

## VOCERA MOBILE PHYSICIAN COMMUNICATION FAQs

### General Information

#### **What is Vocera?**

The Vocera Collaboration Suite (VCS) application allows secure texting between physicians and advanced practice providers (APPs) in the Northwestern Medicine North, Central and West region in Phase One of this project. Approved users must download the Vocera application *on their personal iOS or Android devices* starting **January 28**.

#### **Who can use Vocera?**

The application will be available for download to all contracted, employed, and independent physicians, advanced practice providers, and residents.

#### **How does a physician choose to enroll?**

Enrollment is not automatic. All physicians and APPs should download this application to their personal devices to begin sending quick and secure text communications. If you do not download the application, you will not be enrolled.

#### **What is Phase Two of this project?**

Phase Two will enable communication (text and voice) with the broader care team, and integrate alerts and alarms. Northwestern Medicine will issue shared devices to the care team. Team members will sign in to these devices at the beginning of their shift. Each of the eight hospital sites in the North, Central, and West regions will go live in a phased approach at a later date, to be determined.

#### **Does the entire care team have access to Vocera?**

Not yet. During Phase One, only physicians and APPs will have access to Vocera. During Phase Two, at a date to be determined, the broader care team will be added.

#### **Do I need to be on a Northwestern Medicine campus to send or receive messages?**

No. The application will work over Wi-Fi or cellular wherever you are.

#### **How will dead zones in the hospital be addressed?**

The infrastructure teams are evaluating each campus for dead zones. If you know of any dead zones at any campus or practice, please contact the Help Desk so we can address these areas.

#### **What login credentials do I use?**

Log in using your Epic ID and password (your NM AD login).

#### **Can I be logged in to Vocera on two different devices at the same time?**

No. When you try to log in to the second device, Vocera will log you off of the first device.

#### **Can I use Vocera on an iPad or tablet?**

No, the application is not available on tablets at this time.

#### **Will I stay logged in to the application, or will I need to log in each time?**

You will stay logged in and will not need to re-enter your Epic ID and password unless you logged out. After three hours of inactivity, users will be required to enter a PIN that they chose when they set up their account.

#### **Can I access Vocera from a desktop?**

Yes. You can access the application on your mobile device and from a desktop on the Northwestern Medicine network. This feature is referred to as the Web Console and will be made available to users at a later date during Phase 2.

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### Will I be able to send images using the application?

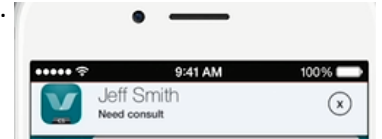
Yes. You will have the ability to capture and securely send images using the Vocera application. You should take photos within the app, not on your personal device. You should not access your device's picture library while using Vocera.

### Can you view the message without clicking on it?

No. Your home screen will only show the notification, not the content. You must enable notifications in your device settings.

### What do notifications look like?

Vocera notifications look similar to text message notifications on your device. The banner notification shows the sender name and message subject (if applicable). The content of the message will not be visible.



### How do I make calls?

To place a call, you can click the call button in a user's profile or ask the Genie to call someone by name. Incoming calls will be received like all other calls to the device. Note: If you are on campus and connected to the NM Mobile network, calls will go through the application on the network. Calls made when you are not connected to the NM Mobile network will use your cellular plan.

### What network should I be connected to when onsite at a NM facility?

You should connect to the NM Mobile network when onsite at a Northwestern Medicine facility. This will allow you full functionality of the Vocera application. You should "forget" any other NM networks on your phone (i.e. NM Data, NM Guest).

### How do I update my contact profile information?

To update the contact information that displays in your profile, please email [MedStaff.Office@nm.org](mailto:MedStaff.Office@nm.org).

### Where does the physician profile information populate from?

The data in physician profiles was pulled from Profisee which integrates data from both medical staff office (MSO) and Epic.

### Will Northwestern reimburse cell phone costs?

No. The Vocera App provides an option for HIPAA compliant secure messaging and access to a directory of peers for communication. There is no requirement for this method of communication, but it now gives physicians and APPs another option for patient care communication.

## Existing Communication Tools and Practices

### Will Vocera replace pagers?

No. Web paging will not be turned off. Vocera enables secure text messages to other physicians and APPs only during Phase 1 and is used in addition to your pager.

### Will Vocera replace PerfectServe at Northwestern Medicine Kishwaukee Hospital and Northwestern Medicine Valley West Hospital?

No. During Phase 1 of the Vocera rollout, those who use PerfectServe at Kishwaukee Hospital and Valley West Hospital will continue to do so for communications within these two facilities. Physicians and APPs are encouraged to download Vocera to enable secure text messaging system wide.

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### **Will Vocera replace Engage Mobile at Northwestern Medicine Lake Forest Hospital?**

No. During Phase 1, shared device users will continue to use Engage Mobile for communication within Lake Forest Hospital. Physicians and APPs are encouraged to download Vocera to enable secure text messaging system wide.

### **How do I send urgent messages?**

Urgent communications regarding patient care should be managed using existing communication tools, like paging, to connect with the individual requested.

## Security and Discoverability

### **Is Vocera secure and HIPAA compliant?**

Yes. All messages are securely saved on Northwestern Medicine's internal server, not on a third-party site.

### **Will the text messages be part of the medical record?**

No.

### **What do I do if I lose my phone?**

If your phone is lost or stolen, please open a ticket with the IT applications team. Indicate that you had the Vocera Collaboration Suite application installed. This will allow Vocera to remotely wipe all the data in the app from your phone.

## Availability Status

### **Can users adjust their status within Vocera to inform others of their availability to receive messages?**

Yes.

### **What are all the status and availability options, and what do they mean?**

You can indicate your availability using three color options: green, orange and red.

- Green = Available: You are logged in to the application and will receive messages.
- Orange = Do Not Disturb: When you are in Do Not Disturb mode, you will not receive message notifications on your phone. Messages will still be sent and can be viewed when you enter the app.  
*Note: Urgent messages will break through Do Not Disturb mode and will sound a notification on your phone.*
- Red = Unavailable: You are logged out of the application. You will not receive messages until you log back in or connectivity is restored. Users should not send messages to those that are unavailable. Use the standard on call procedures at your facility to reach someone.

### **How will I know if other physicians have downloaded the app so that I can communicate with them?**

If a physician has not downloaded the application, they will show up as "unavailable" (red status color).

### **Can we integrate to an on-call system?**

This will not be in scope for Phase 1. Vocera is able to integrate with an on-call system, and we are exploring this option for Phase 2.

## Message Forwarding

### **Can you forward your messages to another Vocera user?**

Yes. A user can forward messages to another user.

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### **Can message forwarding be set up for a specific time frame?**

No. This is not a current functionality of the Vocera app, but it may be available in the future.

### **When messages are forwarded, will both the sender and the recipient be able see it?**

Yes. Both will receive the message, and the sender will be able to see both names.

### **Can I forward another user's messages?**

No. You can only forward your own messages.

### **Does a user need to stay logged in to the application in order to maintain the message forwarding they have set?**

No. A user does not need to stay logged in for message forwarding to work. Once the user sets up message forwarding on their account, they can log out or lose connectivity without message forwarding being affected. However, message forwarding will be turned off when the user logs back in. Note: NM recommends users stay logged into the application.

### **When a user turns on message forwarding, will it automatically change the user's status/availability?**

Yes. Turning on message forwarding will place the user in Do Not Disturb mode and change the user's status/availability to orange. If the user turns off Do Not Disturb mode but leaves message forwarding on, the messages will still be forwarded, but the user will be placed in the green status/availability.

## Contact Directory Searching

### **Can I look up physicians or APPs by specialty?**

Yes. You will be able to search for a specialty and see the list of physicians or APPs in that group.

### **Can you search for a specialty within a specific site or hospital?**

Yes. You can select a site or hospital, and then search for a specialty within that site/hospital.

### **Can you search for a specific service (ex: consulting or admitting) using Vocera?**

No. You should continue to use the existing procedure in your facility to contact these services.

### **Can you search for Northwest Region (legacy Centegra) physicians and message them?**

Northwest Region physicians are available to search in the Contact Directory but will be unavailable for messaging in the application until a later date.

### **How do I search for Residents?**

To search for a McGaw resident, select the "McGaw Medical Center" site. Marianjoy residents will show up under the Marianjoy site.

### **How do I search all physicians across all NM locations?**

Select the "Global" site to search all physicians, advanced practice providers, and residents across Northwestern Medicine.