

Call Contact from a Desk Phone and Guest Access Numbers

Guest Access Numbers by Site

Staff members, using a desk phone, who need to speak with a Vocera user or role can use the Guest Access Number to have the Vocera Genie (voice recognition application) connect their call.

Location	Guest Access Number
Central DuPage Hospital	630.933.1770
Delnor Hospital	630.938.2009
Huntley Hospital	847.802.7330
Kishwaukee Hospital	779.334.6500
Lake Forest Hospital	224.271.3003
Marianjoy Rehabilitation Hospital	630.909.6130
McHenry Hospital	815.759.4736
Northwestern Memorial Hospital	312.472.5598
NMH Residents and Fellows	312.694.0307
NMH Prentice Women’s Hospital	312.472.0709
Test Server NMH	312.472.0335
Valley West Hospital	779.334.6400
Woodstock Hospital	815.759.4738

Call a Vocera User or Role from Inside the Facility

1. From a desk phone inside the facility, **dial the 5-digit internal extension**. The Vocera Genie will say “Say the full name of the person or group you want to reach or enter an extension.”
2. Say either the **name of the role or group** of the desired person **or** say their **first and last name**
Example: “ICU Charge Nurse” or “Julie Brown”. You will then be connected to the desired Vocera User.

Call a Vocera User or Role from Outside the Facility

1. From a cell phone or other outside line, **dial the 10-digit Guest Access Number**. The Vocera Genie will say “Say the full name of the person or group you want to reach or enter an extension.”

2. Say either the **name of the role or group** of the desired person or say their **first and last name**.
Example: “ICU Charge Nurse” or “Julie Brown”. You will then be connected to the desired Vocera User.

Transfer a Call from a Desk Phone

1. Press the **Transfer** button on the desk phone.
2. Dial the Vocera Guest Access Number Internal Extension.
3. The Vocera Genie will say: “Say the full name of the person or group you want to reach or enter an extension”.
4. Say the name of the role or the first and last name of the staff person to whom you wish to transfer. For example, “ICU Charge Nurse” or “Jessica Smith”.
5. Wait for the Genie to confirm your input. For example, The Genie will say: “ICU Charge Nurse.”
6. Wait for desired person to answer.
7. Let them know that you are transferring a call.
8. Press Transfer button again on the desk phone.
9. The incoming caller will be connected to the desired Vocera User.