



Emergency Department Nurse Call Alarm and Alert Escalation Pathway

High Priority	 This icon appears to the left of the text message. 2 “kerplunk” is heard. The Vocera Genie announces what the message is and the response options
Urgent Priority	 This icon appears to the left of the text message. 2 “kerplunks” are heard The Vocera Genie announces, “Urgent Message”, then what the message is and the response options
Do Not Disturb (DND)	<ul style="list-style-type: none"> High Priority messages are blocked when in DND Urgent messages will break through DND
Responses	<ul style="list-style-type: none"> Accept – stops escalation Decline – immediately escalates alarm or alert to the next recipient in the pathway

Common Alert Name	Alert/Alarm as it appears on the Vocera Smartbadge	Time to 1st Recipient (after alert triggers)	1st Recipient	Time to 2nd Recipient	2nd Recipient	Time to 3rd Recipient	3 rd Recipient	Priority	Response Options
ED 2 Bathroom Pull Cord	Bathroom Assistance Room ED 2	Immediate	ED 2 Tech	45 sec	ED 2 Nurse	None	None	High	Accept, Decline
Code Blue	Code Blue Room XXX	Immediate	All ED Staff	None	None	None	None	Urgent	One Way Message, No Response Options
Psych Room Bathroom	Bathroom Assist Psych	Immediate	All ED Tech	30 sec	All ED Teams	None	None	High	One Way Message, No Response Options
Free Standing Bathroom (8.9.10)	Bathroom Assistance By Room 10	Immediate	All ED Tech	30 sec	All ED Teams	None	None	High	One Way Message, No Response Options

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Free Standing Bathroom (12)	Bathroom Assistance By Room 12	Immediate	All ED Tech	30 sec	All ED Teams	None	None	High	One Way Message, No Response Options
Staff Assist ED 2	Staff Assist Room XXX	Immediate	ED 2 Nurse, ED 2 Tech and ED AND	None	None	None	None	Urgent	One Way Message, No Response Options
Staff Assist ED	Staff Assist Room XXX	Immediate	All ED Teams, All ED Tech	None	None	None	None	Urgent	One Way Message, No Response Options

Vocera Smartbadge Incoming Alerts and Alarms

After the notification tone, Alerts and Alarms will appear on the Home Screen of your Smartbadge.

There are two priority levels:

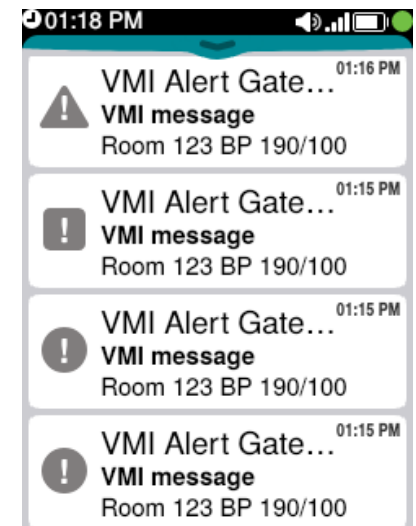
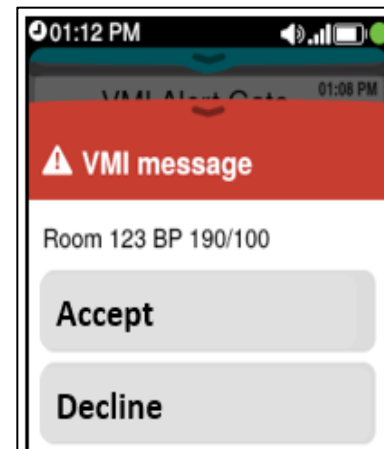
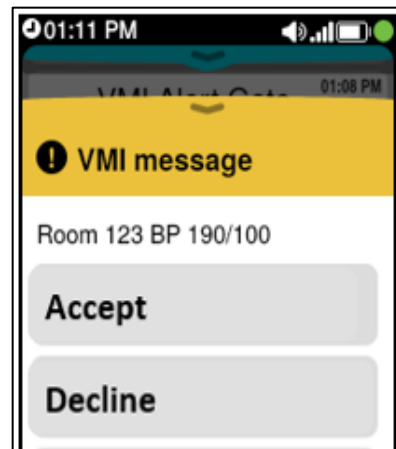
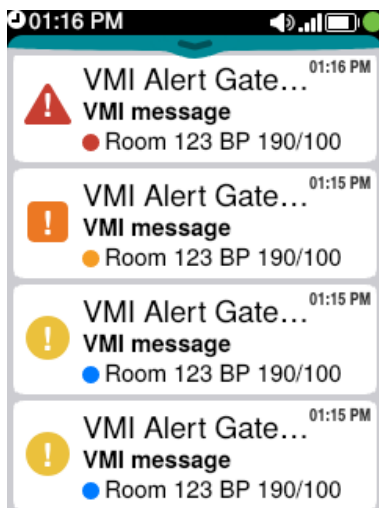


- A dot appears along with the priority icon to indicate that the alert has not been read (see below)
- Once an incoming alert or alarm has been viewed, the notification icon turns grey and the dot disappears (see below)
- Previously viewed notifications will remain on the Home Screen until they expire. This is usually defaulted to 10 minutes but check with your system administrator to verify notification expiration for your facility.

Responding to Notifications on the Smartbadge Screen

- Wake up the screen by depressing the volume button.
- On the Home Screen, tap on the unread alert or alarm to view.
- Select from one of the options on the screen to accept the alert or alarm, or to decline the alert or alarm, which will escalate it to the next recipient.

Note: Responding “Accept” does not cancel the alarm it only stops the alarm or alert from escalating to the next recipient in the pathway.



Responding to Notifications Verbally or with the Smartbadge DND and Call buttons

For incoming alerts and alarms that are enunciated out loud by the Genie you can respond in the following ways:

- You can *verbally* accept or decline notifications that are enunciated by saying “accept” or “decline”.
- The DND button can be used to *decline* an incoming alert or alarm.
- The Call button can be used to *accept* an incoming alert or alarm.