

Vocera for Non-Badge Users



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Calling a Vocera Badge User from a Telephone OUTSIDE of the Hospital

(Ex: Staff members who are off site and need to speak with a staff member who is on site such as a nurse calling his/her Charge Nurse or an EVS staff member calling his/her supervisor etc.)

TO CALL A VOCERA BADGE USER:

From Outside the Hospital



- Dial the Vocera Guest Access number **(502) 629-5335**.
- The Computer Genie will say “Say the full name of the person or group you want to reach or enter an extension”.
- Say the Full Name or Role of the desired person.

Ex: “Janet Smith” *(First and Last Name of the staff member you need to reach)*

Ex: “Janet in ED” *(First Name + IN + Department of the staff member)*

Ex: “ED Charge Nurse” *(Role-based call...Temporary groups must be assigned)*

Ex: “Room 2525 PCT” *(Room-based call...Temporary groups must be assigned)*

- **You will then be connected to the desired Vocera user.**

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Calling a Vocera Badge User from a Telephone **INSIDE** of the Hospital

(Ex: Staff members who are stationed by a desk phone such as Unit Clerks or Pharmacists etc., or staff members who carry mobile work phones such as Department Directors, Security Officers, Phlebotomists, Social Workers, Physicians etc.)

TO CALL A VOCERA BADGE USER:

From Inside the Hospital



- Dial the Vocera Guest Access Extension **9-5335**.
- The Computer Genie will say “Say the full name of the person or group you want to reach or enter an extension”.
- Say the Full Name or Role of the desired person.

Ex: “Janet Smith” *(First and Last Name of the staff member you need to reach)*

Ex: “Janet in ED” *(First Name + IN + Department of the staff member)*

Ex: “ED Charge Nurse” *(Role-based call...Temporary groups must be assigned)*

Ex: “Room 2525 PCT” *(Room-based call...Temporary groups must be assigned)*

- **You will then be connected to the desired Vocera user.**

Transferring a Telephone Call to a Vocera Badge User

(Ex: Unit Clerk Workflow)

When a phone call comes in to your unit and a person requests to speak with a Vocera badge user....



- 1) Press the Transfer button on the desk phone.
- 2) Dial the Vocera Internal Extension **9-5335**.
- 3) The Computer Genie will say: "Say the full name of the person or group you want to reach or enter an extension".
- 4) Say the Full Name or Role of the desired person.

Ex: "Janet Smith" (*First and Last Name of the staff member you need to reach*)
Ex: "Janet in ED" (*First Name + IN + Department of the staff member*)
Ex: "ED Charge Nurse" (*Role-based call...Temporary groups must be assigned*)
Ex: "Room 2525 PCT" (*Room-based call...Temporary groups must be assigned*)
- 5) After you say the name of the person that you would like to reach, wait for the Genie to confirm the name...
- 6) The Computer Genie will say: "Finding Janet Smith" or "Finding ED Charge Nurse".
- 7) Wait for desired person to answer.
- 8) Let them know that you are transferring a call.
- 9) Press Transfer button on the desk phone.
- 10) The incoming caller will be connected to the desired Vocera user.