

TRAINING UPDATE

Lab Location: SGAH
Department: Core & Field Ops

Date Distributed: 8/15/2014
Due Date: 9/15/2014
Implementation: 9/15/2014

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Vocera Communication SGAH.L08 v5
Description of change(s):
<p>Section 2: add detail for lab and phlebotomy</p> <p>Section 3: clarify management, group lead and staff roles, remove use of log</p> <p>Section 4: add definition</p> <p>Section 5: add requirement to check batteries, clarify log-in process, add confidentiality statement</p> <p>Section 9: revise Addendum 1, delete Addendum 2</p> <p>This revised SOP will be implemented on September 15, 2014</p>

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training (version 5)

Non-Technical SOP

Title	Vocera Communication	
Prepared by	Lori Loffredo	Date: 12/15/2008
Owner	Robert SanLuis	Date: 9/8/2010

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

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1. PURPOSE

To ensure client support by providing direct communication to the **Group Lead/Tech-In-Charge/Designee** on duty on each shift, and for nursing units to communicate with laboratory staff for blood collections.

2. SCOPE

Staff assigned to Vocera is required to sign on to Vocera as soon as they punch in for duty.

- The main contact for Vocera calls **from the Emergency Department** is the Tech-In-Charge assigned to Vocera “Lab Lead Tech.” ~~Calls are also managed by other staff assigned to carry the Vocera.~~
- Phlebotomy staff is assigned Vocera by floor assignment and they are the main contact for unit to which they are assigned. (see Addendum 1)
- Phlebotomy Group Lead is assigned to Vocera “Phlebotomy Lead.”

3. RESPONSIBILITY

Core Lab Supervisor/Director is responsible to ensure staff is trained to use Vocera. **Group Leads/Tech-In-Charge** will utilize Vocera and ensure continuous coverage is provided. During breaks someone will be designated to cover the Vocera. The **Tech-In-Charge** will carry the Vocera at all times while on duty. The **Tech-In-Charge** must ensure Vocera is always in service.

Phlebotomy Supervisor/Manager is responsible to ensure all staff is trained to use Vocera. The **Phlebotomy Group Lead** or phlebotomist assigned in absence of group lead ~~/In-Charge Tech~~ is responsible for assigning all Voceras to the appropriate phlebotomist on duty. During breaks someone will be designated to cover the Vocera. The assigned staff member must ensure Vocera is always in service.

4. DEFINITIONS

Vocera – software based communication system that uses a wearable voice-controlled device that enables instant two-way conversations using simple commands.

5. PROCEDURE

1. Vocera Operation

- a) The laboratory has been assigned Vocera devices. They are assigned to generic names and will be located at the assigned workstation. For list of Lab generic names, see Addendum 1.
- b) A battery charger and spare batteries are provided for each Vocera device.
- c) Batteries MUST be changed at the beginning of each shift.

2. Vocera Log-In

Core Lab:

- a) Check the Vocera battery and replace if needed.
- b) Immediately after clocking in the Group Lead/Tech-In-Charge must pick up a Vocera device and Log In.
- c) Call Button is used to begin/end all communications.
- d) Press call button and wait for flashing green light
- e) When prompted state “Lab Lead Tech”
- f) Vocera will acknowledge by saying “I am logging you in as Lab Lead Tech”.

Phlebotomy:

- a) Check the Vocera battery and replace if needed.
- b) Immediately after clocking in pick up a Vocera device and Log In.
- c) Call Button is used to begin/end all communications.
- d) Press call button and wait for flashing green light
- e) When prompted state “Lab One” or the name of the Vocera you are logging into.
- f) Vocera will acknowledge by saying “I am logging you in as Lab One”.

3. Vocera Test

- a) Immediately after logging in, the employee receiving the Vocera will call the device and verify it is working. ~~Once verification is complete, the employee documents the test on the Vocera Sign in/out Log.~~ Either call the Vocera extension (6611) or have a coworker call your assigned Vocera.
- b) When prompted state the name of the assigned Vocera such as “Lab Lead Tech” or “Lab One”. Refer to Addendum 1 for correct name.
- c) The Vocera will activate and ask if you can take a phone call. Say “Yes” into the Vocera and it will be active for conversations.
- d) Once the Vocera is checked, hang up (Press the Call Button) and leave the Vocera on.
- e) At no time should the screen on the Vocera be blank. This means it is not active and a customer can not reach the Lab.

4. **Vocera Batteries**

- a) Spare batteries must always be in the charger. The charge lasts approximately 8 hours. **Please change out the batteries before you test.**
- b) The green light on the charger must be blinking when the spare battery is placed in it.
- c) To change battery push latch and lift battery up, match prongs and gently push down battery to seat into badge.
- d) Flashing green – battery good
- e) Rapid Flash Red – battery needs to be changed.
- f) Audible beep indicates battery needs to be changed.
- g) Batteries can be cleaned with an alcohol pad (Isopropyl alcohol).

5. Vocera Basics

- a) Wear the lanyard with Call button facing out about 6 inches below chin.
- b) Do not pick the Vocera up to talk.
- c) Do not look down and talk.
- d) Speak naturally (not too fast or too slow). Speaking too fast or slurring words will cause mis-recognitions.
- e) Use normal telephone etiquette answering: “Laboratory, this is David, how may I help you”.
- f) **Use caution and maintain patient confidentiality when using the Vocera.**
- g) Staff with heavy accents **MUST** follow instructions for voice recognition.

6. Using Vocera

- a) When contacting others, press call button to originate call and state who you are calling, i.e. “ED Charge Nurse”, “Lab 1” etc.
- b) Ending Calls: To end a call press the call button to hang up.
- c) Logging Out: Press the Call Button wait for the prompt and state, “Log Out”.
- d) Check messages: Press Call Button then state, “Play Messages.” Once the message is played it is erased.

6. **RELATED DOCUMENTS**

N/A

7. **REFERENCES**

None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L047.002		
000	8/12/2009	Sections 1, 2, 3 updated. Section 5 reformatted and added item 3	L Barrett	J Hospodor
001	10/8/2010	Update owner Replace term Lead Tech with Group Lead Section 9: add Addendum 2	L Barrett	L Loffredo
002	1/20/2011	Section 3: assign log responsibility Section 5: add Phlebotomy login for SGAH Section 9: revise Addendum 2	S Kim	R SanLuis
003	7/10/2012	Delete WAH specific instructions throughout, system not available Section 9: revise Addendum 1	L Barrett	R SanLuis
004	8/6/2014	Section 2: add detail for lab and phlebotomy Section 3: clarify management, group lead and staff roles, remove use of log Section 4: add definition Section 5: add requirement to check batteries, clarify log-in process, add confidentiality statement Section 9: revise Addendum 1, delete Addendum 2 Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	L Loffredo R SanLuis	R SanLuis

9. ADDENDA AND APPENDICES

Addendum 1: Vocera Generic Names

~~Addendum 2: Vocera Sign In/Out Log, SGAH (see Attachment Tab of Infocard)~~

Samson stated the log is no longer in use.

ADDENDUM 1: Vocera Generic Names

<u>Site:</u>	<u>Vocera Name:</u>
SGAH	Lab 1
	Lab 2
	Lab 2 Tower
	Lab 3
	Lab 3 Tower
	Lab 4
	Lab 5
	ABH
	ARH
	Client Services Lead Tech
	Phlebotomy Lead
	Lab Processor 1
	Lab Lead Tech
	Samson Khandagale
	Barbara Wood