

The Vocera Badge:

- **Call Button** – Round silver button on the front of the badge. It is the most important and most used component of the badge. The Call button has 3 functions:
 - 1) Use this button to start activity. It will summon the Genie for your command.
 - 2) Use this button to end a call.
 - 3) Use to answer YES to the Genie. It is more efficient and responds instantly!
- **DND (Do Not Disturb)** – Trapezoid button on top of badge. This button has 3 functions:
 - 1) Use this button to avert calls when in meetings/procedures/lunch/restroom/etc.
 - 2) While on a call, click this button once to place the caller on hold. Click again to resume the call.
 - 3) Use this button to answer NO to the Genie. As a call comes in, this will reject the call.
- **Speaker** – Located on the front of the badge, at the bottom. Volume buttons are next to the screen.
- **LCD Screen** – Displays your name or the name of the person you are on a call with. Alert notifications will be displayed on the screen
- **Microphones** – Four small holes on the front of the badge that creates a Speech Zone cone. This is the area where your voice is detected. Position the badge 6” directly under your chin.
- **Battery** – A solid green light on the charger indicates a full charge.
- Clean your badge with Cavi-wipes or alcohol prep pads. No liquids or Clorox wipes.



Vocera Commands/Usage:

- Start with a quick press & release of the Call button to summon the Genie and issue a command
- Badge to Badge calling - To call another user, press and release the Call button and state **Call or Find First Last** Example, “**Call John Jones**”.
- If you don’t know a person’s last name,
Call/Find First IN Dept. Example, “**Call Sue in 6 I (India).**”
- Always use general telephone etiquette while using Vocera and adhere to HIPAA practices.
- Push-To-Talk – A walkie-talkie like feature that can be used when you need to contact SWAT members.
Hold the call button in, after the beep, continue to hold the Call button while you state your message. Repeat your message then release the Call button. Only 1 PTT can be issued at a time. PTT will communicate only with available SWAT team members. If the PTT is not working (there is no beep when you hold the button in), you can issue the command, “CALL SWAT.”
- Messaging – If a person is unavailable to take a call, the caller is prompted to leave a message. Message commands are:
 - A) **Play Messages** – To play new messages
 - B) **Play Old Messages** – To play messages you previously listened to within the last 2 weeks
 - C) **Delete Messages** – Deletes all messages, old and new
- You can send a message to a user, group or yourself.
 - D) **Record a message for First Last, group, your name** (use AND between each names for up to 3 names)
- Do not log out.

Start of Shift:

- Receive badge from Resident going off shift in the SWAT office.
- Change batteries / Put used battery in the charger / Get a fully charged battery.
- Ensure badge is logged in as “Medicine Resident.”
- If “Logged Out” press the Call button and log in as “Medicine Resident.”

Codes and RRTs

- When the Hill Rom code lever is pulled in a patient's room the Vocera badge is instantly alerted with "Urgent Message *unit/room* Code Blue" announced twice.
- The Switchboard will issue an urgent broadcast approximately 60 seconds later.
- If no code lever is available or the event is an RRT the Vocera badge does not get the "Urgent Message" announcement. These codes and RRTs notifications only come as a Broadcast from the Switchboard.
- A pager alert will arrive about 10-15 seconds after the Switchboard's broadcast.
- All alerts and broadcasts will break through DND and any Vocera activity.

Vocera Tips:

The Speech Zone

- The shaded area on the figure represents the Speech Zone, the region in which the badge microphone will best detect your voice
- Eliminates background noise as you issue commands
- Do not tilt or rotate your badge. Keep it vertically oriented
- Holding the badge can cover the microphones
- Stay in the Speech Zone
- DO NOT hold your badge
- DO NOT bring the badge to your mouth to speak
- Wear your badge 6" directly below you chin



Keys To Success

- Wait for the Genie to finish "Vocera" before speaking
- Speak clearly and confidently while enunciating your words in your everyday voice with an even tempo
- Reduce unnecessary noise around you when possible and avoid movement
- Refrain from talking to those around you until your command is accepted
- Use the Call button to indicate **YES** and the DND button to indicate **NO** when the genie asks a question
- Gather your thoughts **before** you press the Call button
- Use the phonetic alphabet when referring to a Downtown nursing unit (ie 7A = 7 Alpha / 9F = 9 Foxtrot)

Remember:

Use the Phonetic Alphabet

A = Alpha	G = Golf
B = Bravo	H = Hotel
D = Delta	I = India
E = Echo	K = Kilo
F = Foxtrot	U = Uniform

Vocera Frequently Asked Questions:

The badge is logged out, how do I log in?

Press the Call button and state "Medicine Resident" when prompted by the genie

What happens in DND mode?

Any calls you receive will automatically go to voice mail.

Codes/RRTs will break through DND

You will get reminders you are in DND

- The indicator light on top blinks orange
- Badge emits a soft beep every 15 minutes
- The "halo" around the Call button flashes orange

Exit Do Not Disturb mode by press the DND button again

Where can I get help?

The Quick Reference Pocket Guide

Contact SWAT via Push-To-Talk

Vocera website: upstate.edu/ipage/intra/vocera

VOCERA BEST PRACTICES

RESIDENT EDITION

- Do **NOT** hold the badge
- Wear badge 6" below your chin
- Wait for genie to finish "Vocera" before issuing a command
- Speak clearly and confidently, while enunciating words
- Gather your thoughts before you press the Call button
- Stop walking when issuing commands
- Stay in the Speech Zone
- Use the Phonetic Alphabet to call nursing units
- Try to use the **Call Button for YES** and the **DND button for NO**

Phonetic Alphabet for Nursing Units

Example: 6A = 6 Alpha

A – Alpha	G – Golf
B – Bravo	H – Hotel
C – Charlie	I – India
D – Delta	K – Kilo
E – Echo	N – North
F – Foxtrot	U – Uniform

www.upstate.edu/ipage/intra/vocera

VOCERA COMMANDS

RESIDENT EDITION

CALL or FIND - Call another badge or dept.
*First & Last name or First name **IN** dept.*

PLAY MESSAGES
Plays new message

PLAY OLD MESSAGES
Previously listened to messages

DELETE MESSAGE
Deletes ALL messages

RECORD A MESSAGE FOR...name
Send a message to up to 3 users or yourself

315-464-1400 (41400)
Call a badge user or group from a phone

PUSH TO TALK

To contact SWAT members. Hold the Call button in the whole time you are talking, like a walkie-talkie. When you are finished release the Call button.

SPEECH ZONE

The area where the microphone will detect your voice.

Wear badge 6"



Do not hold the badge.

The Vocera B3000n Badge



It is extremely important that you wear the badge correctly.

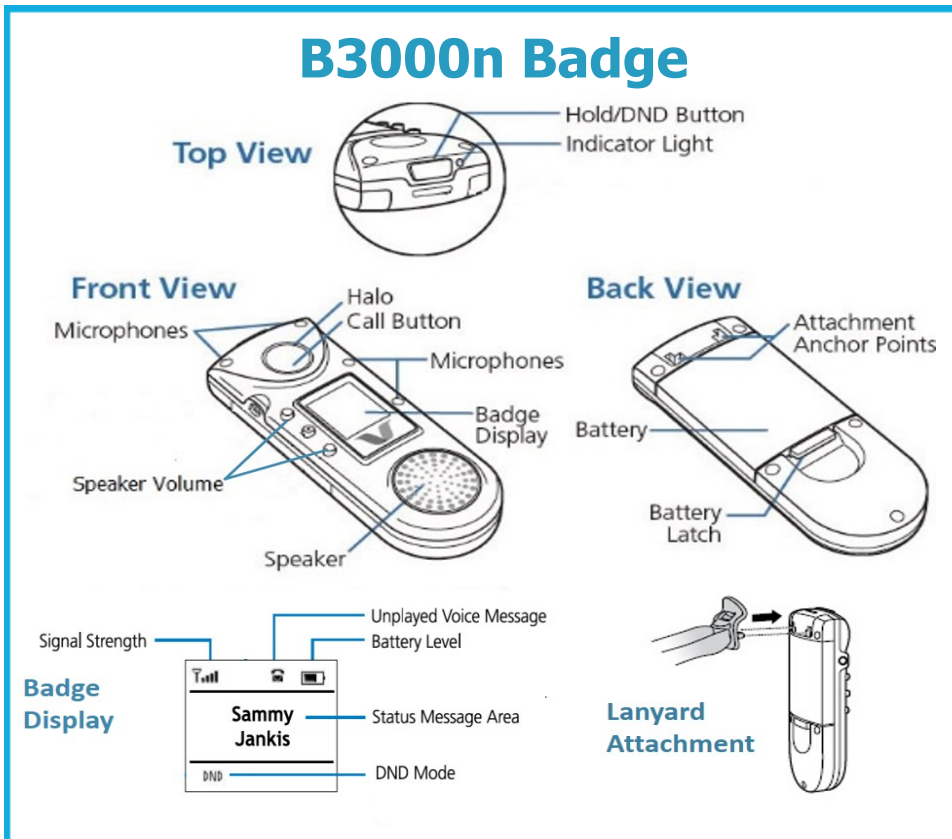


Make sure you are in the Speech Zone (represented above by the blue cone)
Wear the badge 6" below your chin.

DESIGNED TO BE HANDS FREE

DO NOT HOLD YOUR BADGE

If held you will inadvertently cover the speakers, microphones and antenna. Holding your badge while using will position your voice outside of the Speech Zone, making it difficult for the genie to hear you.



PUSH-TO-TALK

Use the Push-To-Talk (PTT) feature to contact available SWAT members.

To execute a PTT hold the Call button in the entire time you are talking, like a walkie-talkie. Release the Call button when finished.