




General Nurse Call Alarm and Alert Escalation Pathway

Normal Priority	 This icon appears to the left of the text message. 1 “kerplunk” is heard. The Vocera Genie announces what the message is and the response options
High Priority	 This icon appears to the left of the text message. 2 “kerplunks” are 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” and what the message is and the response options
Do Not Disturb (DND)	<ul style="list-style-type: none"> • Normal and 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 • Call Back – Allows the staff member to call back into the room and speak directly to the patient.

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
Normal	Patient Call Room XXX	Immediate	PCA	60 sec	Room Nurse	60 sec	Room Nurse Buddy	Normal	Accept, Decline or Call Back
Code Blue	Code Blue Room XXX	Immediate	All Unit Staff Code Blue Team	None	None	None	None	Urgent	One Way Message, No Response Options
Water Request	Water Request Room XXX	Immediate	PCA	60 sec	Room Nurse	60 sec	Room Nurse Buddy	Normal	Accept, Decline or Call Back





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Bathroom Request	Toilet Request Room XXX	Immediate	PCA	60 sec	Room Nurse	None	None	High	Accept, Decline or Call Back
Pain Med Request	Pain Med Request Room XXX	Immediate	Room Nurse	60 sec	Room Nurse Buddy	None	None	Normal	Accept, Decline or Call Back
Bathroom Pull Cord	Bathroom Assistance Room XXX	Immediate	All Unit Staff	None	None	None	None	Urgent	One Way Message, No Response Options
Shower Emergency	Bathroom Assistance Room XXX	Immediate	All Unit Staff	None	None	None	None	Urgent	One Way Message, No Response Options
Staff Assist	Staff Assist Room XXX	Immediate	All Unit Staff					Normal	One Way Message, No Response Options
Bed Exit Alarm	Bed Alarm Room XXX	Immediate	All Unit Staff	None	None	None	None	Urgent	One Way Message, No Response Options
Chair Exit Alarm	Chair Alarm Room XXX	Immediate	All Unit Staff	None	None	None	None	Urgent	One Way Message, No Response Options
Neo Code	Neo Code Room XXX	Immediate	All Unit Staff, Nursery Nurse, Code Neo Team	None	None	None	None	Urgent	One Way Message, No Response Options

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Monitor Red Alarm	Red Alarm Room XXX	Immediate	Room Nurse	30 sec	Room Nurse Buddy	30 sec	CN	Urgent	Accept or Decline

Vocera Smartbadge Incoming Alerts and Alarms

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

There are three priority levels:

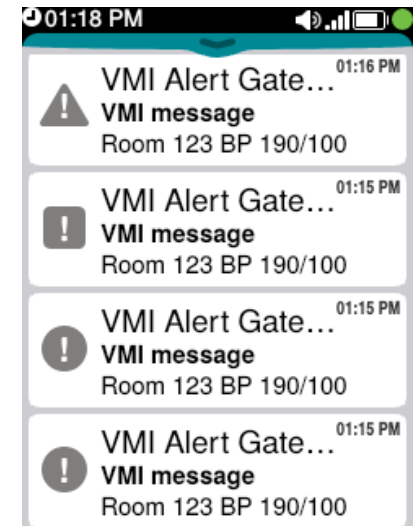
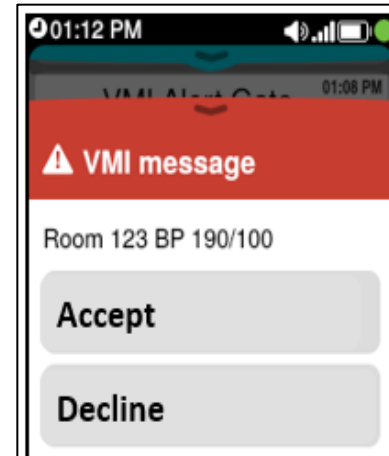
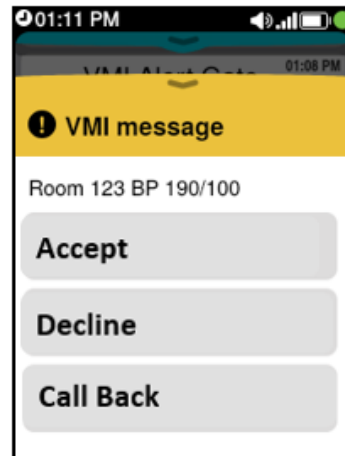
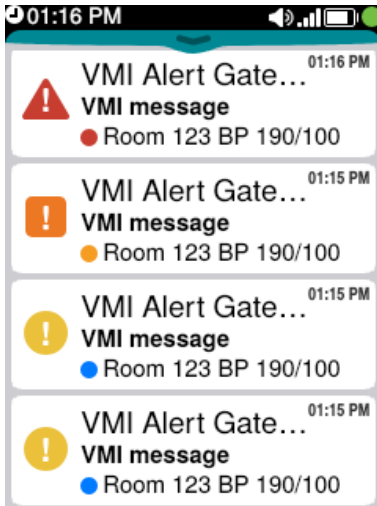
-   Normal
-   High
-   Urgent

- 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, or call back, which will call into the patient room to allow staff member to speak directly to the patient.

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”, “decline” or “Call Back”.
- 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.