

## TRAINING UPDATE

**Lab Location:** WOMC/SGMC      **Date Implemented:** 3/21/23  
**Department:** Phlebotomy      **Due Date:** 3/30/23

### DESCRIPTION OF PROCEDURE REVISION

#### **Name of procedure:**

Vocera Communication

#### **Description of change(s):**

Phlebotomy staff should NOT answer the Vocera when in a patient room.

- Patient identification and specimen labeling is a critical process that should not be interrupted.
- We want to avoid the potential for broadcasting PHI when in a patient room.

When the Vocera asks if you can take a call, simply say "no." Nursing staff are being educated to leave a message. Please ensure you listen to the messages when you leave the patient room.

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>		

Retired or Not Yet Effective

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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**

<b>Step</b>	<b>Action</b>
1	<p>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.</p> <ul style="list-style-type: none"> <li>A. Obtain a vocera badge.</li> <li>B. Replace the battery with a fully-charged battery.               <ul style="list-style-type: none"> <li>a. Push the latch and lift the battery up.</li> <li>b. Match the prongs and gently push the new battery into the vocera until it clicks.</li> </ul> </li> </ul>
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>

Step	Action
4	<p>Log in to the vocera system.</p> <ol 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:               <ol 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> </ol> </li> </ol>
5	<p>Log out of the vocera system.</p> <ol 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> </ol>
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> <ol style="list-style-type: none"> <li>A. For names,       <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> </li> <li>B. For commands,       <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> </li> </ol>
7	<p>To place a call using vocera:</p> <ol style="list-style-type: none"> <li>A. Tap and release the button on the front of the vocera badge.</li> <li>B. Use the following commands:       <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> </li> </ol>

Step	Action
8	To access vocera by telephone, dial the following numbers: A. SGMC 240-826-6611 or dial x6611 B. WOMC 240-637-6600 or dial x6600 C. Rehab Rockville 240-864-6398 or dial x6398
9	To initiate a broadcast message, say, "Broadcast to _____" and state the group name or "Urgently broadcast to _____" and state the group name.
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. Phlebotomy staff should not accept vocera calls when with a patient. 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:

Step	Action
	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."

**6. RELATED DOCUMENTS**

N/A

**7. REFERENCES**

None

**8. REVISION HISTORY**

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP 1047.002		
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
6	7/31/19	Header: Changed WAH to WOMC Section 5: Updated to WOMC phone number Section 9: Changed WAH to WOMC, updated list	L Barrett S Codina	R SanLuis
7	8/14/19	App C: Updated name for Processing vocera	L Barrett	R SanLuis

Adventist HealthCare

Site: Shady Grove Medical Center, White Oak Medical Center

Title: Vocera Communication

8	3/20/23	Added statement that phlebotomists should not accept vocera calls when with a patient per RCA.	SCodina	NCacciabeve
8	3/20/23	Changed SOP prefix to AHC	D Collier	NCacciabeve

**9. ADDENDA AND APPENDICES**

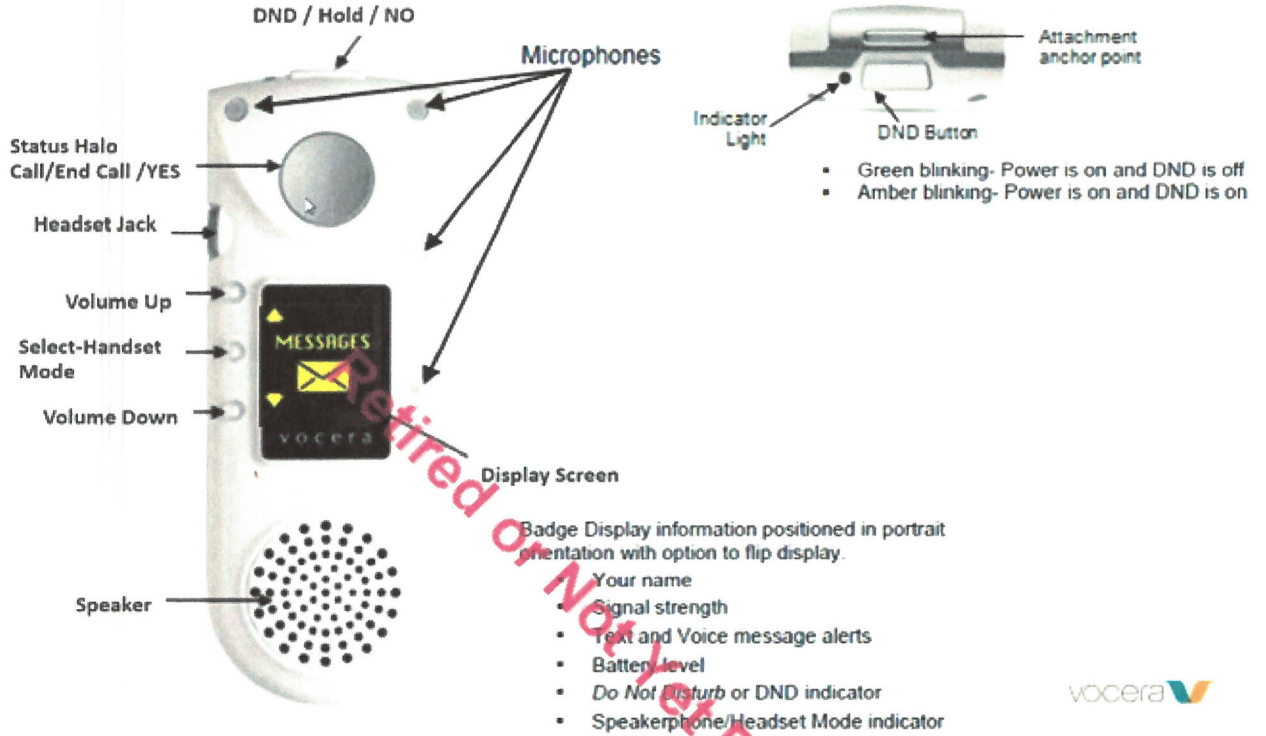
Appendix A: Vocera badge overview

Appendix B: SGMC vocera listing for lab

Appendix C: WOMC vocera listing for lab

**Retired or Not Yet Effective**

## Appendix A Vocera Badge Overview





**Appendix B****SGMC 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**

**Appendix C****WOMC Vocera Listing for Lab****The following locations are positional:**

Person Responsible	Vocera Name
Lab Group Lead or Core Lab Tech In Charge	Lab Charge
Core Lab Supervisor	Lab Supervisor
Field Ops Supervisor	Phlebotomy Supervisor
Field Ops Rep In Charge	Phlebotomy Supervisor
Station 1 Processor	Lab Processing

**AM run phlebotomy assignments:**

Staff member 1	ICU Lab
Staff member 2	3 North Telemetry Lab
Staff member 3	5 North Lab
Staff member 4	6 North Lab, L&D Lab, Mother Baby Lab, SCN (Special Care Nursery) Lab
Staff member 5	7 North IMCU Lab, 7 North Observation Lab

**Dayshift phlebotomy assignments:**

Staff member 1	ICU Lab, L&D Lab, Mother Baby Lab, SCN (Special Care Nursery) Lab
Staff member 2	3 North Telemetry Lab, 6 North Lab, PACU (Pack You) Lab, Radiology Lab, Short Stay Lab, Wound Care Lab
Staff member 3	5 North Lab, 7 North IMCU Lab, 7 North Observation Lab, Transcare Lab

**Evening shift phlebotomy assignments:**

Staff member 1	ICU Lab, 3N Telemetry Lab, L&D Lab, Mother Baby Lab, 7 North Observation Lab, SCN (Special Care Nursery) Lab, Transcare Lab, Radiology Lab
Staff member 2	5 North Lab, 6 North Lab, 7 North IMCU Lab, PACU Lab, Short Stay Lab, Wound Care Lab, ED Lab

**Night shift phlebotomy assignments:**

Staff member 1	ICU Lab, 3N Telemetry Lab, L&D Lab, Mother Baby Lab, 7 North Observation Lab, SCN (Special Care Nursery) Lab, Transcare Lab, Radiology Lab, 5 North Lab, 6 North Lab, 7 North IMCU Lab, PACU Lab, Short Stay Lab, Wound Care Lab, ED Lab
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