

## TRAINING UPDATE

**Lab Location:** SGMC and WAH      **Date Implemented:** 1.3.2019  
**Department:** Field Operations      **Due Date:** 1.20.2019

### DESCRIPTION OF PROCEDURE REVISION

#### Name of procedure:

Vocera Communication

#### Description of change(s):

1. When staff leave the hospital to go to ABH or ARH, the staff member must log out of vocera and ensure another staff member is covering the floors.
2. When staff go to lunch or break, they have 2 options:
  - a. Log out of the vocera and ensure another staff members logs in to the locations that need coverage.
  - b. Carry your vocera to lunch and forward calls to another staff member.

A second staff member must cover the floors while an employee is at lunch. Staff should not "skip" or "leave" lunch to take a call.

**Electronic Document Control System**



**Document No.:** SGAH.L08[6]

**Title:** Vocera Communication

**Owner:** LESLIE BARRETT

**Status:** INWORKS

**Doc Effective Date:** 25-Jan-2019

**Next Review Date:**

Non-Technical SOP

<b>Title</b>	<b>Vocera Communication</b>	
<b>Prepared by</b>	Lori Loffredo	Date: 12/15/2008
<b>Owner</b>	Robert SanLuis, Stephanie Codina	Date: 12/21/2018

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

<b>Review:</b>		
<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

Document: SGAH.L08[6] Status: INWORKS, Effective: 1/25/2019, Check Version Before Use

Form revised 3/31/08

**TABLE OF CONTENTS**

1. PURPOSE..... 2  
2. SCOPE..... 2  
3. RESPONSIBILITY..... 2  
4. DEFINITIONS..... 2  
5. PROCEDURE..... 2  
6. RELATED DOCUMENTS ..... 6  
7. REFERENCES ..... 6  
8. REVISION HISTORY..... 6  
9. ADDENDA AND APPENDICES ..... 6

- 
1. **PURPOSE**  
To outline the vocera system which allows hospital staff to communicate directly with phlebotomy and key lab staff members.
2. **SCOPE**  
This procedure applies to any laboratory employee who uses the vocera system.
3. **RESPONSIBILITY**  
All laboratory staff members must understand and adhere to this procedure when using the vocera system.
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**

Step	Action
1	All lab staff members must obtain a vocera and log in as soon as they report to their workstation at the beginning of each shift. A. Obtain a vocera badge. B. Replace the battery with a fully-charged battery. a. Push the latch and lift the battery up. b. Match the prongs and gently push the new battery into the vocera until it clicks.

Document:SGAH.L08[6] Status:INWORKS,Effective:1/25/2019, Check Version Before Use

Form revised 3/31/09

Document: SGAH.L08[6] Status: INWORKS, Effective: 1/25/2019, Check Version Before Use

Step	Action
2	<p><b>Coverage</b>                      A staff member must be logged into each vocera location at all times to provide adequate customer service.</p> <ul style="list-style-type: none"> <li>A. When leaving the hospital for an outside location (ABH, ARH), you must log out of your locations and another staff member must log in.</li> <li>B. When on lunch or break, you have 2 options:                             <ul style="list-style-type: none"> <li>a. Log out of your locations and have another staff member log in.</li> <li>b. Carry your vocera to break and forward calls to another staff member while on break.</li> </ul> </li> </ul> <p>Staff are not expected to respond to vocera calls when on lunch breaks.                      Another staff member must cover the locations.</p>
3	<p><b>General operations</b></p> <ul style="list-style-type: none"> <li>A. Vocera badges should be worn 6-8 inches from the mouth.</li> <li>B. Do not hold the badge cover when speaking to a vocera. Your hands will cover microphones and change the dynamics of the badge.</li> <li>C. Keep your chin up when speaking. Do not talk down to the microphone. This will cause your voice to sound muffled and the badge may not recognize your words.</li> <li>D. Speak at a normal rate of speed. Speaking slowly causes miscommunication.</li> <li>E. Do not interrupt the Genie. If you must, use the electronic buttons.</li> <li>F. Use the correct groups, names, and commands when speaking to a vocera.</li> <li>G. Press the call button and say, "Play welcome tutorial" for a quick list of commands.</li> </ul>
4	<p><b>Log in to the vocera system.</b></p> <ul style="list-style-type: none"> <li>A. Tap and release the button on the front of the vocera badge.</li> <li>B. Say or spell your name.</li> <li>C. Tap and release the button on the front of the vocera badge again.</li> <li>D. Say one of the following:                             <ul style="list-style-type: none"> <li>a. For phlebotomy staff, "Add me to multiple groups." List the locations to which you need to be added. Refer to the appendices for a list of lab vocera locations.</li> <li>b. For lab staff who will only be adding a single location, "Add me to _____" and state the group name.</li> </ul> </li> </ul>
5	<p><b>Log out of the vocera system.</b></p> <ul style="list-style-type: none"> <li>A. Tap and release the button on the front of the vocera badge.</li> <li>B. To remove yourself from a single group, say, "Remove me from _____" (group name).</li> <li>C. To remove yourself from multiple groups, say, "Remove me from multiple groups."</li> </ul>

Form revised 3/31/09

Step	Action
6	<p>Train your vocera badge if you are having difficulty communicating with vocera. This is especially helpful if you speak with an impediment or accent. Only your vocera will recognize the commands you teach.</p> <p>A. For names,</p> <ol style="list-style-type: none"> <li>a. Write the first and last name of the people or groups you call most.</li> <li>b. Find an area with good coverage and no interruptions.</li> <li>c. Push the call button and say, "Learn a name."</li> <li>d. Follow the prompts for each name on your list.</li> </ol> <p>B. For commands,</p> <ol style="list-style-type: none"> <li>a. Find an area with good coverage and no interruptions.</li> <li>b. Push the call button and say, "Learn a command."</li> <li>c. Follow the prompts for each command.</li> </ol>
7	<p>To place a call using vocera:</p> <p>A. Tap and release the button on the front of the vocera badge.</p> <p>B. Use the following commands:</p> <ol style="list-style-type: none"> <li>a. To call another vocera user, "Call _____." State the first and last name of the user <i>or</i> the first name in department. For example, you can say one of the following:             <ol style="list-style-type: none"> <li>i. "Call Jane Doe."</li> <li>ii. "Call Jane in Lab."</li> </ol> </li> <li>b. To call a group, "Call _____." State the group name, staff assignment, room number, or role. For example, "Call Labor and Delivery Charge Nurse."</li> <li>c. To dial a hospital extension, "Dial extension ####."</li> <li>d. To dial an outside number, "Dial an outside number" then follow the vocera prompts.</li> <li>e. To call someone urgently, "Urgent call _____." State the person or group name.</li> </ol>
8	<p>To access vocera by telephone, dial the following numbers:</p> <ol style="list-style-type: none"> <li>A. SGMC 240-826-6611 or dial x6611</li> <li>B. WAH 301-891-6600 or dial x6600</li> <li>C. Rehab Rockville 240-864-6398 or dial x6398</li> </ol>
9	<p>To initiate a broadcast message, say, "Broadcast to _____" and state the group name or "Urgently broadcast to _____" and state the group name.</p>

Document:SGAH.L08[6] Status:INWORKS,Effective:1/25/2019, Check Version Before Use

Form revised 3/31/09

Step	Action
10	Receiving calls on the vocera: A. The vocera will say, "{caller name} accept call? B. State "yes" or "no" to accept or reject the call. C. Use normal telephone etiquette, "Laboratory this is {name}, may I help you?" D. Be mindful of patient privacy and HIPPA concerns when using the vocera. E. Press the call button to end the call.
11	To transfer a call in progress, A. Press the DND (do not disturb/hold) button and press the call button. B. Say "Transfer to _____" and list a person or group name or "Transfer to extension ####."
12	To record, play, or delete a message: A. To record a message for a user, say "Record a message for _____" and state the first and last name of the user <i>or</i> the users first name in department. B. To record a message for a group, say "Record a message for _____" and state the group name. C. To play a new or old voice message, say one of the following. a. "Play messages." b. "Play new messages from _____" and state the name or group. c. "Play old messages from _____" and state the name or group. D. To delete messages, say one of the following. a. "Delete messages." b. "Delete messages from _____" and state the name or group. c. "Delete old messages" d. "Delete old messages from _____" and state the name or group.
13	To set a voice reminder: A. For yourself, say, "Record a voice reminder." B. For others, say, "Record a voice reminder for _____" and state the first and last names of the users. This is limited to 3 people. C. You can set the frequency and duration of reminders as follows: a. Specific time. For example, "at 4pm today." b. Relative time. For example, "15 minutes from now." c. Recurring time. For example, "every 30 minutes for the next 2 hours."

Document:SGAH.L08[6] Status:INWORKS,Effective:1/25/2019, Check Version Before Use

Form revised 3/3/00



**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 zeroes dropped due to new EDCS in use as of 10/7/13.	L Loffredo R SanLuis	R SanLuis
5	12/21/18	Header: added WAH, update owner Section 5: Major changes to format. Updated all info based on new vocera system. Added break/lunch requirements. Section 9: Added badge overview and WAH list; updated SGMC list.	S Codina	R SanLuis

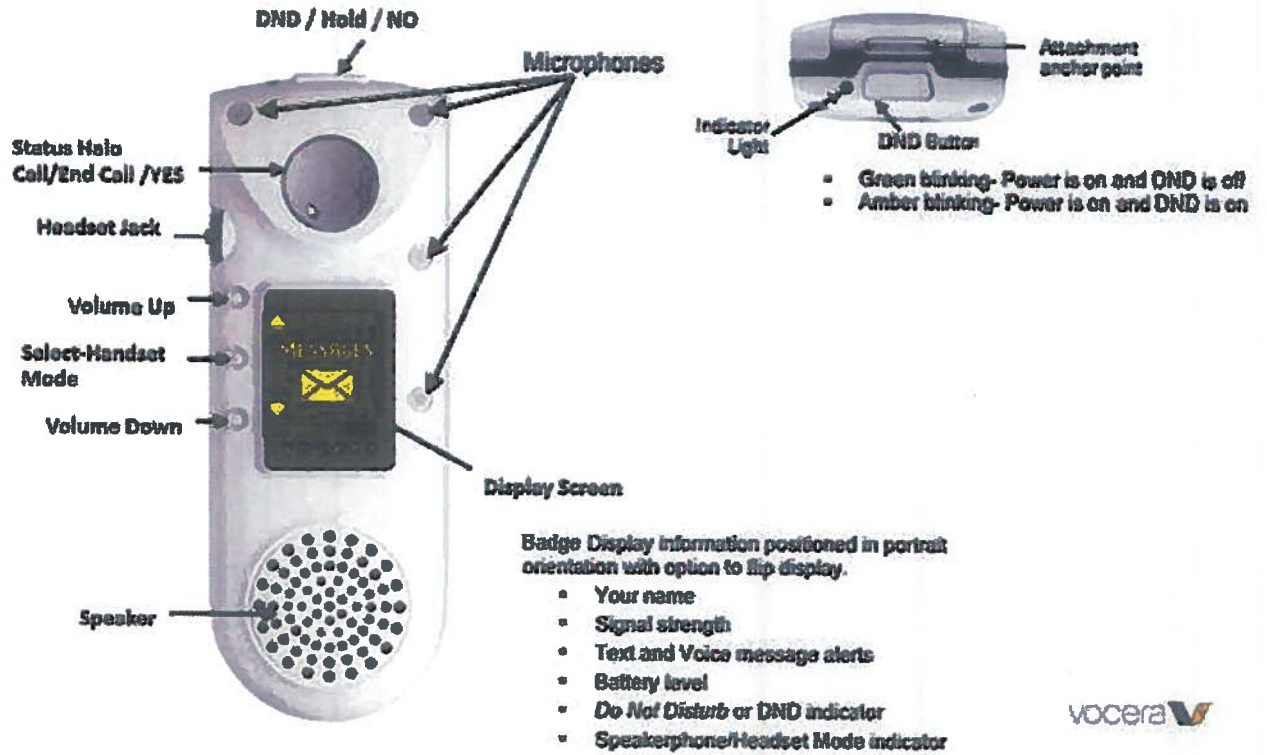
**9. ADDENDA AND APPENDICES**  
 Appendix A: Vocera badge overview  
 Appendix B: SGMC vocera listing for lab  
 Appendix C: WAH vocera listing for lab

Document: SGAH.L08[6] Status: INWORKS, Effective: 1/25/2019, Check Version Before Use

Form revised 3/31/00



## Appendix A Vocera Badge Overview



Document:SGAH.L08[6] Status:INWORKS,Effective:1/25/2019, Check Version Before Use

Form revised 3/31/00

**Appendix B  
 SGMV Vocera Listing for Lab**

**The following locations are positional:**

Person Responsible	Vocera Name
Lab Group Lead or Core Lab Tech In Charge	Lab Charge
Phlebotomy Group Lead or Rep In Charge	Phlebotomy Lead *Note: The phlebotomy lead will also log into their assigned floors as outlined below.
Field Ops Supervisor	Phlebotomy Supervisor
Outpatient Lab Staff	Outpatient Lab
Processing Staff	Processor 1 Lab Processor 2 Lab

**AM run phlebotomy assignments:**

Staff member 1	PCU Lab (2D), Pre Op Lab
Staff member 2	PCU Lab (2D)
Staff member 3	2 Alpha Lab, PACU Lab
Staff member 4	2 Bravo Lab, Obs Lab (2C)
Staff member 5	4 Alpha Lab, ED Lab, Peds ED Lab
Staff member 6	4 Bravo Lab
Staff member 7	4 Charlie Lab
Staff member 8	4 Delta Lab
Staff member 9	ICU Lab, NICU Lab, Labor and Delivery Lab, Mother Baby Lab, 3 Delta Lab

**Dayshift phlebotomy assignments:**

Staff members 1 and 2	2 Alpha Lab, 2 Bravo Lab, Obs Lab (2C), PCU Lab (2D), ED Lab, Peds ED Lab
Staff members 3 and 4	4 Alpha Lab, 4 Bravo Lab, 4 Charlie Lab, 4 Delta Lab
Staff member 5	ICU Lab, NICU Lab, Labor and Delivery Lab, Mother Baby Lab, 3 Delta Lab, PACU Lab, Pre Op Lab

**Evening shift phlebotomy assignments:**

Staff member 1	2 Alpha Lab, 2 Bravo Lab, Obs Lab (2C), PCU Lab (2D), ED Lab, Peds ED Lab
Staff member 2	4 Alpha Lab, 4 Bravo Lab, 4 Charlie Lab, 4 Delta Lab
Staff member 3	ICU Lab, NICU Lab, Labor and Delivery Lab, Mother Baby Lab, 3 Delta Lab, PACU Lab, Pre Op Lab

**Night shift phlebotomy assignments:**

Staff member 1	2 Alpha Lab, 2 Bravo Lab, Obs Lab (2C), PCU Lab (2D), ED Lab, Peds ED Lab, PACU Lab, Pre Op Lab
Staff member 2	4 Alpha Lab, 4 Bravo Lab, 4 Charlie Lab, 4 Delta Lab, ICU Lab, NICU Lab, Labor and Delivery Lab, Mother Baby Lab, 3 Delta Lab

**\*Note: The group lead and/or representative in charge will make changes as needed**

Document: SGAH.L08[6] Status: INWORKS, Effective: 1/25/2019, Check Version Before Use

Form revised 3/31/00

**Appendix C**  
**WAH Vocera Listing for Lab**

**The following locations are positional:**

Person Responsible	Vocera Name
Lab Group Lead or Core Lab Tech In Charge	Lab Tech
Field Ops Supervisor	Lab Supervisor
Field Ops Rep In Charge	Phlebotomy Supervisor
Outpatient Lab Staff	Outpatient Lab
Phlebotomy Group Lead or Rep In Charge	Phlebotomy Lead *Note: The phlebotomy lead will also log into their assigned floors as outlined below.

**AM run phlebotomy assignments:**

Staff member 1	1500 phlebotomist, 4300 phlebotomist, 3800 phlebotomist, 2100 phlebotomist, transcare phlebotomist, L & D phlebotomist
Staff member 2	PACU phlebotomist, radiology phlebotomist, short stay phlebotomist, wound care phlebotomist, 3100 phlebotomist
Staff member 3	2200 phlebotomist, 3200 phlebotomist
Staff member 4	2500 phlebotomist, 4200 phlebotomist, 5100 phlebotomist
Staff member 5	4100 phlebotomist, 5200 phlebotomist

**Dayshift phlebotomy assignments:**

Staff member 1	1500 phlebotomist, 2500 phlebotomist, L & D phlebotomist, 3100 phlebotomist, 3800 phlebotomist
Staff member 2	2100 phlebotomist, 2200 phlebotomist, 3200 phlebotomist, 5200 phlebotomist, PACU phlebotomist, radiology phlebotomist, short stay phlebotomist, wound care phlebotomist
Staff member 3	4100 phlebotomist, 4200 phlebotomist, 4300 phlebotomist, 5100 phlebotomist, transcare phlebotomist

**Evening shift phlebotomy assignments:**

Staff member 1	1500 phlebotomist, 2500 phlebotomist, L & D phlebotomist, 3100 phlebotomist, 3800 phlebotomist, 4300 phlebotomist, 5100 phlebotomist, transcare phlebotomist, radiology phlebotomist
Staff member 2	2100 phlebotomist, 2200 phlebotomist, 3200 phlebotomist, 4100 phlebotomist, 4200 phlebotomist, 5200 phlebotomist, PACU phlebotomist, short stay phlebotomist, wound care phlebotomist

**Night shift phlebotomy assignments:**

Staff member 1	1500 phlebotomist, 2100 phlebotomist, 2200 phlebotomist, 2500 phlebotomist, L & D phlebotomist, 3100 phlebotomist, 3200 phlebotomist, 3800 phlebotomist, 4100 phlebotomist, 4200 phlebotomist, 4300 phlebotomist, 5100 phlebotomist, 5200 phlebotomist, PACU phlebotomist, short stay phlebotomist, transcare phlebotomist, radiology phlebotomist, wound care phlebotomist
----------------	---

**\*Note: The group lead and/or representative in charge will make changes as needed**

Document: SGAH.L08[6] Status: INWORKS, Effective: 1/25/2019, Check Version Before Use

Form revised 3/31/00