



Vocera Badge Training

Overview

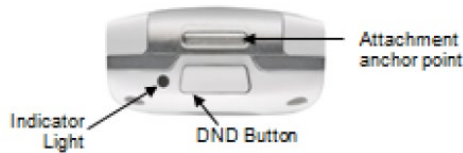
The Vocera badge will provide mostly hands-free, direct communication between you & your coworkers.



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



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"





Best Practices: Talking to the Genie



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



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.

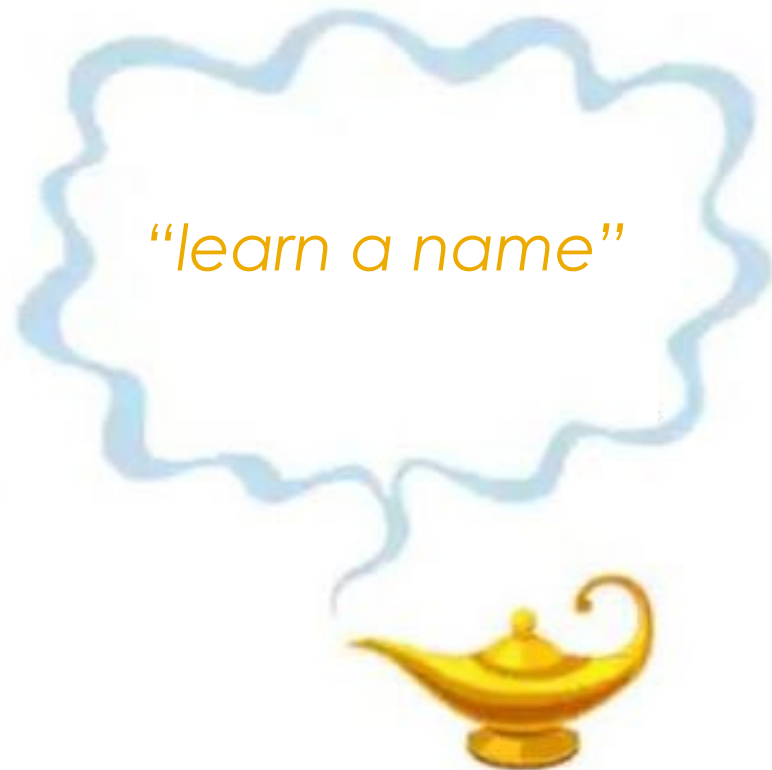
Press and hold the call button to respond to a broadcast. Press and release the call button when you are ready to end the broadcast.

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





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
_____”





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*





South Texas Project Help Desk Page
<https://www.iislanding.com/STPMMain.html>

Calling from Desk our Outside Phone
STP x0000 (000)000-0000



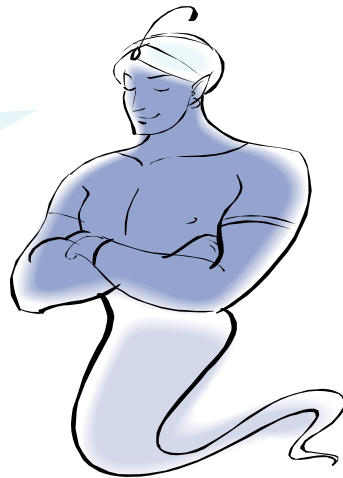
Troubleshooting



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 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?

