 Franciscan Health System St. Anthony Hospital Gig Harbor, WA St. Clare Hospital Lakewood, WA St. Elizabeth Hospital Enumclaw, WA St. Francis Hospital Federal Way, WA St. Joseph Medical Center Tacoma, WA	WORK INSTRUCTION	DOCUMENT NUMBER R-W-EQ0121-01
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VOCERA		

PURPOSE

To provide instruction on the use of the Vocera badge, a two-way communication device which can be worn on a lanyard, pocket clip, or universal clip attachment. This device is designed to facilitate communication between hospital departments. In the Laboratory, it will be used primarily to communicate with the Emergency or Surgical departments when crucial information must be quickly transmitted and acted upon.


BACKGROUND

The Vocera Communications System enables instant, hands-free wireless voice communication that users control with naturally spoken commands. Using voice prompts, Vocera instantly connects users to the people they need, thereby reducing phone tag, paging, overhead paging, or the need to physically search for a person. The system consists of two key components: the system software that controls and manages call activity, and the communications badge that operates over a wireless LAN.

The communication badge itself weighs less than 2 oz and contains a speaker, microphone, wireless radio, and a high-contrast OLED display that shows caller ID, text messages, and alerts. It requires a specific rechargeable lithium ion battery and is encased in a plastic sleeve which provides an additional level of safety for the badge against day-to-day damage caused by accidental banging or dropping of the badge. Antimicrobial technology is incorporated into the plastic, which helps to inhibit the growth of bacteria, fungi and mold on the badge and protective sleeve.

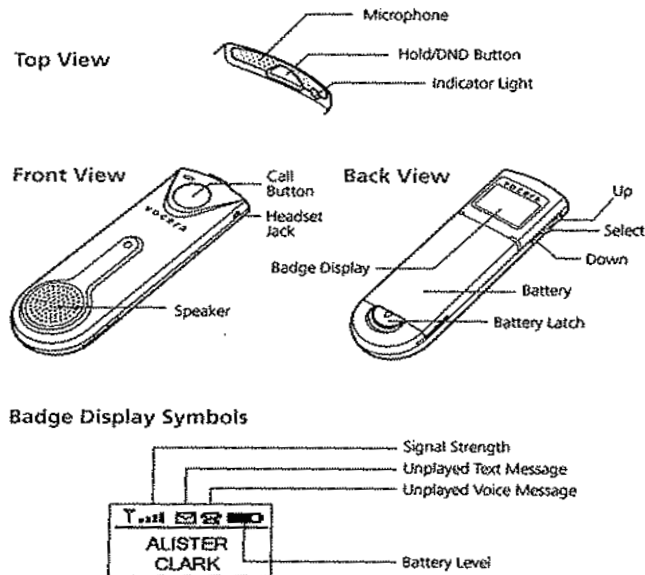
SUPPLIES / EQUIPMENT

- Vocera communication badge
- Vocera single-bay battery charger
- Vocera custom lithium ion batteries
- Vocera lanyard

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STEPS


1. Badge Schematics



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2. Wearing the badge

- Attach the badge to a lanyard, pocket clip, or universal clip attachment in order to support the badge weight. If using the supplied Vocera lanyard, clip it to the badge prior to inserting the battery.
- **Important:** For optimal speech recognition, the microphone on the top of the badge should be between 6-8 inches from your mouth. Adjust lanyard as necessary.
- The badge will be encased in the protective sleeve which hides some of the features shown in the schematic. It is easy to access the call button (under the round textured spot above the word "Vocera" on the front of the unit) and the Hold/DND button (under the triangular textured spot on the top of the unit) by pressing on the protective sleeve.


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
3. Turning the badge on and off
 - To turn the badge on: Press the Call button. The lighted display will read “Vocera”, and then it will begin its start-up sequence. Wait until the words “Logged out” or someone’s name appears before attempting to log-in.
 - To turn the badge off: Press and hold the Hold/DND button for at least 5 seconds

4. Logging In/Out
 - To log in: Press the Call button, and wait for the Genie to answer
 - If the Genie asks for your name: Say your first and last name. Vocera will then repeat your name and say that you are logged in. The visual display on the reverse side of the badge will now show your name.
 - If the Genie answers by saying “Vocera” or by playing a tone: Say “Log me in as <your first and last name>”. Example: “Log me in as John Smith.”
 - If the badge visual display shows someone else’s name: Say “Log me out”, wait for the chime, then press the Call Button again to log in.
 - To log out: Press the Call button, wait for the Genie to answer, and then say “Log me out.”

5. Recording your name
 - This is necessary only when Vocera does not recognize your name when you speak it. This can be due to a name that is not pronounced the way it is phonetically spelled, or can be the result of a regional voice accent.
 - First spell your name out so that Vocera can log you in.
 - To record your name: Press the Call button, wait for the Genie to answer, and then say: “Record my name”.
 - From this point on, Vocera will be able to recognize your name when you speak it and will log you in immediately.

6. Adjusting the Volume
 - You can adjust the sound level for a headset or managed lanyard and the sound level for the badge speaker independently. There are two procedures for adjusting the volume: one for when the badge is idle, and one for when you are on a call.
 - To adjust the volume when the badge is idle:
 - Turn the badge over, so you can see the display.
 - Press the Up button until you see the Volume icon.
 - Press the Select button to choose the Volume feature.
 - The display prompts you to select either the badge speaker volume or the headset volume.

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- If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the volume for the specified device. For example, if you choose **SPEAKER**, the badge displays the following icon:
 - VOLUME

- Do either of the following:
 - Press the Up button as many times as necessary to increase the volume to the level you prefer.
 - Press the Down button to decrease the volume. The display changes accordingly.
- Press the Select button to set the new level and return to the main screen.
- To adjust the volume when you are on a call:
 - Do either of the following:
 - Press the Up button as many times as necessary to increase the volume to the level you prefer.
 - Press the Down button to decrease the volume.
 - The change affects only the listening device in use at the time. That is, if you are using a headset and you adjust the volume during a call, you change the volume for the headset only. If a headset is not plugged in, you change the volume for the badge speaker only.

7. Basic Calling


- To start a call: Press the Call button, wait for the Genie to answer, and then say (choose one):
 - “Call <person’s first and last names>.”
 - “Call <person’s first name> in <department name>.”
 - “Call <group name>”. (Calls one group member)
- To receive a call: Genie will ask the question, “Will you receive a call from <person’s name>?” You do not have to press anything—just say “Yes”. There are no buttons to push during the conversations. Both people can talk freely.” *Note:* the name of the person you are speaking with will be shown in the visual display on the reverse side of the unit.
- To end a call: Press the Call button

8. Sending and playing messages

- To send a message: Press the Call button, wait for the Genie to answer, and then say:
 - “Record a message for <person’s first and last names>.”
 - “Record a message for <group members>.” (Sends to all members)
 - Voice messages have a maximum length of one minute

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- To play your messages: Press the Call button, wait for the Genie to answer, and then say:
 - “Play messages” (to play new voice messages).
 - “Play text messages” (to play new text messages)
 - “Play old messages” or “Play old text messages”.
 - During the message play, you can press the Call button and say:
 - “Save” (to save the current message)
 - “Delete” (to erase the current message)
 - “Date” (to hear the date/time of the current message)
 - “Repeat” (to repeat the current message).
9. Hold and Do Not Disturb
- To hold a call in progress: Press the Hold/DND button on the top of the badge
 - To release the hold: Press the Hold/DND button again
 - For “Do Not Disturb” mode: Press the Hold/DND button when no call is in progress. Press it again to release “Do Not Disturb”.
 - While in the Hold or Do Not Disturb mode, a small yellow indicator on the Hold/DND button will blink.
 - Note: While you are in “Do Not Disturb” mode, if someone tries to call you, the caller will be notified that you are not available and invited to leave a voice message. The caller will be aware that you are on duty and logged on.
10. Call Waiting
- If you hear the Call Waiting tone while you are on a call, it means another party is trying to call you.
 - To take the call: Press the Call button. The first call is put on hold and the second call is connected. To end the second call and return to the original call, press the Call button again.
 - To refuse the call: Press the Hold/DND button. The second call will be treated as an unanswered call.
11. Headset Jack (optional)
- The headset jack accepts an earphone/microphone-style headset for times when you want more privacy or when you are working in a noisy environment.
 - When you attach a headset, the badge's microphone operation is suppressed. The speaker is also suppressed unless you turn on the Announce through Speaker property. For more information, refer to the Vocera User Guide.

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12. Charging the battery.
- Batteries may *only* be charged in a Vocera battery charger
 - The single-bay charger allows the badge to be used while it is in the charger, if desired
 - New batteries must be charged before use. It takes approximately 90 minutes to fully charge a battery.
 - Once the badge is in use, there are several easy ways to check whether you need to recharge the battery:
 - The green indicator light on the top of the badge turns red and blinks rapidly
 - The battery-level indicator on the badge display shows empty: black is fully charged, white is empty.
 - An alert tone or message plays at regular intervals
 - Preparing the charger
 - Insert the single-pronged plug into the outlet in the charger, and plug the two-pronged power plug into a 110V AC outlet
 - The indicator light on the top of the charger will display the condition of the battery

Indicator	Meaning
Light off	There is no battery or badge in the charger, or the battery is not seated properly
Blinking green	The battery is charging
Steady green	The battery is fully charged
Red	The battery is unable to charge, or there is a problem with the charger. If the charger works when you try to charge a different battery, discard the original battery and charge a new one.

- Charging the Battery without the badge
 - Slide the battery latch toward the bottom of the badge and remove the battery with your other hand
 - Insert the battery into the charger, making sure the battery label points toward the middle of the charger slot. The green indicator light on the top of the charger will begin to blink when the battery is positioned correctly. When the indicator glows steadily, the battery is fully charged.
 - Remove the battery from the charger
 - Slide the holes in the top of the battery over the small pegs in the badge's battery compartment.
 - Press down gently to seat the battery in the badge.

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- Charging the battery with the badge
 - The entire badge may be inserted into the charger, enabling you to charge the battery without removing it.
 - This configuration also allows the badge to be used while it is charging

LIMITATIONS

1. The battery life prior to requiring recharging is limited to:
 - 2.5 hours of talk time;
 - 27 hours of standby time
2. Depending on usage, the battery may need to be recharged once per shift.
3. If Vocera says or displays that it cannot find an access port or is searching for a server, move to another location. If the problem continues, please contact Danielle Beck, the system administrator, at 253-428-8497 or in-net 152-8497.
4. Should there be a lot of background noise, Vocera may not be able to understand you. If this happens, press the Hold/DND button to cancel the call, move to a quieter location and try the call again.
5. When calling someone, you must say the person's name precisely as it is input into the system. For instance, if the person's name is stored as "John Smith", Vocera will not recognize a request for "Jack Smith". Contact the System Administrator if this problem occurs so that corrections can be made.

REFERENCE

Vocera Quick Reference Guide, 2005, Vocera Communications, Inc., Cupertino, CA

Vocera User Guide, Version 4.0, 2006, Vocera Communications, Inc., Cupertino, CA