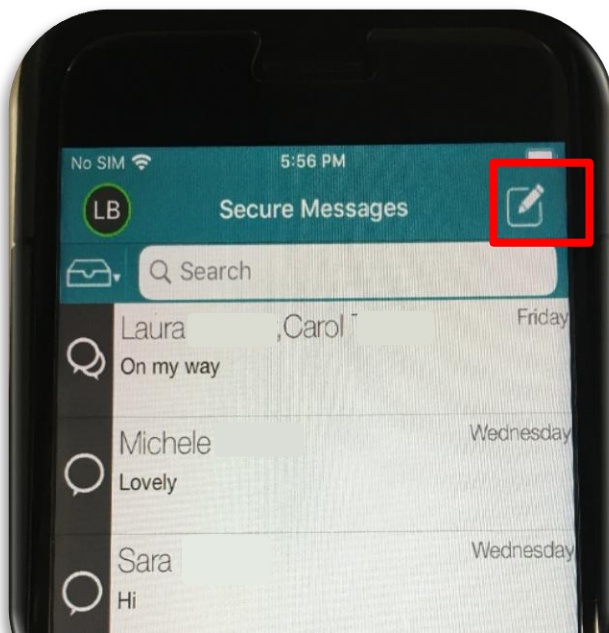
Sending a Secure Message

- On the secure message screen, tap the pencil icon to start a new message.
- Tap New Text to open the search field
- Select a recipient from Favorites or from Contacts using the search field
- Type in a Subject Line (optional)
- Type a message in the black message bar
- Tap send

Select



Search

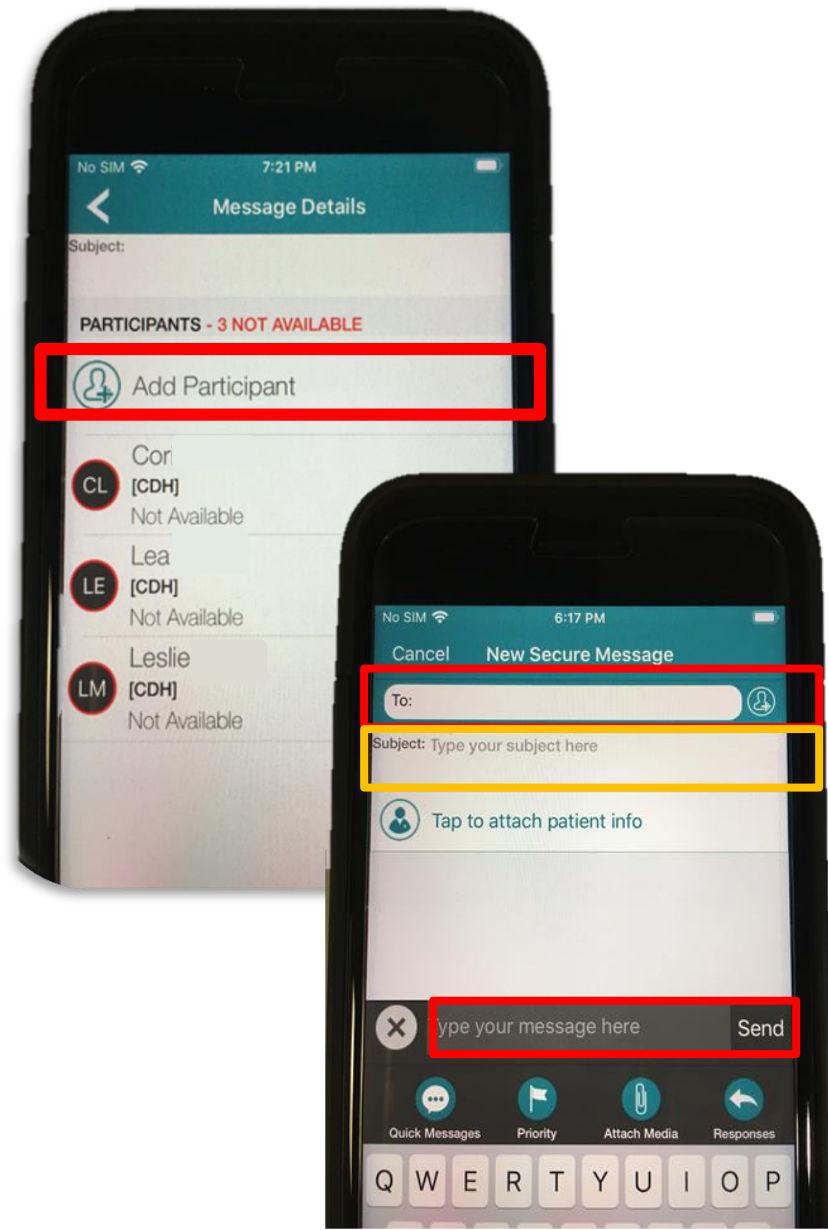
Send



Adding a Participant

Add someone to an existing conversation

- From the Secure Message Screen
- Tap the message you want to add a user or group to
- Tap on the  information icon
- Tap the  icon to add a participant
- Tap on the “To” line
- Type in the name of the person you want to add
- Tap save
- Click the back arrow to return to message screen
- Type your message in the blank message box
- Tap send

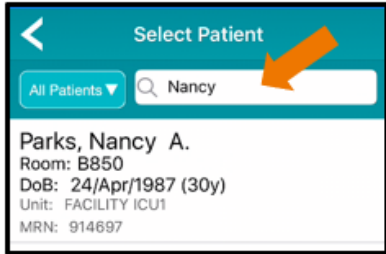


Attaching and Viewing Patient Information

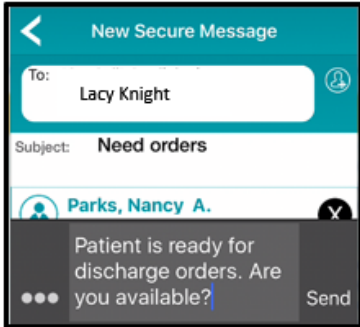
- Select “Tap to attach patient info”



- Search for patient by scrolling or using the search bar

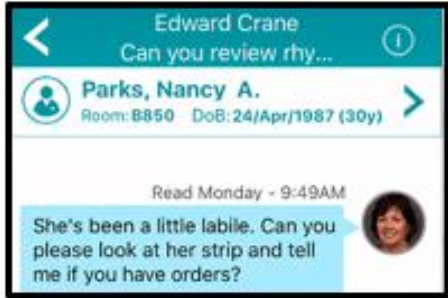


- *Note:* List defaults to ‘My Patients’ if assignments are done – Use the toggle to access the ‘All Patients’ view



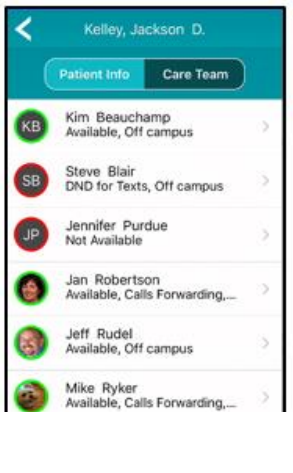
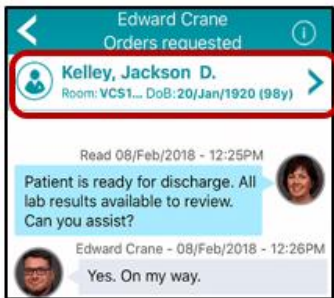
- Compose the message with a Recipient, Subject and message body

On incoming messages, view patient information and Care Team by tapping the patient’s name:



Viewing Patient Information in a message

- On the message, tap the patient name to open the **Patient information** screen
- You can toggle from **Patient Info** to **Care Team**
- From the Care Team view, text entire Care Team or individual members.




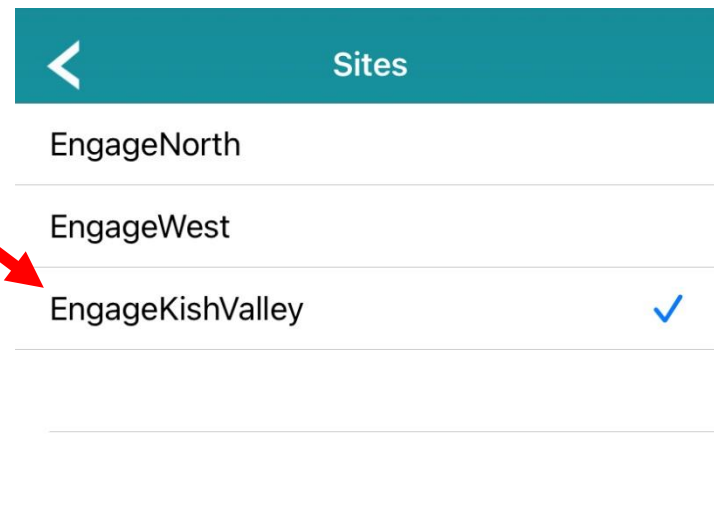
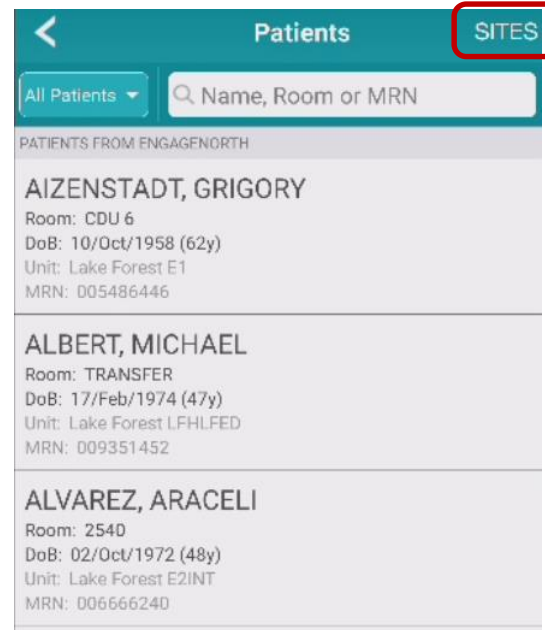
Attaching and Viewing Patient Information

If you cannot find the patient, you are looking for...

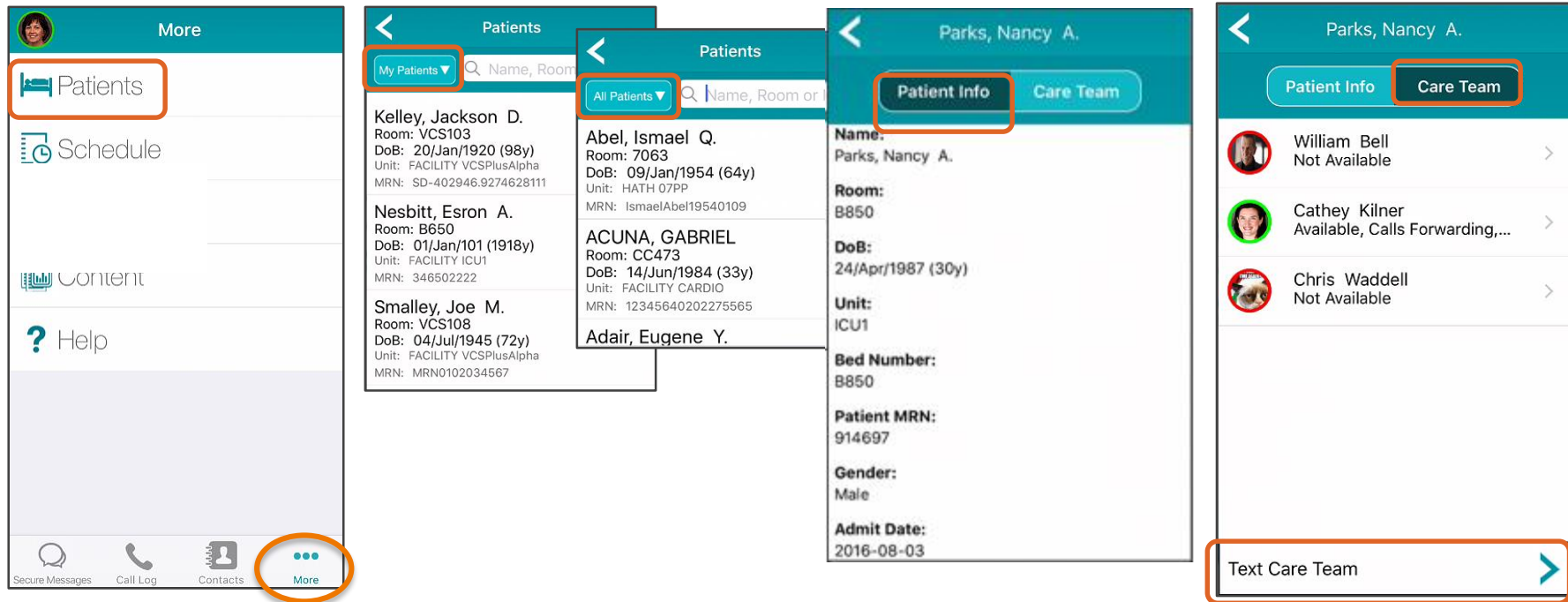
- You may need to change your SITE to see more patients.

The **SITES** link to look up patients is different from the **SITES** link to look up **Contacts**.

- Select **EngageKishValley** for patients at Kishwaukee and Valley West
- Choose an alternate region by tapping it, then tap the back arrow  and retry your search.



Have a Patient-centric Conversation



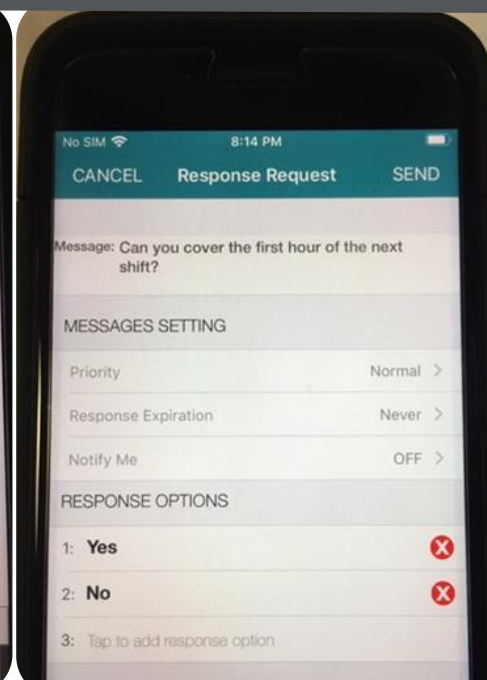
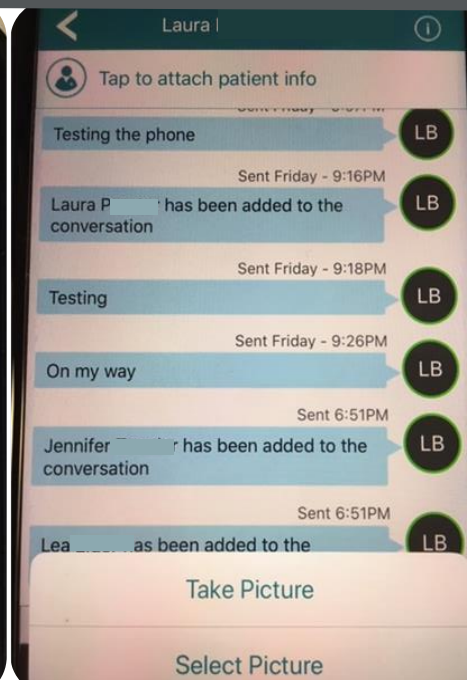
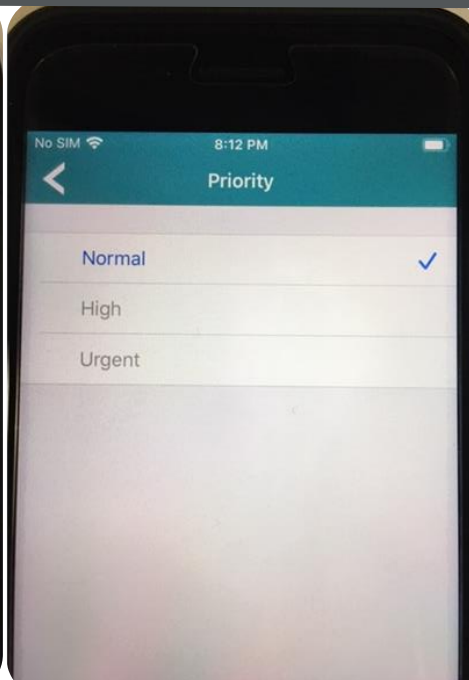
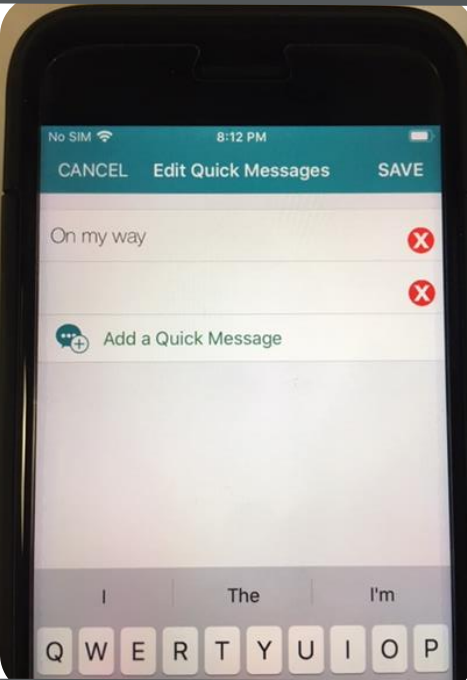
From the More screen, access the Patients module to view My Patients or All Patients on your unit

View Patient Info and Care Team info, then choose to text individual team members or the entire Care Team

Staff must assign themselves to a patient in order to display in Vocera as part of the Patient's Care Team in one of the following ways:

- Assign themselves in Epic
- Assign themselves in Rauland Staff Assignment when applicable
- Assign themselves in Vocera when applicable

Customizing Secure Messages



Quick Message

User create response to common questions asked frequently

Priority

Urgent Priority break through all calls and Do Not Disturb status

Attach Media

To comply with HIPAA only "Take Picture" within app



Responses

Sender can create 1-click responses for recipients


Filtering Messages

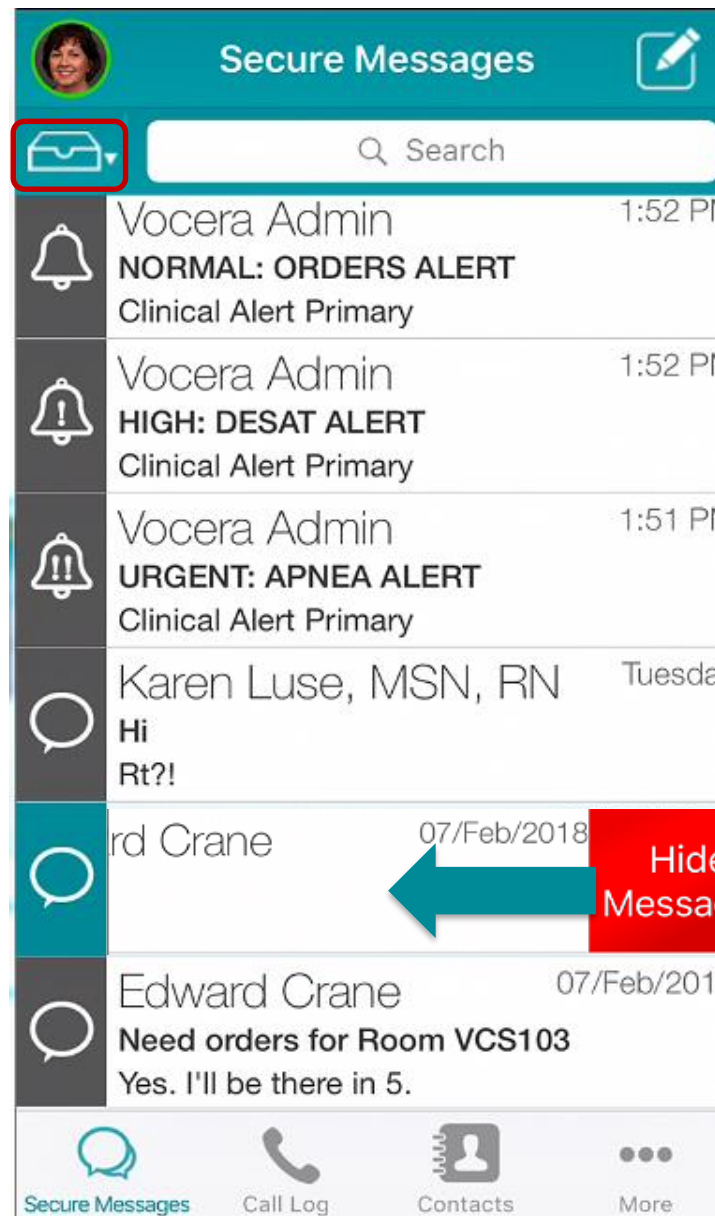
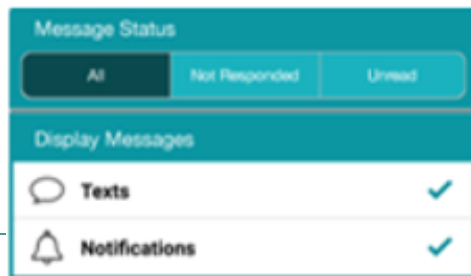
From Secure Messages:

View all of your sent and received messages, group conversations and notifications

- **Filters** – tap  to specify which messages show (All, Not Responded, Unread)
- **Search Field**  – locate messages that match sender or subject
- Swipe left to **Hide Messages**

Searching and Filtering Messages:

- Type the keyword into the **Search** field.
- To filter by message status:
 - Tap  **Filter**
 - All (default) – recommended view to prevent missed messages and notifications





Remember that all conversations on hospital- provided iPhones should be professional and follow hospital standards used for patient documentation.

Staff may use hospital provided iPhones for non-patient related **work conversations** such as “Can you go to lunch” or “There is an in-service at 2 pm in the breakroom”.





Vocera Collaboration Suite Calls

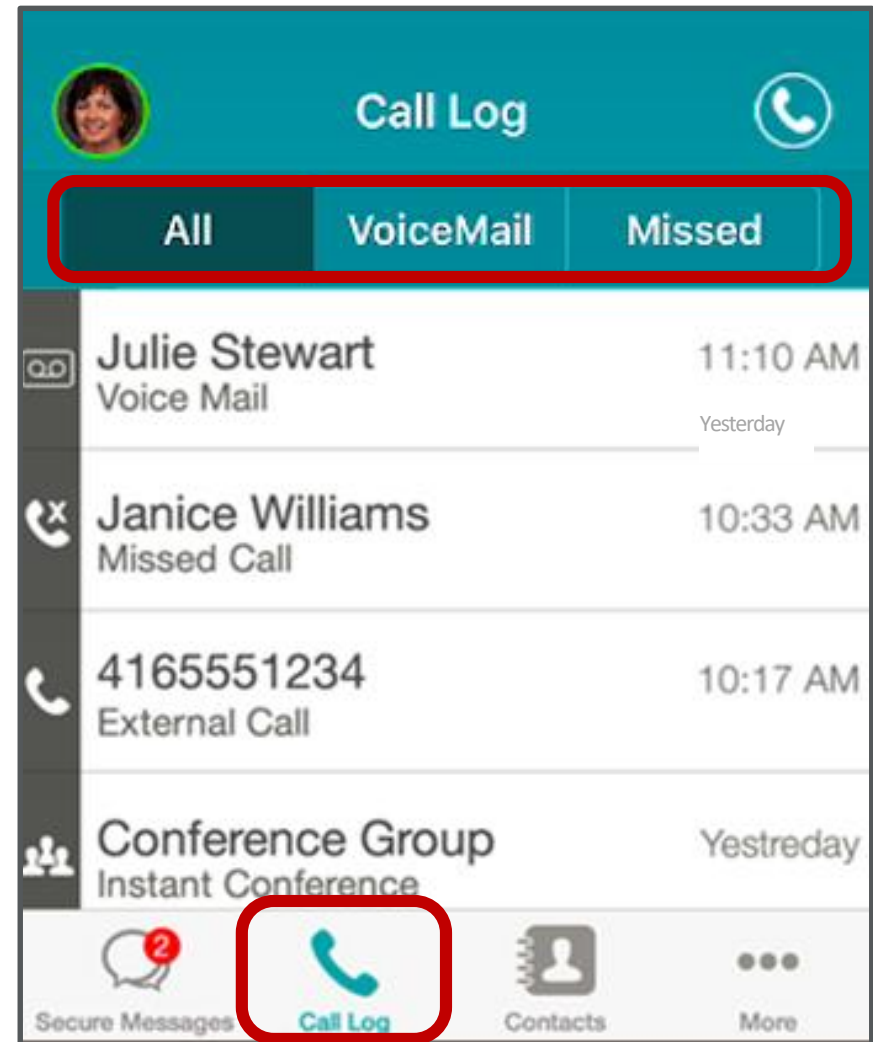


Viewing the Call Log and Making a Call

Call Log

- To access the Call Log screen, tap **Call Log** in the navigation bar.
- Tap **All** to show the entire call log, or view **Voice Mail** or **Missed** calls.
- Swipe left to hide a viewed call or message.
- To call or message a contact directly from the Call Log, tap the **contact's name** and tap the **Call**, **Urgent Call** or use the **Text** option.

NOTE: Urgent calls should be used only in an emergent, life-threatening situation.

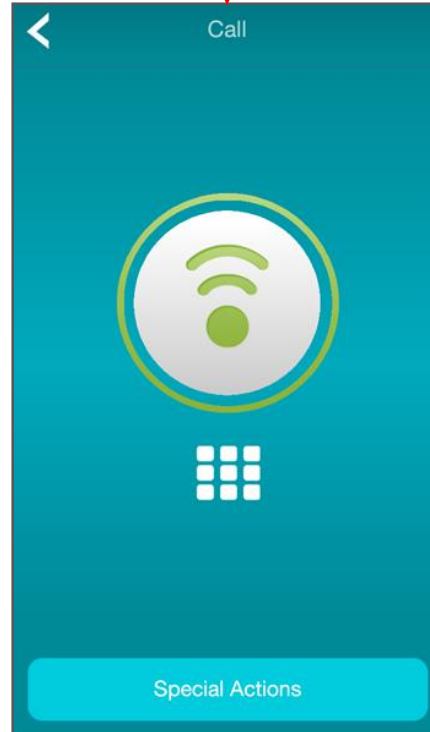


Making a Call With Vocera Genie

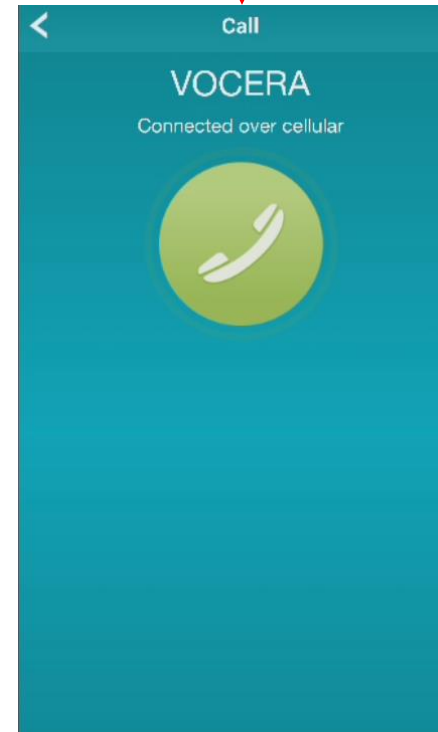
Genie is Vocera's voice command feature

- The Genie button may look different depending on if you are connected to the hospital Wi-Fi vs. being connected through your cellular plan outside of the hospital.
- Both buttons will call the Genie if tapped.

On-campus/
hospital Wi-Fi
(NMMOBILE)





Off-Campus/
Cellular




Making a Call - Vocera Genie and Keypad

Make a Call

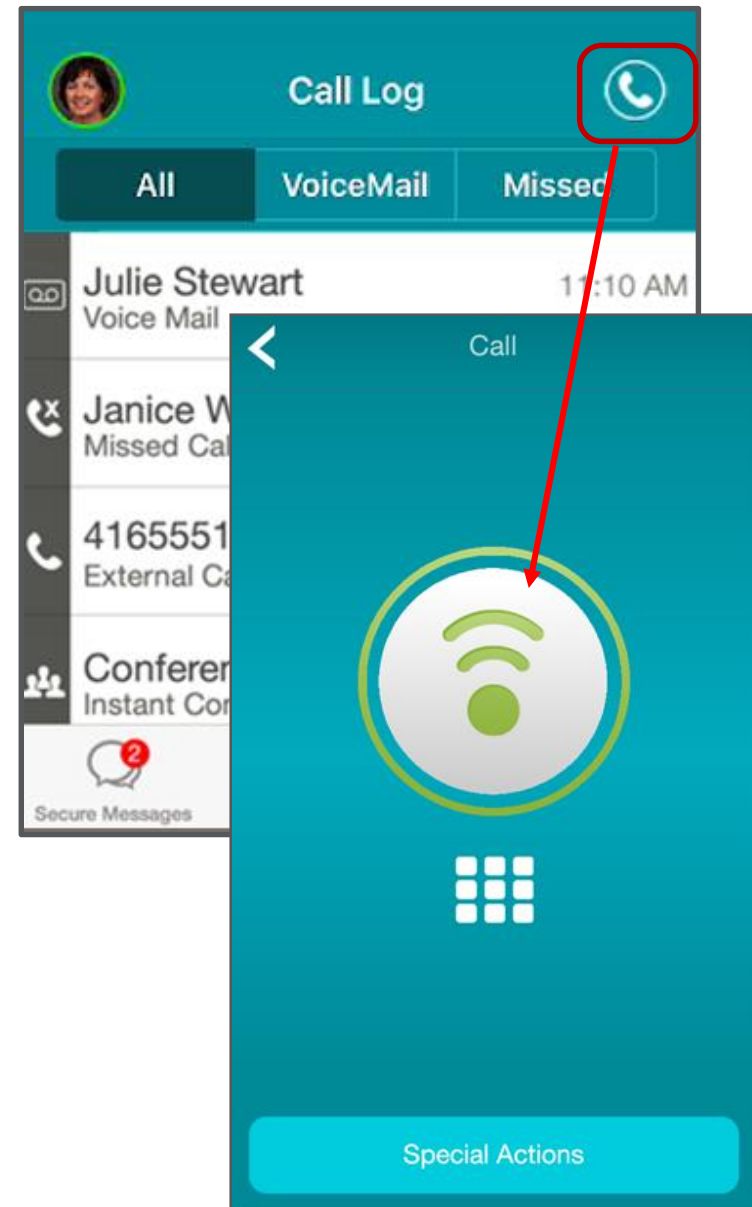
- To make a call, tap the  **Call** icon on the Call Log screen.
- From the **Call** screen, tap  and **Genie** will answer.
- Tell the Genie who you want to call.

Alternate method

- Tap  to dial an extension or number using the **keypad**.

If you are at an alternate site than home site, need to connect to the correct desired home site

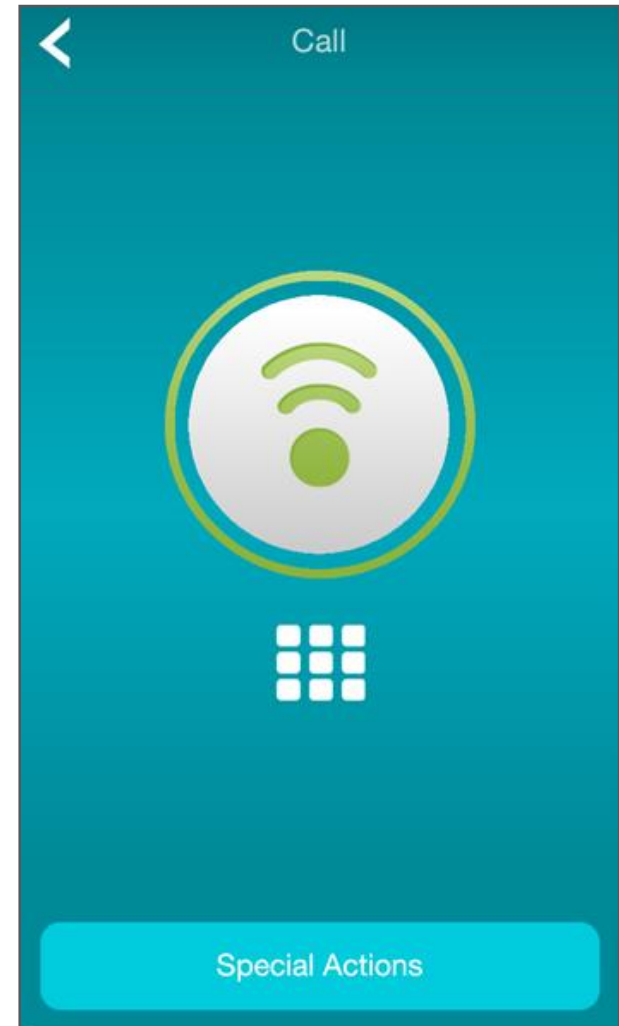
Note: If you call a patient using the Genie, the patient will see the Vocera Guest Access Number and not a physician's personal cell phone number.



Voice Commands to the Genie

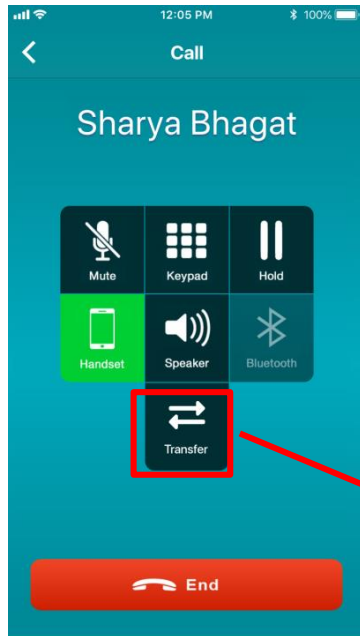
- The Genie responds to many voice commands. See [Vocera Voice Commands](#) tip sheet for a list.
- Recommended best practice:
- **Use Genie to record your name** to enable others hear your voice, and to help them understand how to pronounce your name.

Note: if you do not want to use your first name, record “Doctor” as your first name and then your last name.

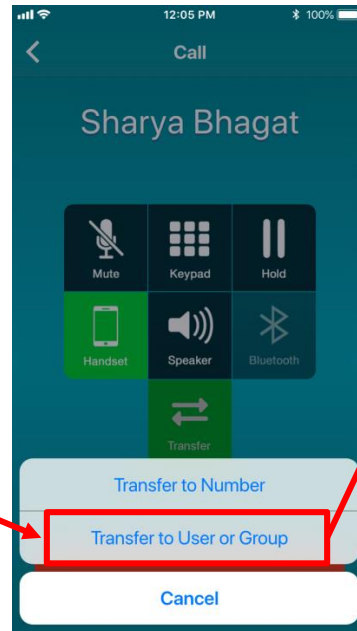


Transfer When On-Campus

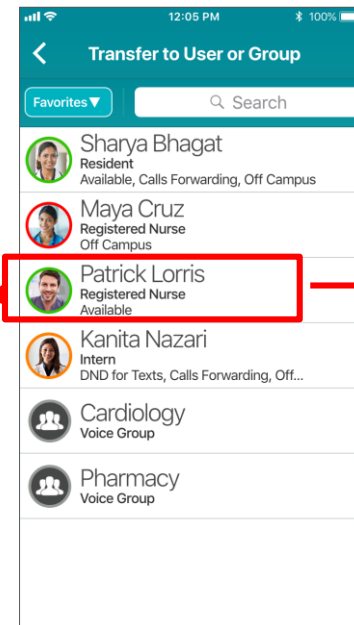
Use the Transfer button during a call to transfer to another Vocera contact.



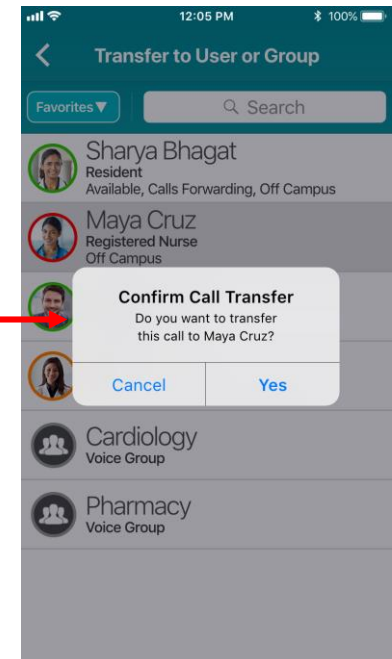
During a call, select **Transfer**



Select option: **Transfer to User or Group**



Choose from favorites or search contact directory

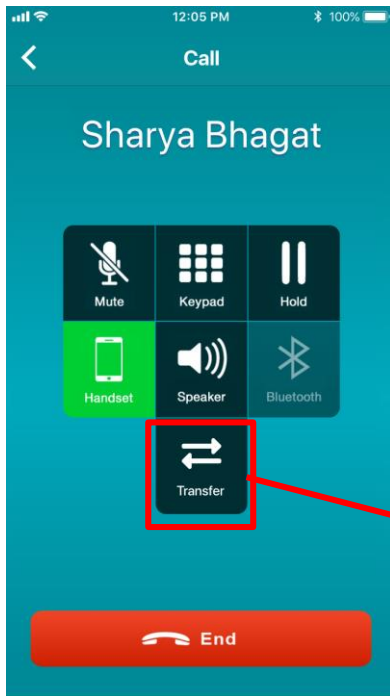


Select **Yes** to confirm call transfer. **Cancel** to return to the call screen.

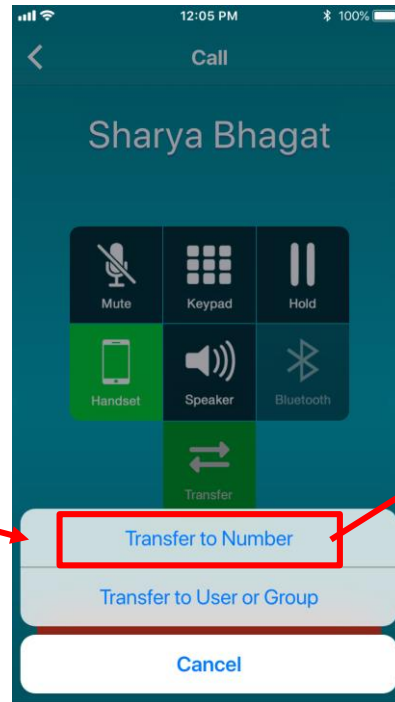
Important: Make sure that you are not in "Global" site under Contacts > Sites

Transfer a Call When On-Campus

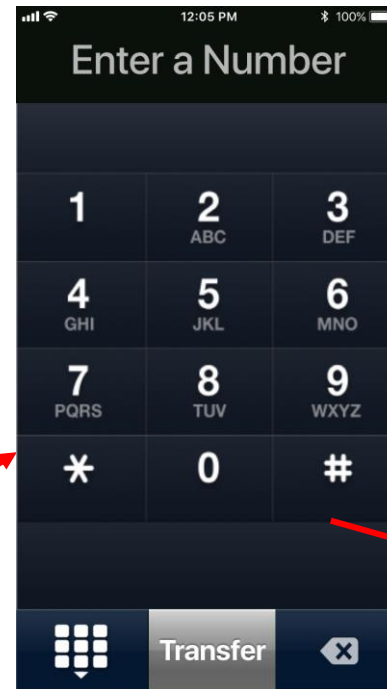
Transfer a call to an extension or number



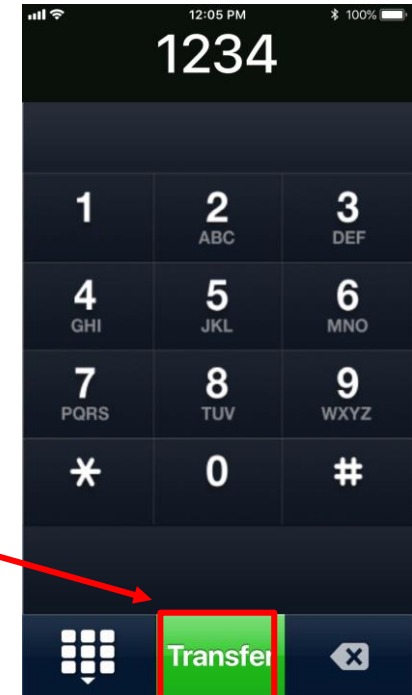
During a call, select **Transfer**




Select option: **Transfer to Number**



Enter number



Select **Transfer** to complete.

Dismissing the dial pad returns you to the call screen (press )



Vocera Collaboration Suite Staff Availability



Availability Status

Colors around a user's profile picture or initials indicates his or her availability. Availability appears for all contacts on the Contact screen and New Message screen.

Available

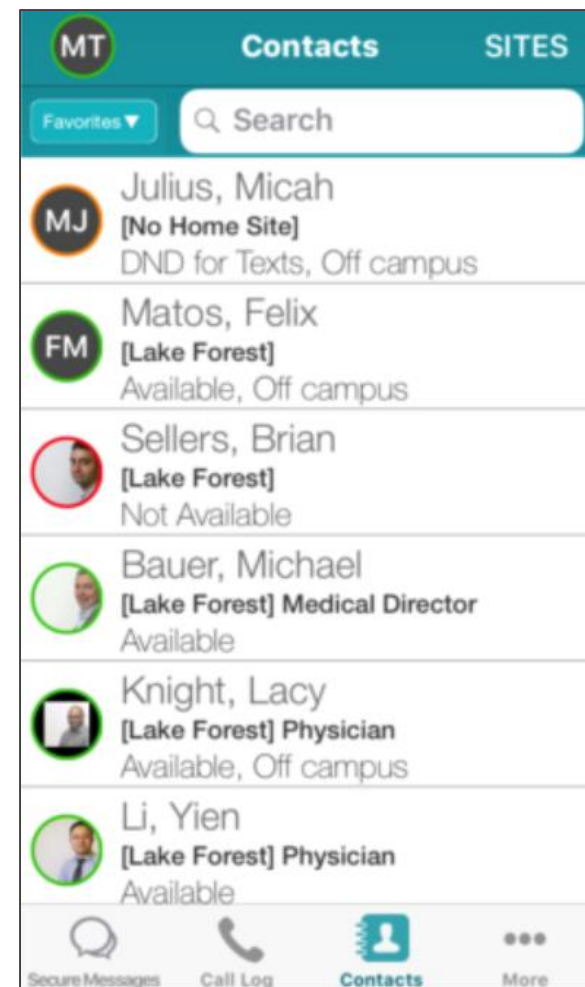
- Available to receive messages and calls
- **Contact user when in this status**

Do Not Disturb

- Logged into Vocera, but unavailable for immediate communication. Texts will go through, but there will not be a sound or vibration notification.
- Recipient may not see text until off of DND.
- **Do not message a user who is on DND.**

Unavailable

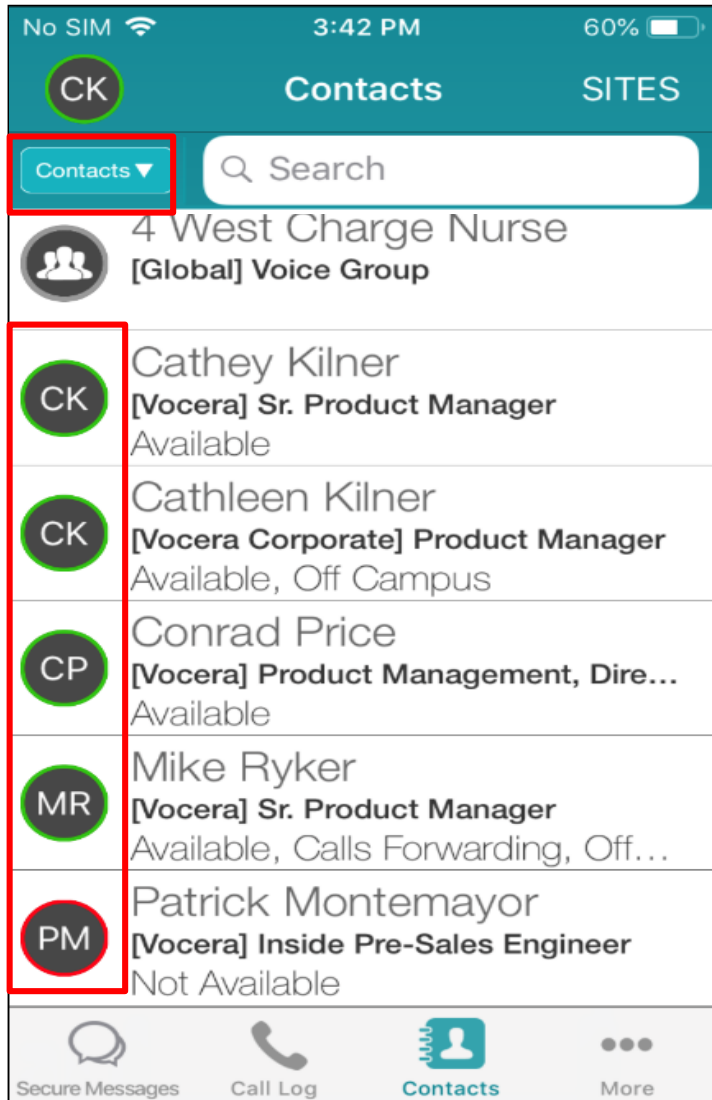
- Logged out of Vocera or user has not downloaded the app.
- **Do not message an unavailable user.**



Check Availability Status for calls or texts.

Do not contact someone that is on DND, logged out or Unavailable

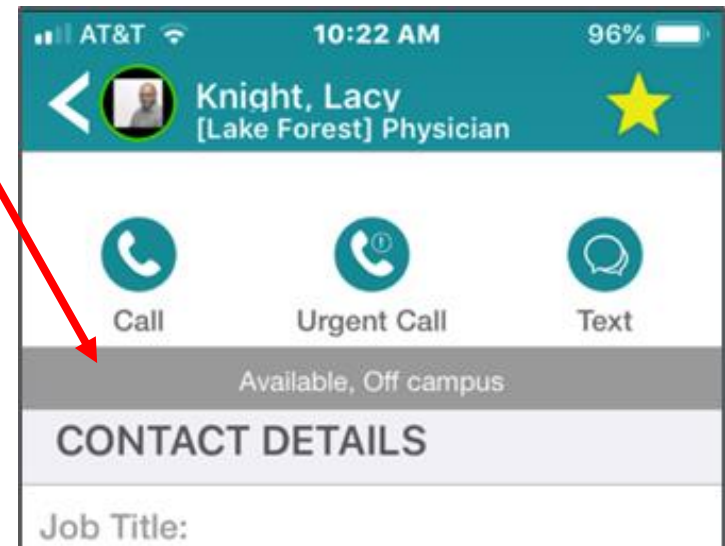
Presence Status



You can see Presence, or location information for each contact. Options include:

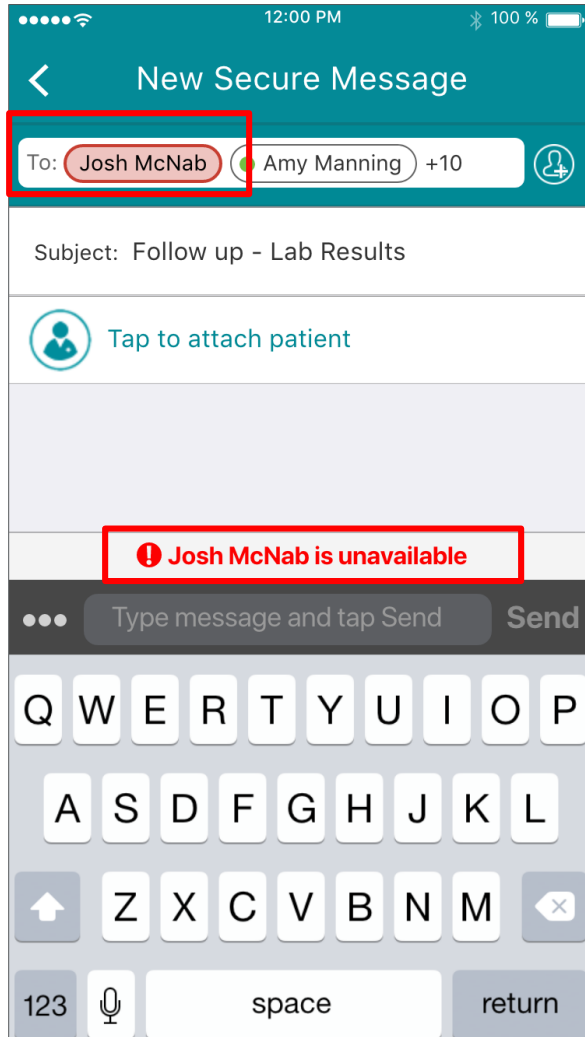
- Available, Off-campus
- Available, Calls Forwarding, Off-Campus

Presence will also display in the gray bar from user's profile.



Unavailable Indications

New text messages



When composing a new message, an unavailable recipient will be highlighted in red and moved to the beginning of the “To” field.

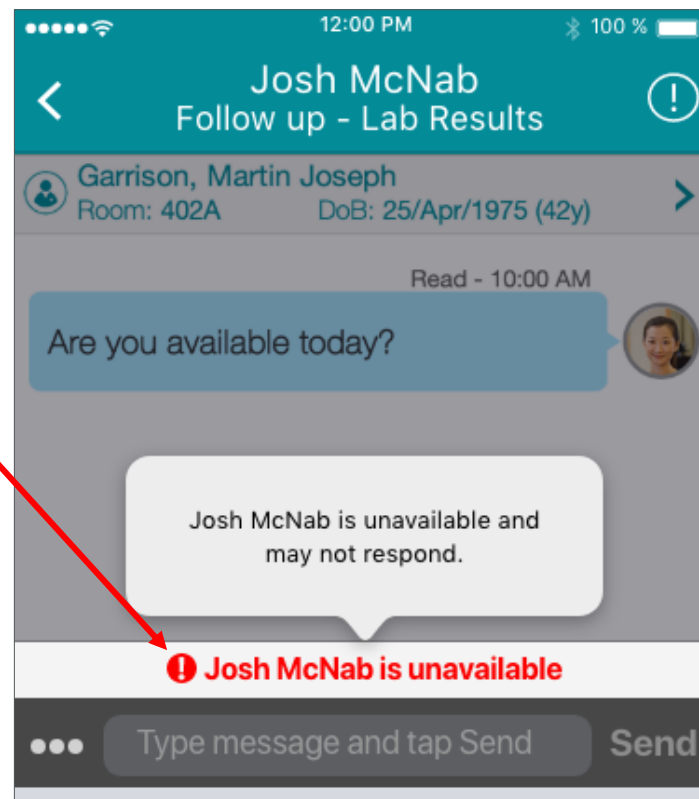
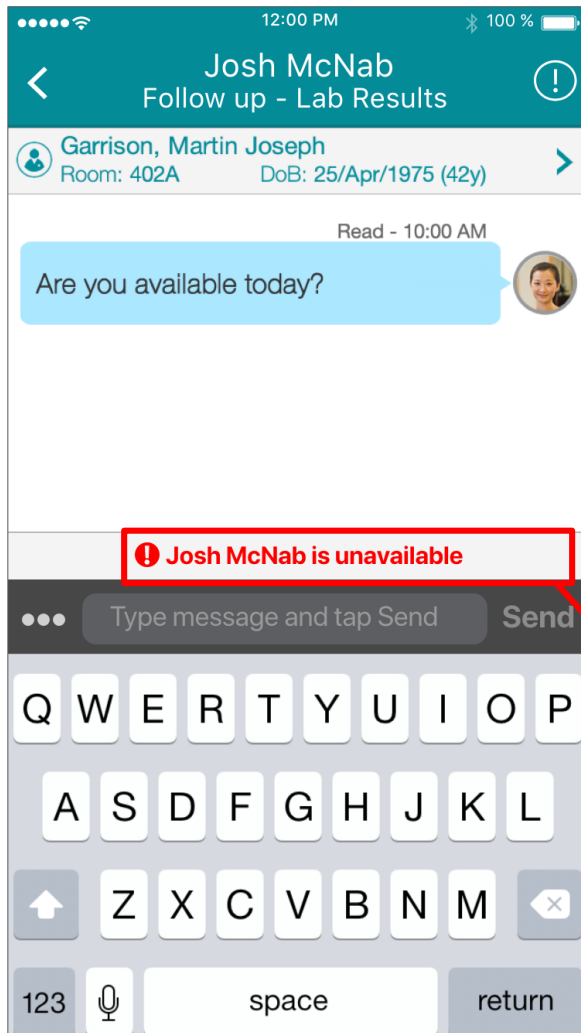
A banner will also display.

Unavailable Indications

Existing text messages

When opening an existing conversation, a banner will display if the contact is unavailable.

Clicking the banner will provide additional details of the recipient's availability.

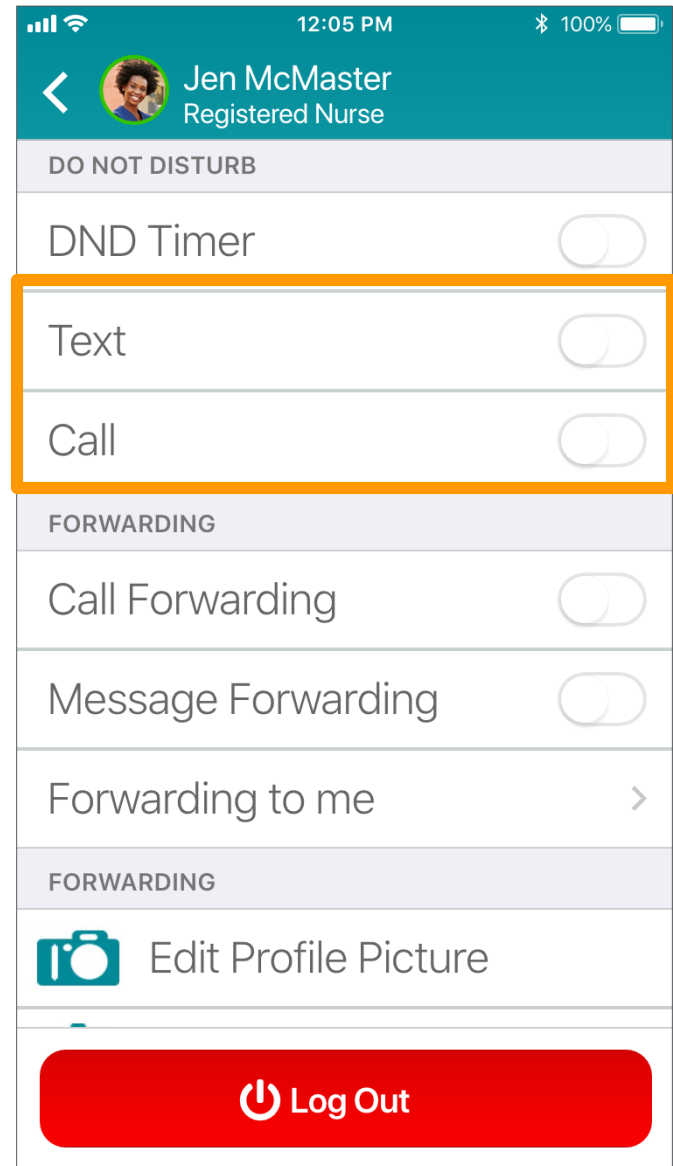


Changing Your Availability

Tap your **profile picture** or **initials** to open the User Profile screen.

Do Not Disturb (DND)

- Tap the toggle for **Text** to silence text message tones.
- Your DND status shows as an **orange circle** around your profile picture and an **orange banner** at the top of the screen.
- **Do Not Allow Urgent** will silence a message tone even when it has been sent as an Urgent priority.

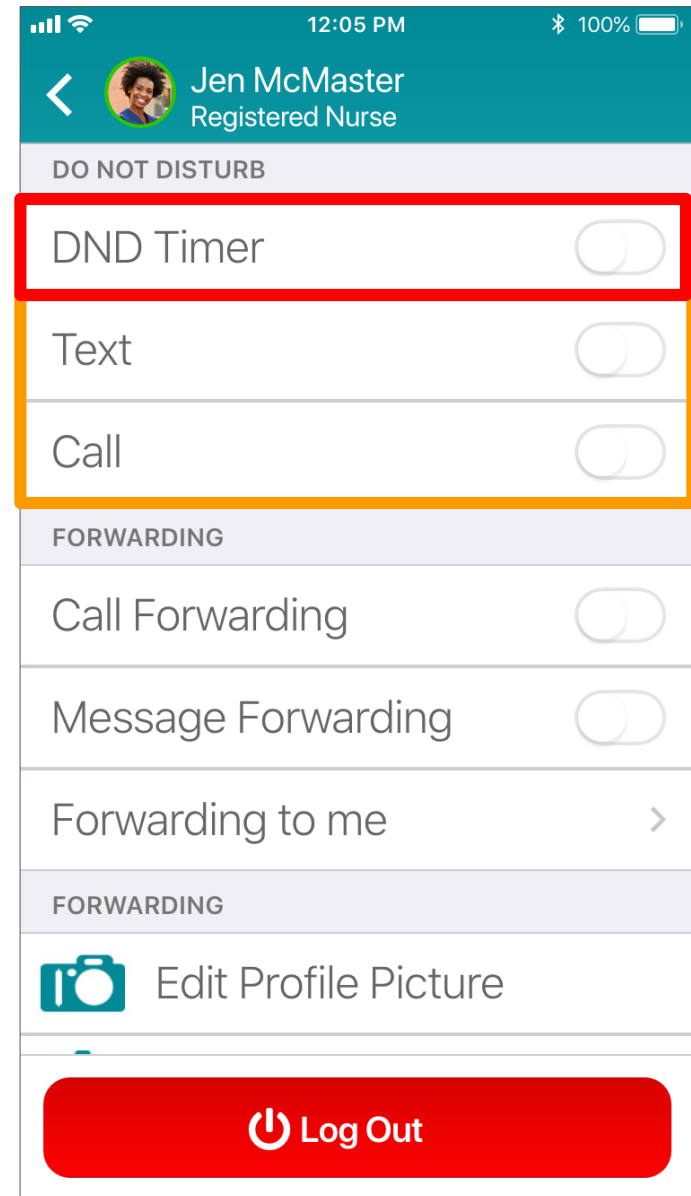


Setting up Do Not Disturb

DND can be activated for times such as meal breaks, bedside conversations or doing a procedure (refer to [Vocera Communications Etiquette Guidelines](#)).

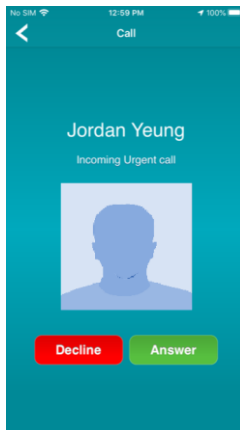
You can specify that you do not want to receive calls, messages or both.

- Set **DND Timer** to silence texts and calls for a specific period of time.
- **DND status** remains until you change it or until the **DND Timer** expires.
- **DND status** is reflected in the user status.

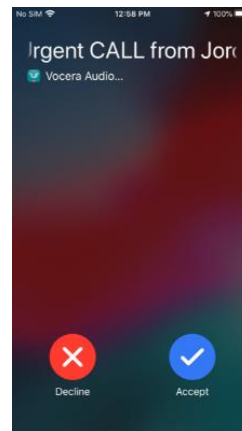


Do Not Disturb Functions for calls – On Campus

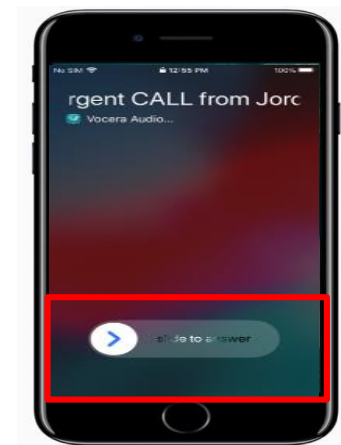
- Your status will show as orange
- Normal priority calls will show as a missed call in the call log – you will not be able to answer them.
- When you are on the campus and your status is set to DND, **Vocera will break through DND for urgent calls.** You will be presented with the option to accept or decline the urgent call.



VCS App Screen



Device Home Screen

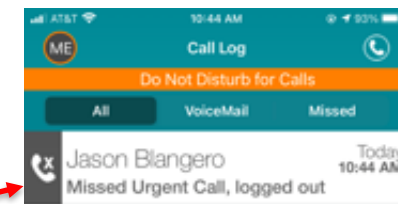
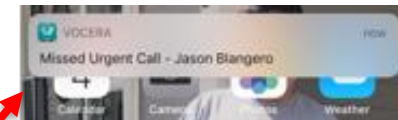


Device Lock Screen

Do Not Disturb Functions for calls – Off-Campus

Do Not Disturb functionality is available when you are off campus, but it functions differently from when you are on-campus. Please be aware of these differences when you chose to use this function.

- Your status in the app will show as orange
- Urgent phone calls to you when you are off campus will **not** break through. (**Note:** NM is pursuing an enhancement to allow urgent calls to break through calls when the recipient is off-campus.)
- You will receive a missed call notification and a tone (controlled through your Vocera settings)
- The call also appears on the call log.
- When you are off-campus *and* your status is DND, you will not be able to forward your calls to a covering clinician. In this scenario the covering clinician will not receive the call. **To ensure the covering clinician receives calls, set call forwarding but do not set DND.**



Message and Call Forwarding

You can specify that calls are to be forwarded to another contact.


You can forward:

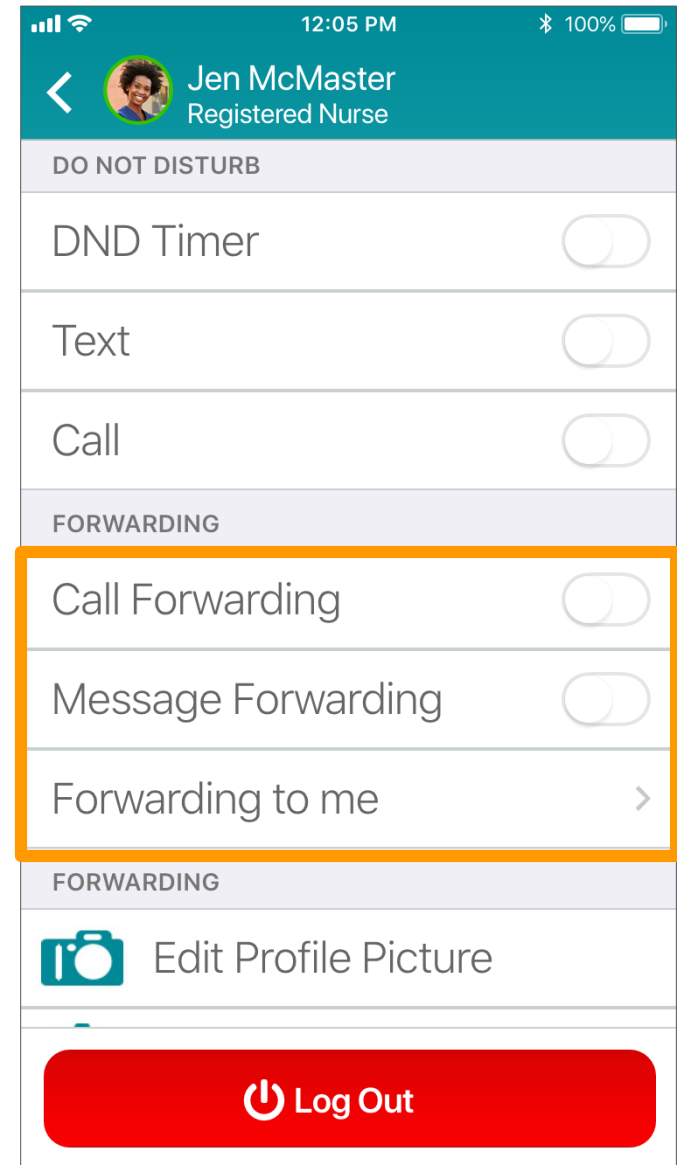
- all calls
- unanswered calls
- calls when you are unavailable

Your call forwarding remains in place if you log out and then log in again.

Reminder: If you set **Do Not Disturb for Calls**, call forwarding is suspended.

Call Forwarding Is Indicated In Your Status


Michelle Eis
 [Kishwaukee]
 Available, **Calls Forwarding** Off campus

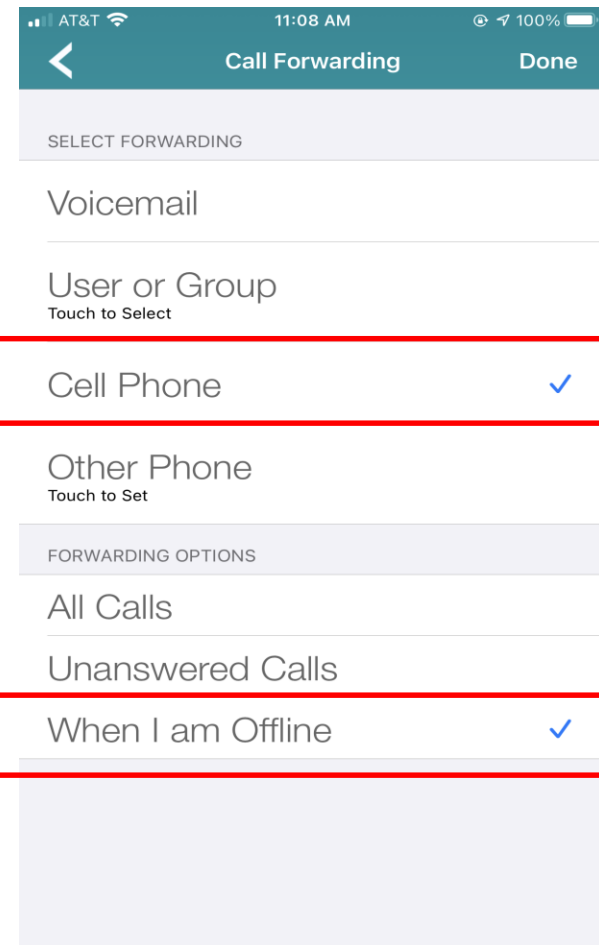


Call Forwarding Guidelines on Personal Devices

- Physicians/APPs must have their **Cell Phone** number loaded in Vocera for the call forwarding feature to work properly.
- Physicians/APP who need to communicate with staff should remain logged into Vocera and set up **Call Forwarding, When I am Offline** to align with the **NM Standard**.
- Physicians/APP who do not want to be contacted when they are not working should **log out of Vocera and uncheck call forwarding When I am Offline**.
- Also remember to **use a normal font size**. Some items within the app may not show if the font is too large.

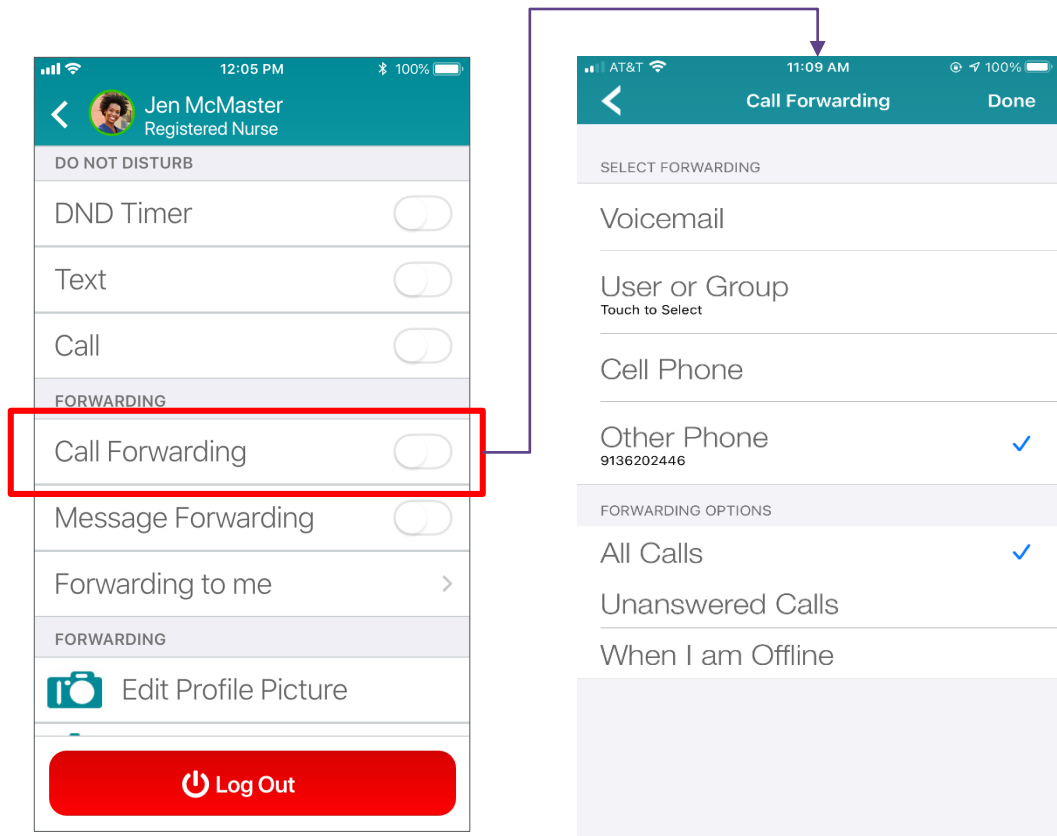
NM Standard - Call Forwarding Setup

Select **Call Forwarding**, Forward to your **Cell Phone**, select **When I Am Offline** to minimize missed calls.



Call Forwarding

Options for forwarding your calls



Update settings to enable call forwarding options.

Voicemail – This is Vocera voicemail – DO NOT USE

User or Group – you can forward to any user or group listed in Vocera Contacts

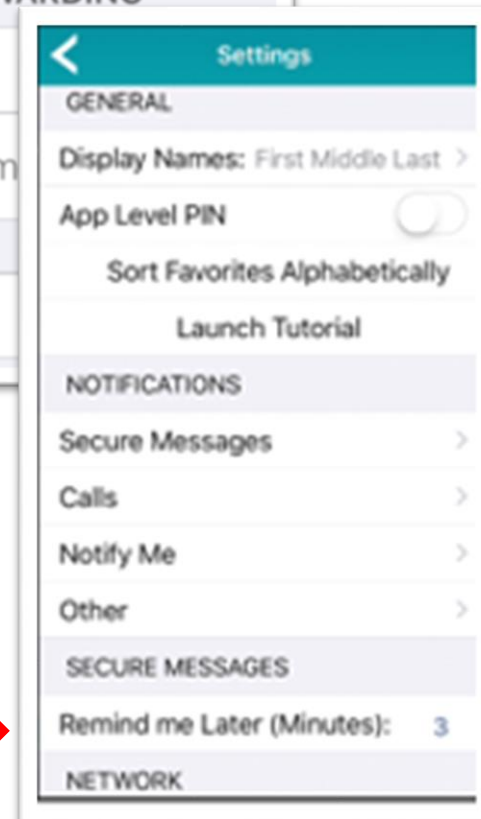
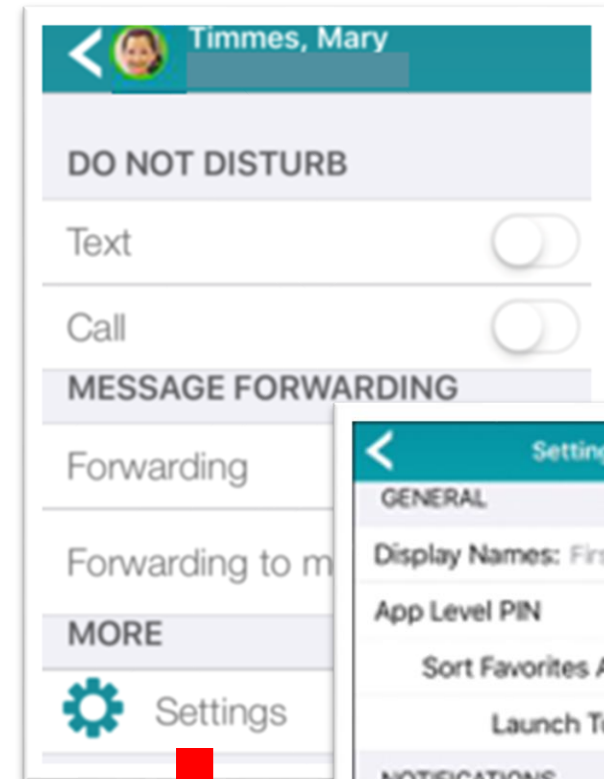
Cell Phone – This will forward to the cell phone number listed in your profile

Other Phone – This allows you to enter any phone number – a keypad prompt will appear when this is selected

Changing Your Vocera Settings

Settings

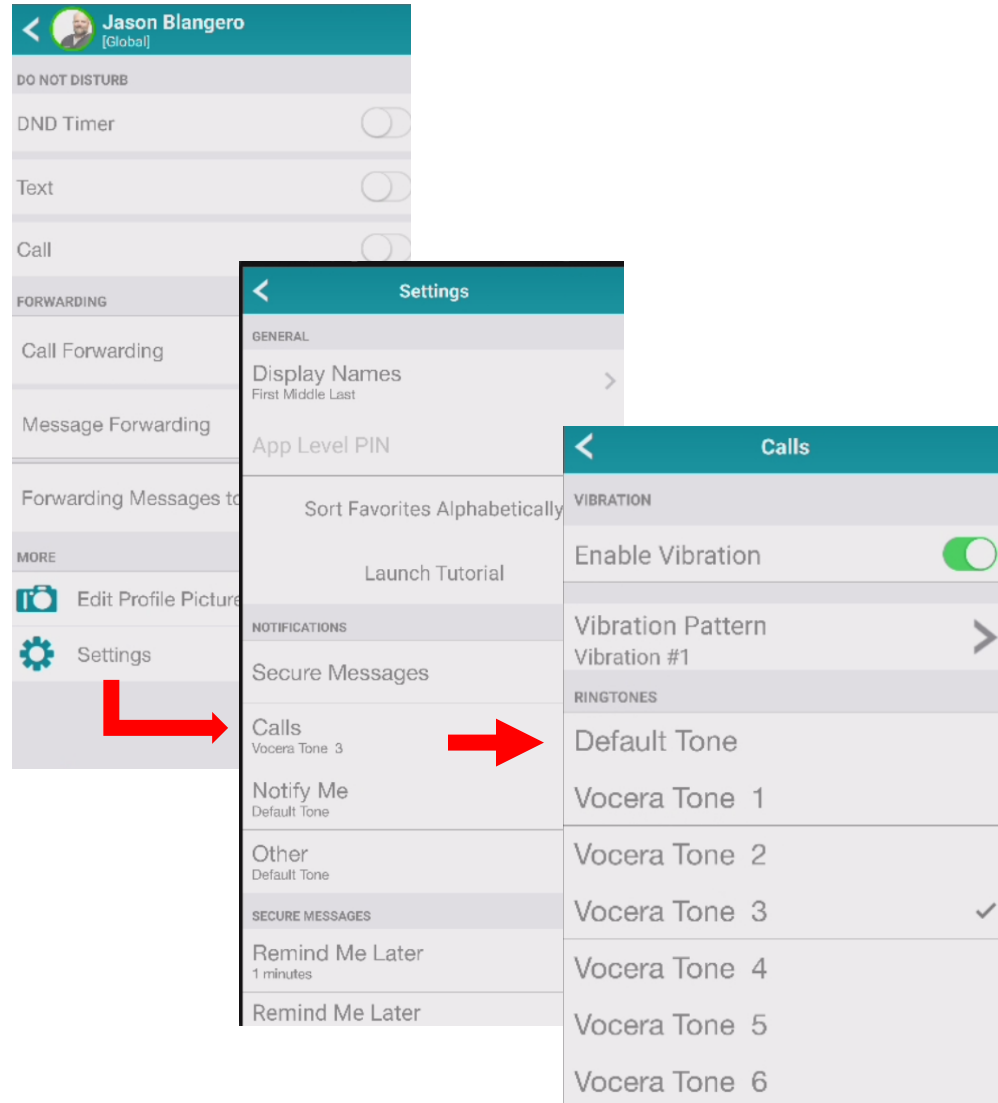
- Select **Settings** to:
 - Personalize how you wish your Contact names to display
 - Sort your Favorites alphabetically (rather than manually)
 - Launch the VCS tutorial
- **Remind me Later function** allows you to set your device to tone again for high or urgent alerts or messages after a set period of time.



Change Your Notification Settings

Notifications

- When you use Vocera on your personal device, you can change your ringtones for calls and messages:
 - From **Settings**, go to **NOTIFICATIONS** and tap the type you want.
 - Secure Messages:** Change tones for *Normal*, *High*, or *Urgent* incoming text messages.
 - Calls:** Change ringtones for calls.
- You can also change your vibration settings.



Remind Me Later Functionality

To remind you to respond to urgent and high priority Secure Message, set Remind Me Later.

Navigate to Profile Settings

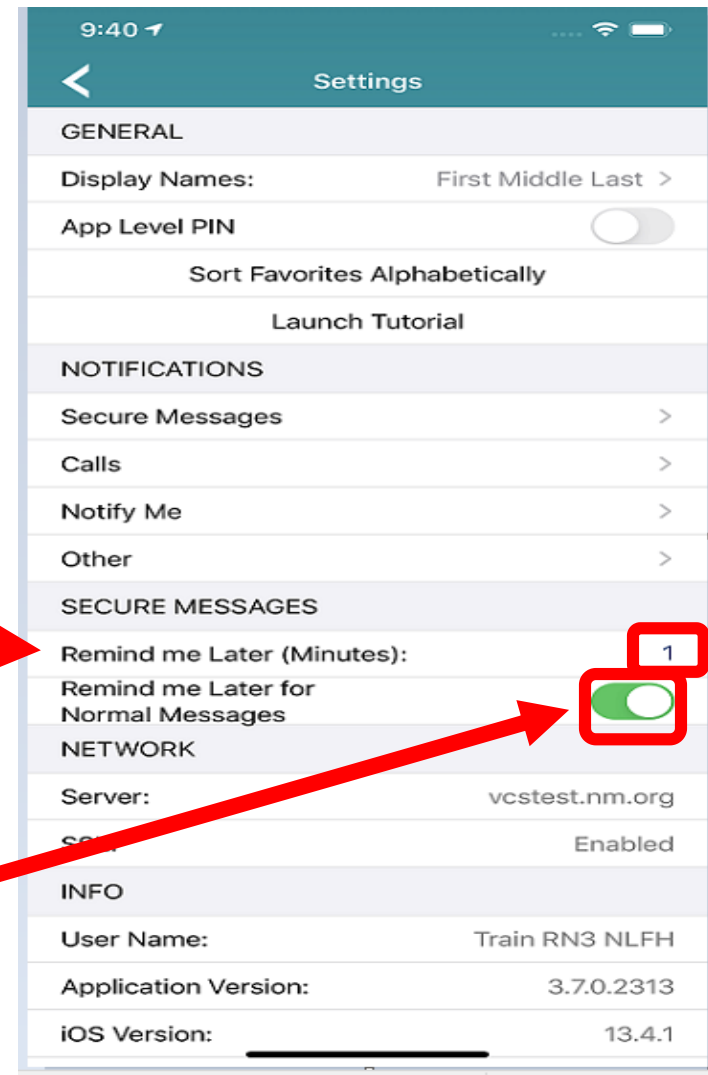
- Tap on your picture or initials in the upper left-hand corner to access Profile Settings
- Scroll down and tap on **Settings**
- Look for **SECURE MESSAGES** gray header

Set Re-Notification time

- Tap on **Remind Me Later (Minutes)** and choose the number of minutes to be re-notified after the first/original notification

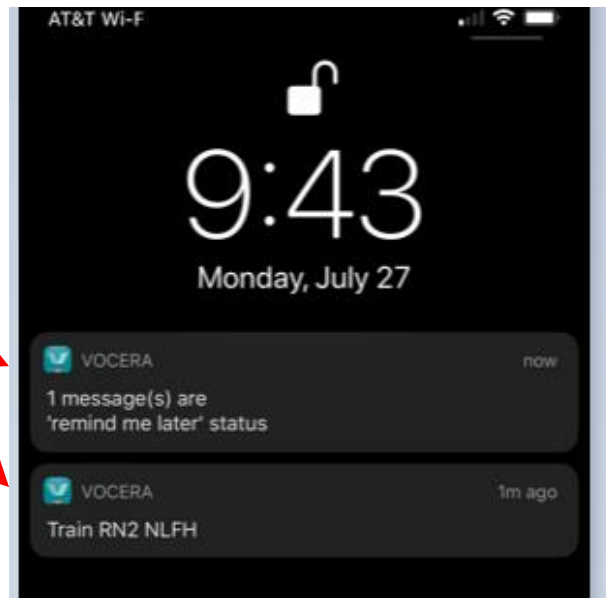
Set Re-Notification time

- Tap on the button next to **Remind Me Later for Normal Messages** and turn the button green to enable the function



Remind Me Later Functionality

Note: The original message notification will pop up (again) with the original notification time **and** the notification at the current time telling you that you have been re-notified of one or more messages using the “Remind Me Later” function.



Vocera Web Console Training



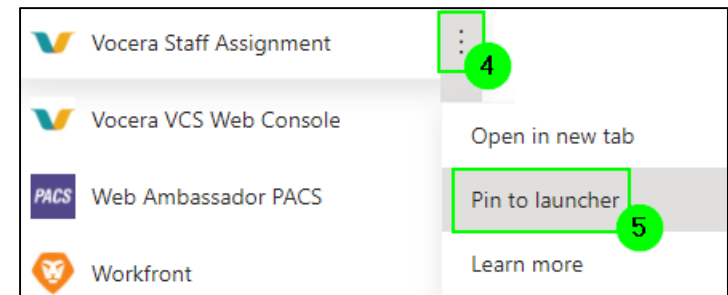
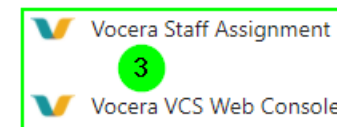
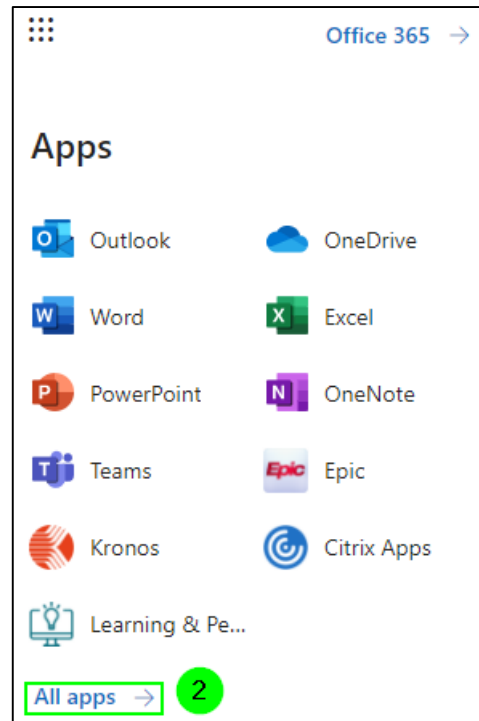
Web Console Training Objectives

Vocera Web Console is Vocera's web application

- Log-in and log-out of Web Console
- Send and receive messages via Secure Messages module
- View contacts and create Favorites via Contacts module
- Know where to find support resources

Web Console – Introduction and Log-in

- Web Console provides the same inbox, contacts and messaging capabilities on a workstation or laptop as you have using the VCS app on your phone.
- Some staff may have access to Web Console only, whereas others may choose to use the VCS app and Web Console, depending on workday habits.
- The Web Console can send and receive secure messages and alarms, but does not audibly alert incoming messages.
- Log into the Web Console using your Active Directory credentials (NM username and password)



Web Console - Navigation

Web Console Navigation



Secure Messages

Monitor View

Contacts

Patients



- Your name, profile picture, and status halo are displayed in the upper right
- The halo around a profile picture indicates availability:
 - red** = not available
 - yellow** = DND
 - green** = available

Web Console – Secure Messages Tab

The Secure Messages tab displays all incoming:

- Text messages
- Group chat messages
- Alert and alarm notifications

Send a Secure Message

- From the Secure Messages tab, click **Compose**.
- Select **New Text** or a **template name** to start a new text.
- Use the template **Search** field to quickly find the template you want to use.
- Type the recipient's name in the **To:** field, or select **Add Participant** to select a user or group from the contacts list.
- Add a **Subject** (optional)
- Type your message in the **Message** field (required)
- **Mass Notifications** do not allow individuals to respond .



- Filters the message inbox

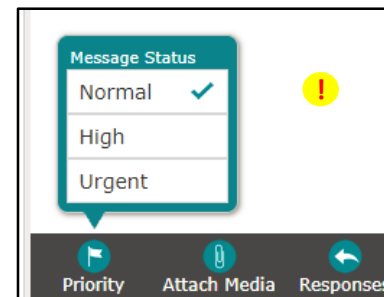


*A message that has more than 50 recipients is defined as a **Mass Notification***

Additional Message Options

Change the Message priority:

Messages will default to Normal Priority Status unless the priority is changed to High or Urgent.



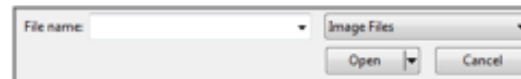
*High or Urgent priority messages may be **spoken** on some devices*

Web Console – Secure Messages

Additional Message Options (cont.)

Attach Media

- Image files can be attached from existing files on your computer



Notify me

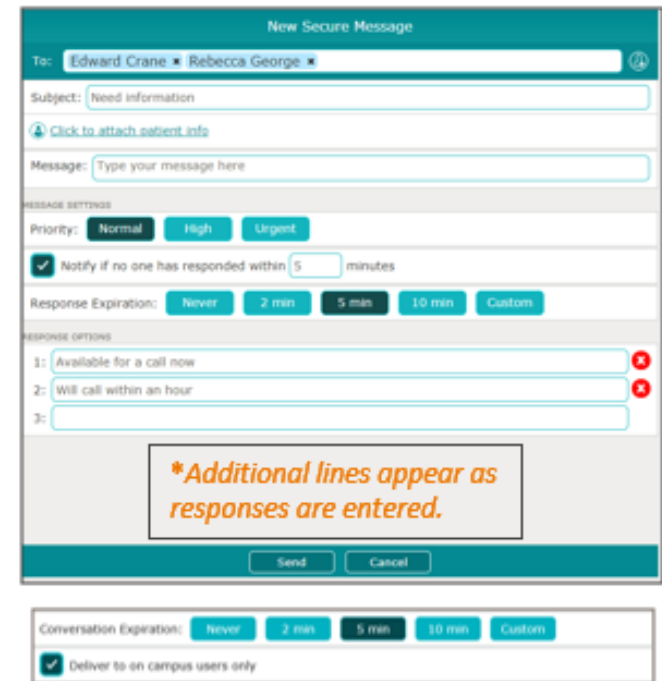
- The system will send a message to you if no one has responded within the specified time

Response options and Response Expiration

- Select the **checkbox** and enter the **amount of time** when a recipient can no longer respond to your message if needed
- Add **Response Options** to enable quick recipient responses

Deliver to On Campus users only

- When using a template, check the **Deliver to on campus users only** box



New Secure Message

To: Edward Crane ▾ Rebecca George ▾

Subject: Need information

[Click to attach patient info](#)

Message: Type your message here

MESSAGE SETTINGS

Priority: Normal High Urgent

Notify if no one has responded within 5 minutes

Response Expiration: Never 2 min 5 min 10 min Custom

RESPONSE OPTIONS

1: Available for a call now

2: Will call within an hour

3:

**Additional lines appear as responses are entered.*

Send Cancel

Conversation Expiration: Never 2 min 5 min 10 min Custom

Deliver to on campus users only

Web Console – Attach and Review Patient Info

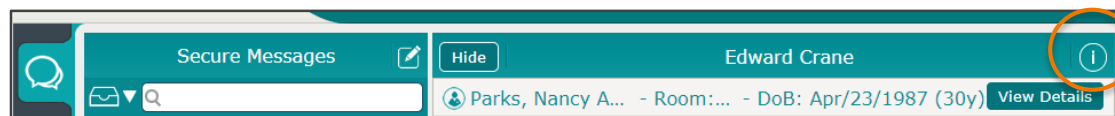
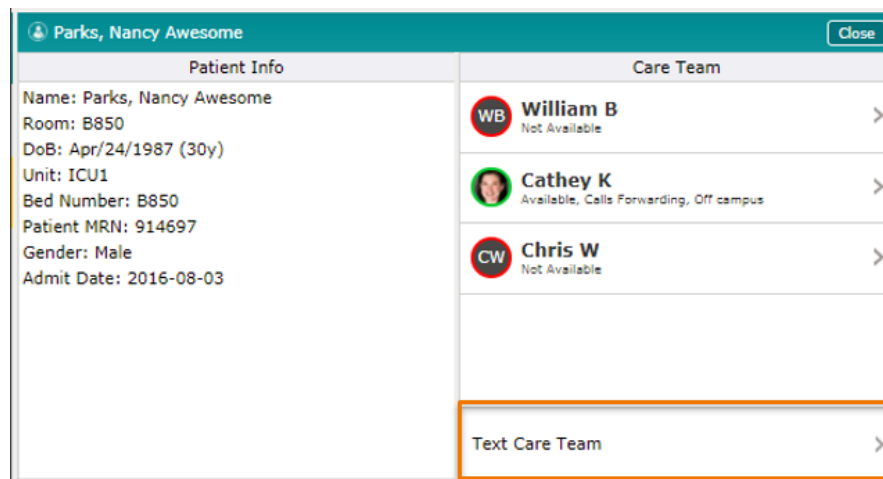
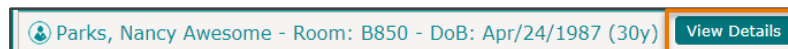
Attach patient information to a message:

- Select **Click to attach patient info** to display the patient list.
- Choose from **My Patients** or **All Patients**.
- Use the **search bar** to eliminate the need to scroll
- Patient information shows **Name, Location, DoB, and Calculated age**.
- For safe communication, once a message is sent, patient information cannot be removed from the message.



Reviewing patient Information in a message:

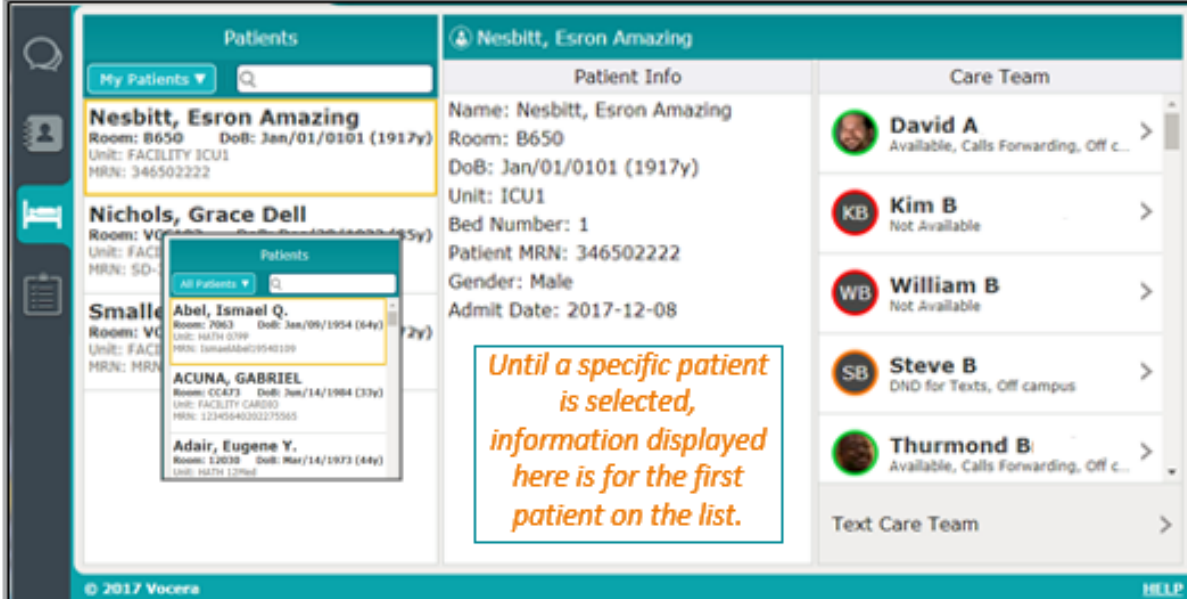
- Select **View Details** on the **Patient Info** bar to bring up the patient information screen.
 - **Patient Info** and **Care Team** appear.
- Text individual members of the **Care Team**, or the entire care team separately.
- OR*
- Select the **i** button to access message details and add additional recipients to the existing chat.



Web Console – Patient Tab

The Patient Tab

- **Patient information** is available on a separate tab
- When assignments have been made, the **My Patients** filter displays by default
- Filtering the list to **All Patients** shows the first 100 patients in the facility
- Patient Info and Care Team can be seen on the right pane of the screen
- Select individual care team members to text or select **Text Care Team** to reach all members of the care team



Patients

My Patients

Nesbitt, Esron Amazing
Room: B650 DoB: Jan/01/0101 (1917y)
Unit: FACILITY ICU1
MRN: 346502222

Nichols, Grace Dell
Room: VC DoB: Jan/01/0101 (1917y)
Unit: FACILITY ICU1
MRN: SD-346502222

Abel, Ismael Q.
Room: 2063 DoB: Jan/09/1954 (64y)
Unit: HATH 0799
MRN: IsmaelAbel19540109

ACUNA, GABRIEL
Room: CCART DoB: Nov/14/1984 (33y)
Unit: FACILITY CARDIO
MRN: 12345640002275565

Adair, Eugene Y.
Room: 12030 DoB: Mar/14/1973 (44y)
Unit: HATH 127662

Nesbitt, Esron Amazing

Patient Info

Name: Nesbitt, Esron Amazing
Room: B650
DoB: Jan/01/0101 (1917y)
Unit: ICU1
Bed Number: 1
Patient MRN: 346502222
Gender: Male
Admit Date: 2017-12-08

Care Team

David A
Available, Calls Forwarding, Off c...

Kim B
Not Available

William B
Not Available

Steve B
DND for Texts, Off campus

Thurmond B
Available, Calls Forwarding, Off c...

Text Care Team

Until a specific patient is selected, information displayed here is for the first patient on the list.

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Web Console – Contacts Tab

The Contacts Tab



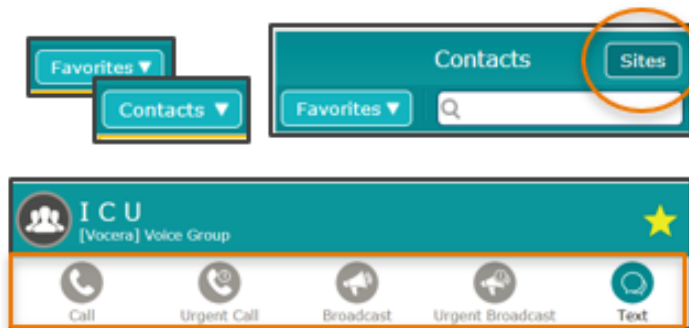
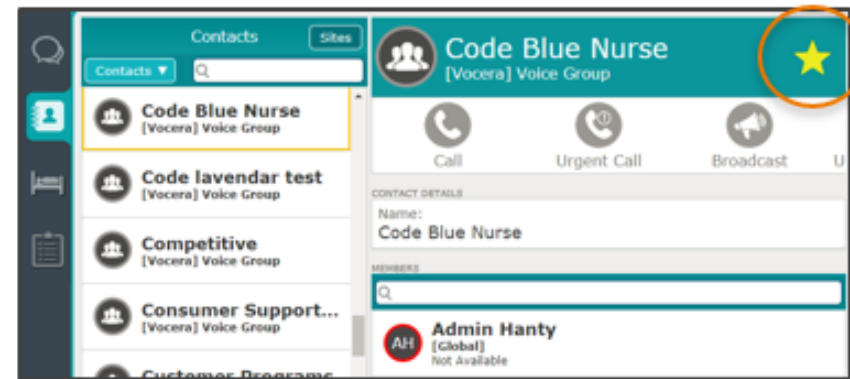
- The **Contacts Tab** contains both individuals and groups
- **Members** of group contacts are listed under group
- The halo around a profile picture indicates availability:
Red = not available, **Yellow** = In DND/On a call; **Green** = available

Customizing the Contacts

- Use **Search** to find a contact quickly
- Click **Star** to add or remove a contact from your **Favorites list**;
a contact with a yellow star is a Favorite
- Once a **Favorites** list has been created, **Favorites** are shown by default
- You can manually sort your view of Favorites via left mouse click/drag & drop
- Options for connecting with a group or individual appear under the group or individual's name (**NOTE: If you are logged into a voice-capable device, calling options appear for you**)
- For multi-site facilities, the **Sites** button will allow individuals and groups to show from more than one facility.

Sorting your Favorites

From your Favorites view, drag and sort Contacts into the order you want them to appear (by hierarchy or by whom you contact most, for example). If this has already been done in the app, it will appear the same in Web Console.



I'm going on vacation; how do I go completely off the grid? No calls. No messages.

Turn off **ALL** forwarding settings and log off Vocera.

I am missing calls when I'm off campus. What should I check?

Once you leave campus you will fall off the NM Mobile network and need to direct Vocera to call your cellphone directly. Set your call forwarding options to "when I'm offline". This setting routes calls to your cellphone should you purposefully or accidentally disconnect from NM Mobile. This is the recommended default setting to prevent missed calls when in the elevator or stair wells or other areas where the wi-fi is spotty.

I do not want to receive any calls from Vocera, unless they are urgent. I just want staff to text me for other normal patient related communications. How do I setup Vocera?

Set Do Not Disturb for calls. Forward calls to your cellphone when you're not on the hospital Wi-Fi to make sure you receive urgent calls on your cellphone.

Physician FAQ

How do I change the sounds on my phone?

Under settings – notifications – you can change the tones and vibration patterns.

Can I forward my Vocera calls and/or messages?

Yes. Vocera offers many options for you to forward your calls. You can forward your Vocera calls to another Vocera user or group, your cellphone or any other number. Text messages can only be forward to another Vocera user.

I don't want phone calls after 10:00pm. Can I do that in Vocera?

At 10 pm set Do Not Disturb for calls. Turn off forward calls to my cellphone “When I’m Offline.”



Questions?