



Vocera Badge Training

Overview

The Vocera badge will provide mostly hands-free, direct communication between you & your coworkers.



- *Operates on building Wi-Fi*
- *Voice command driven*
- *Speaker-mode default (HIPAA)*
- *Shared devices*



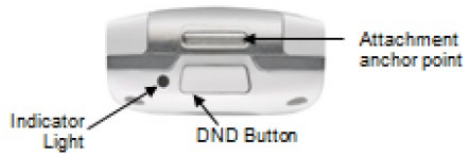
Best Practices: Talking to the Genie



- 1) Speak in a steady pace
- 2) Wait for the Genie to finish speaking
- 3) Deliver commands verbatim



Orientation to the Badge



DND Button

1. Do Not Disturb
2. Places call on hold
3. Non-verbal “no”

Call Button

1. Starts a call
2. Ends a call
3. Non-verbal “yes”





Positioned for Success



6 – 8 inches from chin



Mostly hands-free



Chin up



Logging In & Recording Your Name

***Log into a device at the beginning of every shift
and log out at the end of your shift**

“Record my name”

- First & Last Name
- First name + “**IN**”+ Department
- Recorded name stored in your profile





Calling

“Call”

Person

- *First name + Last name*
- *First name + “in”+ Department*

Place (Address Book)

- *Rad Waste*
- *REFUEL Floor*
- *Drywell Control Point*

Role/Group (Call Flows)

- *RWCU*
- *O.C.C*
- *Recir Pump Replacement*





Vocera Etiquette



1) Person who initiates the call:

Ends the call

2) Person who receives the call:

Speaks first, says name & indicates location

3) Person who initiates the call:

Asks if they may speak freely



Using DND

Press the DND button on the top of the badge to place yourself in Do Not Disturb.



Do Not Disturb



For short periods of time when you don't want to receive calls



Amber ring around the call button



DND on the screen



Intermittent chirp



Playing Voice Messages

Give command: “play messages”

To listen to a previously played messages, give the command: “play old messages”

To listen to a message from a specific user, give the command “play messages from _____” (you can also delete messages from a specific user)



Recording a Message

Give the command: “Record a message for _____”

You can record a message for a person– first name + last name or first name **in** department.

You can also record a message for a role or group such as O.C.C, Reactor Water Clean Up or Rad Protection.

Deleting Messages

*Give the command “Delete messages”
this will delete all messages*

*To delete a message from a specific
user, give the command “Delete
messages from _____”*





Voice Reminders

- Allows you to record a timed message for yourself or someone else:
- Give the command: "record a reminder" or "record a reminder for _____"
- Can be up to 3 names





“Record a Reminder”



Specific time

- At 4 pm
- At 1600



Relative time

- In 10 minutes
- 2 hours from now



Recurring time

- Every 30 minutes for the next 2 hours
- Every hour for the next 8 hours



Urgent Calling

Give the command: “Urgently call _____”

A user– first name + last name or first name **in** department “Urgently call Bob in RP”

- ⚠ Will break through Do Not Disturb
- ⚠ Will not ask receiver to accept call
- ⚠ Will not announce caller’s name



Contacts

Ability to call phone numbers in or outside the plant by name

- Examples:
 - Poison Control
 - Doctor Jones
 - Operator
 - OR Waiting Room



Dialing Numbers

- *Commands to use for calling numbers:*
 - *“Dial extension _ _ _ _”*
 - *“Dial an outside number”*





Guest Access Number

- *Allows you to reach any Vocera user or group by phone*

External #: (XXX) XXX – XXXX
Internal Ext.: XXXX

Groups/Roles

Permanent– already set up in your profile, you cannot add to or remove yourself from these groups.

- ICU Nurse
- OR Tech

Dynamic, or Temporary– you add and remove yourself as you perform these duties (per shift)

- ED Charge Nurse
- Room 321 Nurse
- ICU RT



Group Calling

A group call will “round robin” to one person at a time until someone answers.

1. “add me to Vocera Training”
2. “call Vocera Training”
3. Observe how call round robins through group





Transferring Calls

1. Press the DND button to place the call on hold
2. Press the call button and give the command: “transfer to _____”
 - to a user– first name + last name or first name in department
 - to a group, such as “O.C.C.”
 - to a phone “extension 4356”



Handset (Privacy) Mode



- Reduces volume of the speaker so that only the user can hear. Returns automatically to speaker mode upon ending the call.
- Press and hold the middle “select” button on the side of the screen until you hear the genie say “entering handset mode”



Broadcasting

Give the command: “Broadcast to _____”. You can broadcast to any group, such as 4 West, or Recirc Team.

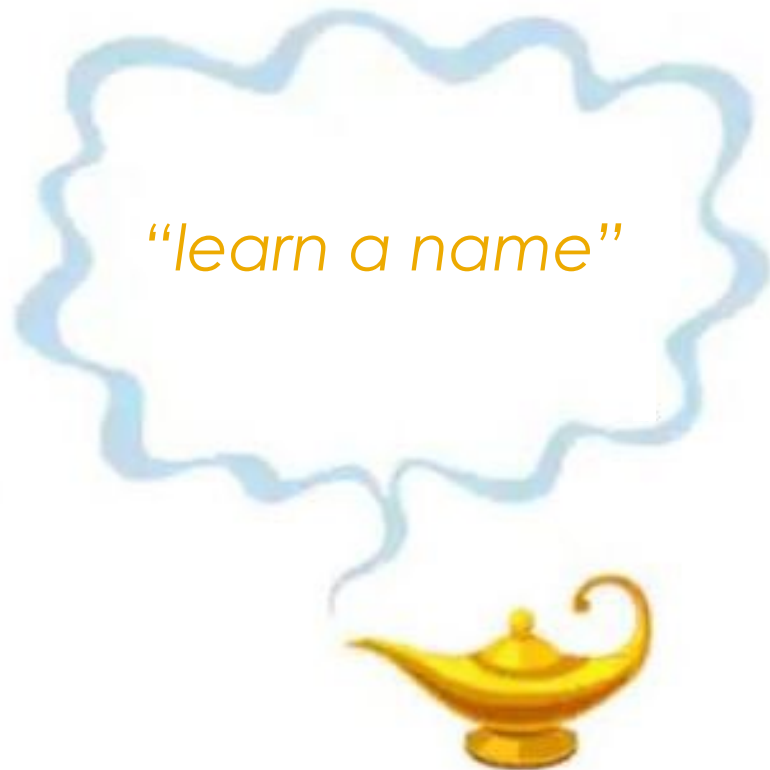
Press and hold the call button to respond to a broadcast. Press and release the call button when you are ready to end the broadcast.

Using the command: “Urgent broadcast” will break through DND



Training the Genie

- *Learn a name*
- *Learn a group name*
- *Learn an address book entry*
- *Learn a command*





Training the Genie – Learn a Command

- *Call*
- *Play messages*
- *Play old messages*
- *Page*
- *Broadcast to*
- *Dial extension*
- *Log out*
- *Yes*
- *No*
- *#1 – 9, 0*
- *Also try “learn more commands”*



Play welcome tutorial

- Give this command to hear a 7-minute tutorial in the use of Vocera





End of Shift

- Give the command: "log out"
- Clean device with alcohol wipe
- Remove battery and place in the charger
- Sign in and return badge





Advanced User Training





Navigating a Phone Tree

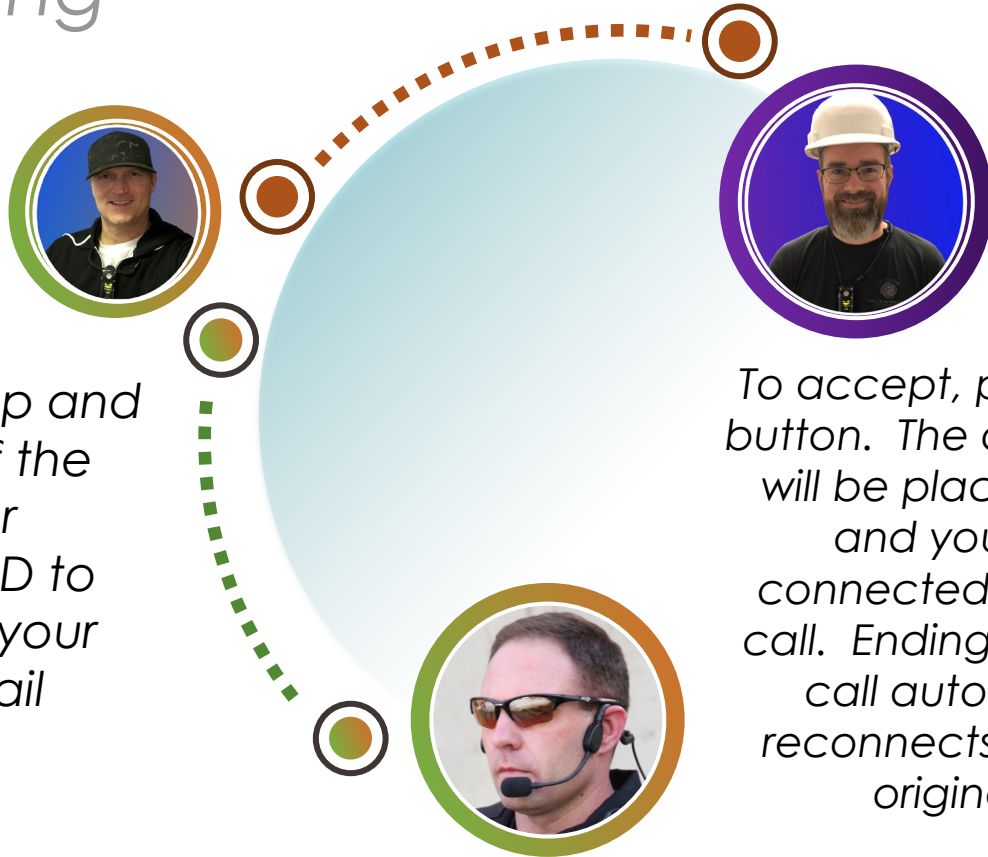
- Double tap the DND button and say a letter or number





Call Waiting

Your badge will beep and show the name of the incoming caller
Ignore or press DND to send the caller to your Vocera voicemail



To accept, press the call button. The original caller will be placed on hold and you will be connected to the new call. Ending the second call automatically reconnects you to the original call

Three Way Conferencing

Give the command:

- “Conference _____
and _____”

Example: “Conference Bob
Redding and Sue Morton”

During a call in progress:

- Press the DND button to
place the call on hold
- Press the call button and give
the command: “Invite
_____”





Locating



Allows you to identify the general location of a logged in badge user by name or role (if access points are named)

- Give the command: *locate (or “where is”) Mark Smith or RP Supervisor*



Push to talk (Instant Conference)

Press and hold the call button while speaking to communicate with a predetermined group





Call Forwarding

- Give the command: “forward my calls to _____”
 - A user (Will Jacobs)
 - A Group (RT)
 - An extension (extension 1219)
 - An outside number



Call Forwarding Options

1. All– for vacations or leave of absence
2. Unanswered– usually sent to office phone
3. Offline– calls are forwarded when the user is logged out or off the network
4. To discontinue call forwarding, give the command: “stop forwarding my calls”





Panic Broadcast

- *Double-tap the call button to initiate an urgent broadcast (bypassing the Genie) to a predetermined group*



Vocera Smartbadge Quick Tips



Overview of the Smartbadge

Call Button – Summon the Vocera Genie and end voice communications

DND – Places you in Do Not Disturb mode and places calls on hold

Volume Up and Down – Adjust call and non-urgent alert tone volumes, wakes up screen for viewing

Panic Button – Places an emergency call to specified emergency group if configured for your facility

Inserting and Removing the Battery

The battery latch is located on the back of the Smartbadge

Slide the latch and gently ease the top of the battery out

Replace with a charged battery by first aligning the electrodes and pushing the battery into place – toggle the latch to secure the battery

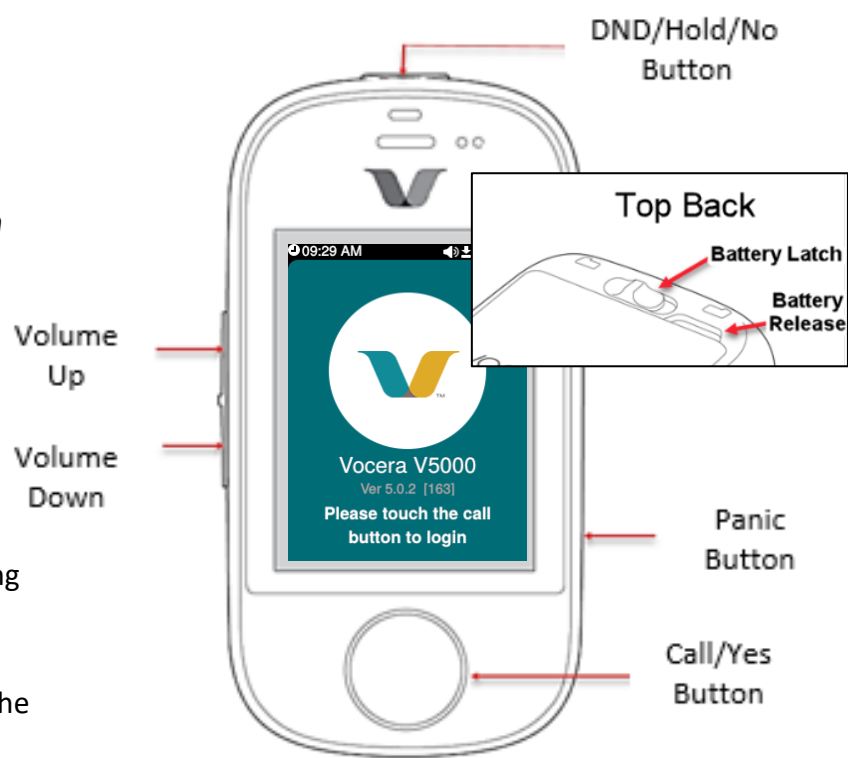
Wearing the Badge

Attach the clip to the top of the Smartbadge by lining up the notches on the back of the Smartbadge. Clip the badge to your **shirt 6-8" from your chin**

Logging In/Out of the Badge

Touch the Call Button at the bottom of the badge until you feel a brief vibration. You will be prompted to say your name or ID to login, e.g. "Jane Smith" or "Badge 31".

At the end of your shift, press the Call Button and say **"Log out"**



Place a Call

Vocera Smartbadge Quick Tips

Touch the call button until you feel the vibration, wait for the Vocera Genie to say, "Vocera", then give one of the following commands:

- **To another Vocera user:** "Call _____" (Ex. "Call Nancy Smith")
- **To a group member:** "Call _____" (group name, Staff Assignment room number, or role)
- **Dial an Extension:** "Dial extension _____" (number)
- **Dial an Outside Number:** "Dial an outside number" wait for the Genie and follow the prompts
- **Call Urgently:** "Urgently Call _____" (person or group name)

Receive a Call

You will hear the Genie say, "{Caller Name}, accept call?" - Say "Yes" or "No"
For incoming calls from outside your facility you may hear the Genie announce the caller's name if available from caller ID

Tap the Speaker icon and hold the Smartbadge to your ear like a phone for privacy- the badge reverts to speaker mode at the end of the call

Tap to mute and unmute the microphone

Record, Play, and Delete Messages:

When calling individual users that are not available, the Genie will ask you if you would like to leave a message. Follow the Genie prompts to record and send your message.

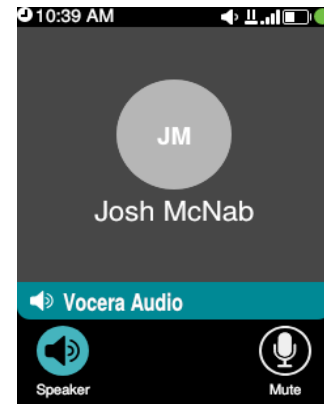
Play new/old voice messages:

Touch the call button until you feel the slight vibration and the Genie says, "Vocera"

Say, "Play messages", "Play new messages from _____", "Play old messages from _____",

To Delete Messages say:

"Delete messages", "Delete messages from _____", "Delete old messages from _____", "Delete old messages"



Smartbadge
Screen
displays
caller's name
during a call

Vocera Smartbadge Quick Tips

Getting Started

The Screen Views

Wake up the screen by pressing the up or down volume button
Swipe from the top of the screen to the bottom to scroll through three screen options

Home Screen

Displays text messages, calls, and alerts/alarms

Account Screen

Set yourself as unavailable for short periods of time

Directory Screen

Start a text message or call using the directory to find the recipient

Do Not Disturb (DND)

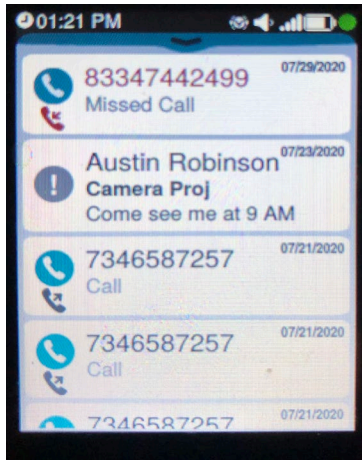
On the screen you will see a dot next to your initials to indicate your status and on the top right corner of the screen

Green = Available Yellow = Do Not Disturb

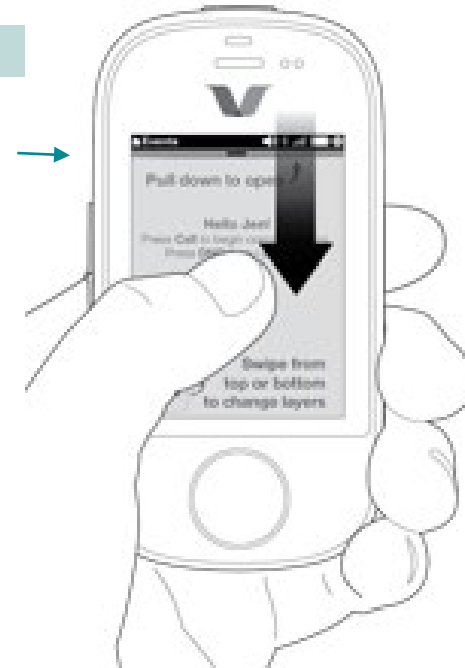
Place yourself in Do Not Disturb mode by tapping the button on the top of the Smartbadge

Use this for brief periods when you need to be undisturbed

Tap the DND button again to return to 'Available' status



Wake up with
Volume
Up/Down



Do Not Disturb
Button





Troubleshooting



Question One

Why does the Genie sometimes have trouble understanding me?

**I'm sorry, I
didn't
understand.**





Answer One



- Genie may not understand when:
 - The badge is not worn correctly (6 inches, chin up, hands off)
 - Genie was interrupted
 - The wrong command was used
 - The person you're calling is not in the database
- Remember to use yes and no buttons for quicker responses



Question Two

Why does my badge chirp or beep?





Answer Two

- The badge may chirp or beep when:
 - You are in Do Not Disturb
 - You have a new message
 - You go off the network
 - The battery is low (verbal enunciation)
 - Your badge is turning on
 - Call waiting



Question Three

Why does the Genie keep calling the wrong person?



**Call Amy
Johnson**

**Do you mean
Ann Jackson?**





Answer Three

- When logging in:
 - » Try alternate names (Matthew Smith vs. Matt Smith)
 - » Spell just the last name to the Genie (if name is recognized, they need a phonetic spelling added to their user profile)
- When calling someone:
 - » Try alternate names (Elizabeth Jones vs. Liz Jones)
 - » Use “first + last name” or “first name **in** department”
 - » Call by job title (role or group)
 - » Use “learn a name” for anyone with difficult name to remember or pronounce



Question Four

What can I do if the buttons or screens don't work?





Answer Four

- *Replace the battery and reboot the badge
 - The battery may be dead
 - The user may have inadvertently shut the badge off by holding the DND button down for 5 seconds*
- *If the badge does not restart contact IT or put in a help desk ticket.*



Question Five

Why does Genie say she's busy when I press the call button?





Answer Five

- *All speech ports are in use. Wait a few seconds and try again*
- *This rarely occurs. If this issue persists or happens frequently, contact IT*



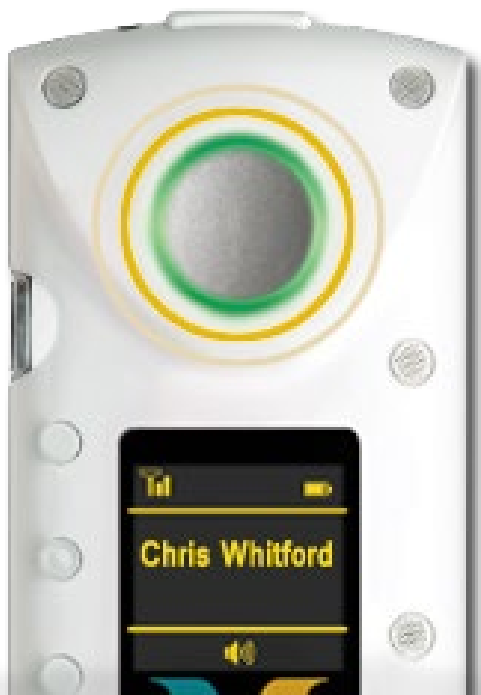
Question Six

I can make calls, but I can't receive calls or messages?





Answer Six



- Check to see:
 - Are you in DND?
 - Have you forwarded your calls?
 - Are you logged in as yourself?
- Give the command:
 - Who am I?
 - Check the name on the screen



Question Seven

Everyone else makes calls but I can never get a call to go through





Answer Seven

- *Verify that the user is:*
 - *Using the correct command*
 - *Try “dial” for extensions and outside numbers*
 - *May need permissions*
 - *Not pausing between digits*



Questions?





Thank You!

vocera 