Inside

Contents

Web Use:

> *Use Ctrl + F to quickly search the Quick Start Guide*
>
> *Pick the Sections within the Table of Contents to Jump to a section*

What is Vocera?

Vocera is the preferred HIPAA-compliant clinical communications tool across Northwestern Medicine. Physicians are expected to actively manage their availability in the app and respond to communications while on-shift.

When to use Vocera:

- Send HIPAA secure texts that include PHI and images.
- Request consults (verbally verify correct physician first).
- Call or message a nurse or ancillary staff about a patient.

Download Vocera Collaboration Suite and Log-in

1. Download the app from Google Play (Android devices) or App Store (Apple devices).

2. Follow all prompts to install Vocera:
   - Allow access to microphone.
   - Allow to send notifications.
   - Always allow location services.
   - Select "Personal Device" as your device type
3. Log-in using your NM username and password.
4. Select vcs.nm.org as "Server Name"
5. Create a 4-digit PIN (to be used after 30 minutes of inactivity).
6. When on-campus, always connect to NMMOBILE Wi-Fi network, and forget other networks, like NMDATA and NMGUEST. This is necessary to make Vocera work properly. If you are not on NMMOBILE while on-campus, you will appear as "unavailable" and Vocera calls will not come through.
7. Call MyNM Service Center if you need help: 312.926.4357, press 3.

Change Notification Tones on a Personal Device

1. From the secure message screen in Vocera, click your picture or initials.
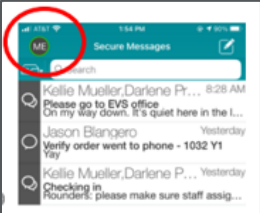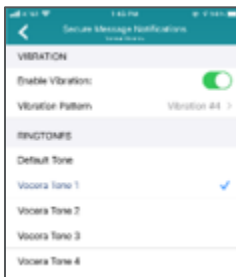

2. Click Settings
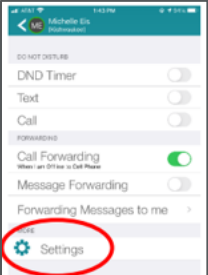
3. Under Notifications, select Secure Messages to change tones for Text Messages.
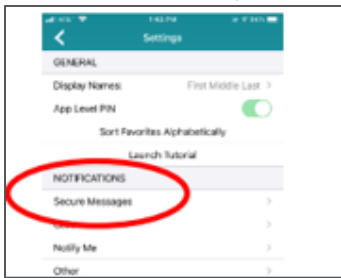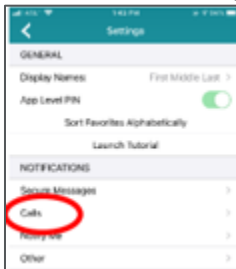
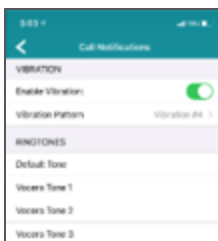Notifications can be set for each Message Type.

You can choose one of the 14 available tones for text notifications and can enable vibration.

4. Select Calls to change tones for Calls.

You can choose one of the 14 available tones for calls and can enable vibration.

What to Do at the Start of Your Shift

Log in and Confirm Settings

1. Log into the Vocera app on your phone using your NM user ID and password.
2. Set your availability by tapping your profile picture. A green circle around your profile picture means you are available. Set Do Not Disturb to silence calls and texts.
   A contact's availability shows in the "To" field when composing a message, indicated by a colored circle around the profile picture.

   - **Available (green):** Calls and texts will come through.
   - **Do not disturb (orange):** Silences calls and texts.
   - **Unavailable (red):** You will not receive calls or texts.
3. Set call forwarding for "When I am Offline"
4. Ensure that Location Services for Vocera on an iPhone are set to **Always On**. Vocera relies on a user's location to properly routes calls and messages while on and off campus.

   a. When you first set up Vocera on your iPhone and you are asked "Allow Vocera to use your location?" close it by selecting any of the options, and then follow steps below.
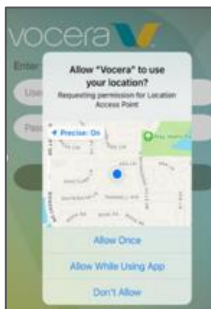
      o If you have a shared iPhone, go to your home screen and click the IT Only Folder, then click Settings.
      o If you are using a personal phone, click Settings form your home screen.

   b. In Settings, select **Privacy**.
      In Privacy, select **Location Services (ensure it is ON)**.
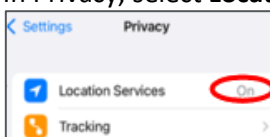
   c. In Location Services, Select Vocera.
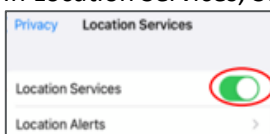
d. In Vocera, ensure Location Services is set to Always and exit settings

e. To apply the changes, log out of Vocera and restart your phone.

f. Background Location Use prompt

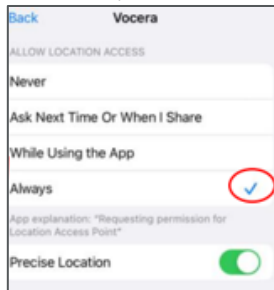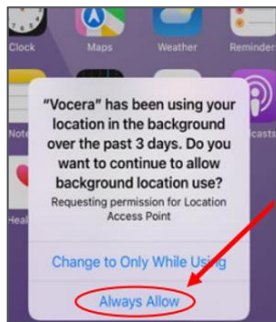   o At times, your device may prompt you to confirm background Location use. Select "Always Allow."

5. Assign yourself to the Epic Care Team, if applicable.

- Hospital-based providers: Place yourself in a temp role for your shift using the Staff Assignment feature. This will enable you to receive calls and messages for this role. Add yourself to a temp role using one of the following options:

    o Say "hey Vocera" then "add me to __ role). For example, "Add me to nocturnist."

    o Or, go to Staff Assignment on NMI > App launcher > Vocera Staff Assignment. Use your NM ID and password to log-in.

Find Contacts

To contact physicians, APPs or staff using Vocera, search by name, role, group or care team. Make sure you select the Global site in your contacts if you want to search across all NM locations. If you want to search by group, select the specific site where that group is located, such as "CDH" or "Kishwaukee."

- **Search by name:** Select "Global" as the site to find all NM physicians.
- **Search by role:** For example, "RMG admitting hospitalist: Delnor," or "Emergency Medicine: NMH"
- **Search by group:** Select specific site where the group is located.
- **Search for residents and fellows:** Select McGaw Medical Center as site.
- **Search for care team members:** Toggle to Patients module.

Send a Text

Attach Patient Information to a Text

1. Tap pencil icon to start a new message.
2. Choose **New Text** or select from **Templates.**
3. Add a recipient from **Favorites** or **Contacts** by scrolling or using the search field.
4. Tap The add contact iconto add a contact.

   NOTE: Do NOT put PHI into the subject line because it is not secure.

5. Add patient information, if needed
6. Search for patient from "My Patients or "All Patients". Patient name, DoB, age and location will appear.
7. Type the message in the gray bar and tap "send"
8. Tap ellipses to change the message priority, attach images or take a picture.
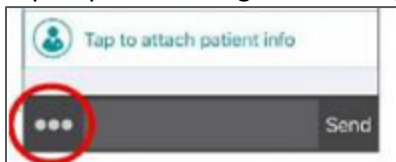
   Once a message is sent with patient information, it can't be removed.

Add Someone to an Existing Text String

1. Click the information button .
2. Click Add Participant. The Select Recipients dialog box appears.
3. Select the Favorites tab to display favorites only, or select the Contacts tab to display all contacts.

Manage Calls

Make a Vocera call

- **On-campus:** Tap the phone icon on the Call Log screen. Use Genie voice command or keypad to make a call.
- **Off-campus:** Tap the phone icon on the Contacts screen.

Transfer a call

1. While on a call, tap the transfer button.

2. Select "Transfer to Number".
3. Enter a 10-digit number or 5 digit extension.

Forward calls

- Forward calls to a User or Group, or Other Phone. **Do not** forward to Voicemail
- Options appear to forward All Calls, Unanswered Calls, or When I am Offline
- Enter the number to forward your calls.
- When you are not working or if you are on vacation, turn off call-forwarding to your cell phone and log-out of Vocera to avoid unwanted calls.
- Physicians and APPs are encouraged to select the option to forward calls to their "Cell Phone" "When I am Offline". See the Manage Calls tip sheet for more details.

What to Do at the End of Your Shift

- Disable call forwarding before you log out to avoid unwanted calls or texts.
- Log-out and turn off call-fowarding to your cellphone if you will be out for an extended period of time (like a weekend or vacation).
- Forward calls and texts to whomever is covering the next shift

Hospital-based physician and APP end-of-shift reminders

- Log-out of Vocera or set do not disturb for calls and texts.
- Forward calls and texts to whomever is covering the next shift.

Tips to Preserve Battery Life

Extensive analysis of battery usage logs has shown no unexpected or elevated battery drain while using Vocera when properly connected to the NMMOBILE Wi-Fi network while on a Northwestern Medicine campus.

Experiencing higher than normal battery drain may be the result of using an older device or battery and/or higher than average application usage.

According to Vocera, typical battery drain is 1 - 3% battery drain per hour for a total of 8 - 24% drain over an eight hour shift.

A properly maintained iPhone battery is designed to retain up to 80% of its battery capacity after 500 charge cycles (approximately 17 – 20 months of use). If your battery is old, consider changing it or your device for new life. https://www.apple.com/batteries/service-and-recycling/

You can check on battery consumption by application by going to your phone settings.

This device displays battery usage of an average individual who makes calls, syncs calendar and runs Vocera.

This device displays battery usage of an individual who also uses Vocera, in addition to many other apps. It is using more battery overall and will lose power more quickly.

Individuals who use Vocera on their own devices can take proactive measures to improve battery life while using Vocera.

- Connect to NMMOBILE and "forget" other networks while on campus.
- Log-out at the end of your shift instead of swiping up to close the app.
- To ensure adequate battery capacity, Vocera recommends having an external battery boost pack.

- Turn off unnecessary applications and services running in the background, such as GPS and Google Maps).
- Turn off Wi-Fi when you are not in network range and disable Auto Scan/Auto Join
- Turn off voice activation services (Siri, Raise-To-Speak, Google Touchless Control) – Voice activation uses a lot of battery power to listen to you.
- (Apple only) Disable sending of diagnostic and usage data to Apple.
- Reduce screen brightness – A 50% brightness level increases battery life up to 25%.
- Reduce your screen timeout – A longer timeout consumers more power. Set screen lock to 1 minute or less.
- Change app automatic updates to manual.
- Watch phone heat. If it's hot to touch, the battery will discharge faster. Reboot and/or remove the case to cool it down.

Vocera continues to test working with new operating systems to optimize battery usage. In general, device battery performance depends on other applications in use, and strong network connections.

Below are additional resources to maximize battery life.

iPhones

http://www.apple.com/batteries/iphone.html

http://www.apple.com/iphone/battery.html

https://www.macworld.co.uk/how-to/iphone/iphone-ipad-battery-life-3513323/

Android Users

https://www.androidauthority.com/android-battery-saver-tips-tricks-189882/

https://www.techadvisor.co.uk/how-to/mobile-phone/extend-phone-battery-life-3284240/

Reminders and Other General Information

- Make sure Location Services are set to "Always."
- Connect to NM Mobile WiFi network and "forget" other networks when on campus. This is necessary for
- Vocera to work properly and improve battery life.
- Use Vocera Web Console to access the same Vocera features and functions available on your phone.
- Favorite your contacts.
- Use normal size font. Items within the app may not appear if the font is too large.
- Order in Epic only; no text orders
- Request consults via Vocera after verifying correct provider.
- Refer to the Communication Etiquette Tip Sheet for physician and staff communications guidance.
- Call MyNM Service Center at 312.926.4357 for support and to report issues.

Do NOT use Vocera for:

- Placing orders: Order in Epic only
- A substitute for phone or verbal orders
- ED admissions

Other communications tools

- Web paging will still be available.
- Vocera will not impact your ability to use other apps on your own device, such as Epic Haiku and Canto, Dragon and Spok Mobile.

Communications Guidelines Shared with Nurses

- Contact physicians for rounding and routine communications.
- Urgent calls are for emergencies only. Urgent calls break through other calls.
- The sender gets a read receipt, so there is no need to reply after clinical information is exchanged.
- View the Communication Etiquette Tip Sheet.

Clinical codes

Clinical code notifications will change. Instead of sending a message to a designated phone number, an urgent message alert will be sent to the individual who is logged in as Responder role in Vocera. Set up the "remind me later" function in your profile in Vocera to repeat the alert.