



Vocera Edge Communications Web Messenger User Guide

Vocera Edge Communications redefines how caregivers communicate with the first smart, unified, and connected collaboration experience designed with you in mind. A fully integrated mobile solution, Vocera Edge Communications delivers secure messaging, voice, and clinical context to enable true collaboration versus fragmented communications.

This user guide will walk you through the basics of how Vocera Edge Communications helps you facilitate communications so you can spend more time on taking care of patients.

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Vocera Communications, Inc.

www.vocera.com

tel :: +1 408 882 5100

fax :: +1 408 882 5101



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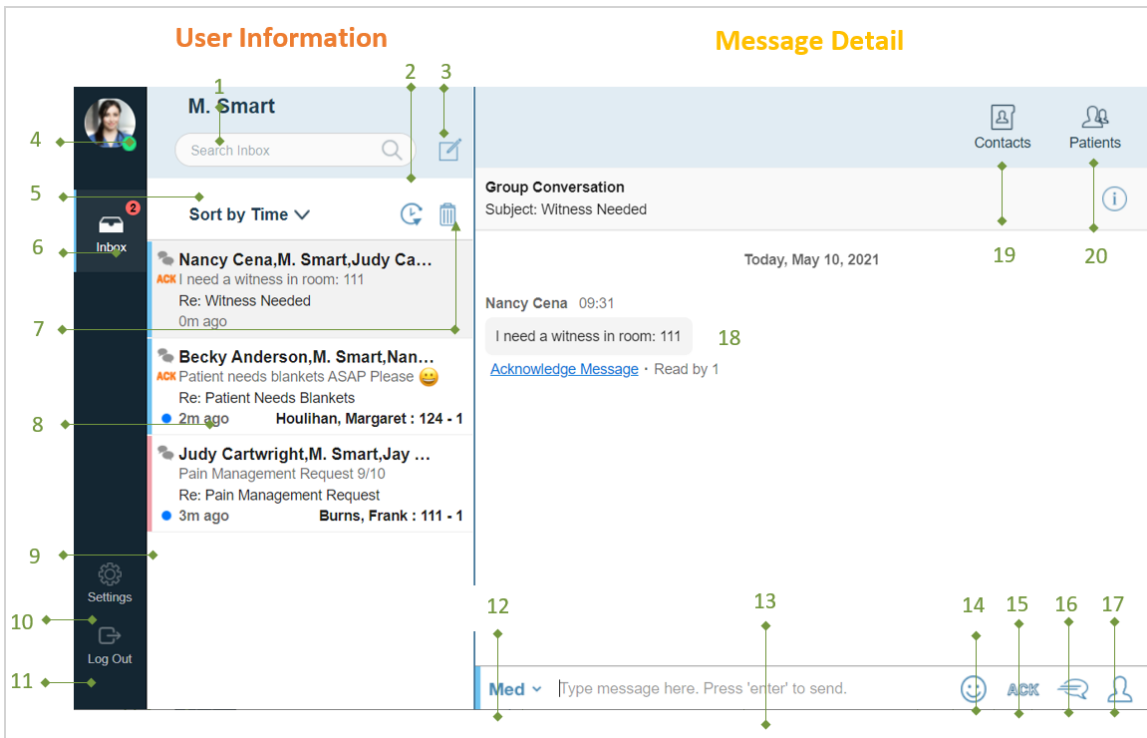


PatientSafe Solutions has been acquired by Vocera Communications, Inc.. In this process, PatientTouch Communications is being renamed Vocera Edge Communications. As part of rebranding, in all related documentation customers will see PatientTouch in some places and Vocera Edge in others. We are in the process of converting all our documentation and appreciate your patience.

Vocera Edge Communications Web Messenger

The Vocera Edge Communications Web Messenger is designed to bridge the communication gap between front line, mobile caregivers and desktop-based care team members.

Use the diagram and descriptions below to learn more about the Web Messenger application.



1. Search: Search messages in your Inbox
2. Sort: If in Time/Priority view, sort from newest to oldest. If in Patient view, sort alphabetically by name, or sequentially by room
3. Compose: Click to compose a new message
4. User Availability: Click to change availability
5. Pivot Views: Click the pivot drop down menu to sort your messages by:
 - Time—Sorts your messages by Time
 - Priority— Sorts your messages by message priority
 - Patient—Sorts your messages by patient name
10. Settings: Click to access contact details, set your preferred contact method, reset your password, access assignments, or set Inbox reminders
11. Logout: Click to log out
12. Priority: Click to select the message priority for a reply: high, medium, or low
13. Reply Text Field: Type a reply to a text message here
14. Emoji Icon: Click to add an emoji to text messages
15. ACK: Click to request acknowledgment of your text message
16. Quick Text: Click to select a pre-defined text message
17. Patient Tagging Icon: Click to tag a patient to a



6. **Inbox:** The Inbox tab displays all of your messages. The badge count indicates unread messages
7. **Trash Can Icon:** Click to delete messages
8. **Message Summary:** Displays a summary of system notification or sent/received text messages. Click on message summary to display the message detail
9. **Unread Icon:** Indicates an unread message in your Inbox
10. **Message:** Displays a single message
11. **Compose:** Click to create a new message
12. **Send:** Click to send a message
13. **Cancel:** Click to cancel a message
14. **Reply:** Click to reply to a message
15. **Reply All:** Click to reply to all participants in a message
16. **Forward:** Click to forward a message
17. **Print:** Click to print a message
18. **Selected Message:** Displays message details
19. **Contacts Browse:** Favorites allows you to create a customized list of "Favorite" contacts. Groups allows you to browse contacts by Role, Unit, or Facility
20. **Patient Browse:** View your assigned patients or browse for patients in a nursing unit

The Web Messenger also allows you to:

- Access your Inbox
- Send, receive, and forward text messages
- Have your text messages acknowledged
- Tag patients to text messages
- View and search for patients
- View, manage, and transfer your assignments
- View, search, and manage your Contacts
- Set your Preferred Contact Method
- Hide contact information
- Browse Facility Numbers
- Access On Call Schedules
- Set your presence and availability

Technical Specifications

The following technical specifications are required for the installation of Web Messenger:

Supported Operating Systems

Windows 10

MAC OS X

Supported Browsers

- Microsoft Edge 81+
- Internet Explorer (IE) 11
- Safari 13.1.1+
- Chrome 83.0+

Logging In

Web Messenger allows you to log into the application using one of the following methods: manually entering your username and password or SAML Integration. Each of these methods are described in this topic and the next.

Manually Enter Your User Name/Password

1. Enter your Vocera Edge username and password.
2. Click **Login** or press **Enter** on your keyboard.



The Web Messenger uses the same login credentials as all other Vocera Edge applications.



The same user can be logged into both the mobile application and Web Messenger at the same time.

Vocera Edge Communications

Vocera Edge Hospital

Username

Password

Login

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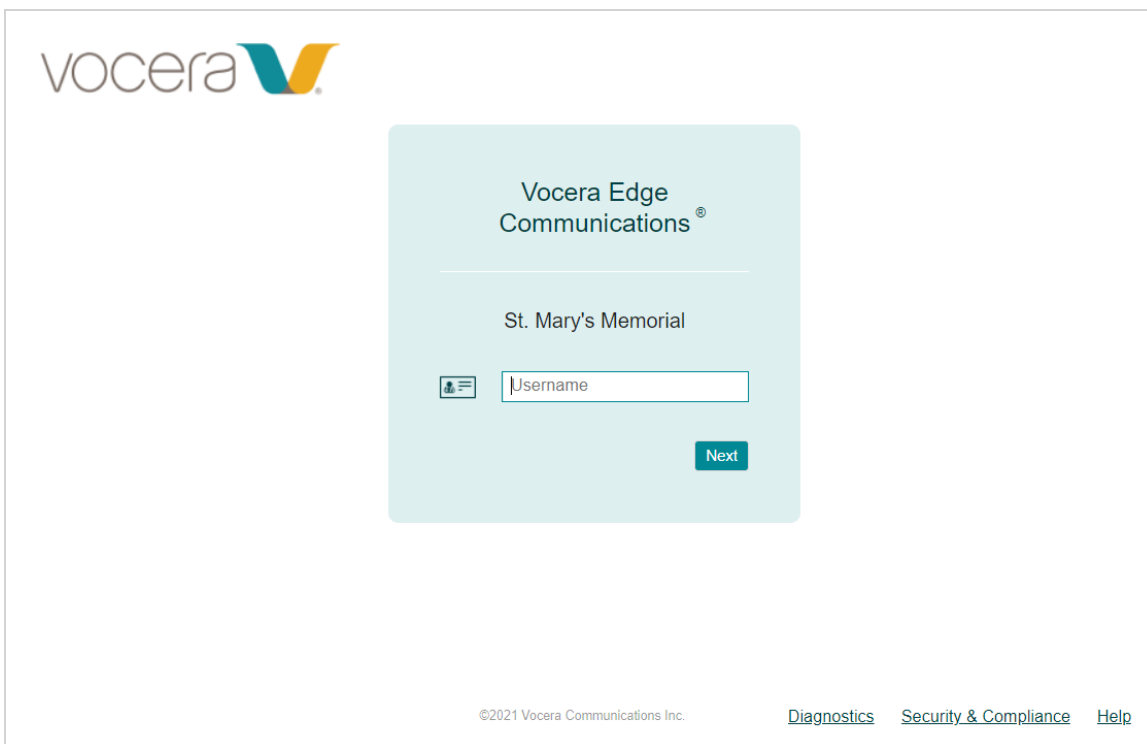
Security Assertion Markup Language (SAML) Integration

SAML Integration is for hospitals that want to use a third party Authentication system to ensure a safer and more secure log in. If your authentication system is configured for Multi Factor Authentication (MFA), Vocera Edge will support that workflow. SAML login may be configured for internal users, external users, or both.

Please follow the instructions below to log in using SAML Integration.

External Users

1. On the Web Messenger login screen, enter your username.
2. Click **Next**.



The screenshot displays the Vocera Edge Communications login interface. At the top left is the Vocera logo. The main content area is a light blue box containing the text "Vocera Edge Communications®" and "St. Mary's Memorial". Below this is a login form with a small icon of a person and a list, followed by a text input field labeled "Username". A blue "Next" button is positioned to the right of the input field. At the bottom of the page, there is a copyright notice "©2021 Vocera Communications Inc." and three links: "Diagnostics", "Security & Compliance", and "Help".

3. You automatically navigate to the hospital's customized MFA/SAML log in screen. Each facility's screen will differ based on the hospital's security policy. Enter your password. Upon logging in, you will automatically navigate to the Web Messenger Inbox.
4. Enter your password or PIN to reauthenticate when in **Security Mode**.


Internal Users

1. On the Web Messenger login screen, enter your user name.
2. Click **Next**.



Vocera Edge Communications[®]

St. Mary's Memorial



[Next](#)

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3. Enter your password. The screen to enter your password will vary, depending on the vendor you use for authorization.
4. The **Inbox** automatically displays with all of your important messages.
5. Enter your password or PIN to reauthenticate when in **Security Mode**.

Changing Your Presence

User Defined Status

Vocera Edge caregivers use presence to let others know when they are available, busy or offline. With User Defined Status, caregivers can optionally include a text status providing more details such as alternative contacts or how long they will be busy.

User Defined Status allows caregivers to:

- Change their presence from Available to Busy
- Optionally, enter a text description up to 50 characters. For example, where they are and an extension to call while they are busy
- Save the information until a designated time in the future

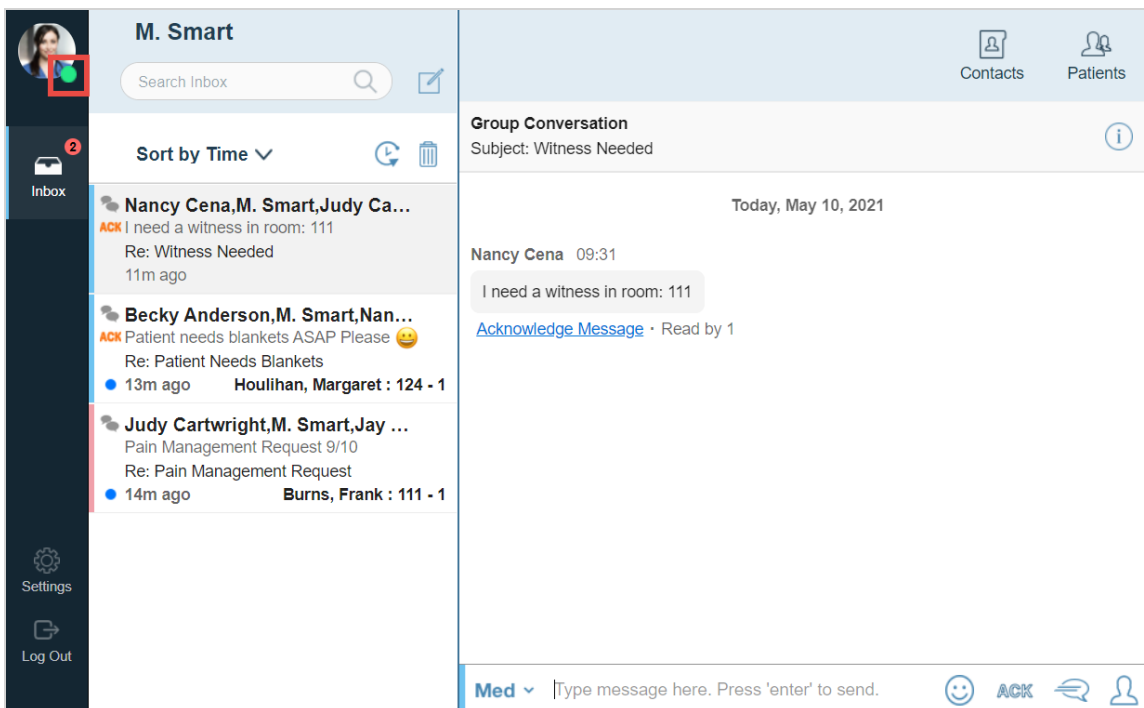
Configuration

- Facilities must have the Enterprise Manager>Settings>Secure Messaging>User Defined Status setting enabled
- If Emoji support is enabled (Enterprise Manager>Settings>Secure Messaging>Emoji Support), user defined statuses can also include emojis

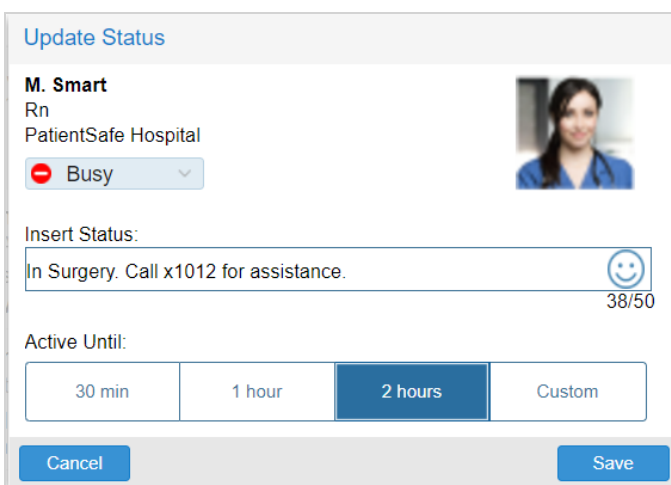
User Experience

In the scenario below, you will see how nurse M. Smart sets her status and changes her presence to reflect her surgery schedule for the day.

1. Click the **Presence** icon.

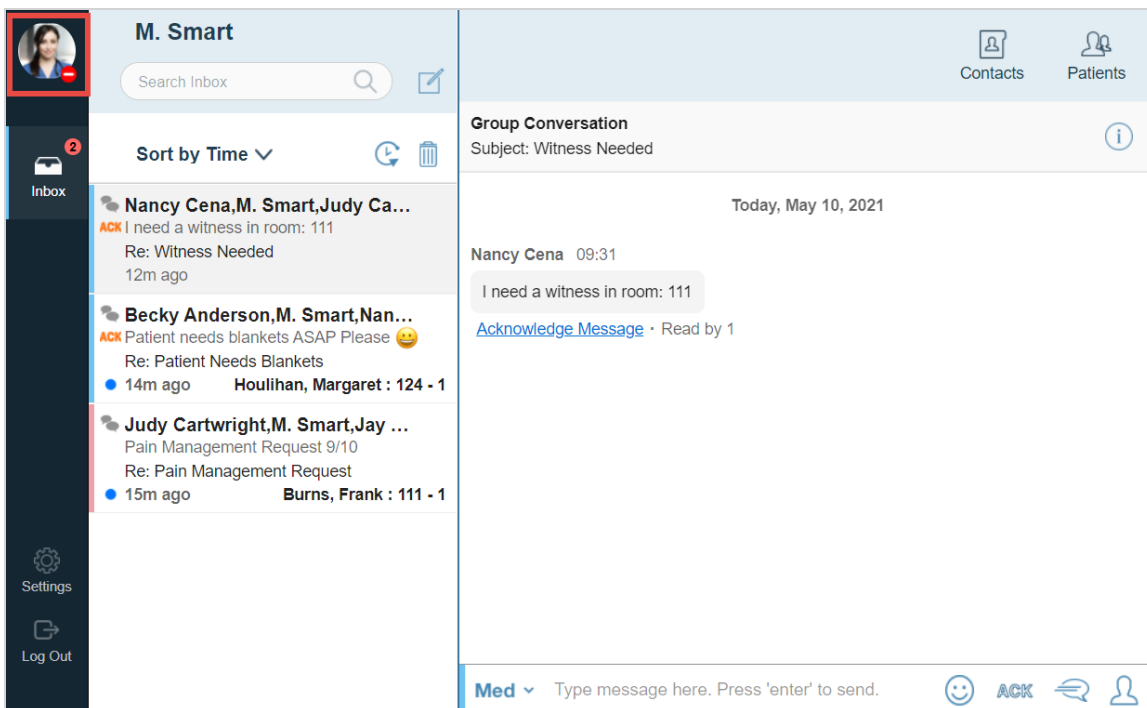


2. Change your presence to **Busy**.
3. Enter an optional status. For example, you may enter a status that reflects your whereabouts along with an alternative contact number to call in your absence. Add an optional emoji using the smiley face icon.
4. Select the duration you will be unavailable in the **Active Until** field.
5. Click **Save**.



The 'Update Status' dialog box shows the user's profile information: 'M. Smart', 'Rn', and 'PatientSafe Hospital'. The presence is set to 'Busy' with a red status icon. There is a photo of the user. The 'Insert Status:' field contains the text 'In Surgery. Call x1012 for assistance.' and a smiley face emoji icon. The character count '38/50' is shown. The 'Active Until:' section has four buttons: '30 min', '1 hour', '2 hours' (which is selected), and 'Custom'. At the bottom are 'Cancel' and 'Save' buttons.

6. The caregiver's presence now displays as **Busy**.



M. Smart

Search Inbox

Sort by Time

Inbox

Nancy Cena, M. Smart, Judy Ca...

ACK I need a witness in room: 111
Re: Witness Needed
12m ago

Becky Anderson, M. Smart, Nan...

ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
14m ago
Houlihan, Margaret : 124 - 1

Judy Cartwright, M. Smart, Jay ...

Pain Management Request 9/10
Re: Pain Management Request
15m ago
Burns, Frank : 111 - 1

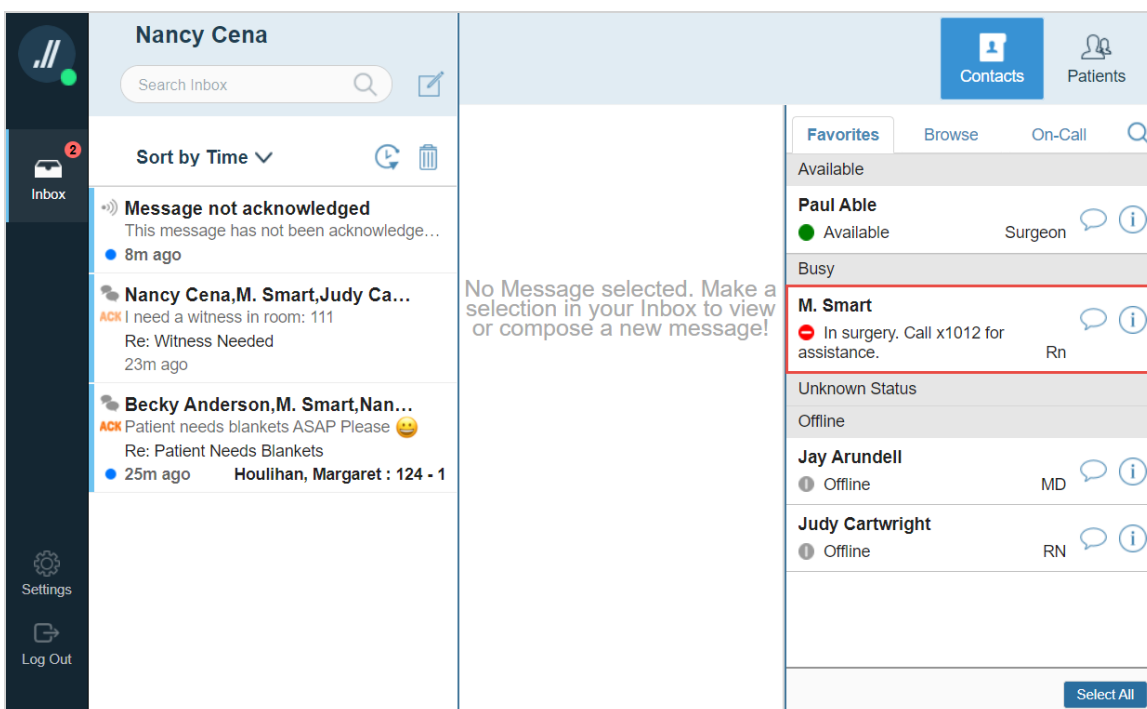
Group Conversation
Subject: Witness Needed

Today, May 10, 2021

Nancy Cena 09:31
I need a witness in room: 111
[Acknowledge Message](#) · Read by 1

Med Type message here. Press 'enter' to send.

7. If another caregiver accesses their favorites, M. Smart's status displays.



Nancy Cena

Search Inbox

Sort by Time

Inbox

Message not acknowledged
This message has not been acknowledge...
8m ago

Nancy Cena, M. Smart, Judy Ca...

ACK I need a witness in room: 111
Re: Witness Needed
23m ago

Becky Anderson, M. Smart, Nan...

ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
25m ago
Houlihan, Margaret : 124 - 1

Contacts **Patients**

Favorites Browse On-Call

Available

Paul Able
Available Surgeon

Busy

M. Smart
In surgery. Call x1012 for assistance. Rn

Unknown Status

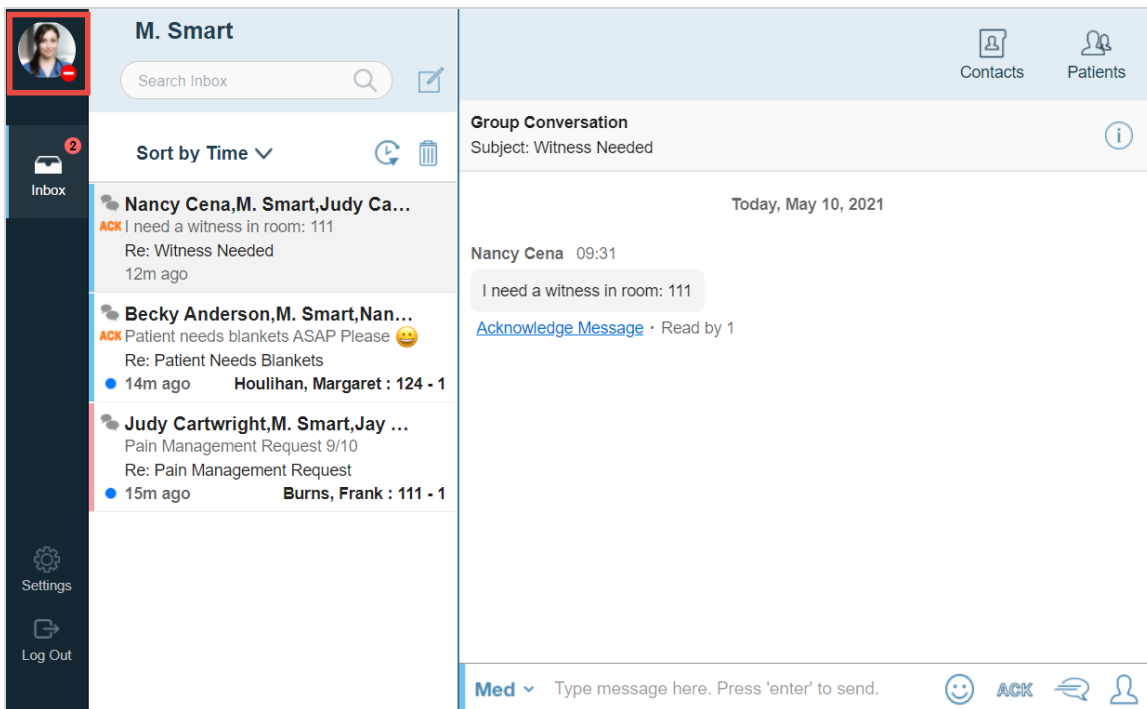
Offline

Jay Arundell
Offline MD

Judy Cartwright
Offline RN

Select All

8. To clear your status and return to **Available**, click the **Presence** icon.

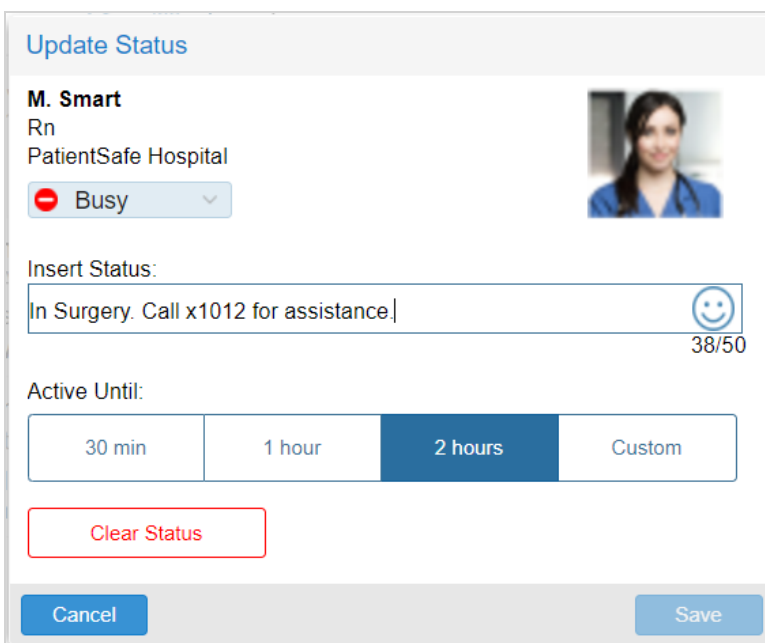


The screenshot displays the Vocera Web Messenger interface. On the left is a dark sidebar with icons for 'Inbox' (with a red notification badge), 'Settings', and 'Log Out'. The main area is divided into two sections. The top section, titled 'M. Smart', contains a 'Search Inbox' bar and a 'Sort by Time' dropdown. Below this is a list of messages:

- Nancy Cena, M. Smart, Judy Ca...**: ACK I need a witness in room: 111. Re: Witness Needed. 12m ago.
- Becky Anderson, M. Smart, Nan...**: ACK Patient needs blankets ASAP Please 😊. Re: Patient Needs Blankets. 14m ago. Houlihan, Margaret : 124 - 1
- Judy Cartwright, M. Smart, Jay ...**: Pain Management Request 9/10. Re: Pain Management Request. 15m ago. Burns, Frank : 111 - 1

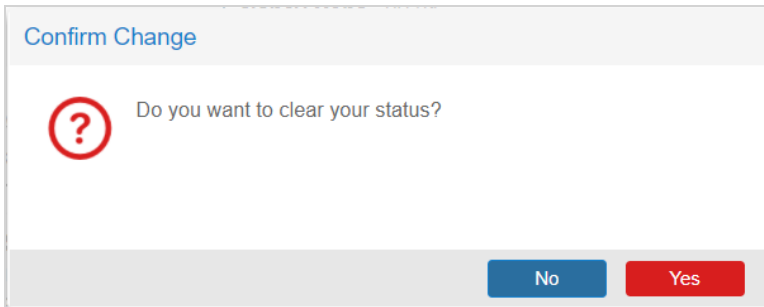
 The bottom section, titled 'Group Conversation' with subject 'Witness Needed', shows a message from 'Nancy Cena' at 09:31: 'I need a witness in room: 111'. Below the message is a link 'Acknowledge Message' and a status 'Read by 1'. At the bottom of the interface is a text input field with the placeholder 'Type message here. Press 'enter' to send.' and icons for 'Med', 'ACK', and a user profile icon.

9. Click **Clear Status**.



The 'Update Status' dialog box shows the user's profile information: 'M. Smart', 'Rn', and 'PatientSafe Hospital'. The current status is 'Busy' with a red 'X' icon. Below this is a text input field labeled 'Insert Status:' containing the text 'In Surgery. Call x1012 for assistance.' and a smiley face emoji icon. To the right of the input field is a character count '38/50'. Below the input field is a section labeled 'Active Until:' with four buttons: '30 min', '1 hour', '2 hours' (which is selected and highlighted in blue), and 'Custom'. At the bottom of the dialog is a red-outlined button labeled 'Clear Status'. The footer contains two buttons: 'Cancel' and 'Save'.

10. Click **Yes** on the confirmation dialog box.



Viewing Your Inbox

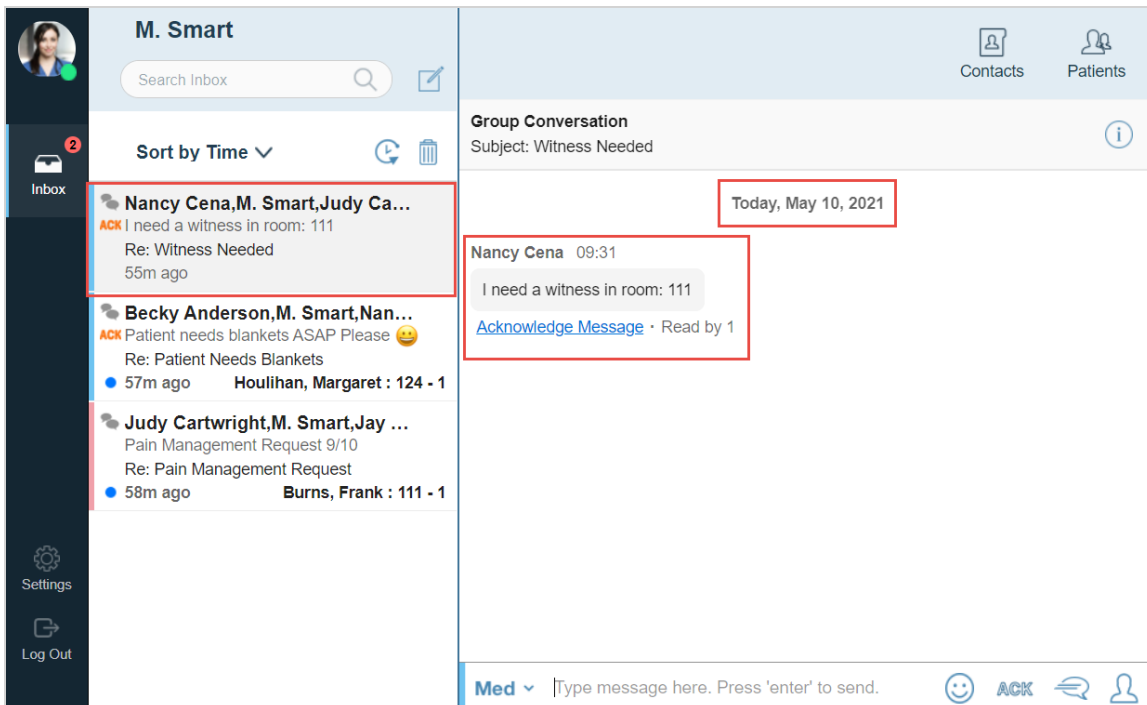
Web Messenger provides visibility to your full Inbox. Please follow the instructions below to learn more.

Message Summary

1. Click a message summary from the left pane to view message details. Message details display in the right pane with the following information:
 - Image attachments
 - Audio Clip attachments
 - Patient Tag information
 - Current Date and Time

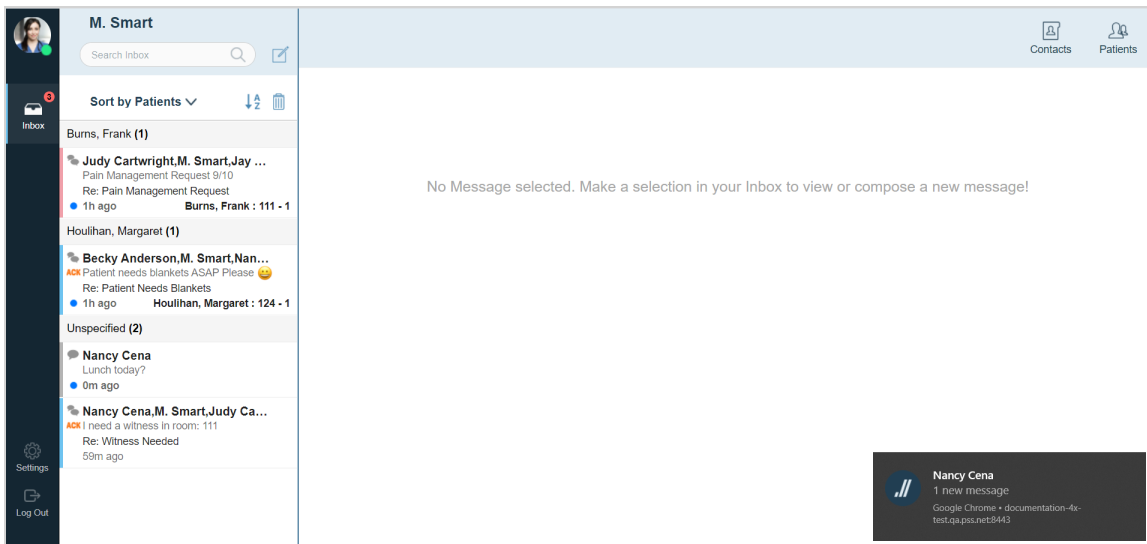


You cannot capture and attach audio or image files to messages you generate in Web Messenger.



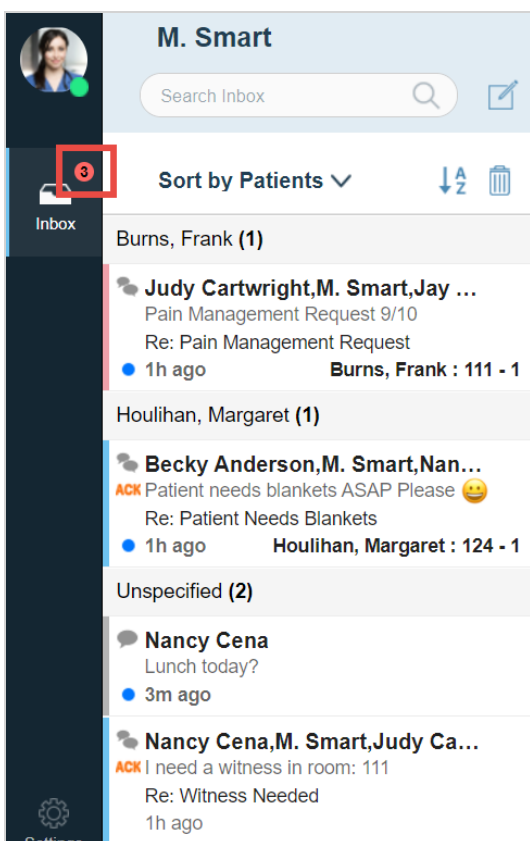
New Message Notification

When caregivers receive a new message, a notification pop-up displays in the lower right hand corner of their desktop. The message displays even if the application is minimized or you are in another application.



Badge Count

The Inbox Badge Count displays a total of all unread messages in your Inbox. The badge count is updated when a new message is received. In the example below, the badge count is 2.



Pivot

Select a Time, Priority, or Patients pivot to sort your **Inbox** using the instructions below.

Sort by Time ▼	Sort by Priority ▼	Sort by Patients ▼
<p>Nancy Cena, M. Smart, Judy Ca... ACK I need a witness in room: 111 Re: Witness Needed 55m ago</p> <p>Becky Anderson, M. Smart, Nan... ACK Patient needs blankets ASAP Please 😊 Re: Patient Needs Blankets 57m ago Houlihan, Margaret : 124 - 1</p> <p>Judy Cartwright, M. Smart, Jay ... Pain Management Request 9/10 Re: Pain Management Request 58m ago Burns, Frank : 111 - 1</p>	<p>High (1)</p> <p>Judy Cartwright, M. Smart, Jay ... Pain Management Request 9/10 Re: Pain Management Request 1h ago Burns, Frank : 111 - 1</p> <p>Medium (2)</p> <p>Nancy Cena, M. Smart, Judy Ca... ACK I need a witness in room: 111 Re: Witness Needed 56m ago</p> <p>Becky Anderson, M. Smart, Nan... ACK Patient needs blankets ASAP Please 😊 Re: Patient Needs Blankets 58m ago Houlihan, Margaret : 124 - 1</p>	<p>Burns, Frank (1)</p> <p>Judy Cartwright, M. Smart, Jay ... Pain Management Request 9/10 Re: Pain Management Request 1h ago Burns, Frank : 111 - 1</p> <p>Houlihan, Margaret (1)</p> <p>Becky Anderson, M. Smart, Nan... ACK Patient needs blankets ASAP Please 😊 Re: Patient Needs Blankets 59m ago Houlihan, Margaret : 124 - 1</p> <p>Unspecified (1)</p> <p>Nancy Cena, M. Smart, Judy Ca... ACK I need a witness in room: 111 Re: Witness Needed 57m ago</p>

Time: Sorts your Inbox messages by time. This is the default display.

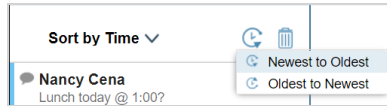
Priority: Sorts your Inbox messages by message priority (High, Medium, Low).

Patients: Sorts your Inbox messages alphabetically by Patient Name.

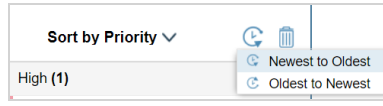
Sort

Sort messages using the following parameters:

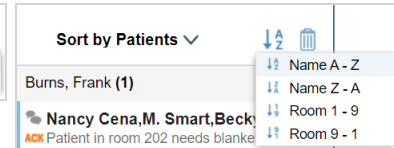
Time



Priority



Patients



Search

Click the **Search** icon to search for a message in your Inbox.

Search by sender name, subject, or tagged patient name.

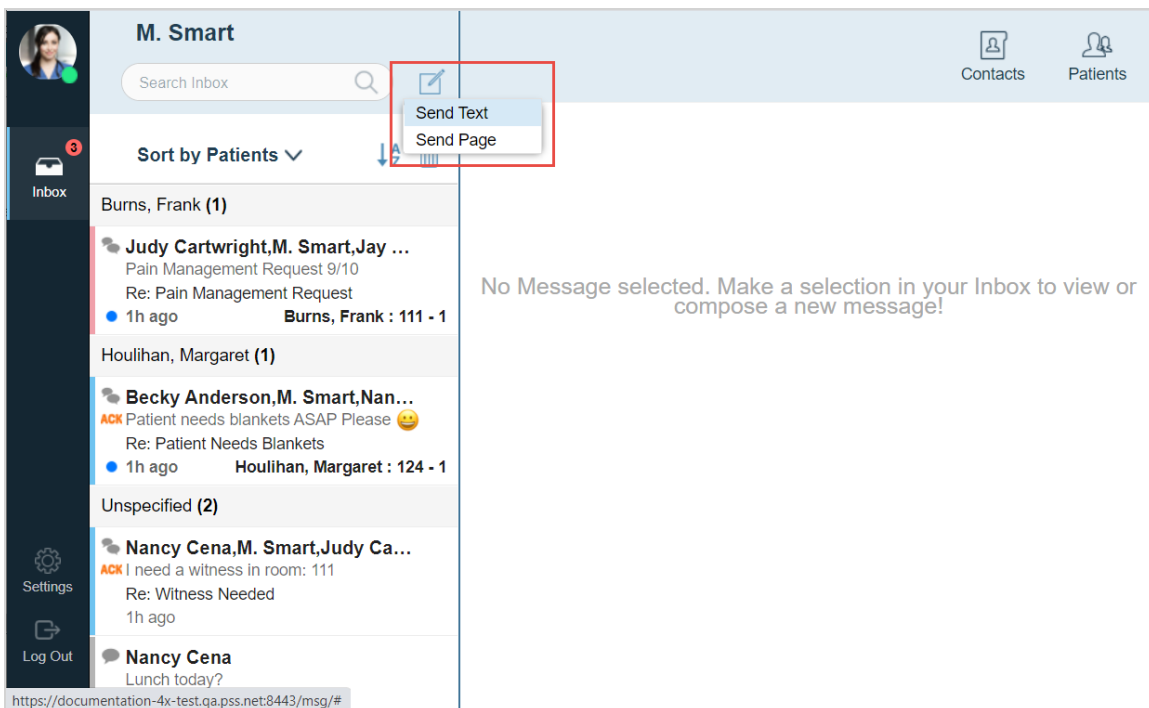


Composing a New Text Message

1. Click the **Compose** icon and click **Send Text** to send a text message to one or more recipients.



Instructions for Send Page are displayed in the topic [SMS Paging](#).



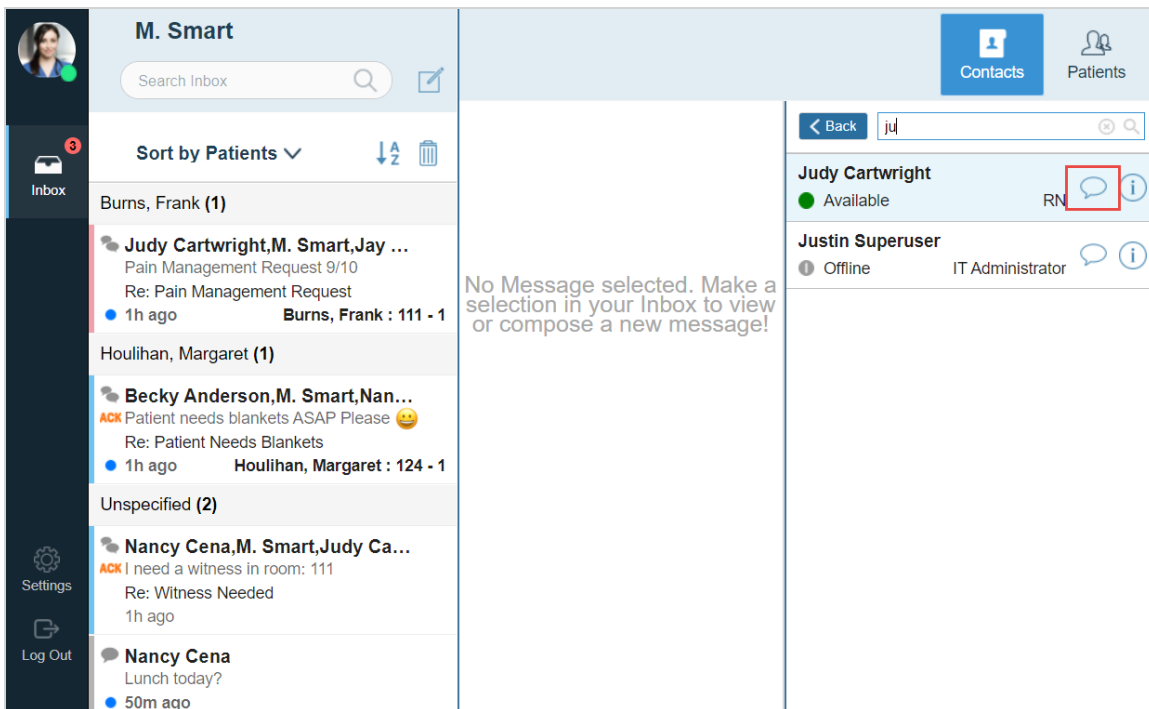


Add Recipient(s)

Use one or more of the following methods to add recipients.

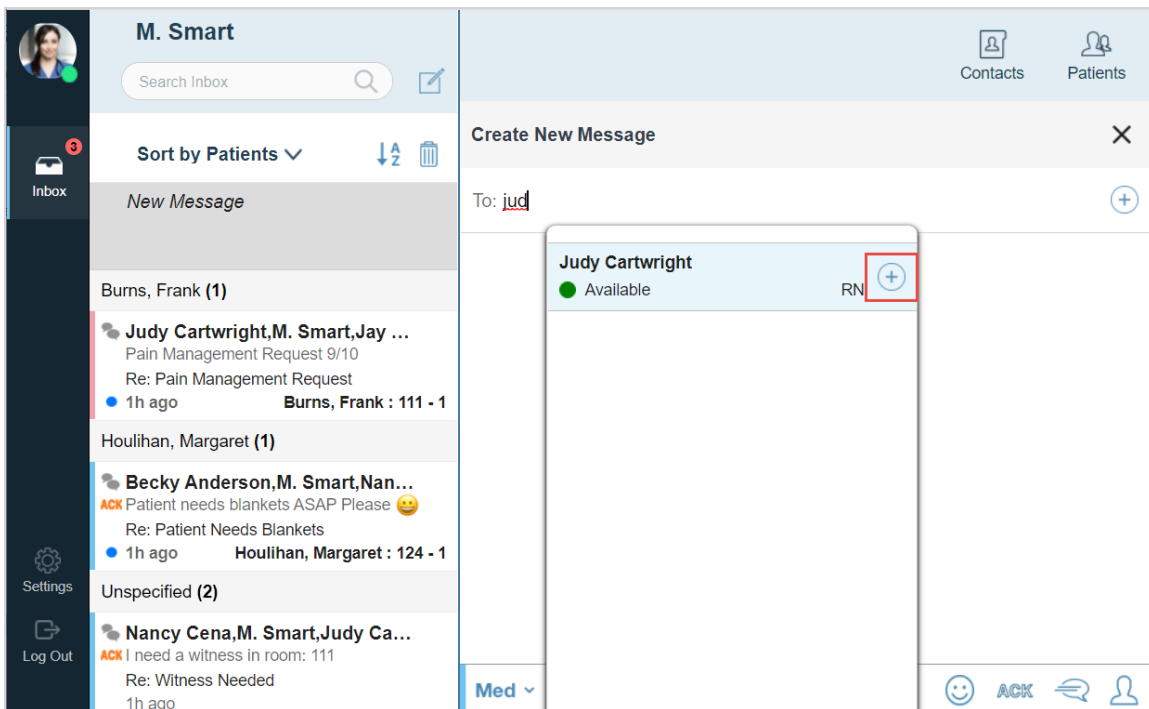
Search

1. Click **Contacts**.
2. Click the **Search** icon.
3. Type the first few characters of the recipient name into the search field.
4. Touch the message bubble to send a text.



To field

1. Type partial first or last names directly in the "To" field to bring up names of potential recipients.
2. Use your Up/Down arrow keys on your keyboard to navigate names on the popup.
3. Press Enter on your keyboard, or click the plus sign, to select the recipient name once it is highlighted.



M. Smart

Search Inbox

Sort by Patients ▾

Inbox 3

New Message

Burns, Frank (1)

Judy Cartwright, M. Smart, Jay ...
Pain Management Request 9/10
Re: Pain Management Request
1h ago **Burns, Frank : 111 - 1**

Houlihan, Margaret (1)

Becky Anderson, M. Smart, Nan...
ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
1h ago **Houlihan, Margaret : 124 - 1**

Unspecified (2)

Nancy Cena, M. Smart, Judy Ca...
ACK I need a witness in room: 111
Re: Witness Needed
1h ago

Settings

Log Out

Create New Message ✕

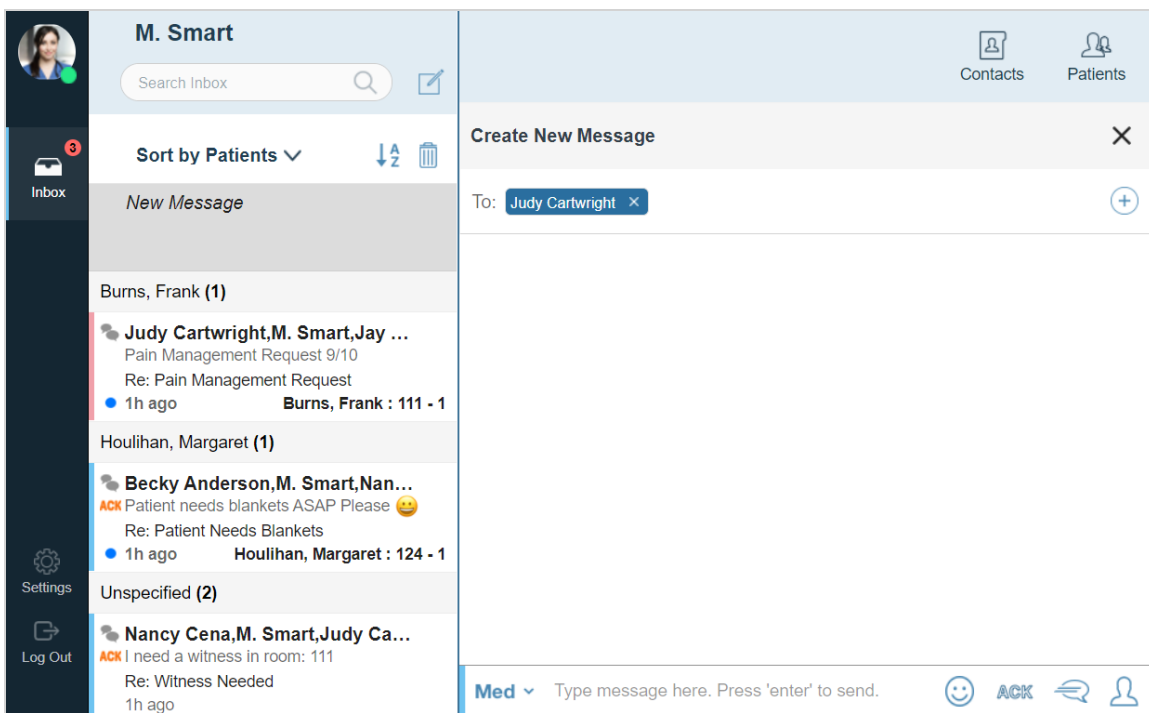
To: jud

Judy Cartwright
Available RN +

Med ▾

😊 ACK ↩ 👤

4. The name displays in the "To" field and you may begin the content of your text message.



M. Smart

Search Inbox

Sort by Patients ▾

Inbox 3

New Message

Burns, Frank (1)

Judy Cartwright, M. Smart, Jay ...
Pain Management Request 9/10
Re: Pain Management Request
1h ago **Burns, Frank : 111 - 1**

Houlihan, Margaret (1)

Becky Anderson, M. Smart, Nan...
ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
1h ago **Houlihan, Margaret : 124 - 1**

Unspecified (2)

Nancy Cena, M. Smart, Judy Ca...
ACK I need a witness in room: 111
Re: Witness Needed
1h ago

Settings

Log Out

Create New Message ✕

To: Judy Cartwright ✕

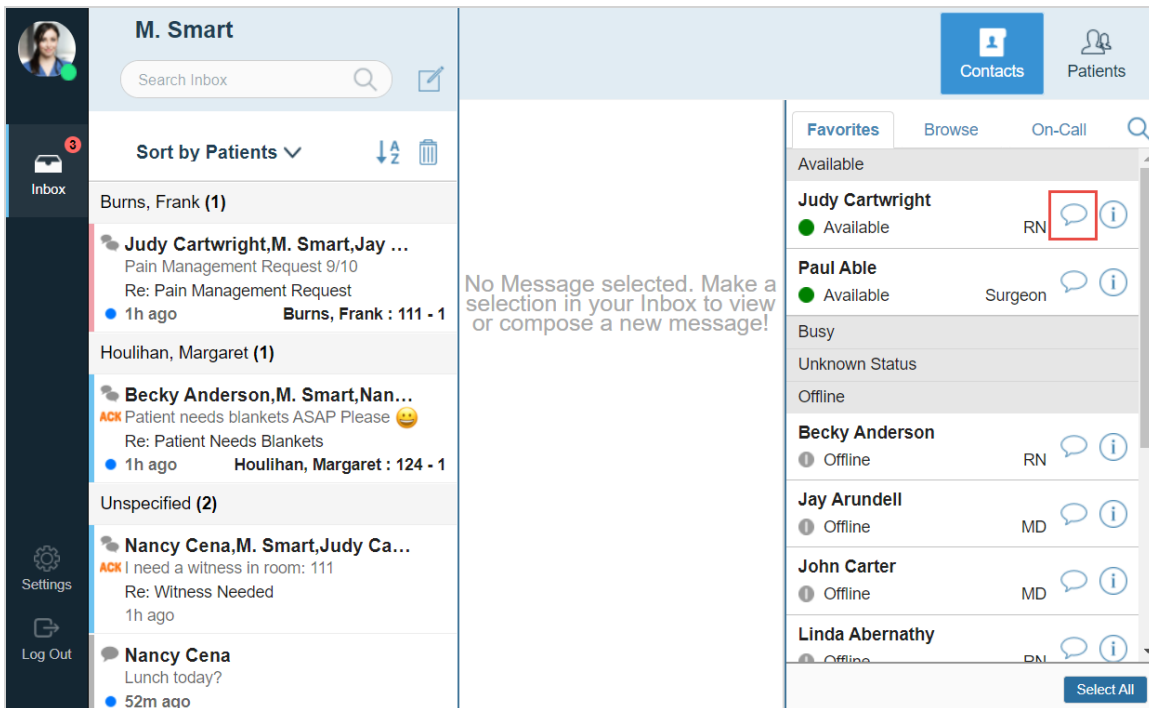
Type message here. Press 'enter' to send.

Med ▾

😊 ACK ↩ 👤

Contacts tab

1. Click the Contacts tab to add one or more recipients using **Favorites**.
2. Click the message bubble next to the recipient's name to send a text.



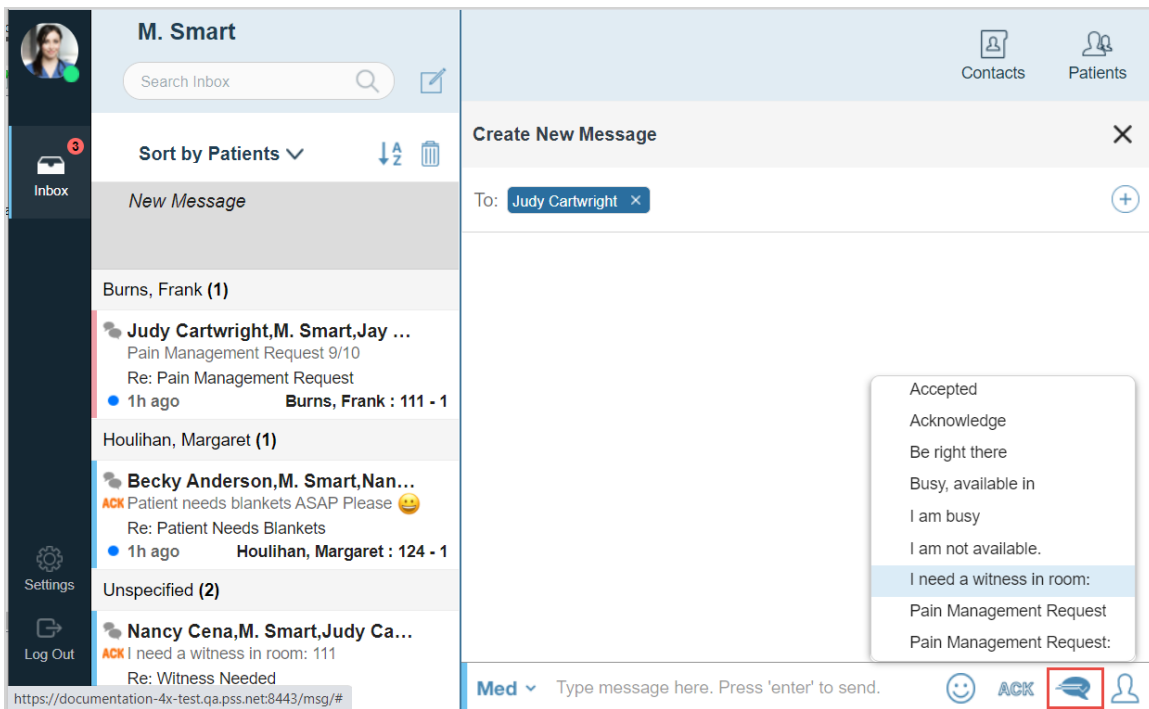
The screenshot shows the Vocera Web Messenger interface. On the left, a sidebar contains a user profile for 'M. Smart' and a list of messages in the 'Inbox'. The main area is titled 'M. Smart' and shows a search bar and a 'Sort by Patients' dropdown. A list of contacts is displayed under the 'Favorites' tab. The contacts are categorized by status: Available, Busy, Unknown Status, and Offline. Judy Cartwright is highlighted with a red box around her message bubble. A text overlay in the center reads: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

Add Quick Text Message

1. Click the Quick Text icon to add a pre-defined text message.



You can also type a message directly in the text message field.



M. Smart

Search Inbox

Sort by Patients ▾

New Message

Burns, Frank (1)

Judy Cartwright, M. Smart, Jay ...
Pain Management Request 9/10
Re: Pain Management Request
1h ago Burns, Frank : 111 - 1

Houlihan, Margaret (1)

Becky Anderson, M. Smart, Nan...
ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
1h ago Houlihan, Margaret : 124 - 1

Unspecified (2)

Nancy Cena, M. Smart, Judy Ca...
ACK I need a witness in room: 111
Re: Witness Needed

<https://documentation-4x-test.qa.pss.net:8443/msg/#>

Create New Message

To: Judy Cartwright ✕

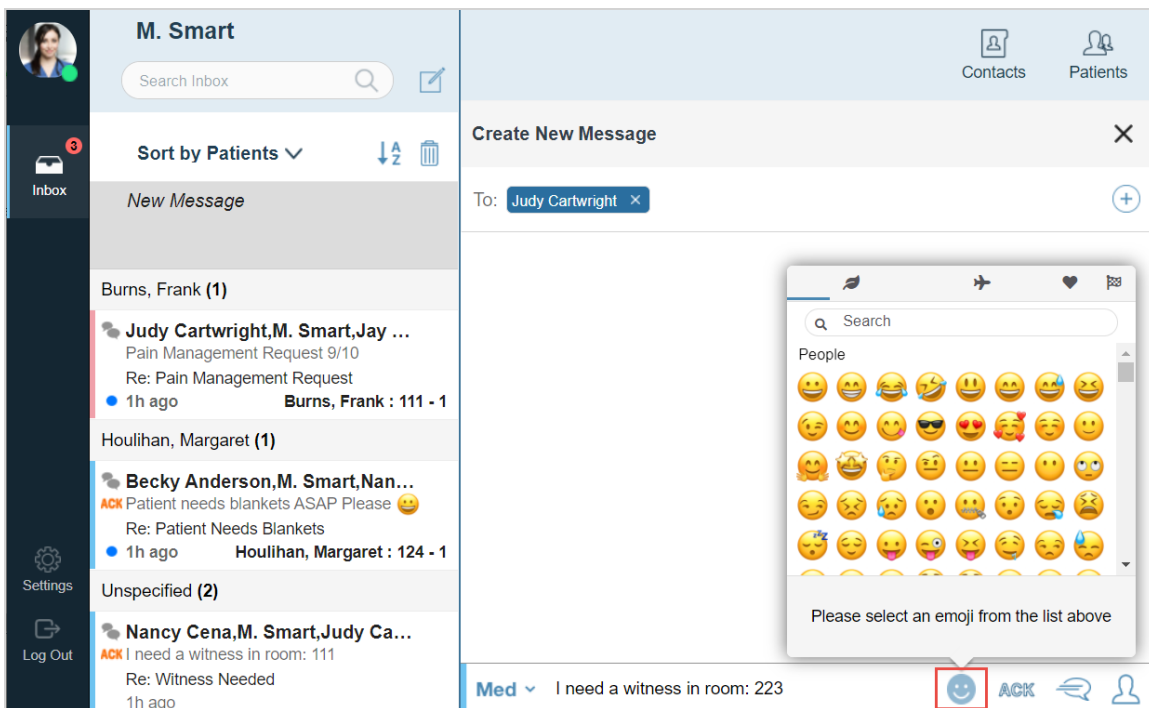
Accepted
Acknowledge
Be right there
Busy, available in
I am busy
I am not available.
I need a witness in room:
Pain Management Request
Pain Management Request:

Med ▾ Type message here. Press 'enter' to send.

ACK

Enter an Emoji

1. Click the Emoji icon and select an emoji to add to your message.



M. Smart

Search Inbox

Sort by Patients ▾

New Message

Burns, Frank (1)

Judy Cartwright, M. Smart, Jay ...
Pain Management Request 9/10
Re: Pain Management Request
1h ago Burns, Frank : 111 - 1

Houlihan, Margaret (1)

Becky Anderson, M. Smart, Nan...
ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
1h ago Houlihan, Margaret : 124 - 1

Unspecified (2)

Nancy Cena, M. Smart, Judy Ca...
ACK I need a witness in room: 111
Re: Witness Needed

<https://documentation-4x-test.qa.pss.net:8443/msg/#>

Create New Message

To: Judy Cartwright ✕

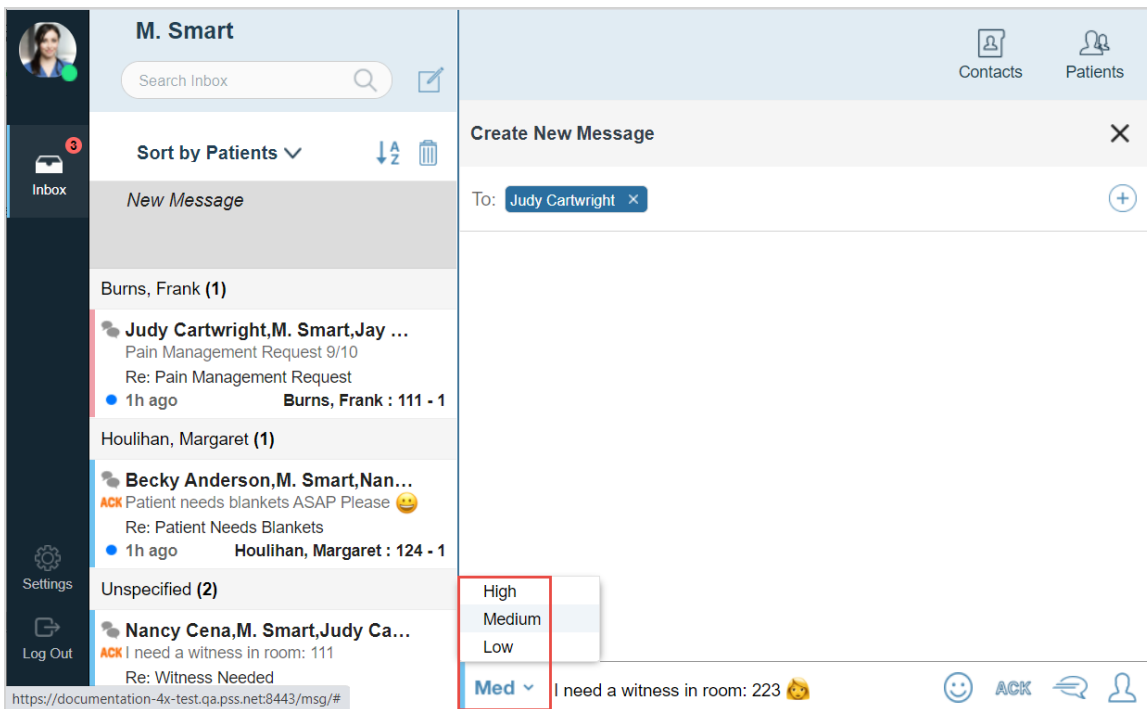
Please select an emoji from the list above

Med ▾ I need a witness in room: 223

ACK

Select Message Priority

1. Click the message priority drop down and select High, Medium, or Low.



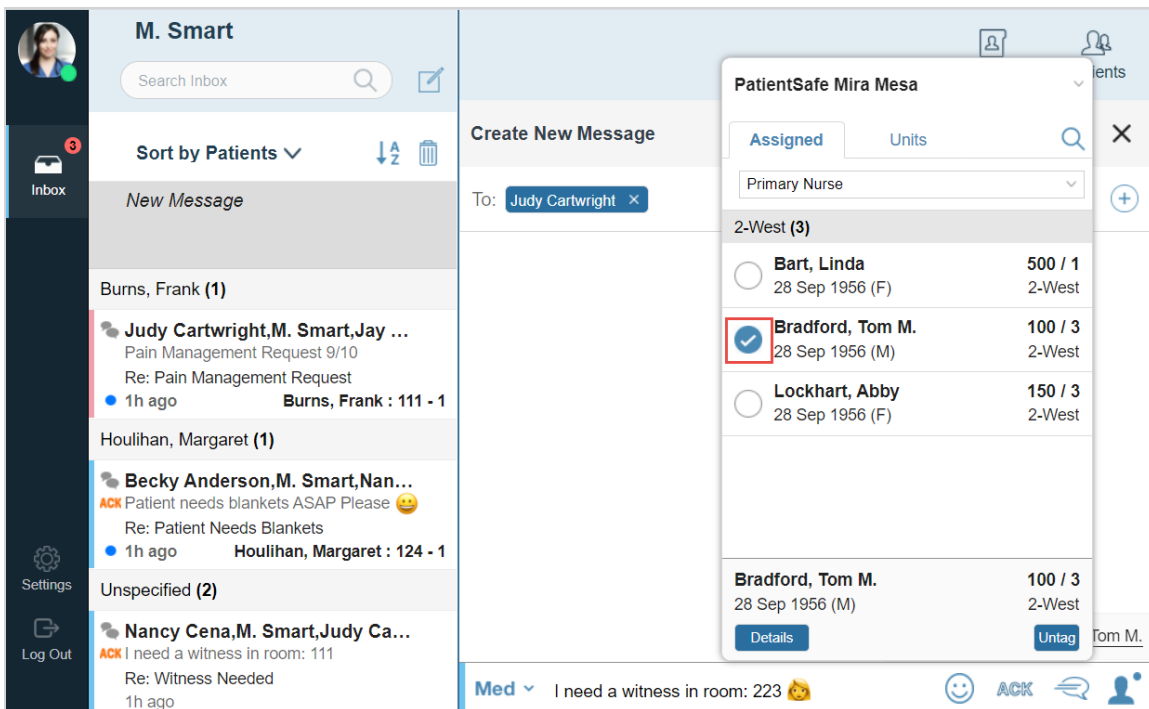
The screenshot displays the Vocera Web Messenger interface. On the left is a dark sidebar with icons for 'Inbox' (with a red notification badge), 'Settings', and 'Log Out'. The main area is titled 'M. Smart' and contains a 'Search Inbox' bar, a 'Sort by Patients' dropdown, and a list of messages. The messages include:

- Burns, Frank (1)**
- Judy Cartwright, M. Smart, Jay ...** with subject 'Pain Management Request 9/10' and body 'Re: Pain Management Request'. It is marked as '1h ago' and 'Burns, Frank : 111 - 1'.
- Houlihan, Margaret (1)**
- Becky Anderson, M. Smart, Nan...** with subject 'Patient needs blankets ASAP Please' and body 'Re: Patient Needs Blankets'. It is marked as '1h ago' and 'Houlihan, Margaret : 124 - 1'.
- Unspecified (2)**
- Nancy Cena, M. Smart, Judy Ca...** with subject 'I need a witness in room: 111' and body 'Re: Witness Needed'. It is marked as '1h ago' and 'Houlihan, Margaret : 124 - 1'.

 A dropdown menu is open next to the 'Med' priority indicator of the last message, showing options: 'High', 'Medium', 'Low', and 'Med' (which is highlighted with a red box). The right side of the interface shows a 'Create New Message' dialog with 'To: Judy Cartwright' and a 'Patients' tab selected. The bottom of the message list shows a status bar with a smiley face, 'ACK', and a person icon.

Tag a Patient

1. Click the Patient Tag icon and select the radio button next to the patient name.
2. Click anywhere on the window to dismiss the Patient Tag screen.



M. Smart

Search Inbox

Sort by Patients

New Message

Burns, Frank (1)

Judy Cartwright, M. Smart, Jay ...
Pain Management Request 9/10
Re: Pain Management Request
1h ago Burns, Frank : 111 - 1

Houlihan, Margaret (1)

Becky Anderson, M. Smart, Nan...
ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
1h ago Houlihan, Margaret : 124 - 1

Unspecified (2)

Nancy Cena, M. Smart, Judy Ca...
ACK I need a witness in room: 111
Re: Witness Needed
1h ago

Create New Message

To: Judy Cartwright

PatientSafe Mira Mesa

Assigned Units

Primary Nurse

2-West (3)

<input type="radio"/>	Bart, Linda 28 Sep 1956 (F)	500 / 1 2-West
<input checked="" type="radio"/>	Bradford, Tom M. 28 Sep 1956 (M)	100 / 3 2-West
<input type="radio"/>	Lockhart, Abby 28 Sep 1956 (F)	150 / 3 2-West

Bradford, Tom M.
28 Sep 1956 (M)
100 / 3
2-West

Details Untag

Med I need a witness in room: 223

Request Acknowledgement

Please see the section on [Acknowledging a Request](#).

Send the Message

1. Press the **Enter** key on your keyboard when you are ready to send the message.



The screenshot shows the Vocera Web Messenger interface. On the left is a sidebar with a user profile for M. Smart, an 'Inbox' icon with a red notification badge, and 'Settings' and 'Log Out' links. The main area is divided into two panes. The left pane, titled 'M. Smart', contains a 'Search Inbox' bar, a 'Sort by Patients' dropdown, and a list of messages. The right pane, titled 'Create New Message', shows a 'To:' field with 'Judy Cartwright' selected and a 'Tagged Patient' field with 'Bradford, Tom M.' selected. The message list on the left includes:

- Burns, Frank (1)**
- Judy Cartwright, M. Smart, Jay ...**
Pain Management Request 9/10
Re: Pain Management Request
2h ago **Burns, Frank : 111 - 1**
- Houlihan, Margaret (1)**
- Becky Anderson, M. Smart, Nan...**
ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
1h ago **Houlihan, Margaret : 124 - 1**
- Unspecified (2)**
- Nancy Cena, M. Smart, Judy Ca...**
ACK I need a witness in room: 111
Re: Witness Needed
1h ago

The message from Nancy Cena is highlighted in blue. The right pane shows the 'Create New Message' form with the 'To:' field set to 'Judy Cartwright' and the 'Tagged Patient' field set to 'Bradford, Tom M.'. The message content area is empty, and the bottom status bar shows 'Med' and 'I need a witness in room: 223' with a yellow emoji.

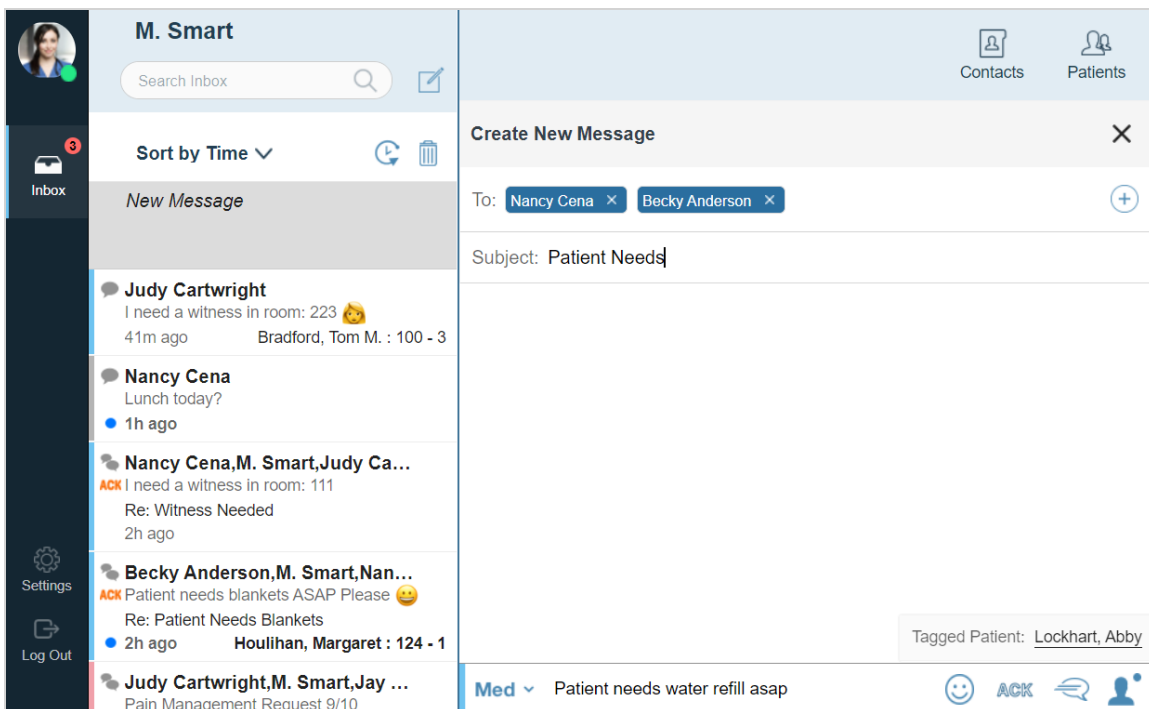
2. The message displays in the right hand side of the message pane as well as in the Inbox.

The screenshot shows the Vocera Web Messenger interface with the message 'I need a witness in room: 223' displayed in both the inbox and the message pane. The left pane, titled 'M. Smart', shows the message list with the message from Judy Cartwright highlighted in blue. The right pane, titled 'Judy Cartwright | RN', shows the message content area with the message 'I need a witness in room: 223' displayed. The message is marked as 'Unread' and has a timestamp of 11:29. The message content area also shows the 'Tagged Patient' field set to 'Bradford, Tom M.'. The bottom status bar shows 'Med' and 'Type message here. Press 'enter' to send.' with a yellow emoji.

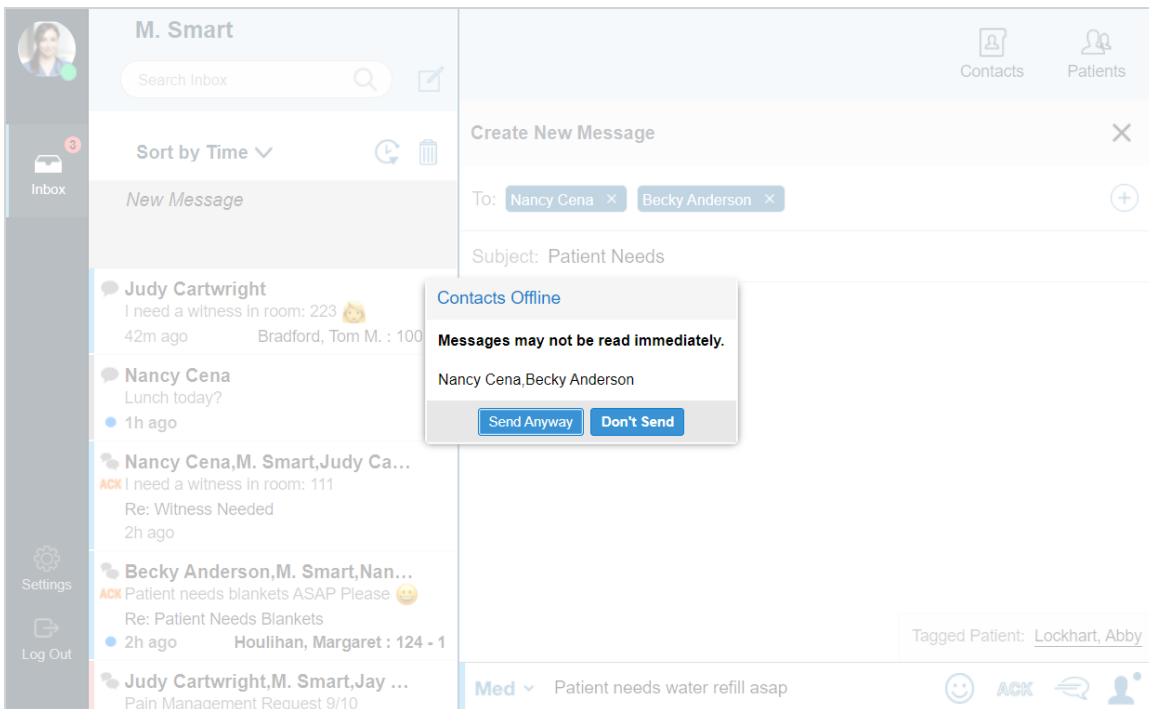
Offline Contact Notification

When configured in Enterprise Manager, users will receive a "Contacts Offline" message when sending a text message to recipients who are offline.

1. From the **"To"** field, enter the recipients of your message, ensuring one of them is not online.
2. Enter your text message and press **Enter** on your keyboard to send.



3. The **"Contact Offline"** message displays notifying users that their message may not be read immediately by some users.
4. Click **Don't Send** or **Send Anyway**.



Acknowledging a Request

Users can compose a message and include an Acknowledgment Request, which allows the recipient of the message to acknowledge receipt. If desired, the sender can request notification if the recipient has not acknowledged the message within a designated time frame. Acknowledgment requests can be included in a message to one or more recipients.

The scenario below is of a group message.



Users must have the "Request Message Acknowledgment" permission to use this feature.

Sender

1. To include an acknowledgment request on a composed message, click **ACK**.



M. Smart

Search Inbox

Sort by Time

Inbox

New Message

Nancy Cena, M. Smart, Judy Ca...
 ACK I need a witness in room: 111
 Re: Witness Needed
 2h ago

Becky Anderson, M. Smart, Nan...
 ACK Patient needs blankets ASAP Please 🙄
 Re: Patient Needs Blankets
 2h ago **Houlihan, Margaret : 124 - 1**

Judy Cartwright, M. Smart, Jay ...
 Pain Management Request 9/10
 Re: Pain Management Request
 2h ago **Burns, Frank : 111 - 1**

Create New Message

To: Becky Anderson × Nancy Cena × Judy Cartwright ×

Subject: Witness Needed

Med I need a witness in room: 709 please

ACK

2. Click **Request Acknowledgment**.
3. Select the time frame you'd like to receive notification if the recipient has not acknowledged the message.
4. Press the **Enter** key on your keyboard to send the message.

M. Smart

Search Inbox

Sort by Time

Inbox

New Message

Nancy Cena, M. Smart, Judy Ca...
 ACK I need a witness in room: 111
 Re: Witness Needed
 2h ago

Becky Anderson, M. Smart, Nan...
 ACK Patient needs blankets ASAP Please 🙄
 Re: Patient Needs Blankets
 2h ago **Houlihan, Margaret : 124 - 1**

Judy Cartwright, M. Smart, Jay ...
 Pain Management Request 9/10
 Re: Pain Management Request
 2h ago **Burns, Frank : 111 - 1**

Create New Message

To: Becky Anderson × Nancy Cena × Judy Cartwright ×

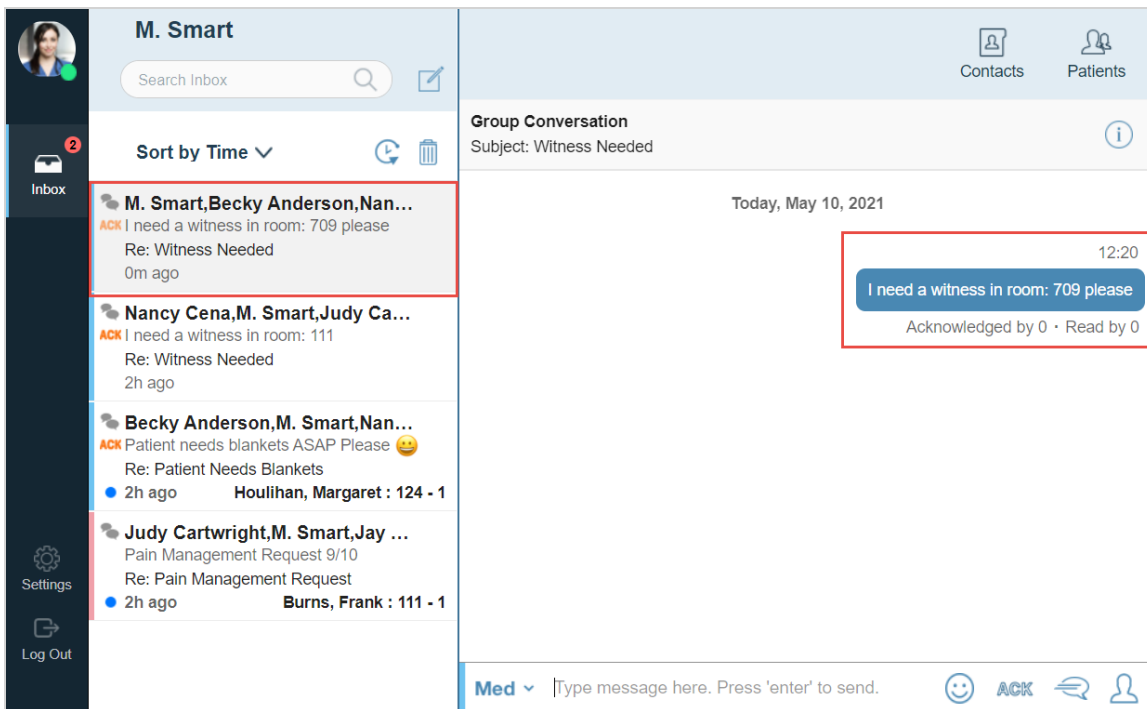
Subject: Witness Needed

Request Acknowledgement
 Notify me if not acknowledged within:
 none 5m 15m 30m 60m

Med I need a witness in room: 709 please

ACK

- The message displays on the right side of the pane with "Acknowledged by/Read by" beneath the message. It also displays in the **Inbox** with the **ACK** icon.



M. Smart

Search Inbox

Sort by Time

Inbox

M. Smart,Becky Anderson,Nan...

ACK I need a witness in room: 709 please
Re: Witness Needed
0m ago

Nancy Cena,M. Smart,Judy Ca...

ACK I need a witness in room: 111
Re: Witness Needed
2h ago

Becky Anderson,M. Smart,Nan...

ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
2h ago **Houlihan, Margaret : 124 - 1**

Judy Cartwright,M. Smart,Jay ...

Pain Management Request 9/10
Re: Pain Management Request
2h ago **Burns, Frank : 111 - 1**

Group Conversation
Subject: Witness Needed

Today, May 10, 2021

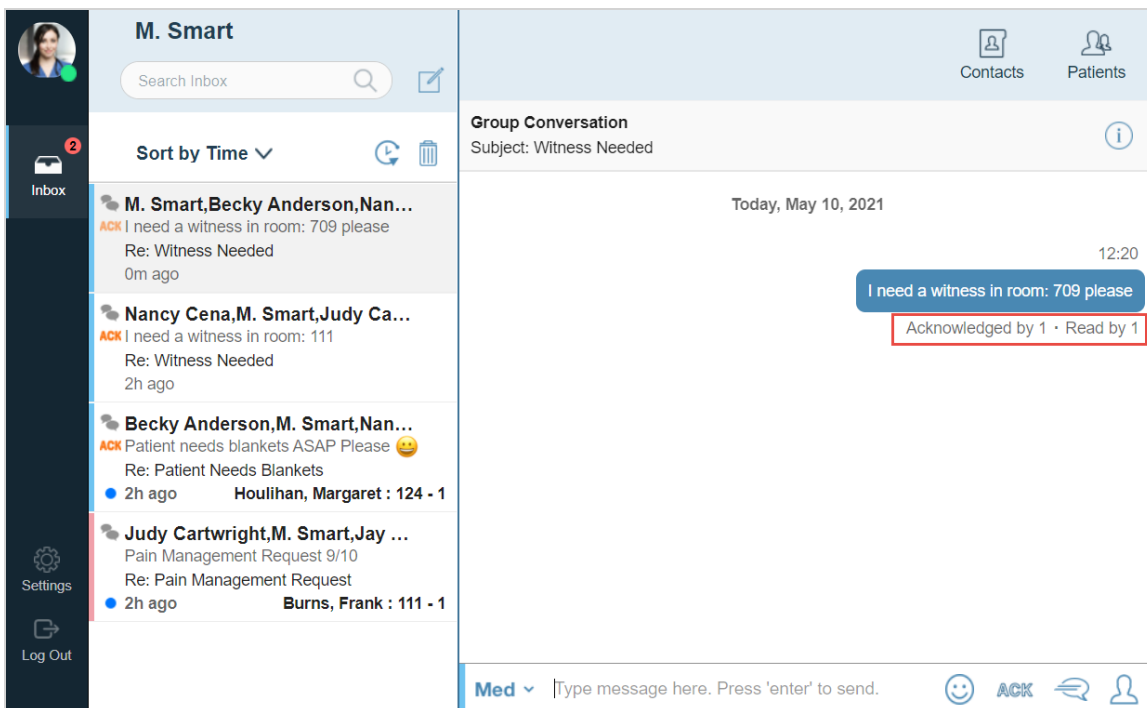
12:20

I need a witness in room: 709 please

Acknowledged by 0 · Read by 0

Med | Type message here. Press 'enter' to send.

- As soon as a recipient acknowledges the message, the Acknowledged by number increases.



M. Smart

Search Inbox

Sort by Time

Inbox

M. Smart,Becky Anderson,Nan...

ACK I need a witness in room: 709 please
Re: Witness Needed
0m ago

Nancy Cena,M. Smart,Judy Ca...

ACK I need a witness in room: 111
Re: Witness Needed
2h ago

Becky Anderson,M. Smart,Nan...

ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
2h ago **Houlihan, Margaret : 124 - 1**

Judy Cartwright,M. Smart,Jay ...

Pain Management Request 9/10
Re: Pain Management Request
2h ago **Burns, Frank : 111 - 1**

Group Conversation
Subject: Witness Needed

Today, May 10, 2021

12:20

I need a witness in room: 709 please

Acknowledged by 1 · Read by 1

Med | Type message here. Press 'enter' to send.

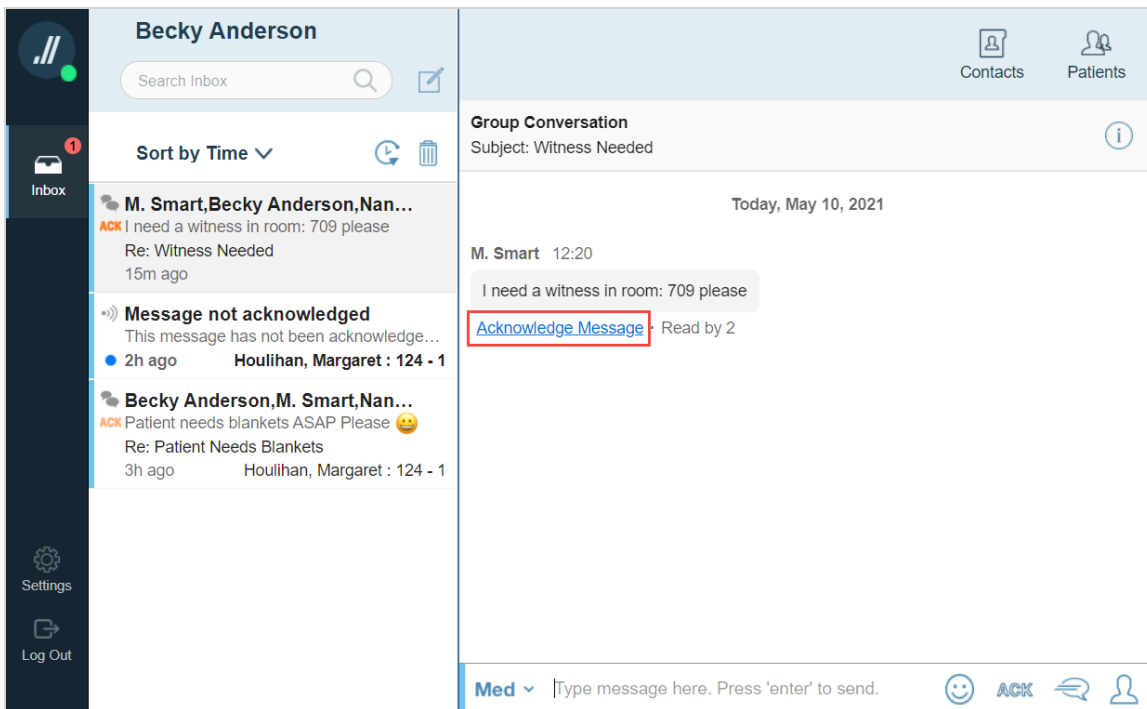


7. After the designated time frame has passed and some recipients have not acknowledged the message, you'll receive a "Message not acknowledged" in your Inbox.
8. Click the message to see who has/has not acknowledged receipt.

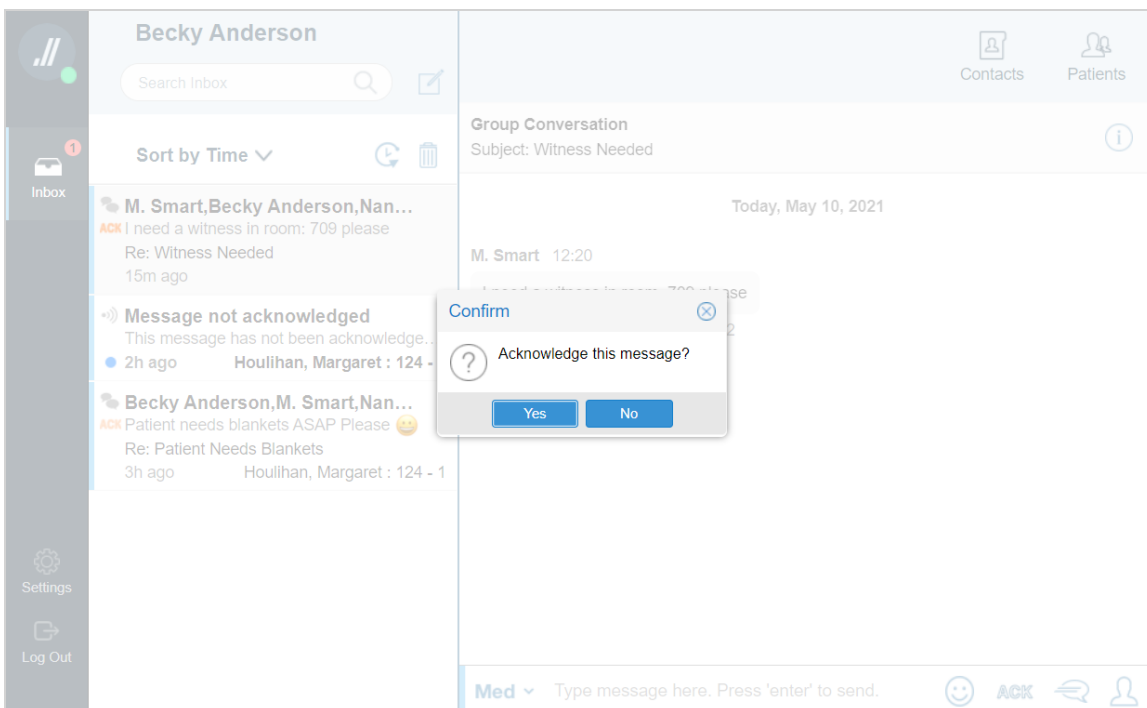
The screenshot displays the Vocera Web Messenger interface. On the left is a sidebar with a user profile, 'Inbox' (with a red notification badge), 'Settings', and 'Log Out'. The main area is divided into two sections. The top section shows a header for 'M. Smart' with a search bar and icons for 'Contacts' and 'Patients'. Below this is a 'Sort by Time' dropdown. The inbox list shows a 'Message not acknowledged' notification at the top, followed by several messages from 'M. Smart, Becky Anderson, Nan...', 'Nancy Cena, M. Smart, Judy Ca...', 'Becky Anderson, M. Smart, Nan...', and 'Judy Cartwright, M. Smart, Jay ...'. The bottom section shows the details of the selected message. It includes the sender 'pssdispatch', recipient 'M. Smart', and priority 'MEDIUM'. The message text is 'I need a witness in room: 709 please'. A red box highlights the acknowledgment status: 'Acknowledged by: Nancy Cena' and 'Not acknowledged by: Becky Anderson, Judy Cartwright'.

Receiver

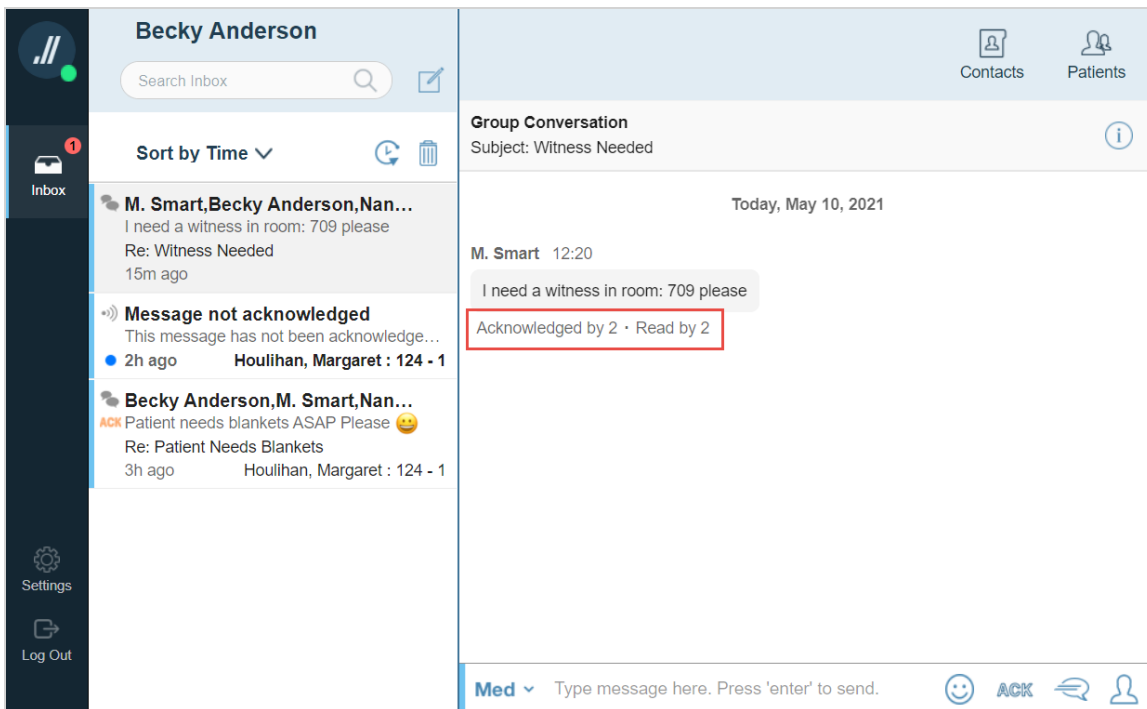
1. If someone has sent you a message and requests acknowledgment, your Inbox will display an **ACK** icon next to the message summary.
2. Click on the message summary.
3. Read the message and click **Acknowledge Message**.



4. Click **Yes** on the confirmation message.



5. You can see that your acknowledgment is reflected in the number of acknowledged receipts.



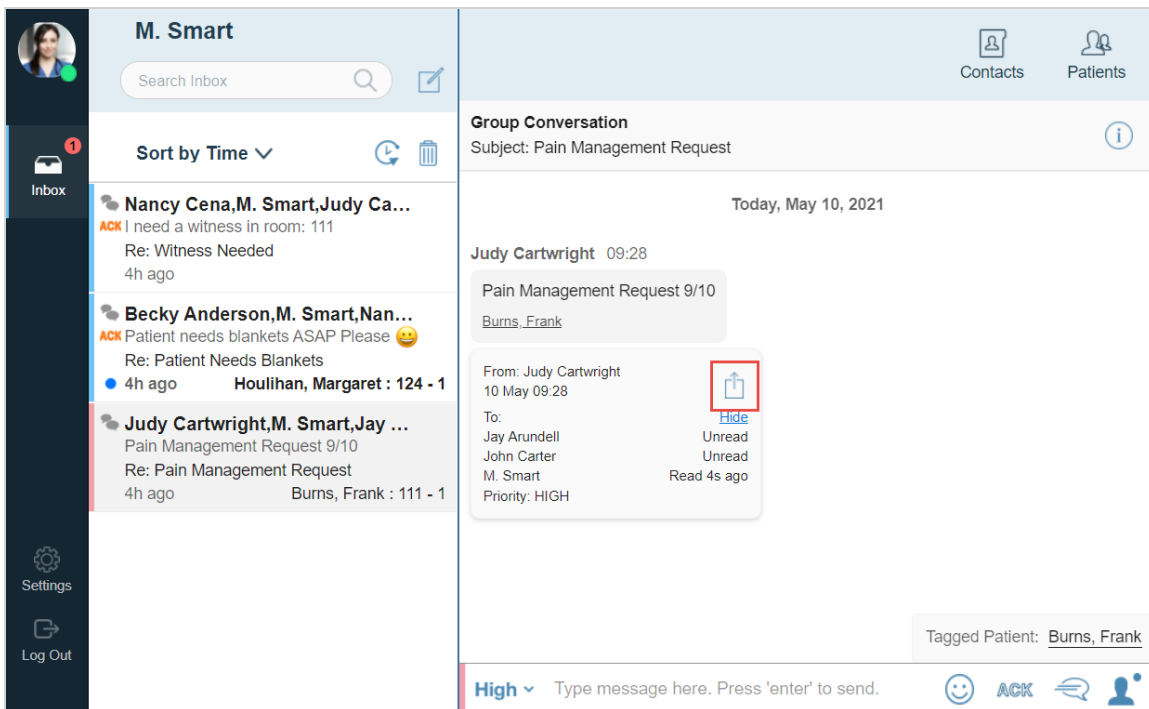
Forwarding a Message

Users may want to forward text messages in a number of situations. The scenarios below represent a few examples:

1. As a nurse, I want to forward a text message in my conversation with my physician to the case manager for my patient.
2. As a nurse, I want to forward a system message like a critical lab result to my physician.
3. As a nurse, I want to forward a text message concerning a patient's pain level to my physician.

To forward a message, follow the instructions below.

1. Click the message detail from the conversation pane.
2. Click the Forward icon.



M. Smart

Search Inbox

Inbox

Sort by Time

Nancy Cena, M. Smart, Judy Ca...
ACK I need a witness in room: 111
Re: Witness Needed
4h ago

Becky Anderson, M. Smart, Nan...
ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
4h ago **Houlihan, Margaret : 124 - 1**

Judy Cartwright, M. Smart, Jay ...
Pain Management Request 9/10
Re: Pain Management Request
4h ago **Burns, Frank : 111 - 1**

Group Conversation
Subject: Pain Management Request

Today, May 10, 2021

Judy Cartwright 09:28
Pain Management Request 9/10
Burns, Frank

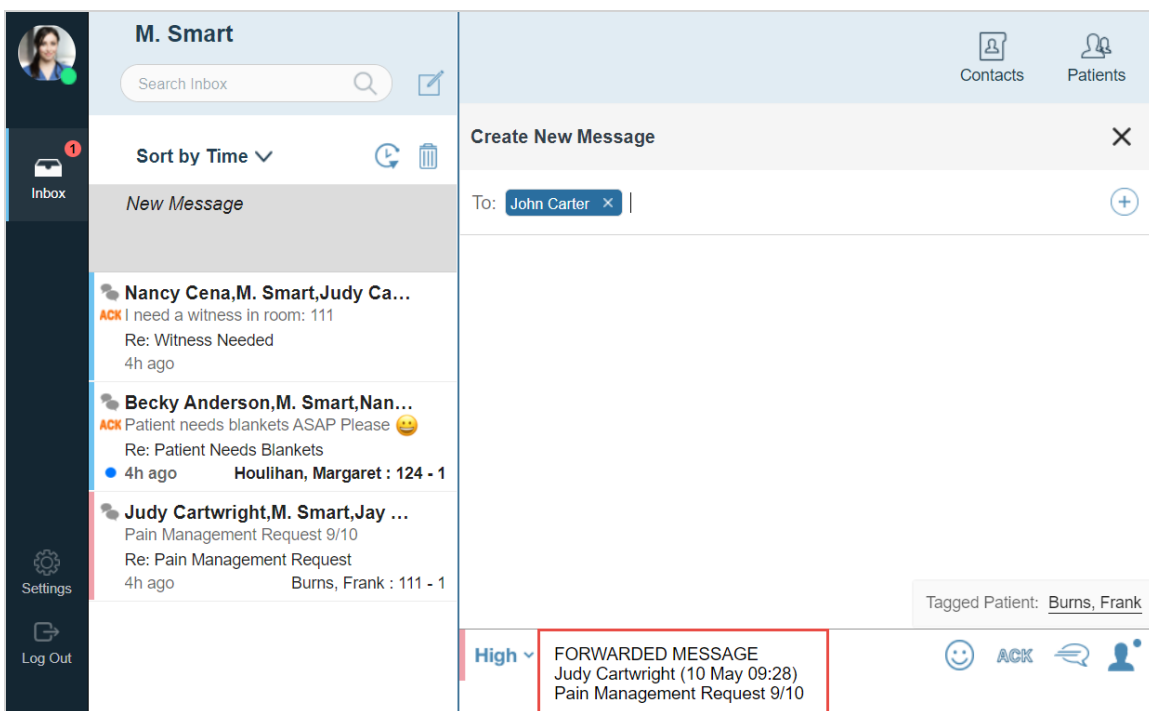
From: Judy Cartwright
10 May 09:28
To: Jay Arundell, John Carter, M. Smart
Priority: HIGH

Hide
Unread
Unread
Read 4s ago

Tagged Patient: Burns, Frank

High Type message here. Press 'enter' to send. ACK

3. Type the recipient's name in the **To** field.
4. Select the message priority.
5. Press the **Enter** key on your keyboard to send the message.



M. Smart

Search Inbox

Inbox

Sort by Time

Nancy Cena, M. Smart, Judy Ca...
ACK I need a witness in room: 111
Re: Witness Needed
4h ago

Becky Anderson, M. Smart, Nan...
ACK Patient needs blankets ASAP Please 😊
Re: Patient Needs Blankets
4h ago **Houlihan, Margaret : 124 - 1**

Judy Cartwright, M. Smart, Jay ...
Pain Management Request 9/10
Re: Pain Management Request
4h ago **Burns, Frank : 111 - 1**

Create New Message

To: John Carter

Tagged Patient: Burns, Frank

High **FORWARDED MESSAGE**
Judy Cartwright (10 May 09:28)
Pain Management Request 9/10

ACK

Short Message Service (SMS) Paging

When configured, SMS Paging allows users of Vocera Edge Communications to send a page to non-users (who are in the same hospital network) in a way that does not violate hospital privacy protocols and HIPAA.

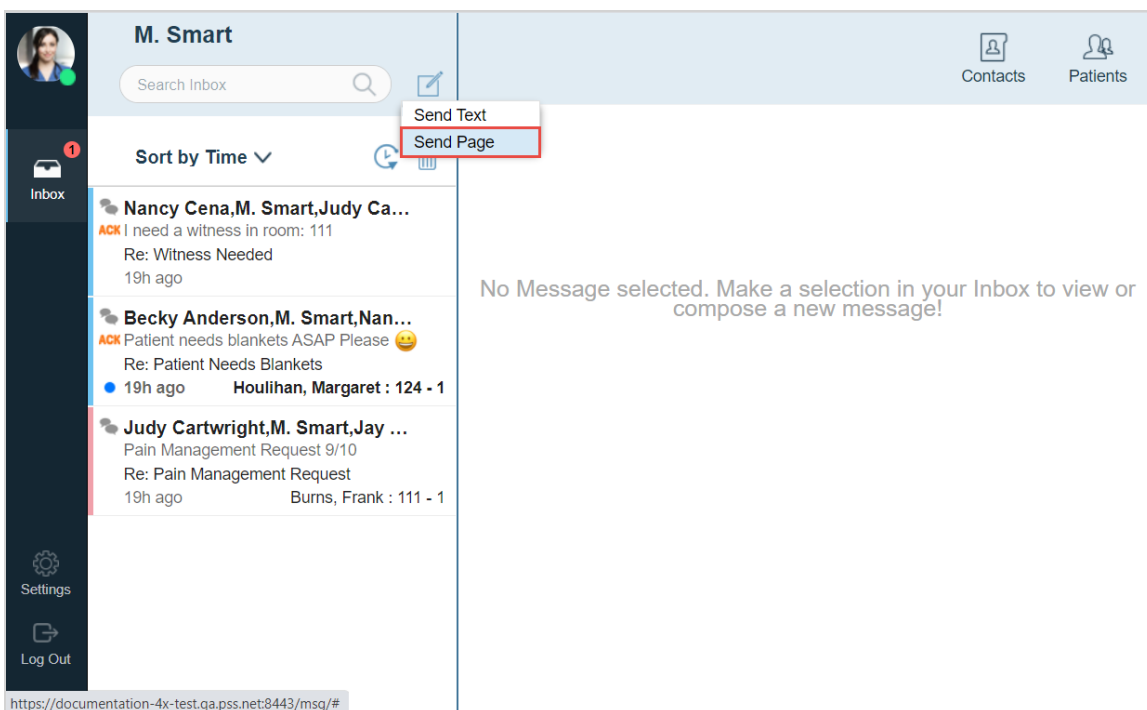
For example, Dr. Wilson (Head of Oncology and user of Vocera Edge Communications) may want to consult with Dr. Carter (Orthopedic Surgeon and non-user) for a specific patient.



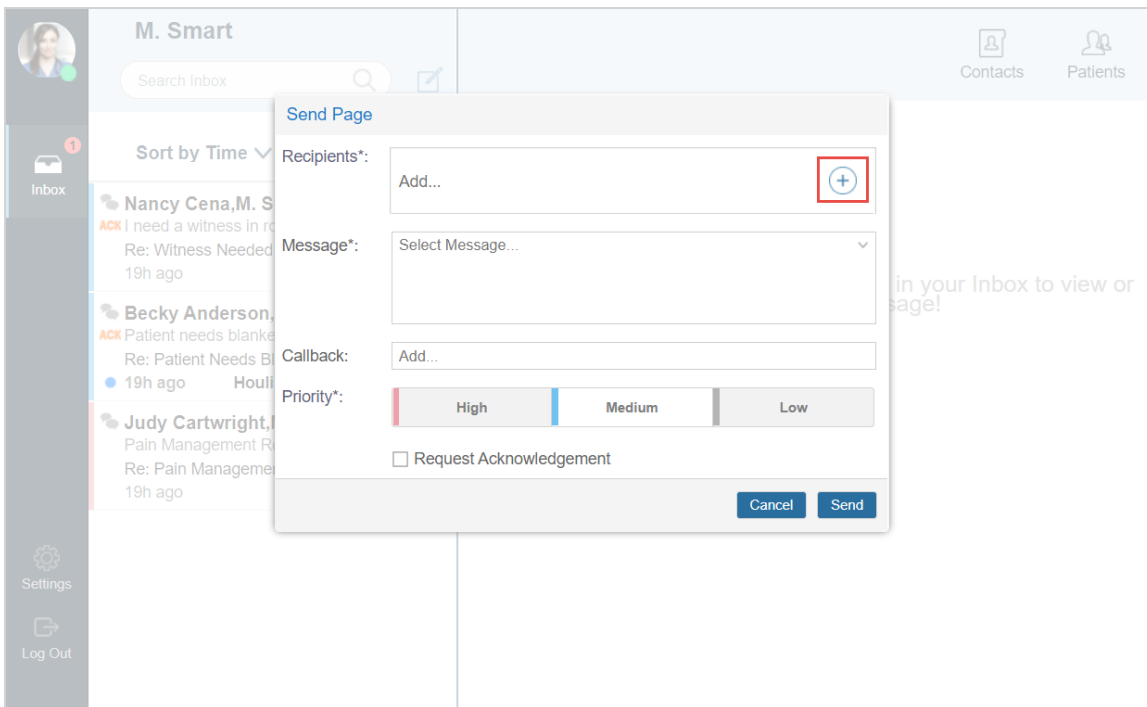
Users must have the "Send HIPAA Compliant Page" permission to use this feature.

Sending a Page

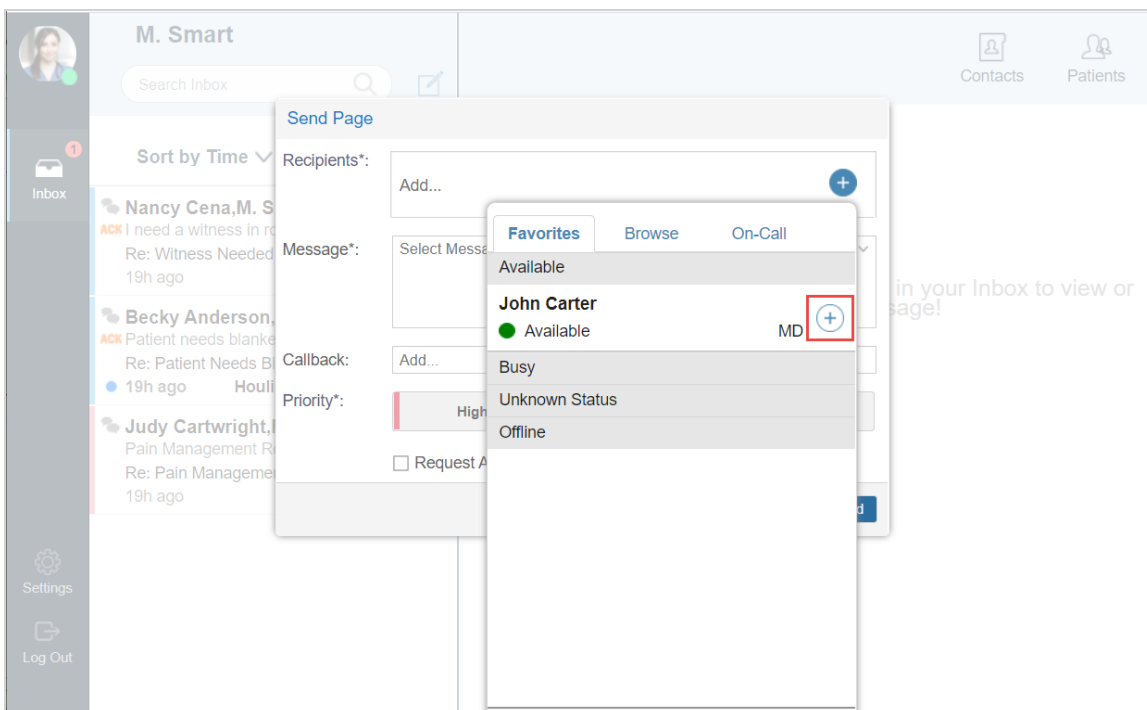
1. Click the **Compose** icon>**Send Page**.



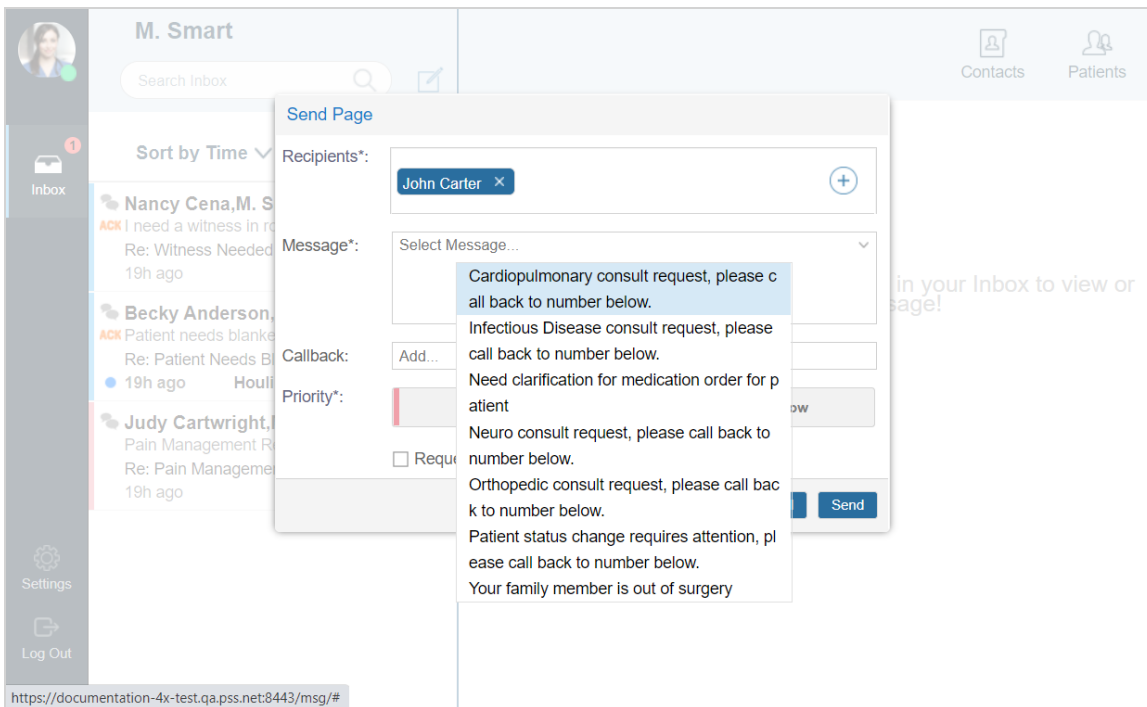
2. Click the **Add Recipient** icon.



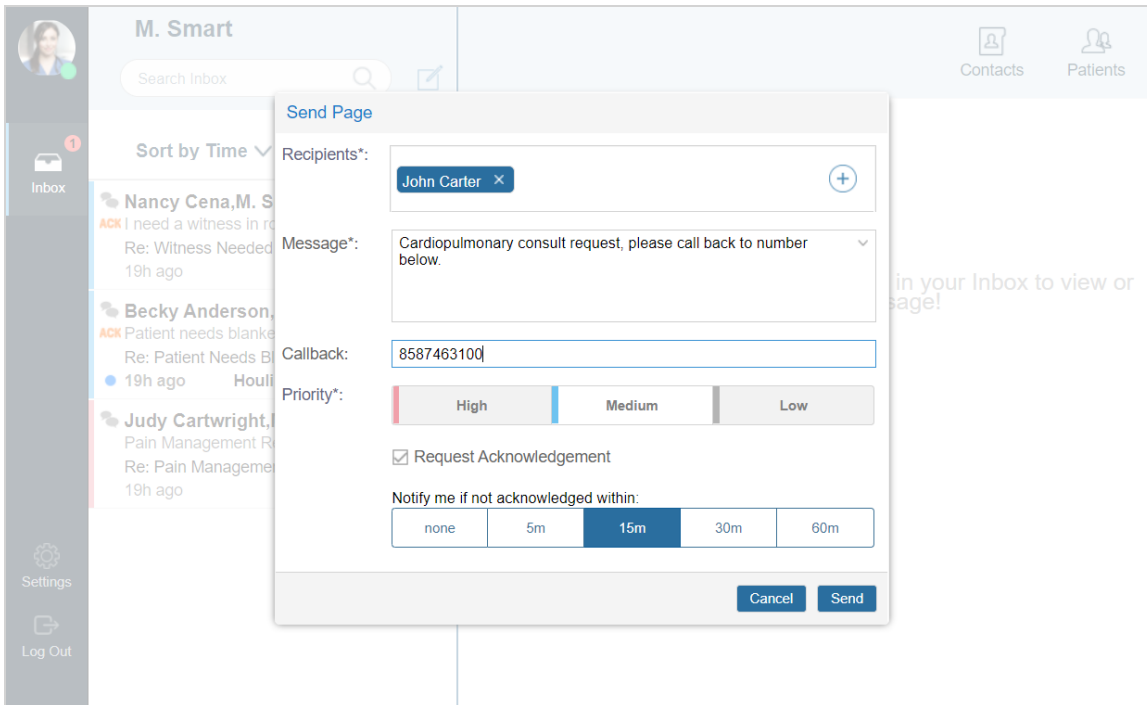
3. Select the recipient from your list of Favorites and click the plus sign or press **Enter** on your keyboard.



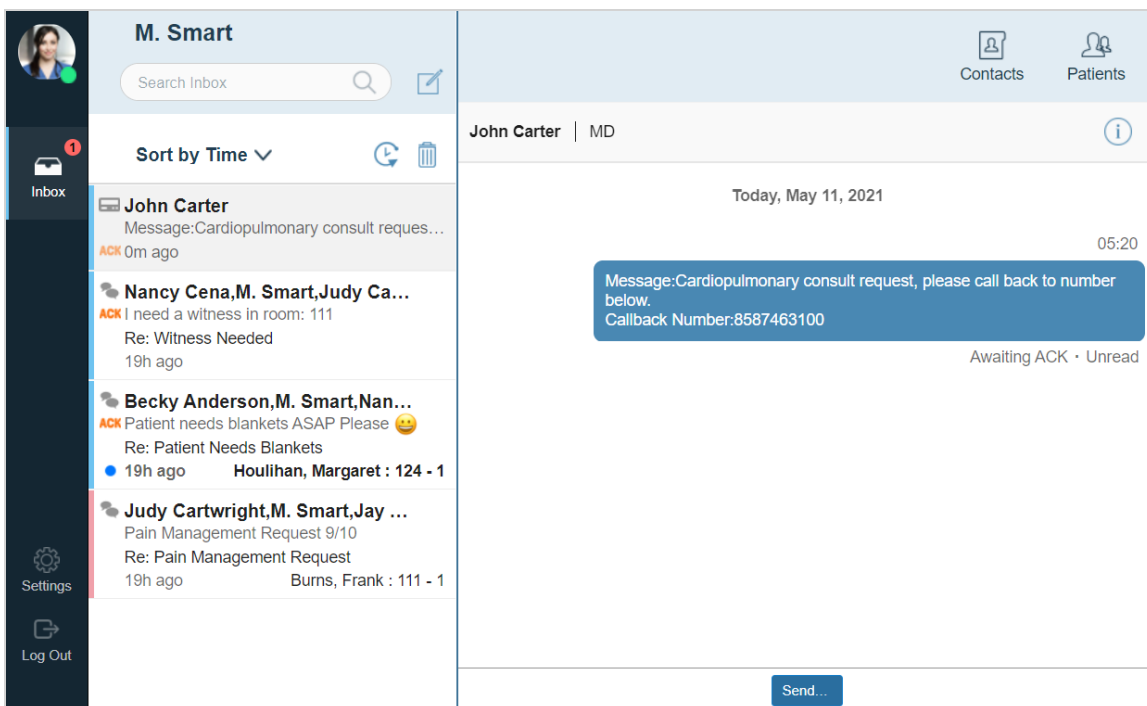
4. Click the **Message** chevron icon to show quick text options. Select the appropriate message.



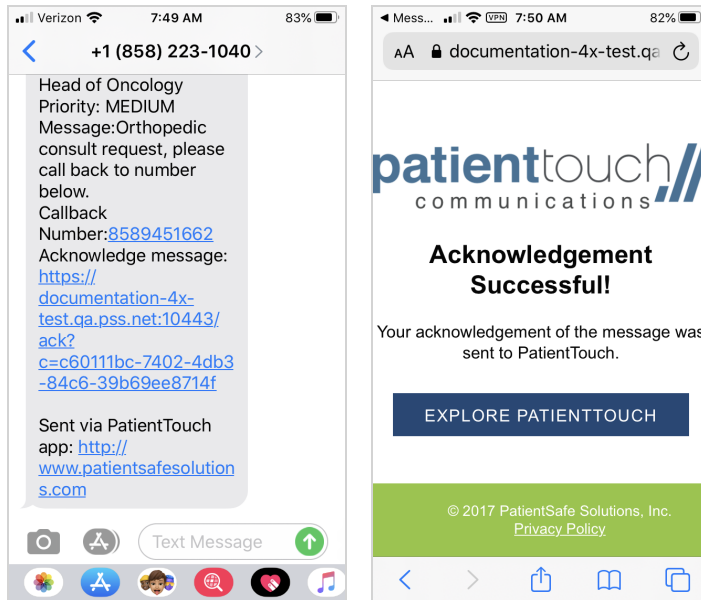
5. Enter a **Callback** number.
6. Select the message Priority.
7. If you would like the recipient to acknowledge the message, click **Request Acknowledgement** and choose the time frame for which to receive a notification if the recipient has not acknowledged the message.
8. Click **Send**.



9. The message displays in your **Inbox** and in the conversation pane.



Receiving a Page

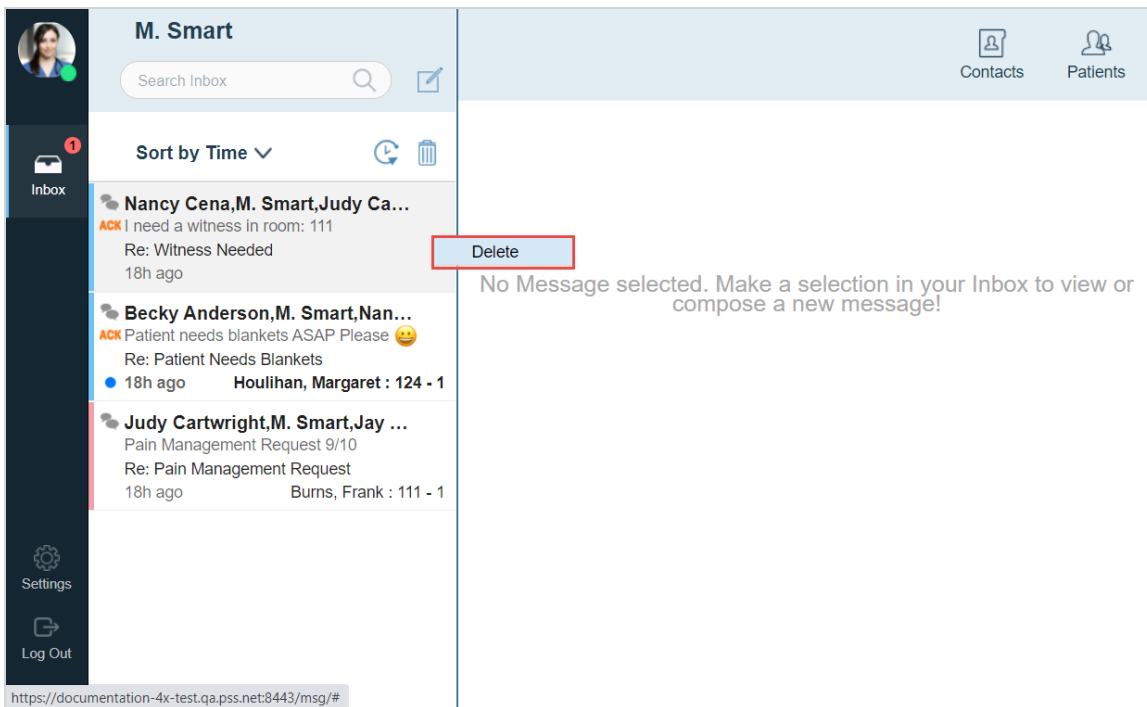


1. The page displays on the recipient's mobile phone.
2. When the recipient acknowledges the page, he/she receives an Acknowledgement Successful! message.

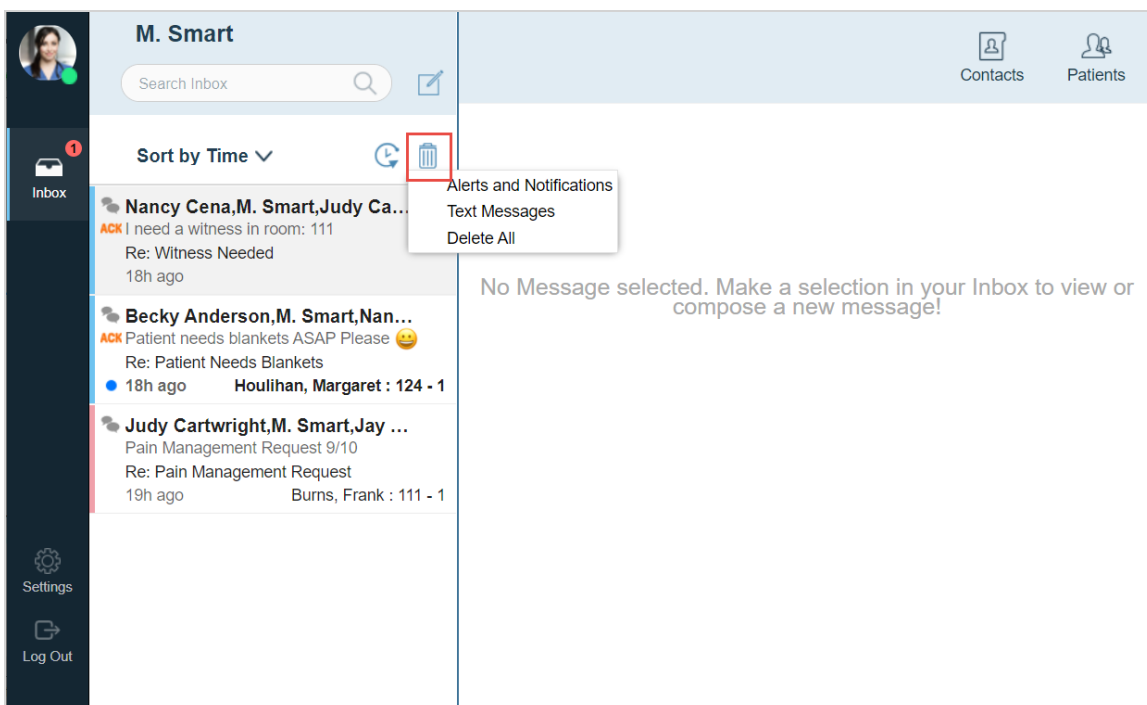
Deleting a Message

Use any of the following methods to delete Inbox messages:

1. Right-click the message summary and click **Delete**.



- Click the **Trash Can** icon and select any of the methods provided. Delete all alerts and notifications, all text messages, or delete all items in your inbox.



Disable Messaging per Facility

Hospitals can now configure their users to enable or disable secure messaging. Configuring secure messaging is twofold:

1. Facilities must have Enable Secure Messaging enabled in the Enterprise Manager>Settings>Secure Messaging.
2. Users must have the Secure Messaging permission. Without the secure messaging permission, users will not be able to send or receive secure chat messages, even if Enable Secure Messaging is enabled.

However, if users without the secure messaging permission wish to send a page, they can do so if configured for their facility.

- If secure messaging is disabled and SMS Paging is not configured, then the compose icon will NOT display.
- If secure messaging is disabled and SMS paging is configured, then the compose icon WILL display.



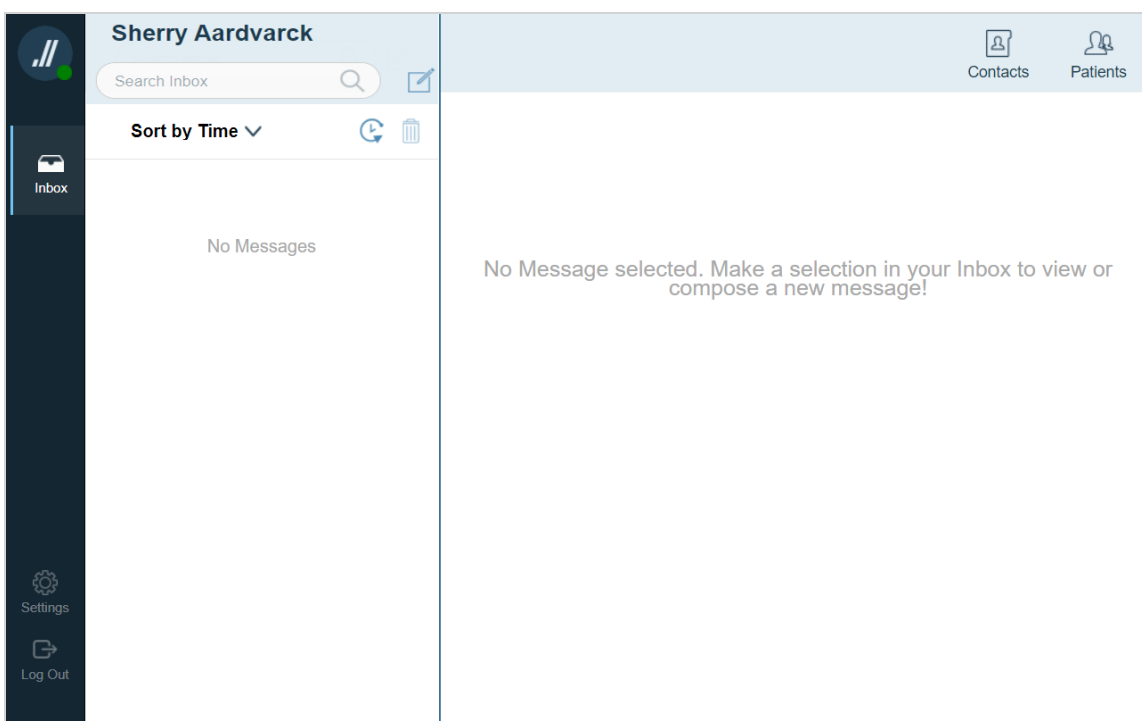
Message forwarding for alerts is disabled for users that do not have the secure messaging permission.

Please follow the instructions below to learn more about the Disable Messaging per Facility feature.

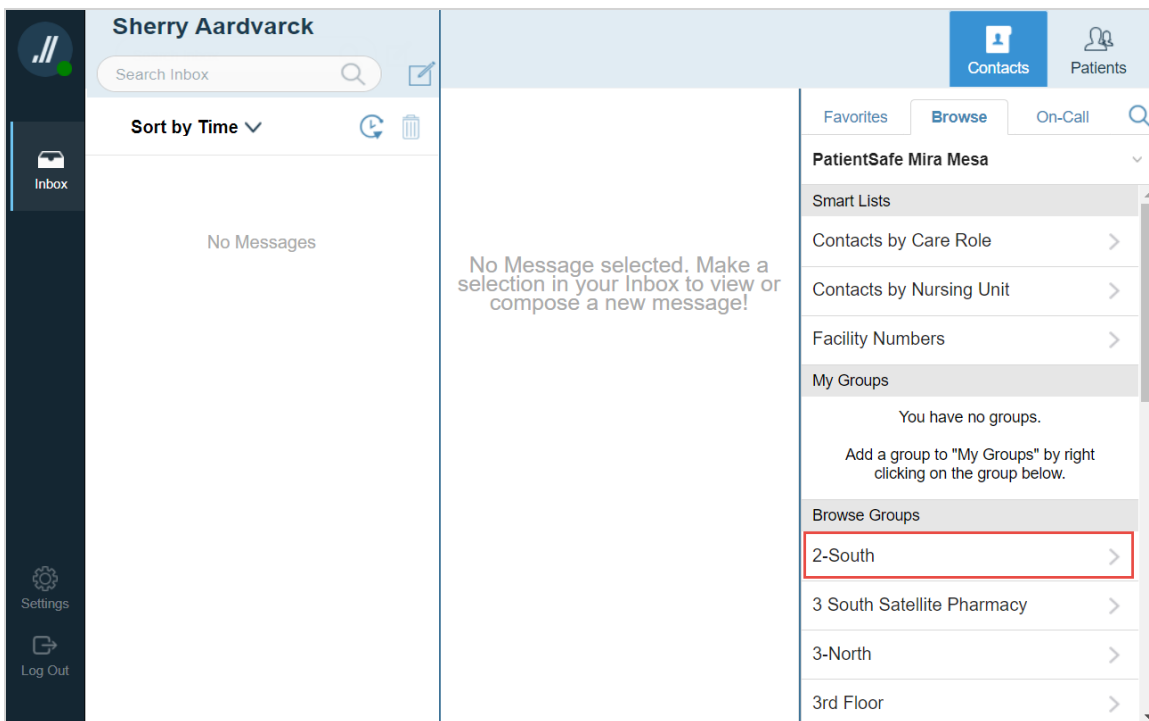
User Does Not have Secure Messaging Permission

Case Manager, Sherry Aardvarck **does not** have the secure messaging permission and therefore cannot initiate a message, even if the recipient has secure messaging.

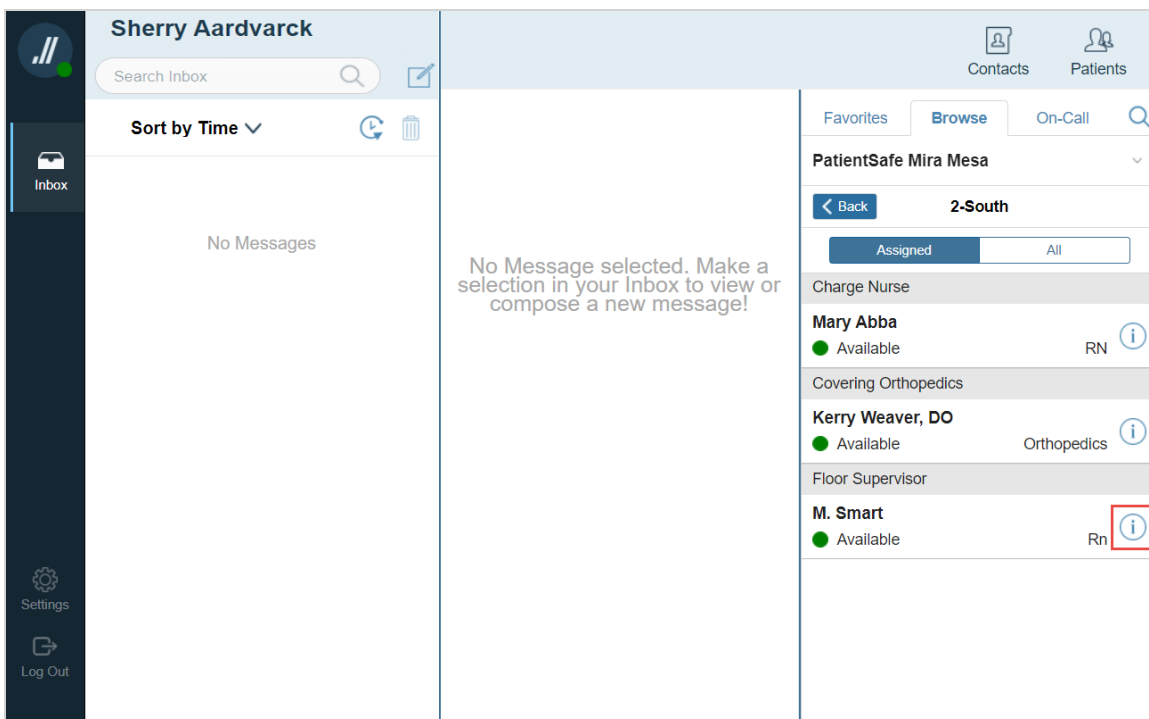
1. From the Inbox, touch **Contacts**.



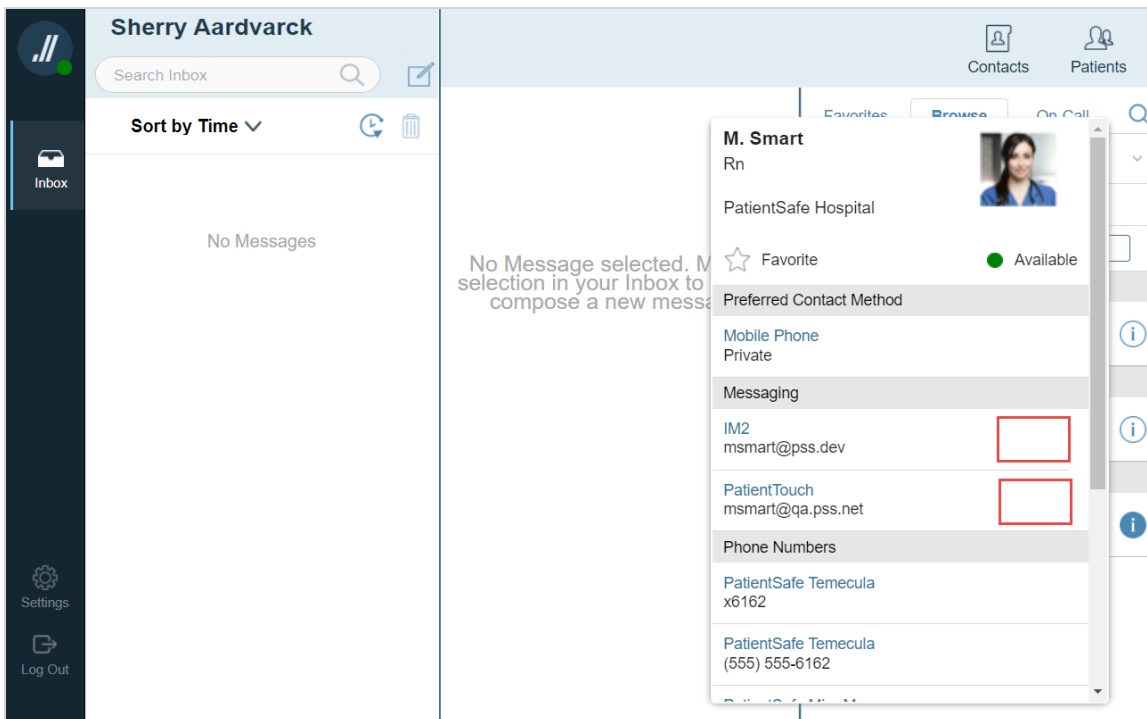
2. Select a **Browse Group**. 2-South is used in this example.



3. M. Smart **does** have secure messaging permissions.
4. Touch the **Info** icon to see available methods of communication.



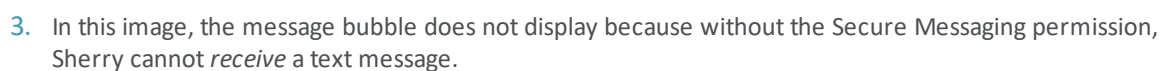
- The messaging icon does not display because without the Secure Messaging permission, Sherry cannot send a text message.

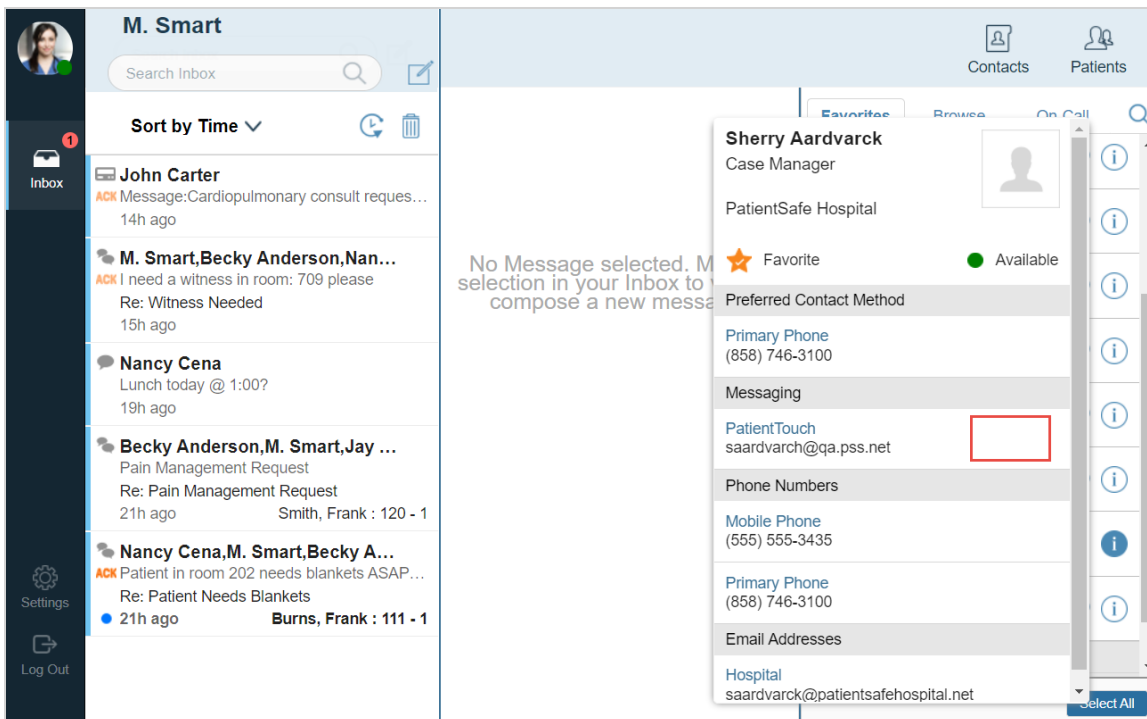


User Does have Secure Messaging

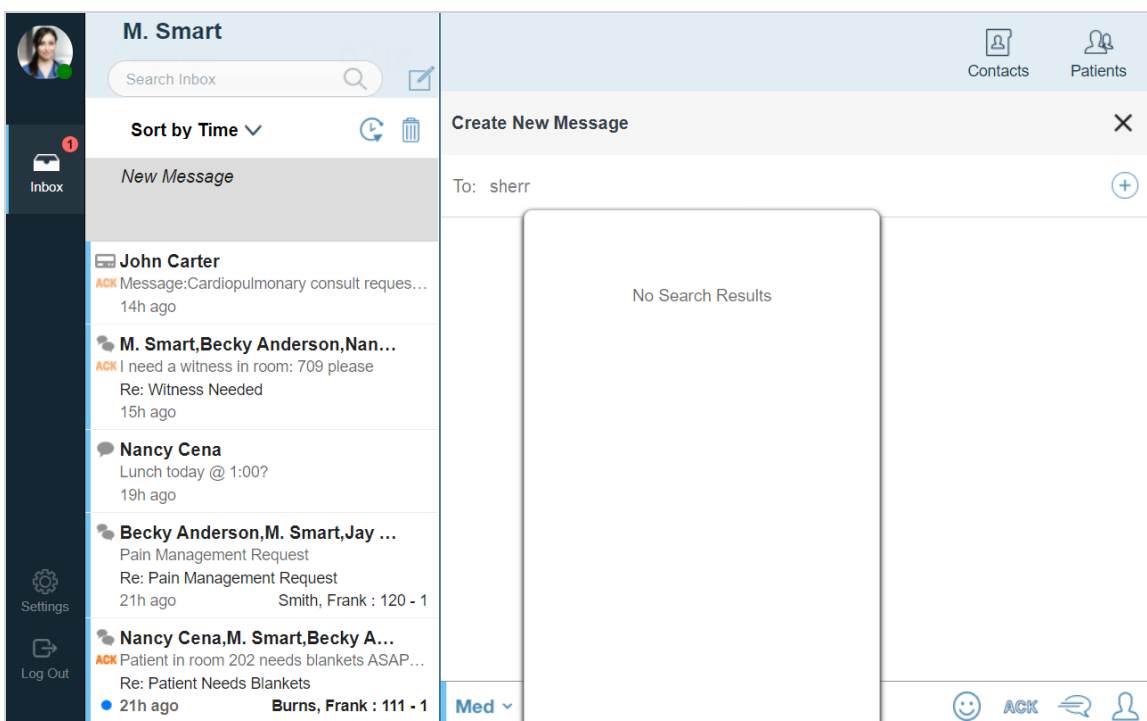
Primary Nurse, M. Smart **does** have the Secure Messaging permission but the recipient, Sherry Aardvarck **does not, therefore, Sherry cannot receive a text message.**

- From the Inbox, touch **Contacts**.





- Even if M. Smart attempted to search for Sherry when trying to send a text message, her name would not display.



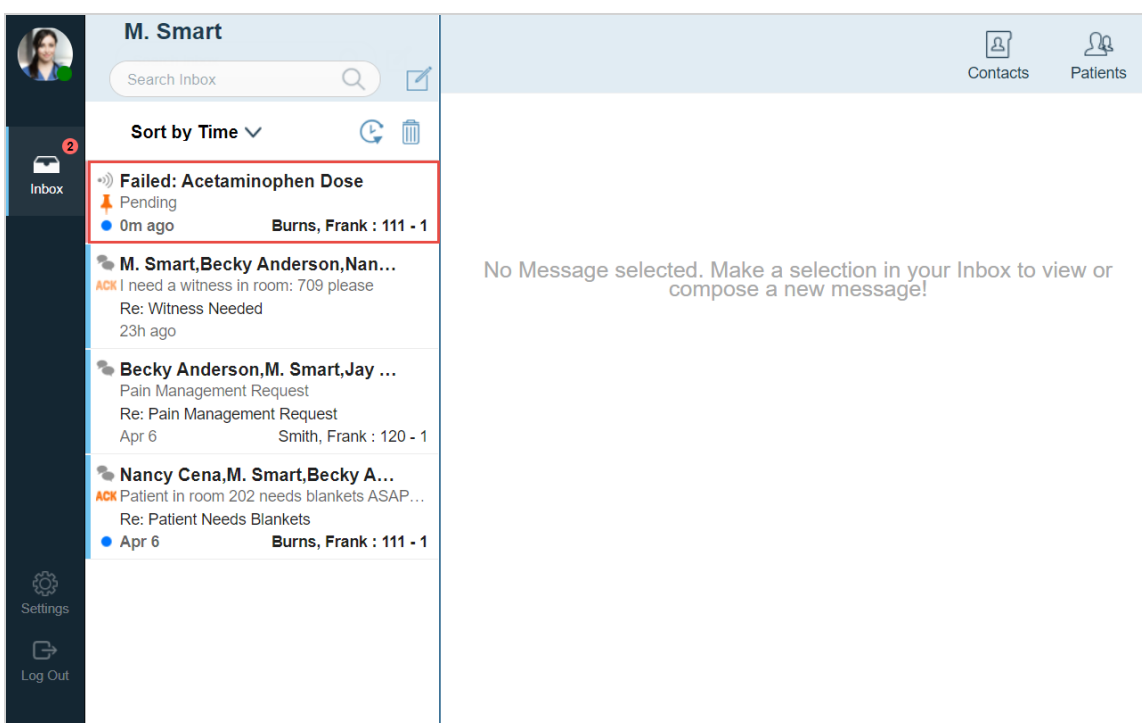
Documentation Failure Notification Message

When a caregiver has attempted to document into Vocera Edge but it has failed to pass into the EHR, they will receive the Documentation Failure Notification message in the Inbox of Web Messenger, as seen below.

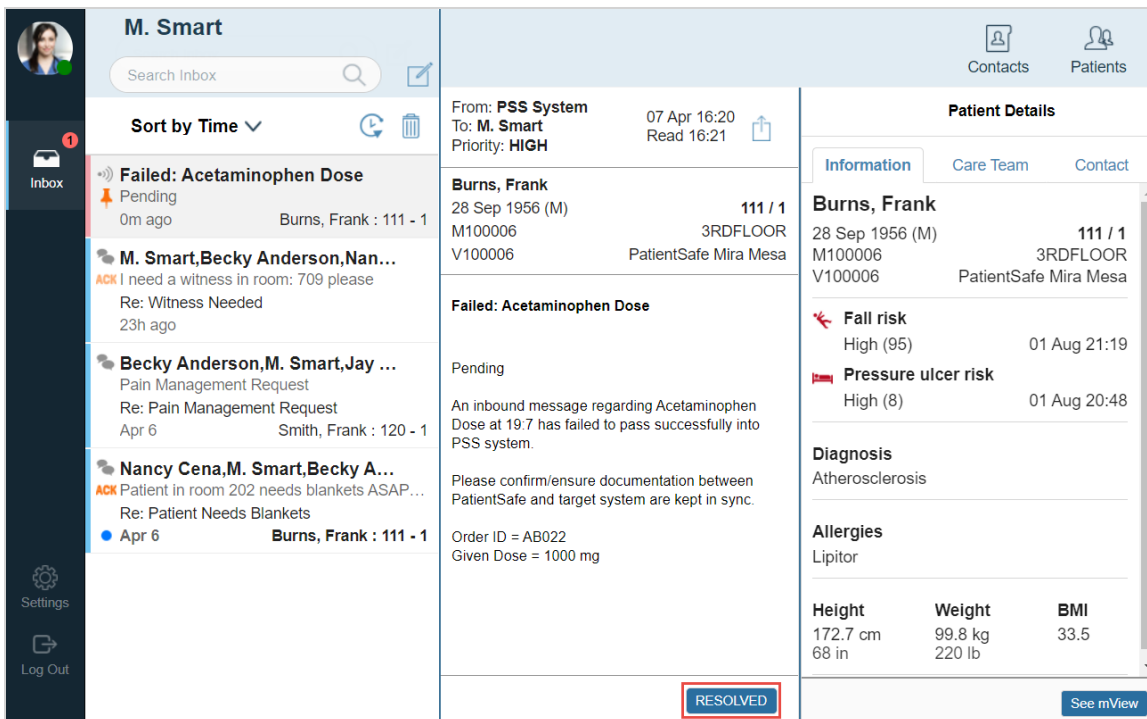
After reviewing the notification message, users will then need to re-document the failed item back into the EHR, ensuring the documentation between the EHR and Vocera Edge are in sync. Once the systems are synced up, the caregiver will need to transition the failure notification from a “pending” to a “resolved” state. Once the failed item has been resolved, the message is available to delete from the Web Messenger Inbox and the Integration Monitoring Tool in the Enterprise Manager will be updated with the status of Resolved.

Please read the instructions below to learn how to put the failure notification message into a resolved or pending state.

1. When a failure occurs on the EHR, a **Documentation Failure Notification** message displays in the caregiver's Inbox.
2. Click the message.



3. Details of the notification message display, including the patient name, caregiver name, name of the failed item, and details of the failure.
4. After you have synced documentation between Vocera Edge and your EHR, click **Resolved**.



The screenshot shows the Vocera Edge Web Messenger interface. On the left is a sidebar with 'Inbox', 'Settings', and 'Log Out'. The main area is divided into three sections: a message list on the left, a message details pane in the center, and a patient details pane on the right.

Message List:

- Failed: Acetaminophen Dose** (Pending, 0m ago, Burns, Frank : 111 - 1)
- M. Smart, Becky Anderson, Nan...** (ACK, I need a witness in room: 709 please, Re: Witness Needed, 23h ago)
- Becky Anderson, M. Smart, Jay ...** (Pain Management Request, Re: Pain Management Request, Apr 6, Smith, Frank : 120 - 1)
- Nancy Cena, M. Smart, Becky A...** (ACK, Patient in room 202 needs blankets ASAP..., Re: Patient Needs Blankets, Apr 6, Burns, Frank : 111 - 1)

Message Details (Selected):

From: **PSS System**
To: **M. Smart**
Priority: **HIGH**
07 Apr 16:20
Read 16:21

Burns, Frank
28 Sep 1956 (M) 111 / 1
M100006 3RDFLOOR
V100006 PatientSafe Mira Mesa

Failed: Acetaminophen Dose
Pending
An inbound message regarding Acetaminophen Dose at 19.7 has failed to pass successfully into PSS system.
Please confirm/ensure documentation between PatientSafe and target system are kept in sync.
Order ID = AB022
Given Dose = 1000 mg

Patient Details:

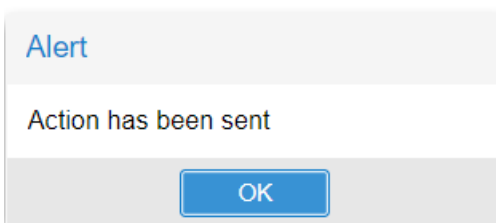
Burns, Frank
28 Sep 1956 (M) 111 / 1
M100006 3RDFLOOR
V100006 PatientSafe Mira Mesa

Information | Care Team | Contact

- Fall risk**
High (95) 01 Aug 21:19
- Pressure ulcer risk**
High (8) 01 Aug 20:48
- Diagnosis**
Atherosclerosis
- Allergies**
Lipitor
- Height** 172.7 cm 68 in
- Weight** 99.8 kg 220 lb
- BMI** 33.5

Buttons: **RESOLVED** (highlighted with a red box), **See mView**

- An "Action has been sent" message displays.
- Click **OK**.



Alert

Action has been sent

OK

- The message is now in a resolved state.

Documentation Failure Notifications cannot be deleted from the Inbox using the "Trash



Can" icon, nor can they be manually deleted until they have been "Resolved."

- The message is now available to delete and the Integration Monitoring Tool in the Enterprise Manager will update with the status of Resolved.
- In case you accidentally clicked **Resolved** but have not yet taken action to ensure that Vocera Edge and your EHR are in sync, you can put the message back into a **"Pending"** state.
- Click the message to open it.



M. Smart

Sort by Time

Failed: Acetaminophen Dose
Resolved
0m ago Burns, Frank : 111 - 1

M. Smart,Becky Anderson,Nan...
ACK I need a witness in room: 709 please
Re: Witness Needed
23h ago

Becky Anderson,M. Smart,Jay ...
Pain Management Request
Re: Pain Management Request
Apr 6 Smith, Frank : 120 - 1

Nancy Cena,M. Smart,Becky A...
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
Apr 6 Burns, Frank : 111 - 1

Contacts Patients

No Message selected. Make a selection in your Inbox to view or compose a new message!

11. Click Pending.

M. Smart

Sort by Time

Failed: Acetaminophen Dose
Resolved
0m ago Burns, Frank : 111 - 1

M. Smart,Becky Anderson,Nan...
ACK I need a witness in room: 709 please
Re: Witness Needed
23h ago

Becky Anderson,M. Smart,Jay ...
Pain Management Request
Re: Pain Management Request
Apr 6 Smith, Frank : 120 - 1

Nancy Cena,M. Smart,Becky A...
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
Apr 6 Burns, Frank : 111 - 1

Contacts Patients

From: **PSS System**
To: **M. Smart**
Priority: **HIGH**

07 Apr 16:21
Read 16:22

Burns, Frank
28 Sep 1956 (M) 111 / 1
M100006 3RDFLOOR
V100006 PatientSafe Mira Mesa

Failed: Acetaminophen Dose
Resolved
An inbound message regarding Acetaminophen Dose at 19:7 has failed to pass successfully into PSS system.
Please confirm/ensure documentation between PatientSafe and target system are kept in sync.
Order ID = AB022
Given Dose = 1000 mg

PENDING

Patient Details

Information Care Team Contact

Burns, Frank
28 Sep 1956 (M) 111 / 1
M100006 3RDFLOOR
V100006 PatientSafe Mira Mesa

Fall risk
High (95) 01 Aug 21:19

Pressure ulcer risk
High (8) 01 Aug 20:48

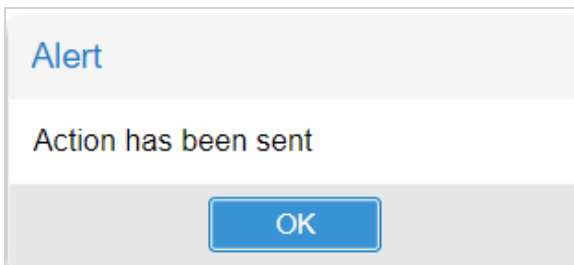
Diagnosis
Atherosclerosis

Allergies
Lipitor

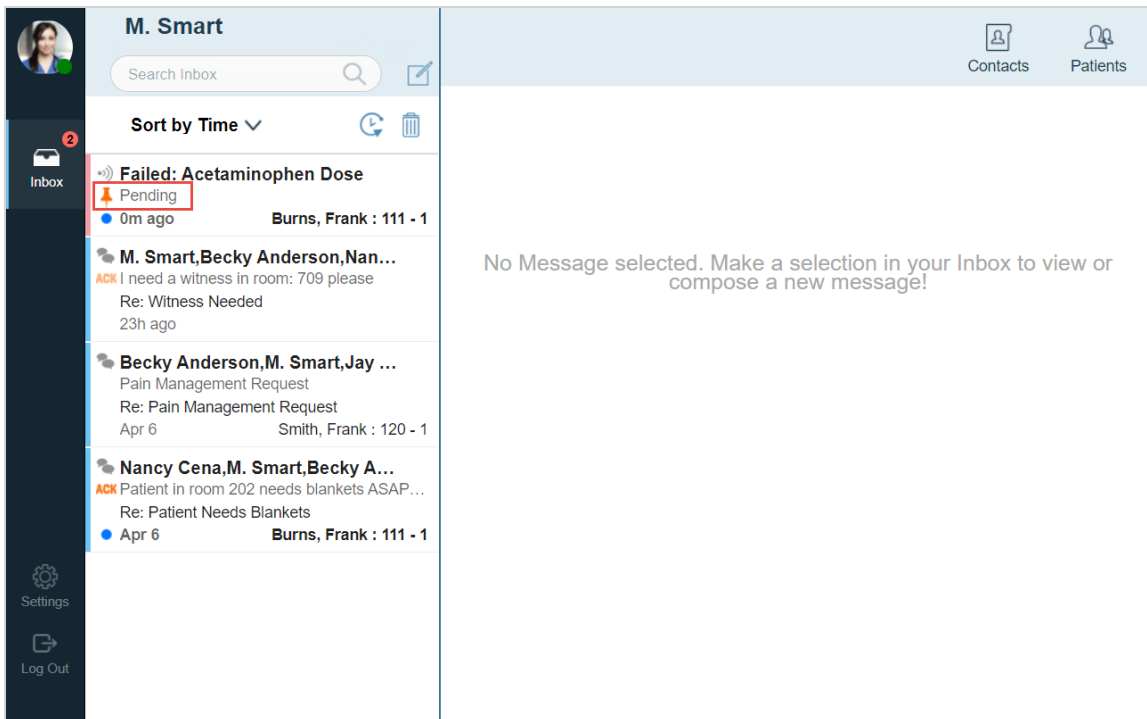
Height 172.7 cm 68 in
Weight 99.8 kg 220 lb
BMI 33.5

See mView

12. Click OK on the alert message.



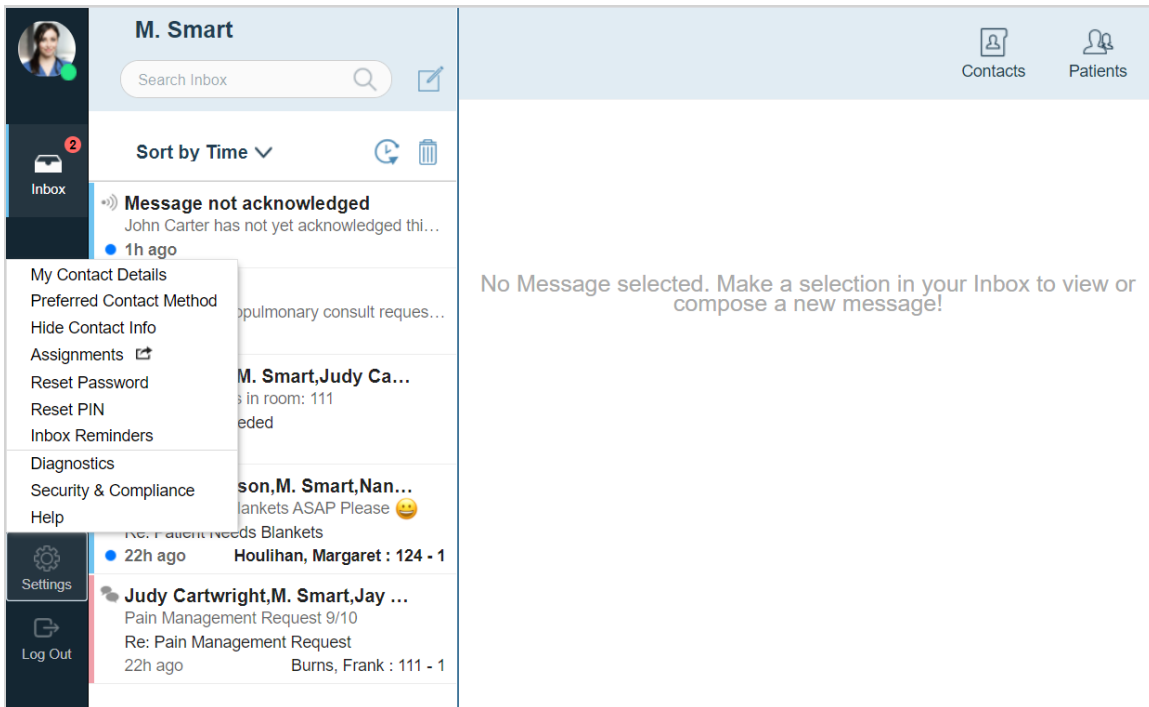
13. The failed documentation now shows a "Pending" state.



Managing Your Settings

The **Settings** menu provides you with the following features, which are described below.

1. **My Contact Details:** Access your contact details in Enterprise Manager.

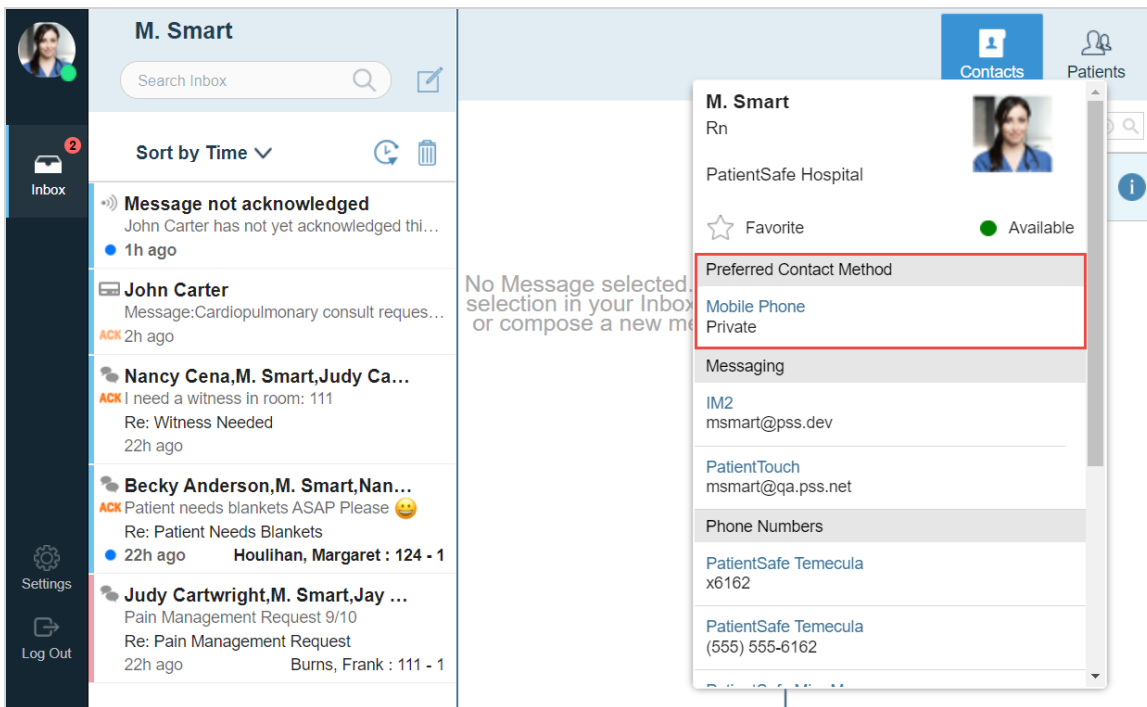


2. **Preferred Contact Method:** Select or edit your preferred method of communication.
3. **Hide Contact Info:** Select the method of communication you want hidden from other users.
4. **Assignments:** Make or change assignments in Enterprise Manager.
5. **Reset Password:** Change your password.
6. **Reset PIN:** Change your PIN.
7. **Inbox Reminders:** Enable, edit, or disable Inbox Reminders.
8. **Diagnostics:** View operating system and application version information.
9. **Security & Compliance:** View information on Vocera Edge' commitment to HIPAA privacy.
10. **Help:** Access online user guide.

Preferred Contact Method

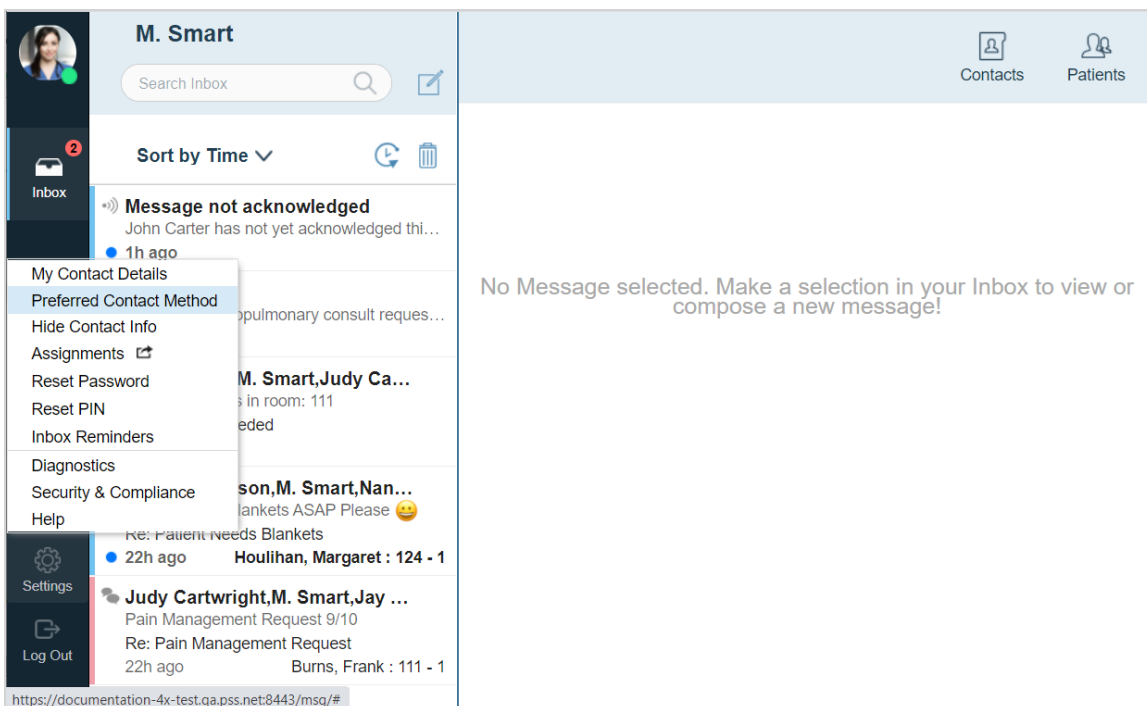
Users may choose a "preferred contact method" to help other users know how best to contact them. For example, one user may prefer to be contacted by their primary phone number, so they may select this option. If, however, another user wishes to be contacted by email, or text message, they may select one of these options.

The default preferred contact method is configured in the Enterprise Manager. However, you may modify it using the Web Messenger. When your preferred contact method is configured, it displays in **Contact Details**.

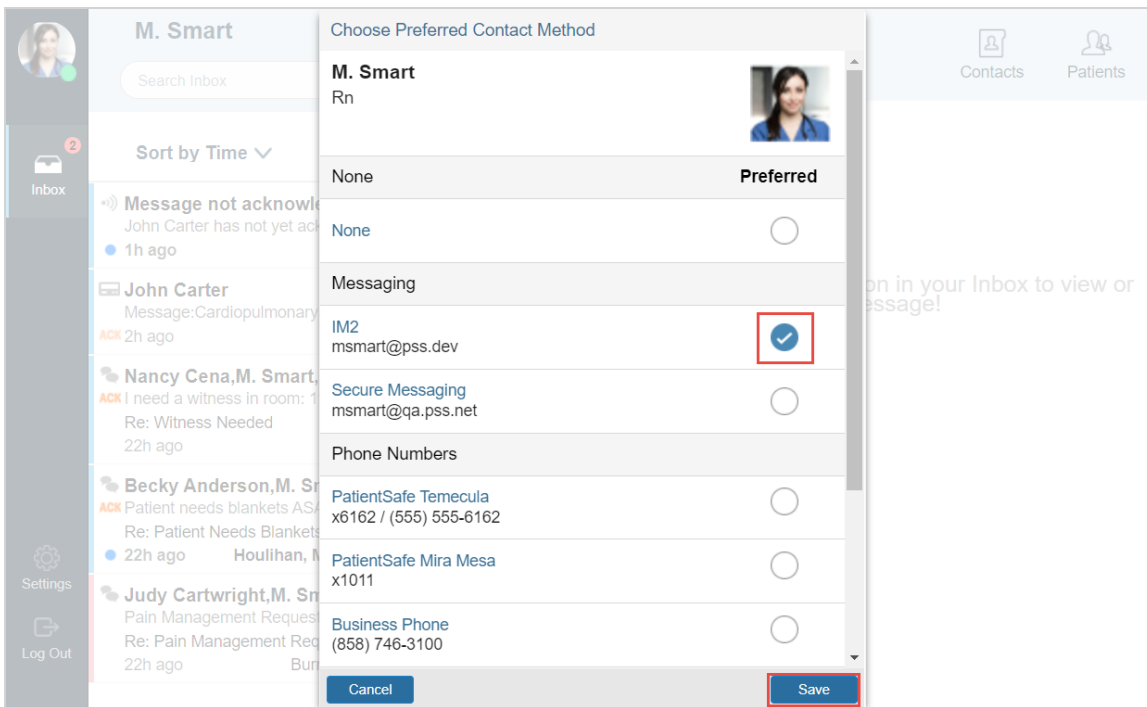


To configure your **Preferred Contact Method**, follow the instructions below.

1. Click **Settings>Preferred Contact Method**.



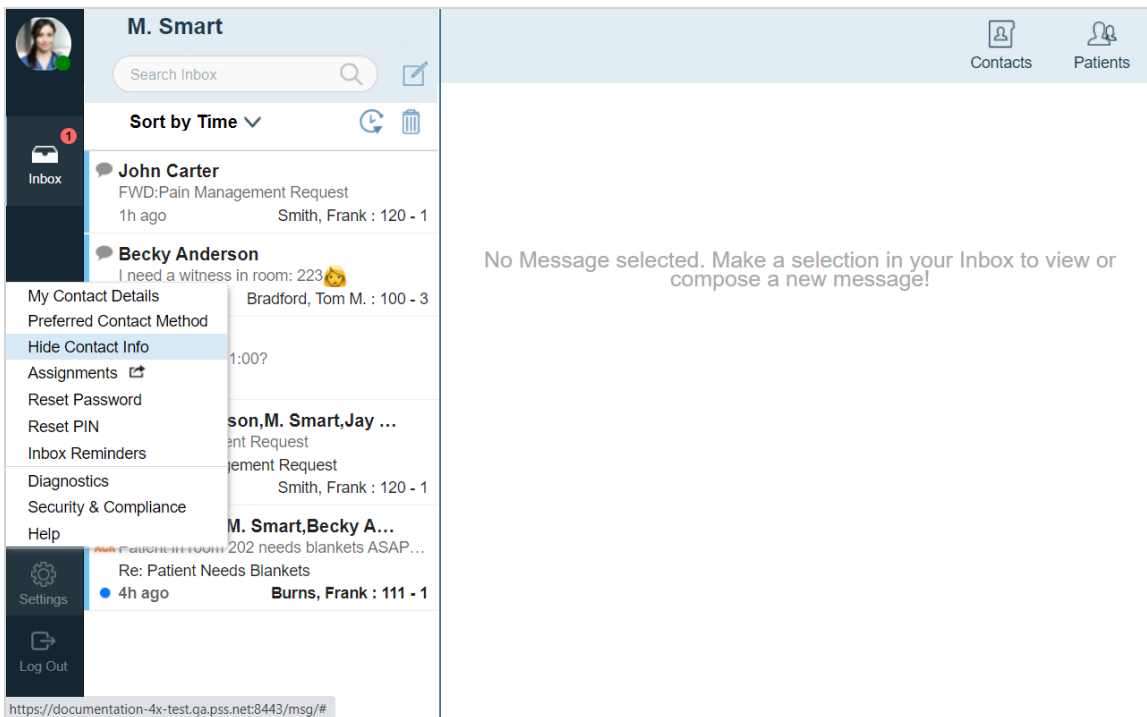
2. Select your preferred contact method.
3. Click **Save**.



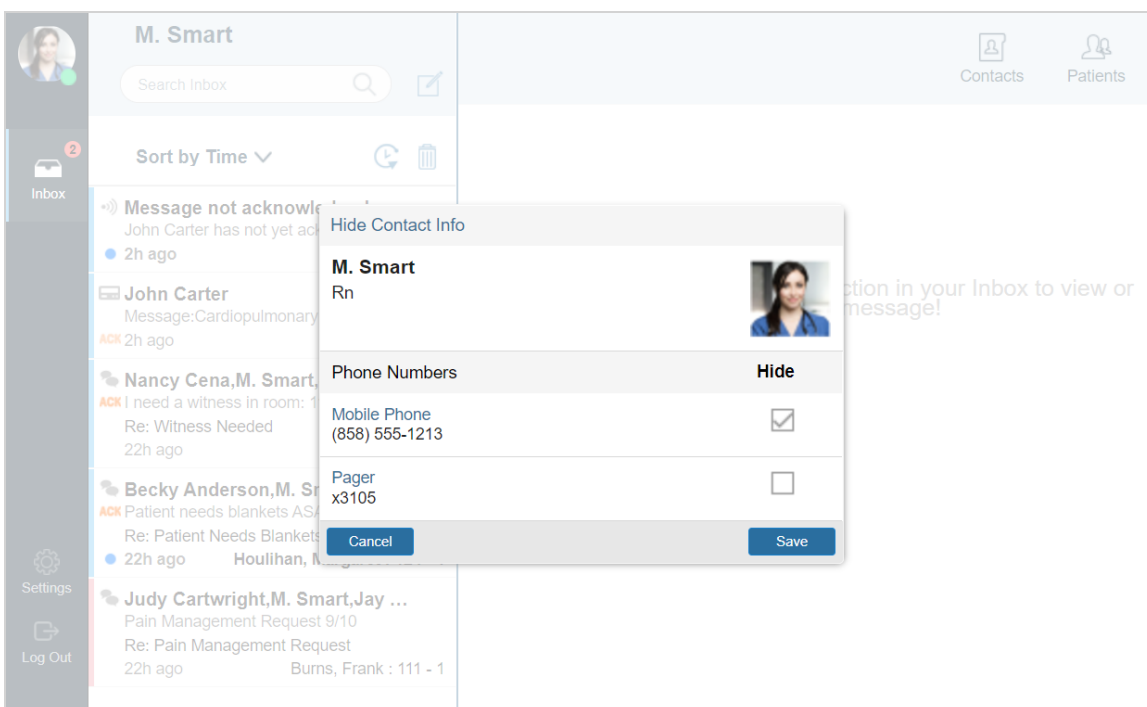
Hide Contact Information

Caregivers who have the "Hide Contact Information" permission, may hide a selected phone number from other Vocera Edge users. This will prevent others from seeing designated phone numbers on any Vocera Edge application. At this time, phone and pager numbers are the only methods of communication that can be hidden. When a number is hidden, "Private" displays beneath the phone number on Contact Details.

1. To hide your phone or page number, click **Hide Contact Info** from the **Settings** menu.

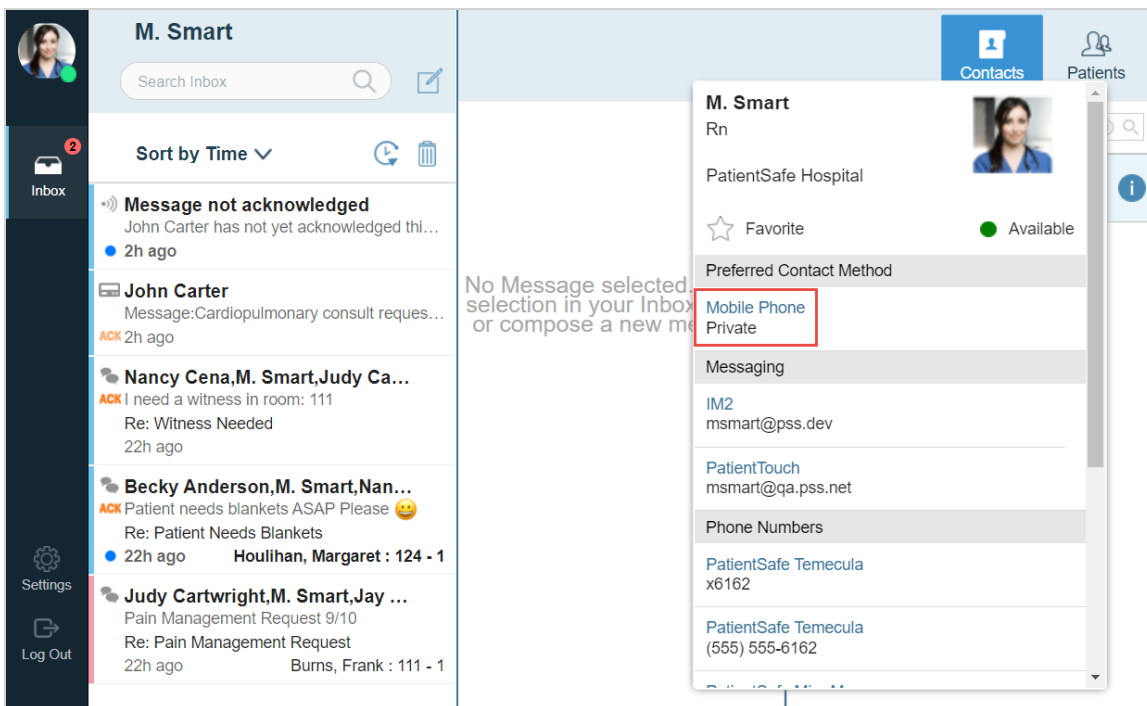


2. Select the number you want hidden from other users.
3. Click **Save**.

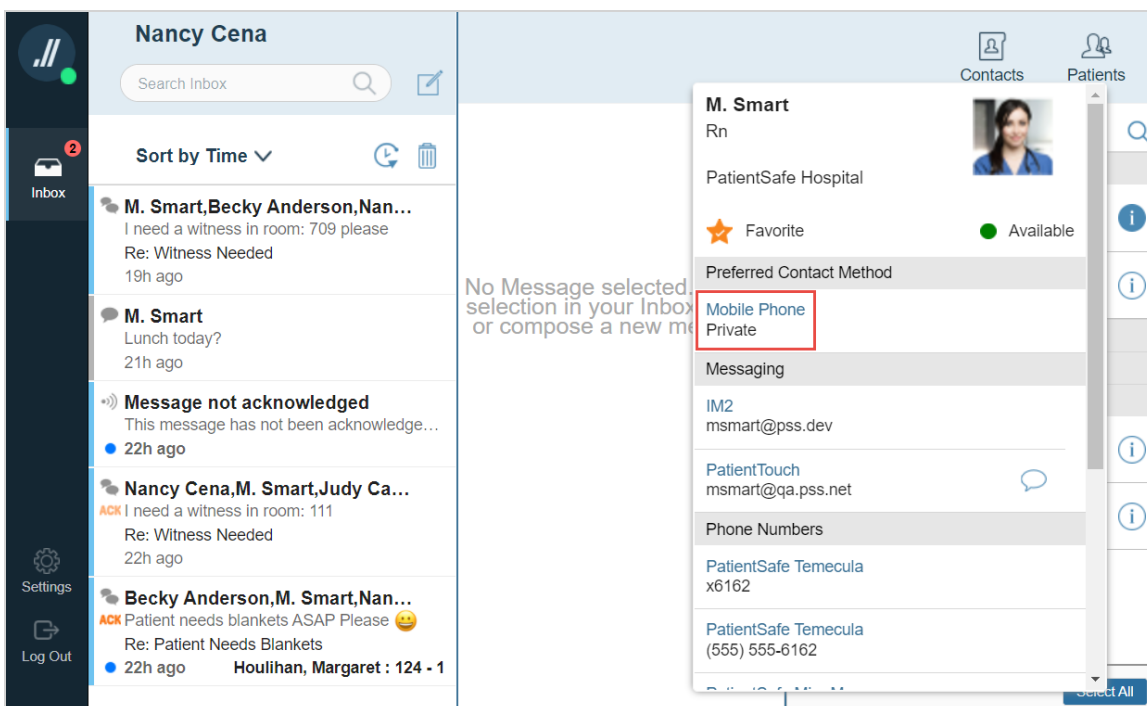


4. To view the changes you have just made, click **Contacts** and search for your name.
5. Click the **Info** icon.

6. The hidden phone number displays as **"Private"** on the **Contact Details** screen.

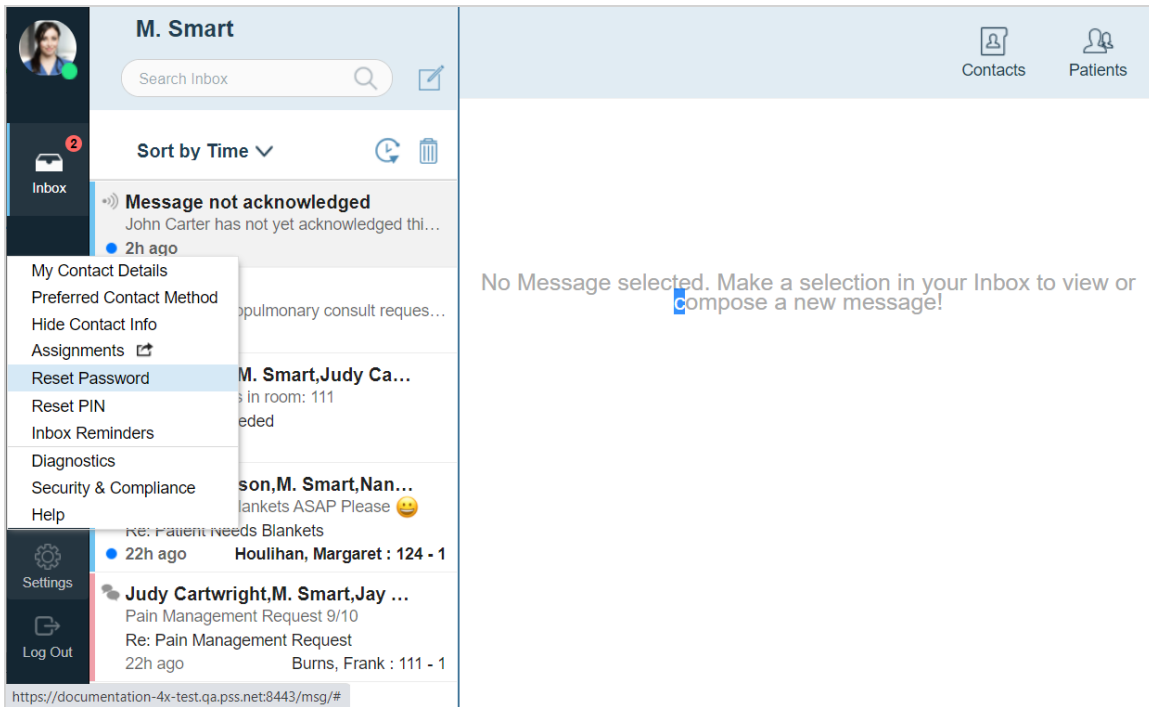


7. In addition, when another user views your **Contact Detail** screen, the number shows as **"Private"** to indicate the contact information is hidden.

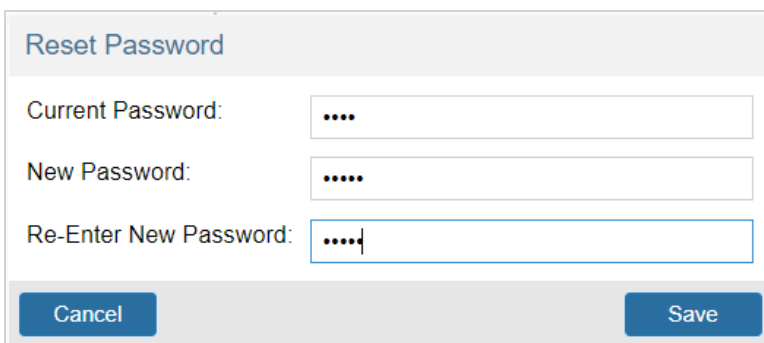


Resetting Your Password

1. Click **Settings>Reset Password** to reset your password. If Vocera Edge is integrated with Active Directory (or another authentication provider) you will not be able to change your password in Web Messenger.



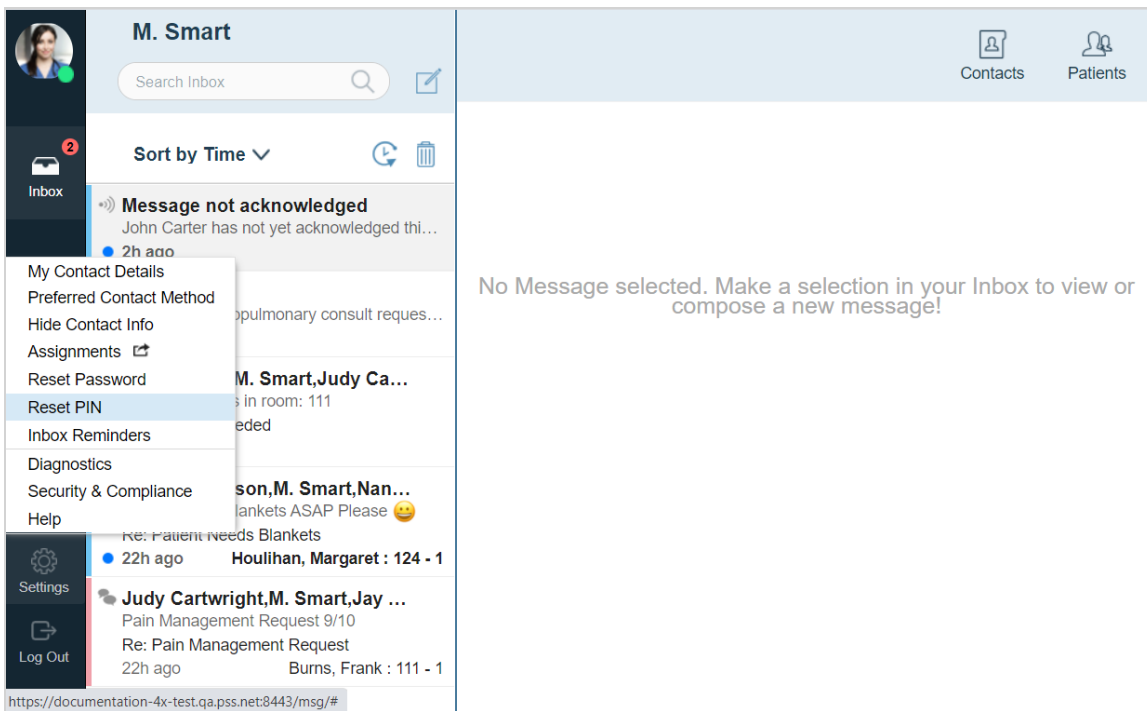
2. Enter your current password.
3. Enter your new password twice.
4. Click **Save**.



The 'Reset Password' dialog box is shown. It has three input fields: 'Current Password:', 'New Password:', and 'Re-Enter New Password:'. Each field contains masked text (dots). At the bottom, there are two buttons: 'Cancel' and 'Save'.

Resetting Your PIN

1. Click **Reset PIN** from the **Settings** menu to reset your PIN.



2. Enter your Vocera Edge password.
3. Click **Next**.

Reset PIN

Enter Password

You need to enter your password to set or change your PIN.

Cancel
Next

4. Enter your new 4-digit PIN.
5. Click **Next**.

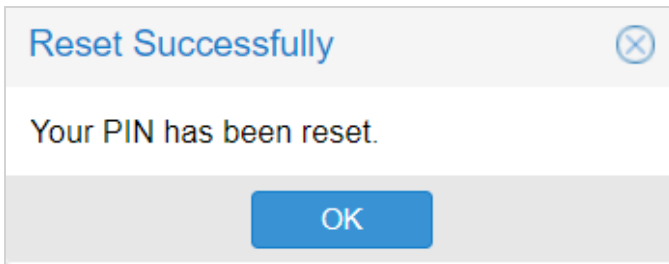
Reset PIN

Set PIN

Must be 4 digits in length.

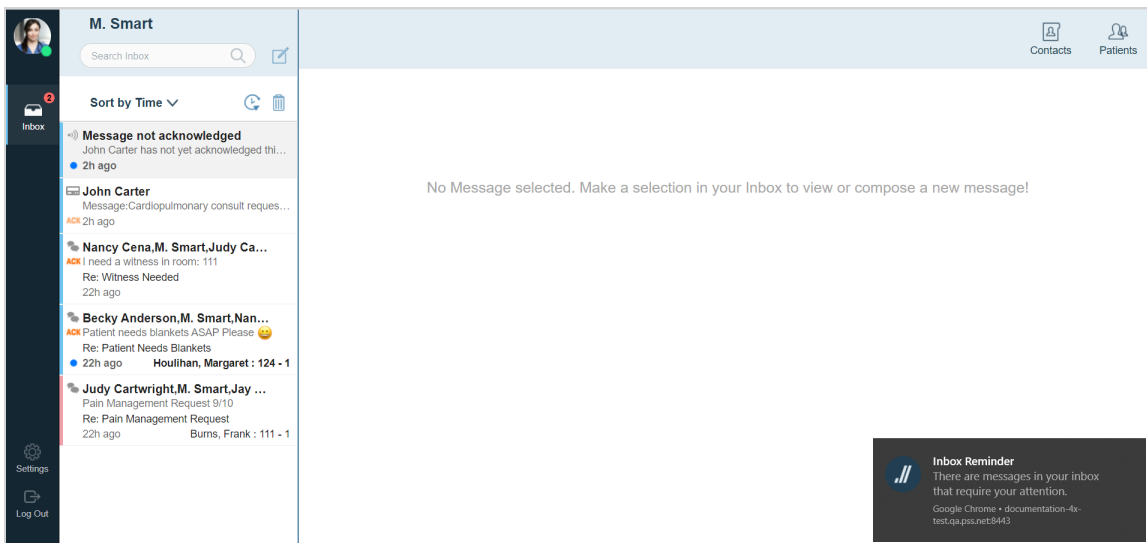
Cancel
Next

6. A message displays indicating a successful PIN reset.
7. Click **OK**.

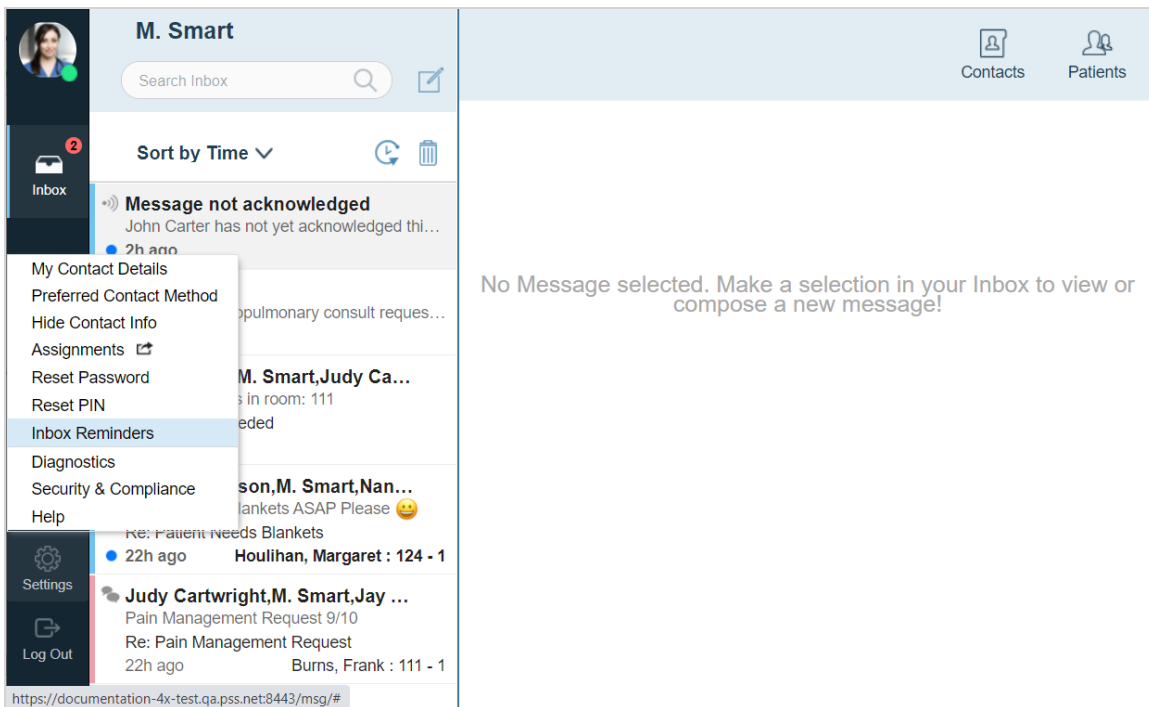


Setting Inbox Reminders

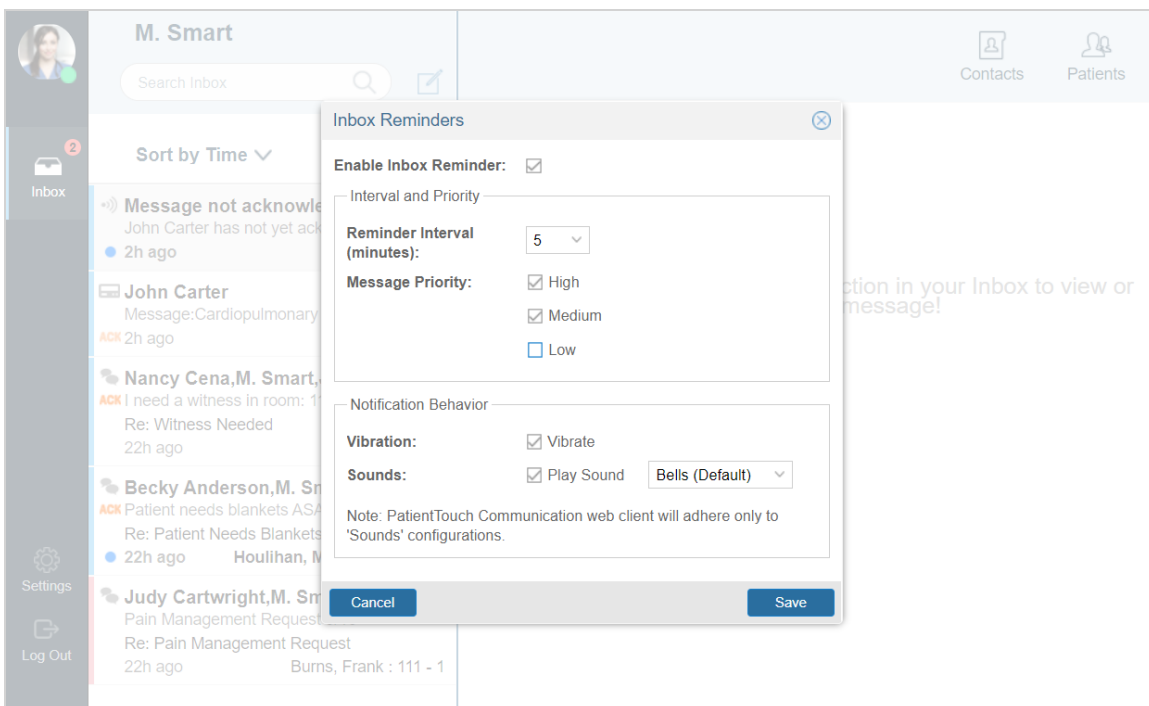
If configured, users can choose to receive Inbox reminder notifications on their desktop when they have messages that require their attention. For example, unread messages would trigger a reminder notification. An **Inbox Reminder** notification displays on the lower right hand side of the desktop, as seen in the image below.



1. To configure Inbox notifications, click **Settings>Inbox Reminders**.



2. Use the instructions below to configure reminder notifications.



- Enable Inbox Reminder:** Check to enable or disable Inbox Reminders.
- Reminder Interval:** Select the **time frame** in minutes for which to receive a reminder.
- Message Priority:** Select the **message priority** High, Medium, or Low for which to receive

reminder notifications.

Notification Behavior: Select the **notification behavior** of vibrate or play sound for the reminder notifications.

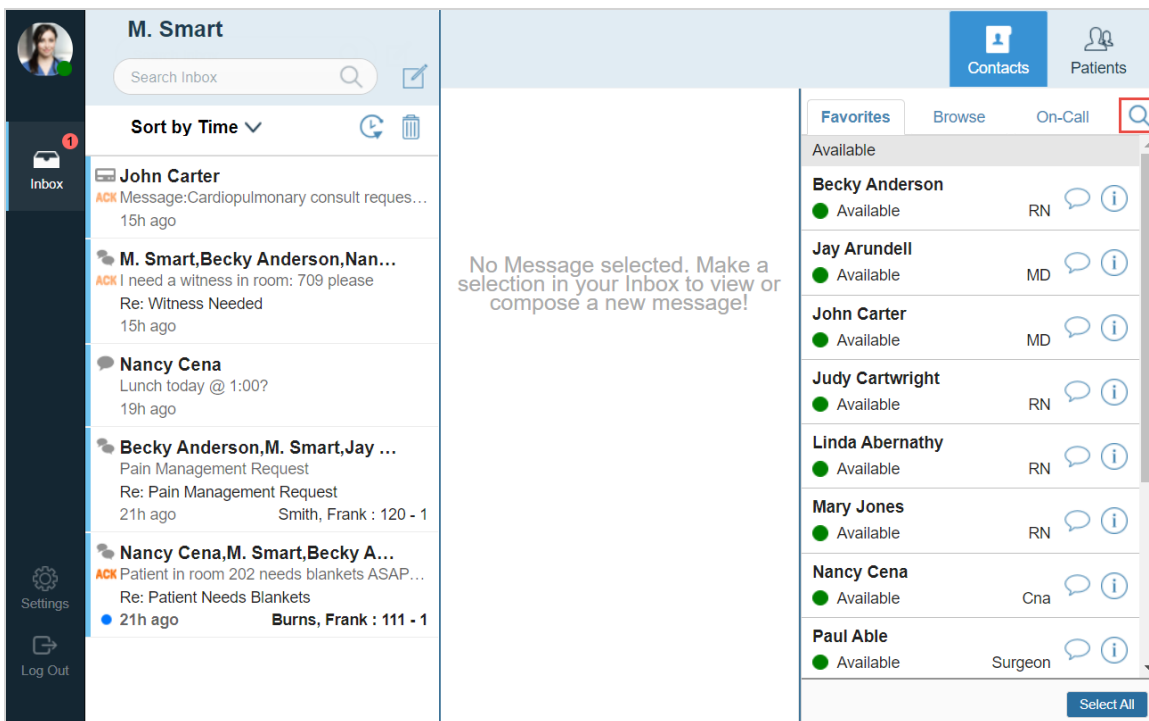
3. Click **Save**.

Managing Contacts

Vocera Edge Communications allows you to add favorites to your contact list. You can then easily view contact details and select a method of communication.

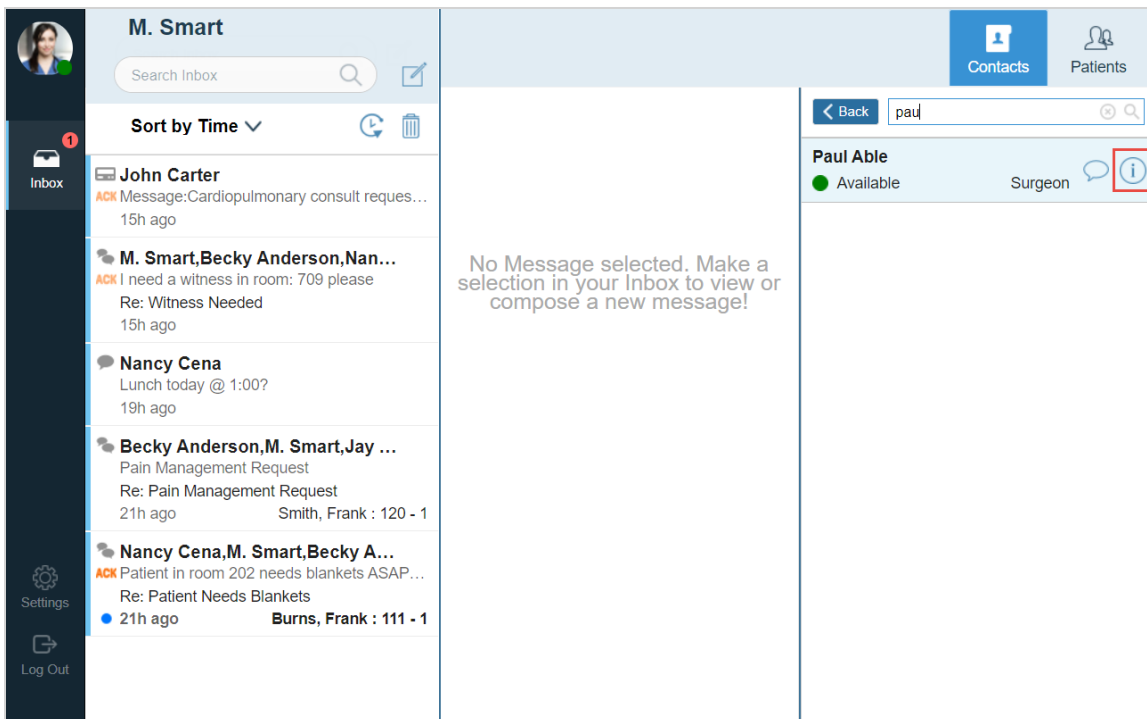
Search

1. Click the **Contacts** tab to view, search, and browse for contacts.
2. To search by name, click the Search icon and enter a name or partial name in the search field.

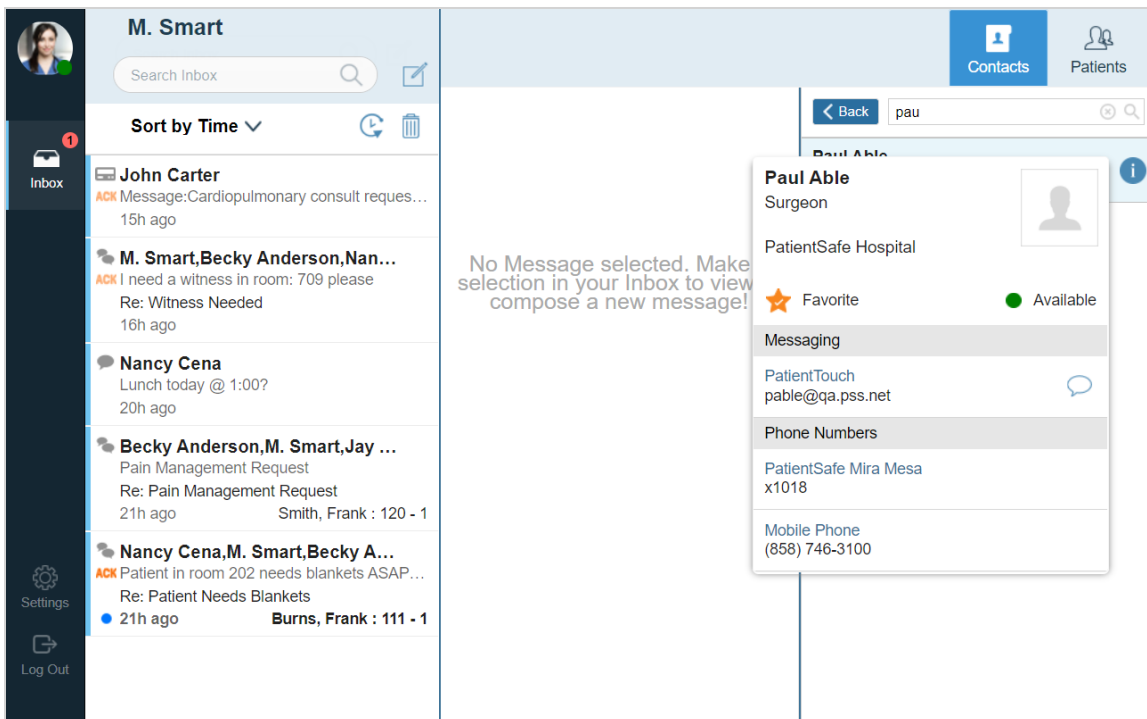


The screenshot displays the Vocera Edge Communications web messenger interface. On the left is a dark sidebar with navigation icons for 'Inbox', 'Settings', and 'Log Out'. The main content area is divided into three sections. The top section, titled 'M. Smart', contains a 'Search Inbox' field and a 'Sort by Time' dropdown. Below this is a list of messages from 'John Carter', 'M. Smart, Becky Anderson, Nan...', 'Nancy Cena', and 'Becky Anderson, M. Smart, Jay ...'. The middle section is a large white area with the text: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'. The right section is a 'Contacts' panel with tabs for 'Favorites', 'Browse', and 'On-Call'. A search icon is highlighted in the top right corner of this panel. Below the tabs is a list of contacts, all marked as 'Available'. The contacts listed are: Becky Anderson (RN), Jay Arundell (MD), John Carter (MD), Judy Cartwright (RN), Linda Abernathy (RN), Mary Jones (RN), Nancy Cena (Cna), and Paul Able (Surgeon). Each contact entry includes a green status dot, the name, role, and icons for messaging and viewing details. A 'Select All' button is at the bottom of the list.

3. The search result will display the option to send a text message (message bubble) or view contact details. Click the **Info** icon to view contact details.



4. Contact details displays several methods available to communicate:
 - a. Click the **Message** bubble to compose a new text message for this contact.
 - b. View voice communication methods like extensions and phone numbers to place a call.
 - c. Click the **Favorite** star, which will turn orange, to add to your **Favorites** list. To remove a **Favorite** from your list, deselect the **Favorite** star.



Browse Groups

Vocera Edge Communications provides **Browse Groups** for you to quickly locate caregivers. When configured, **Browse Groups** displays organization units like teams, on-call providers, or other groups relevant to the hospital. Search by Care Role, Nursing Unit, or Facility Number. Browse Group membership is based on assignment.

Search and Group Chat

1. From the Contacts tab, click **Browse**.
2. Select your specific facility from the **Facilities** drop down menu.
3. Search for a contact by **Care Role, Nursing Unit, or Facility Number**.

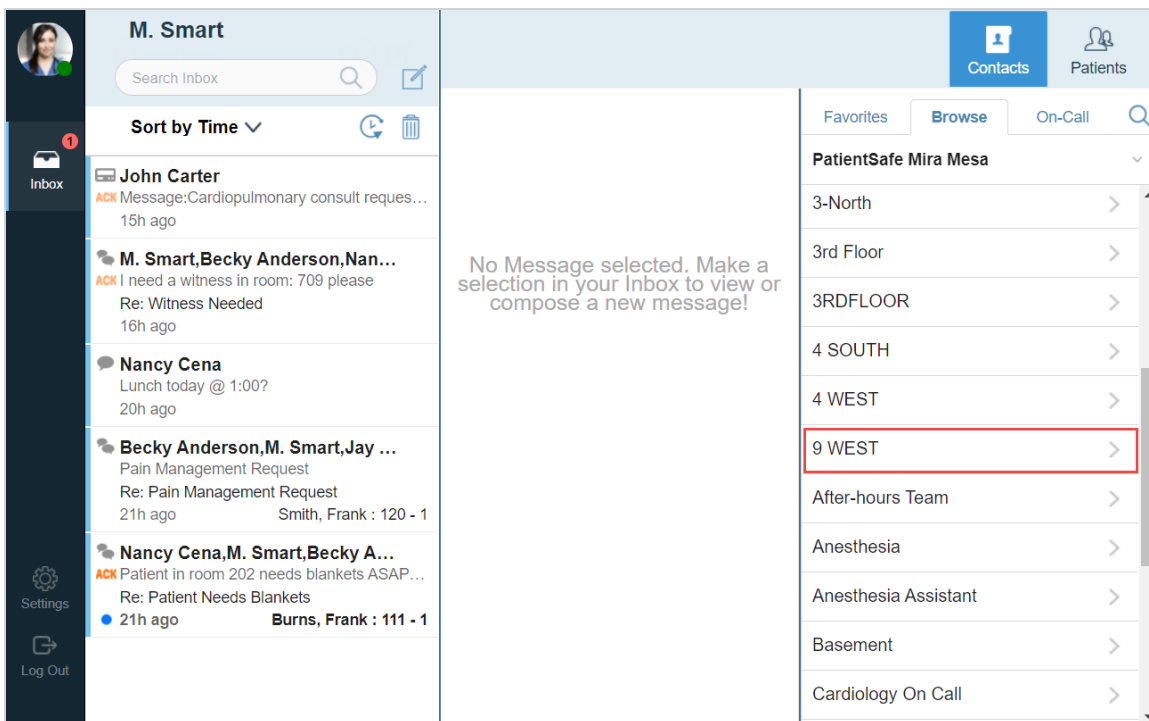


The screenshot shows the Vocera Web Messenger interface. On the left is a dark sidebar with icons for 'Inbox', 'Settings', and 'Log Out'. The main area is divided into three sections. The top section is a header for 'M. Smart' with a 'Search Inbox' bar and 'Sort by Time' dropdown. The middle section is the 'Inbox' list, showing messages from John Carter, M. Smart, Becky Anderson, Nancy Cena, and Becky Anderson. The right section is a sidebar with tabs for 'Contacts' and 'Patients'. Under 'Contacts', there are 'Favorites', 'Browse', and 'On-Call' tabs. The 'Browse' tab is active, showing a search bar and a list of 'Smart Lists' including 'PatientSafe Mira Mesa', 'Contacts by Care Role', 'Contacts by Nursing Unit', and 'Facility Numbers'. Below these are 'My Groups' (empty) and 'Browse Groups' (2-South, 3 South Satellite Pharmacy, 3-North, 3rd Floor). A message in the center says 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

Searching by Care Role, Nursing Unit, or Facility Number brings up the following screens:

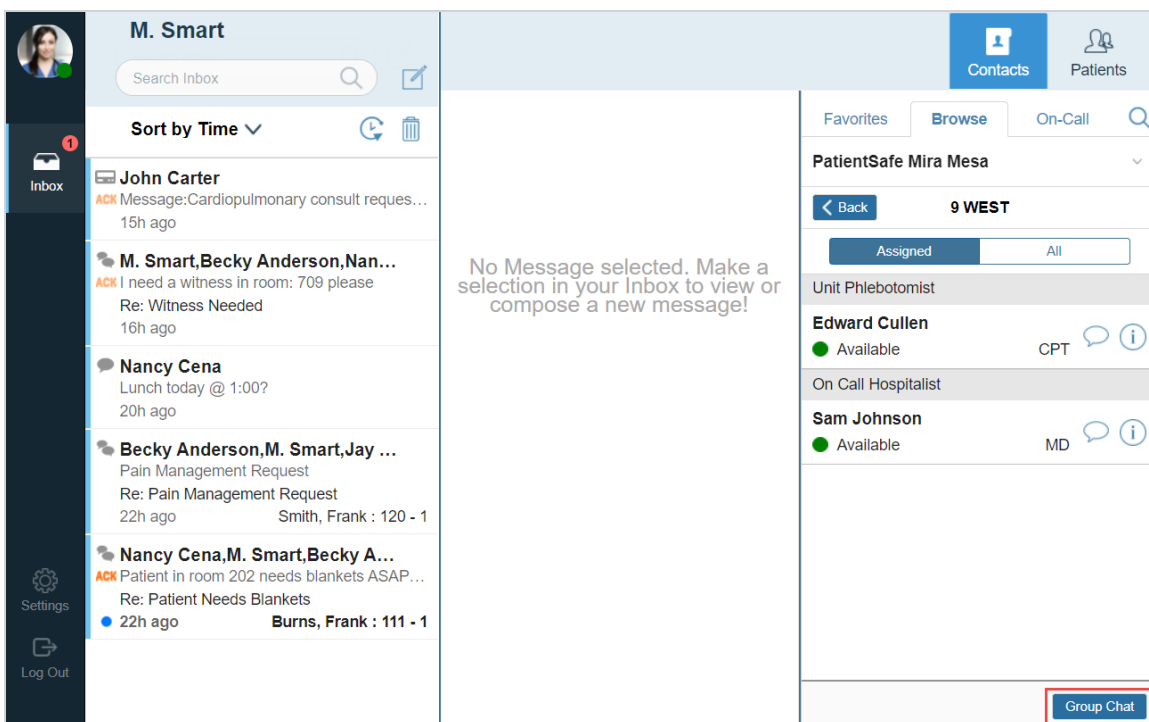
Care Role	Nursing Unit	Facility Numbers
<div> <div>Favorites</div> <div>Browse</div> <div>On-Call</div> </div> <div>PatientSafe Mira Mesa</div> <div> <div>< Back</div> <div>Contacts by Care Role</div> </div> <div> <div>Cardiology Supervisor</div> <div>></div> </div> <div> <div>Cardiopulmonary Manager</div> <div>></div> </div> <div> <div>Care Role A</div> <div>></div> </div> <div> <div>Care Role B</div> <div>></div> </div> <div> <div>Care Role C</div> <div>></div> </div> <div> <div>Care Role D</div> <div>></div> </div> <div> <div>Care Role E</div> <div>></div> </div> <div> <div>Care Role F</div> <div>></div> </div> <div> <div>Care Role Floor</div> <div>></div> </div> <div> <div>Care Role G</div> <div>></div> </div>	<div> <div>Favorites</div> <div>Browse</div> <div>On-Call</div> </div> <div>PatientSafe Mira Mesa</div> <div> <div>< Back</div> <div>Contacts by Nursing Unit</div> </div> <div> <div>10151</div> <div>></div> </div> <div> <div>2-South</div> <div>></div> </div> <div> <div>2-SOUTH</div> <div>></div> </div> <div> <div>2-West</div> <div>></div> </div> <div> <div>3-North</div> <div>></div> </div> <div> <div>3-South</div> <div>></div> </div> <div> <div>3RDFLOOR</div> <div>></div> </div> <div> <div>3W</div> <div>></div> </div> <div> <div>4 SOUTH</div> <div>></div> </div> <div> <div>4 WEST</div> <div>></div> </div>	<div> <div>Favorites</div> <div>Browse</div> <div>On-Call</div> </div> <div>PatientSafe Mira Mesa</div> <div> <div>< Back</div> <div>Facility Numbers</div> </div> <div> <div>3rd Floor: Consulting Podiat...</div> <div>i</div> </div> <div> <div>3RDFLOOR: Nurse Manager</div> <div>i</div> </div> <div> <div>3-South: Admitting Hospitalist</div> <div>i</div> </div> <div> <div>4 SOUTH: Charge Nurse</div> <div>i</div> </div> <div> <div>Cafeteria</div> <div>i</div> </div> <div> <div>3RD Floor Pharmacy</div> <div>i</div> </div> <div> <div>4th Floor Cafeteria</div> <div>i</div> </div> <div> <div>Bobby Moss</div> <div>i</div> </div>

- Click a specific **Browse Group** to view team members.



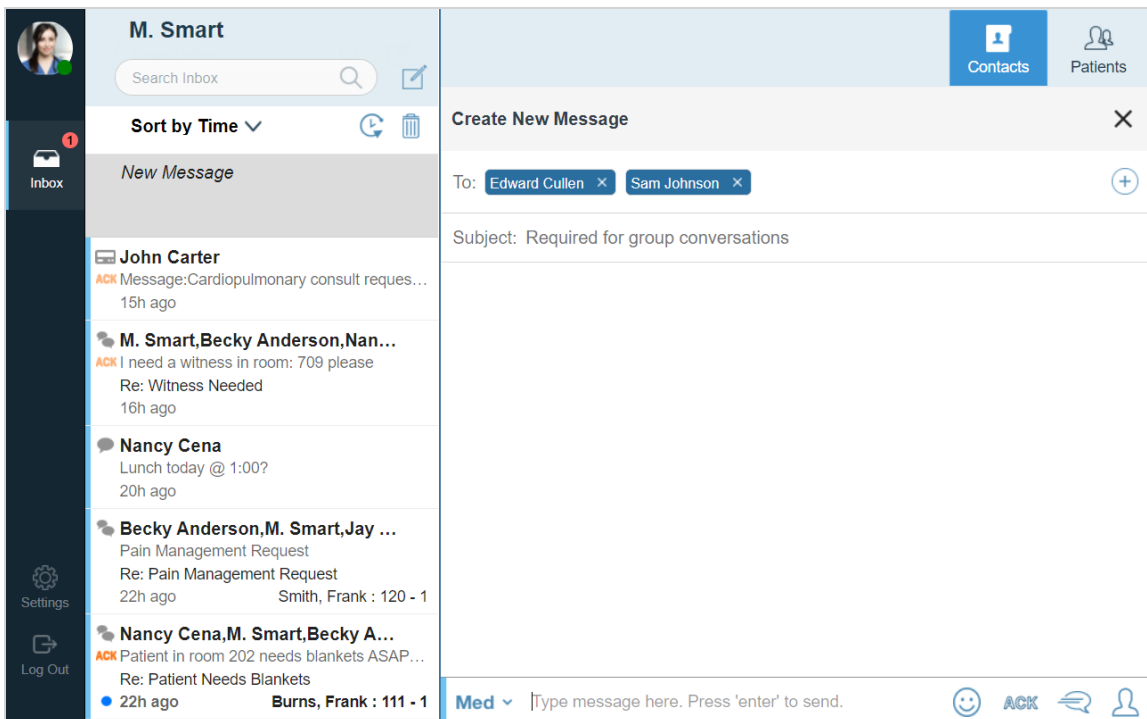
The screenshot shows the Vocera Web Messenger interface. On the left, there's a sidebar with a user profile for 'M. Smart' and a list of messages. The main area is divided into two sections: a top section with a search bar and 'Sort by Time' dropdown, and a bottom section with a list of groups. The groups are listed under 'PatientSafe Mira Mesa' and include '3-North', '3rd Floor', '3RDFLOOR', '4 SOUTH', '4 WEST', '9 WEST' (highlighted with a red box), 'After-hours Team', 'Anesthesia', 'Anesthesia Assistant', 'Basement', and 'Cardiology On Call'. A message in the center says 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

- 9 WEST team members display. Click **Group Chat** to send a message.



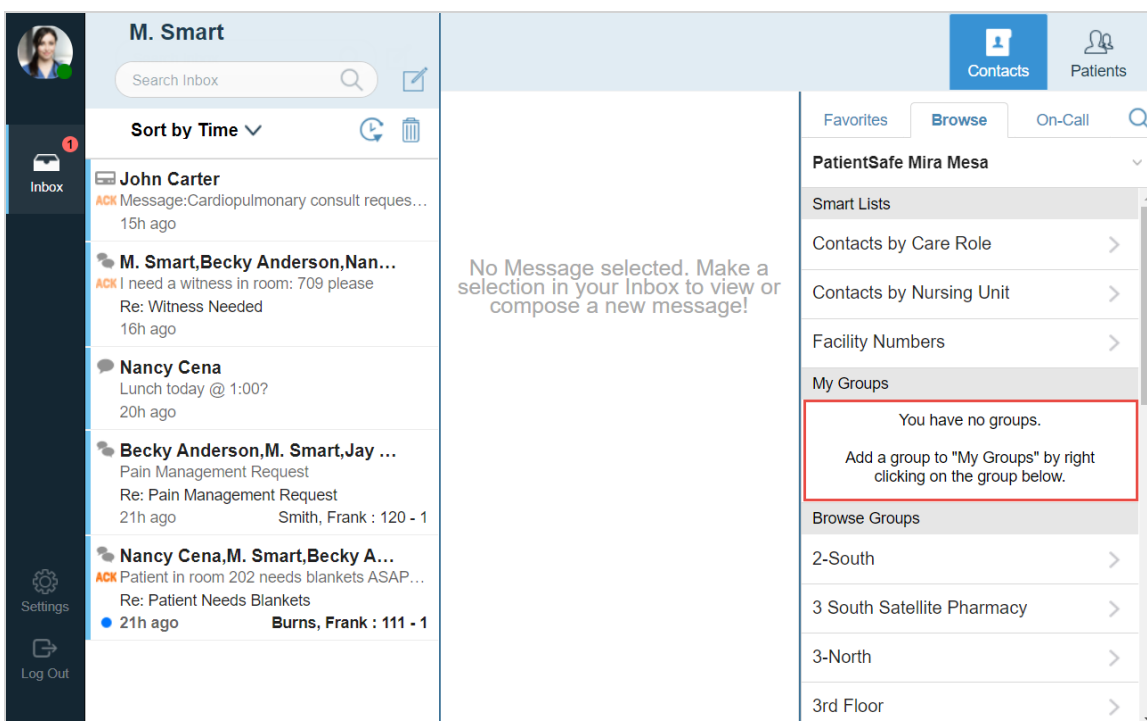
The screenshot shows the Vocera Web Messenger interface with the '9 WEST' group chat selected. The left sidebar remains the same. The main area now displays the group chat details for '9 WEST'. It shows a list of members: 'Edward Cullen' (CPT) and 'Sam Johnson' (MD), both marked as 'Available'. At the bottom right, a 'Group Chat' button is highlighted with a red box. A message in the center says 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

- Send a message to all group members. A subject is required for group conversations.



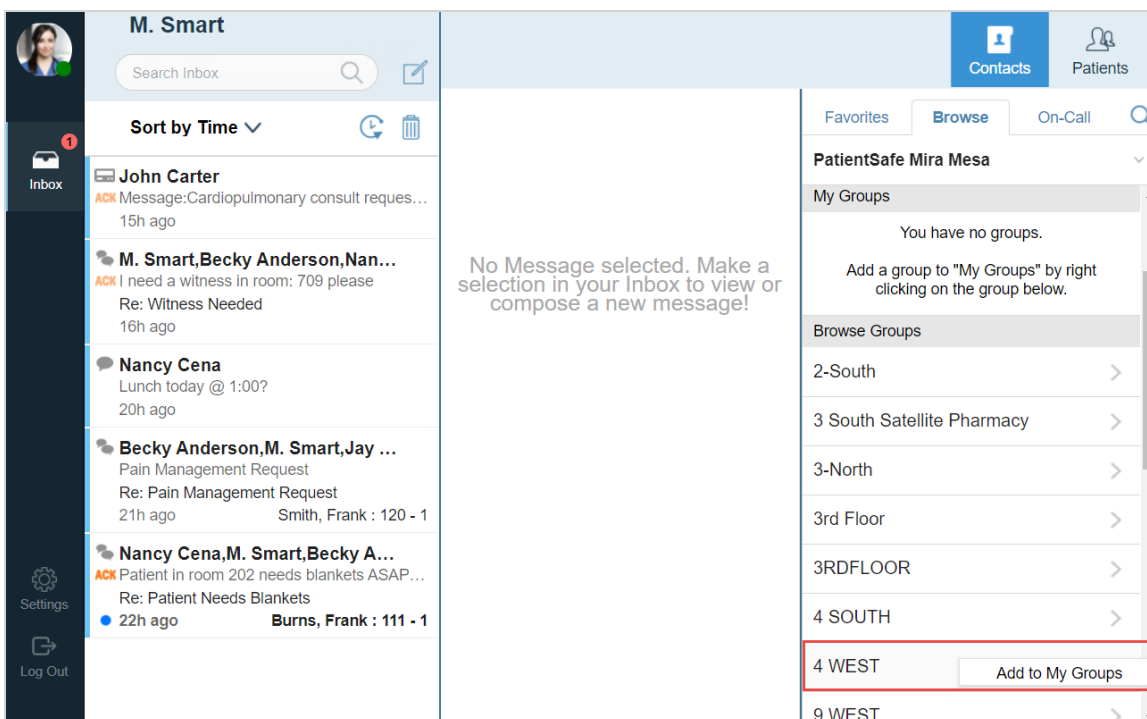
Add to My Groups

Caregivers can add a specific **Browse Group** to their **My Groups** with the purpose of quickly accessing groups they frequently view. Before you've selected groups to add, you'll see a message like the one below, stating "You have no groups. Add a group to 'My Groups' by right clicking on the group below."



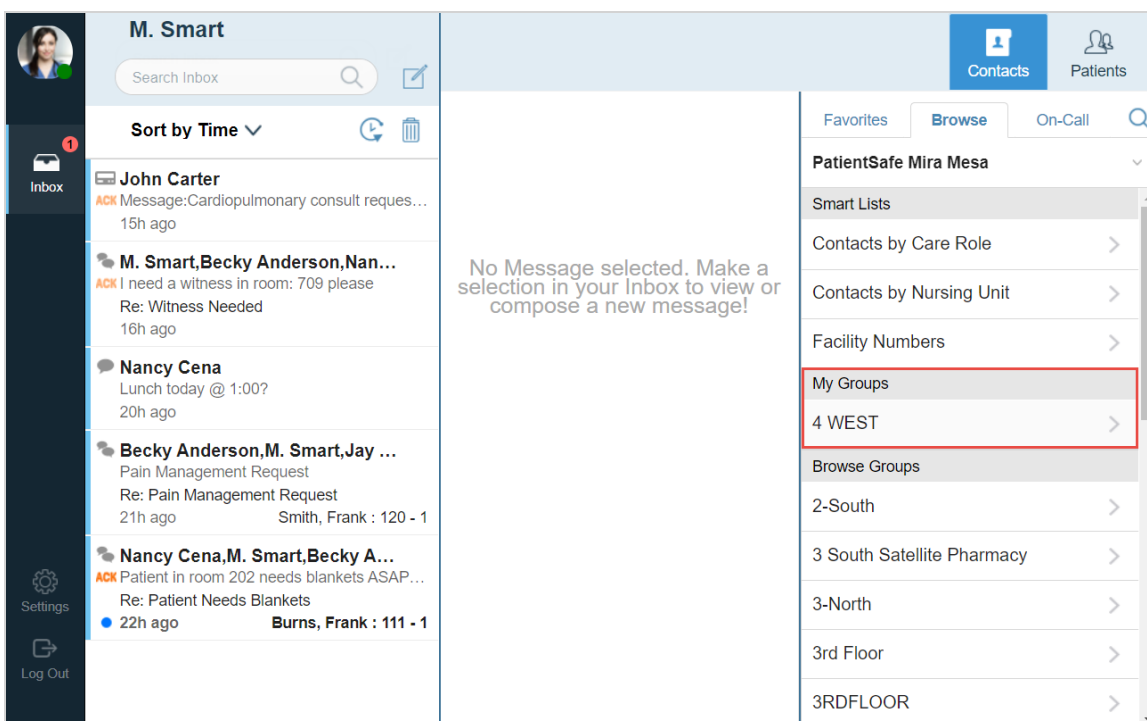
To add a group to My Groups, follow these instructions:

1. Right-click on the desired group and select **Add to My Groups**.



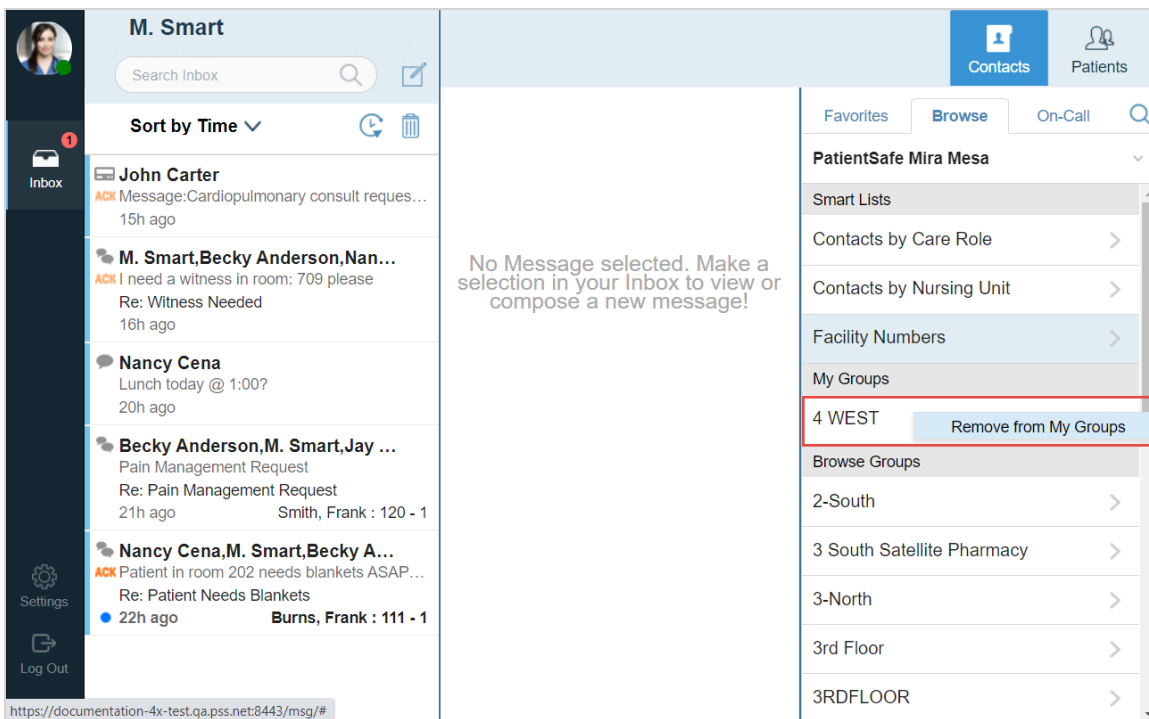
The screenshot shows the Vocera Edge Web Messenger interface. On the left is a sidebar with a user profile for M. Smart, an 'Inbox' icon with a red notification badge, and 'Settings' and 'Log Out' links. The main area displays a list of messages from John Carter, M. Smart, Becky Anderson, Nancy Cena, and another M. Smart. On the right, there are tabs for 'Contacts' and 'Patients'. The 'Patients' tab is active, showing a search bar and a list of groups under 'PatientSafe Mira Mesa'. The 'My Groups' section is highlighted, showing a message: 'You have no groups. Add a group to "My Groups" by right clicking on the group below.' Below this is a 'Browse Groups' section with a list of groups: 2-South, 3 South Satellite Pharmacy, 3-North, 3rd Floor, 3RDFLOOR, 4 SOUTH, 4 WEST, and 9 WEST. The '4 WEST' group is highlighted with a red box, and an 'Add to My Groups' button is visible next to it.

2. 4 WEST now displays under **My Groups**. Use this feature to quickly locate team members.



The screenshot shows the Vocera Edge Web Messenger interface after the group has been added. The '4 WEST' group is now listed under the 'My Groups' section in the 'Patients' tab. The '4 WEST' group is highlighted with a red box. The rest of the interface, including the sidebar and message list, remains the same as in the previous screenshot.

3. Right-click again to **Remove from My Groups**.



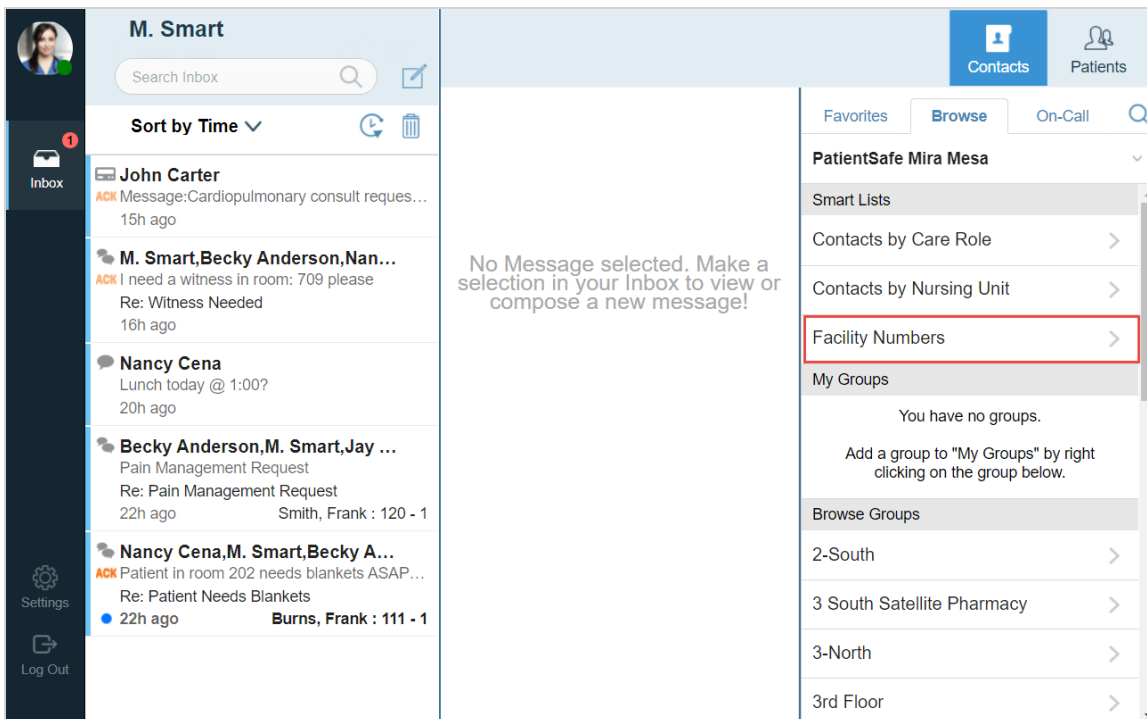
The screenshot shows the Vocera Edge Web Messenger interface. On the left is a sidebar with a user profile for 'M. Smart', an 'Inbox' icon with a red notification badge, and 'Settings' and 'Log Out' links. The main area is divided into two panes. The left pane shows a list of messages from the inbox, including messages from John Carter, M. Smart, Becky Anderson, Nancy Cena, and Becky Anderson. The right pane shows a 'No Message selected. Make a selection in your Inbox to view or compose a new message!' message. On the far right, there is a 'Contacts' and 'Patients' tab bar. Below it, there is a 'Favorites' tab and a 'Browse' tab. The 'Browse' tab is active, showing a list of groups under 'PatientSafe Mira Mesa'. The groups listed are 'Smart Lists', 'Contacts by Care Role', 'Contacts by Nursing Unit', 'Facility Numbers', 'My Groups', '4 WEST', 'Browse Groups', '2-South', '3 South Satellite Pharmacy', '3-North', '3rd Floor', and '3RDFLOOR'. The '4 WEST' group is highlighted with a red box, and a 'Remove from My Groups' button is visible next to it.

Facility Numbers

Multi-facility hospitals may have contact numbers specific to each facility that users need to view and access. Facility Numbers provides an efficient method for locating numbers within a specific facility.

Please follow the instructions below to learn about Facility Numbers.

1. Click **Contacts>Browse>Facility Numbers**.



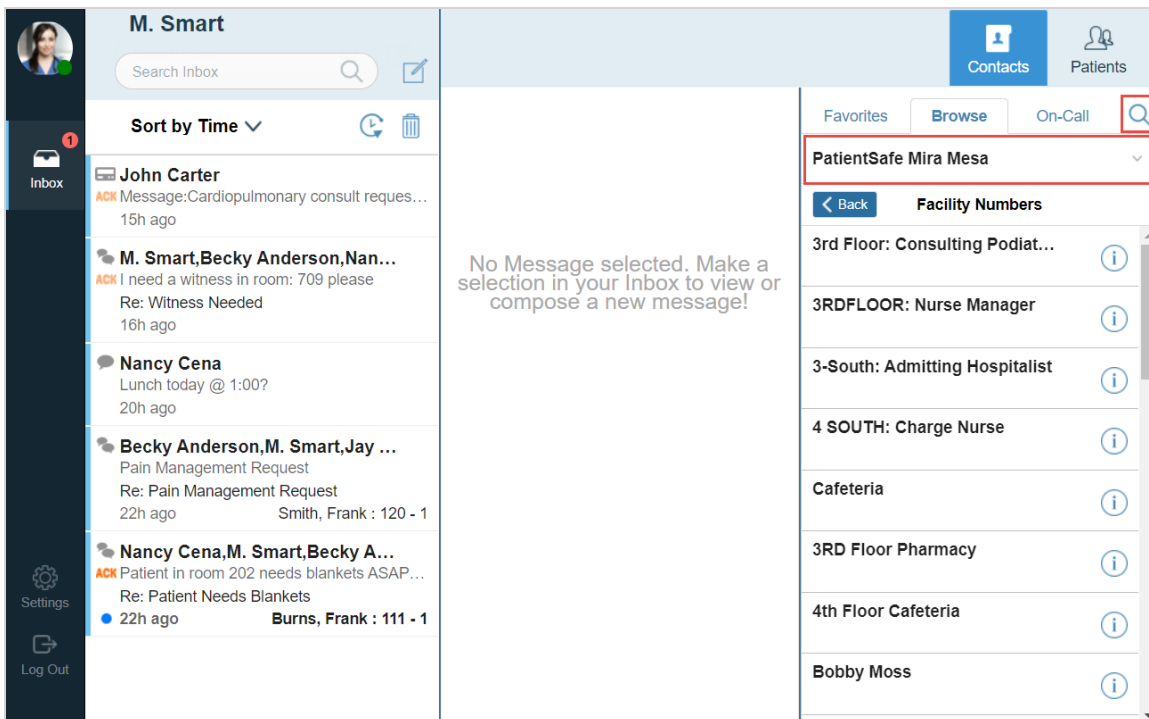
2. Select the desired facility from the **Facilities** drop down menu.
3. Click the **Search** icon to locate a contact within the selected facility.



Clicking the magnifying glass within facility numbers will return numbers only within that facility.

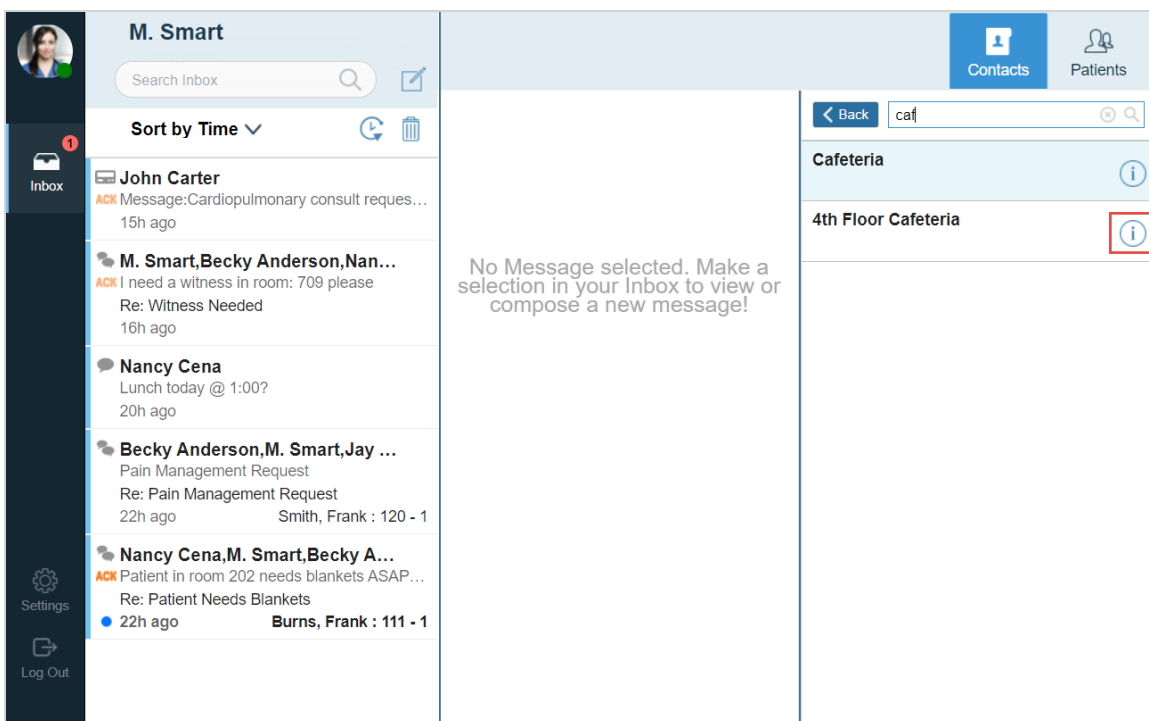


Clicking the magnifying glass outside of facility numbers will universally search across all contacts. This search returns a mix of caregivers, address book entries and care role forwarding numbers.



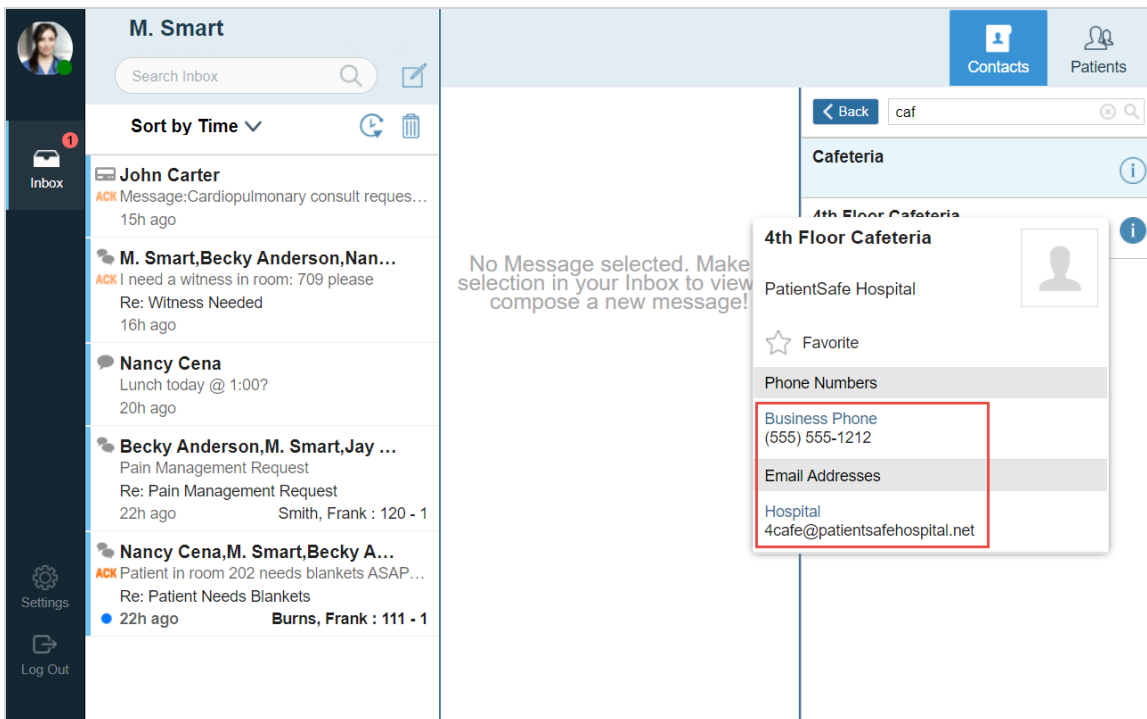
The screenshot shows the Vocera Web Messenger interface. On the left is a sidebar with a user profile, 'Inbox' (1 message), 'Settings', and 'Log Out'. The main area is divided into three sections: a message list on the left, a central message view, and a contact details panel on the right. The message list shows several messages from John Carter, M. Smart, Becky Anderson, Nancy Cena, and Becky Anderson. The central message view displays a placeholder: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'. The contact details panel on the right shows the 'PatientSafe Mira Mesa' contact selected in the search field. Below the search field, there is a 'Back' button and a 'Facility Numbers' section. The facility numbers listed are: 3rd Floor: Consulting Podiat..., 3RDFLOOR: Nurse Manager, 3-South: Admitting Hospitalist, 4 SOUTH: Charge Nurse, Cafeteria, 3RD Floor Pharmacy, 4th Floor Cafeteria, and Bobby Moss. Each facility number has an information icon (i) next to it.

4. Enter the name or partial name of the contact you wish to reach in the search field.
5. Click the **Info** icon to see **Contact Details**.



The screenshot shows the Vocera Web Messenger interface. On the left is a sidebar with a user profile, 'Inbox' (1 message), 'Settings', and 'Log Out'. The main area is divided into three sections: a message list on the left, a central message view, and a contact details panel on the right. The message list shows several messages from John Carter, M. Smart, Becky Anderson, Nancy Cena, and Becky Anderson. The central message view displays a placeholder: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'. The contact details panel on the right shows the '4th Floor Cafeteria' contact selected in the search field. Below the search field, there is a 'Back' button and a 'Cafeteria' section. The cafeteria section lists '4th Floor Cafeteria' with an information icon (i) next to it. Below this, there is a list of staff members: Bobby Moss, 3RD Floor Pharmacy, 4th Floor Cafeteria, 4 SOUTH: Charge Nurse, 3-South: Admitting Hospitalist, 3RDFLOOR: Nurse Manager, and 3rd Floor: Consulting Podiat... Each staff member has an information icon (i) next to it.

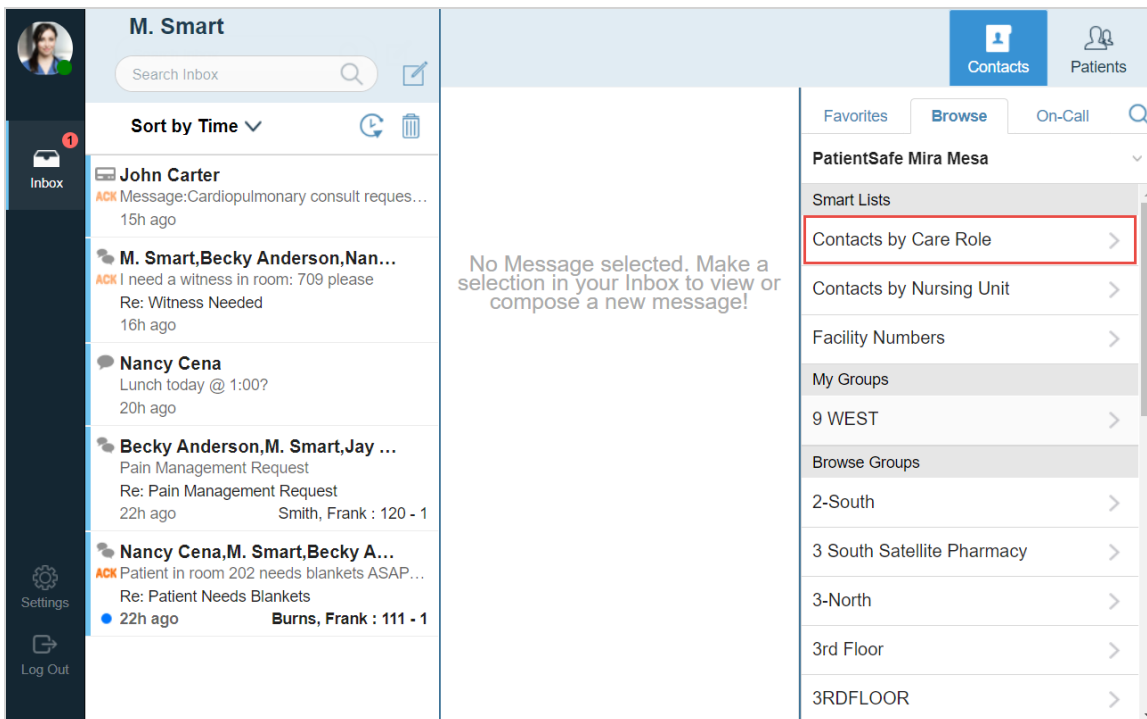
6. The cafeteria phone number and email address display for users to use to communicate with this group.



Assigned & All Pivots

Vocera Edge Communications provides the Assigned Pivot to view all assigned caregivers in a Care Role. Click the All pivot to view all caregivers who *could* be assigned to a Care Role.

1. Click **Contacts>Browse**.
2. Click **Contacts by Care Role**.



M. Smart

Search Inbox

Sort by Time

Inbox

- John Carter**
ACK Message:Cardiopulmonary consult reques...
15h ago
- M. Smart,Becky Anderson,Nan...**
ACK I need a witness in room: 709 please
Re: Witness Needed
16h ago
- Nancy Cena**
Lunch today @ 1:00?
20h ago
- Becky Anderson,M. Smart,Jay ...**
Pain Management Request
Re: Pain Management Request
22h ago Smith, Frank : 120 - 1
- Nancy Cena,M. Smart,Becky A...**
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
22h ago Burns, Frank : 111 - 1

Settings Log Out

Contacts Patients

Favorites Browse On-Call

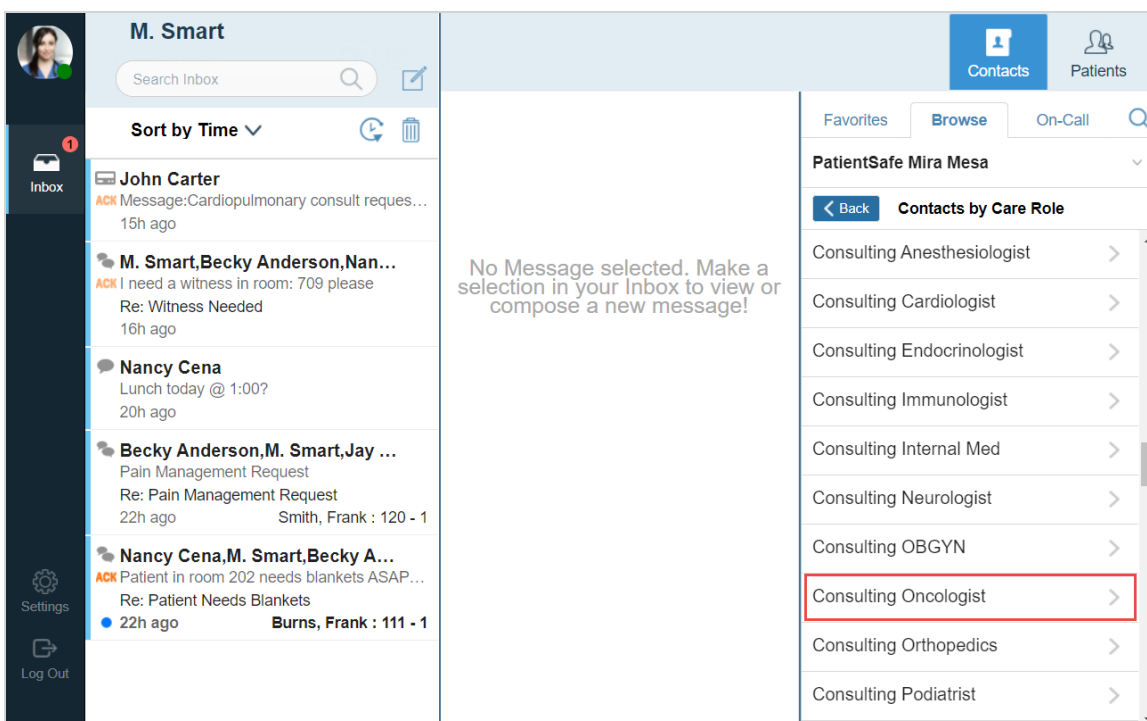
PatientSafe Mira Mesa

Smart Lists

- Contacts by Care Role**
- Contacts by Nursing Unit
- Facility Numbers
- My Groups
- 9 WEST
- Browse Groups
- 2-South
- 3 South Satellite Pharmacy
- 3-North
- 3rd Floor
- 3RDFLOOR

No Message selected. Make a selection in your Inbox to view or compose a new message!

3. Click the desired **Care Role**. In this example, click **Consulting Oncologist**.



M. Smart

Search Inbox

Sort by Time

Inbox

- John Carter**
ACK Message:Cardiopulmonary consult reques...
15h ago
- M. Smart,Becky Anderson,Nan...**
ACK I need a witness in room: 709 please
Re: Witness Needed
16h ago
- Nancy Cena**
Lunch today @ 1:00?
20h ago
- Becky Anderson,M. Smart,Jay ...**
Pain Management Request
Re: Pain Management Request
22h ago Smith, Frank : 120 - 1
- Nancy Cena,M. Smart,Becky A...**
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
22h ago Burns, Frank : 111 - 1

Settings Log Out

Contacts Patients

Favorites Browse On-Call

PatientSafe Mira Mesa

< Back **Contacts by Care Role**

- Consulting Anesthesiologist
- Consulting Cardiologist
- Consulting Endocrinologist
- Consulting Immunologist
- Consulting Internal Med
- Consulting Neurologist
- Consulting OB/GYN
- Consulting Oncologist**
- Consulting Orthopedics
- Consulting Podiatrist

No Message selected. Make a selection in your Inbox to view or compose a new message!

4. The **Assigned Pivot** displays the *assigned* Consulting Oncologist, James Wilson.



M. Smart

Search Inbox

Sort by Time

Inbox

- John Carter**
ACK Message: Cardiopulmonary consult reques...
15h ago
- M. Smart, Becky Anderson, Nan...**
ACK I need a witness in room: 709 please
Re: Witness Needed
16h ago
- Nancy Cena**
Lunch today @ 1:00?
20h ago
- Becky Anderson, M. Smart, Jay ...**
Pain Management Request
Re: Pain Management Request
22h ago Smith, Frank : 120 - 1
- Nancy Cena, M. Smart, Becky A...**
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
22h ago Burns, Frank : 111 - 1

Settings
Log Out

Contacts **Patients**

Favorites Browse On-Call

PatientSafe Mira Mesa

< Back Consulting Oncologist

Assigned All

Available

James Wilson
● Available MD

Busy
Unknown Status
Offline

No Message selected. Make a selection in your Inbox to view or compose a new message!

5. The **All** Pivot displays all caregivers who *could be assigned*.

M. Smart

Search Inbox

Sort by Time

Inbox

- John Carter**
ACK Message: Cardiopulmonary consult reques...
16h ago
- M. Smart, Becky Anderson, Nan...**
ACK I need a witness in room: 709 please
Re: Witness Needed
16h ago
- Nancy Cena**
Lunch today @ 1:00?
20h ago
- Becky Anderson, M. Smart, Jay ...**
Pain Management Request
Re: Pain Management Request
22h ago Smith, Frank : 120 - 1
- Nancy Cena, M. Smart, Becky A...**
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
22h ago Burns, Frank : 111 - 1

Settings
Log Out

Contacts **Patients**

Favorites Browse On-Call

PatientSafe Mira Mesa

< Back Consulting Oncologist

Assigned All

Available

Jack Arundell
● Available Doctor

James Wilson
● Available MD

Nurse One
● Available test

Peter Baker
● Available On-Call Cardiologist

Busy
Unknown Status
Offline

No Message selected. Make a selection in your Inbox to view or compose a new message!

On-Call Schedules



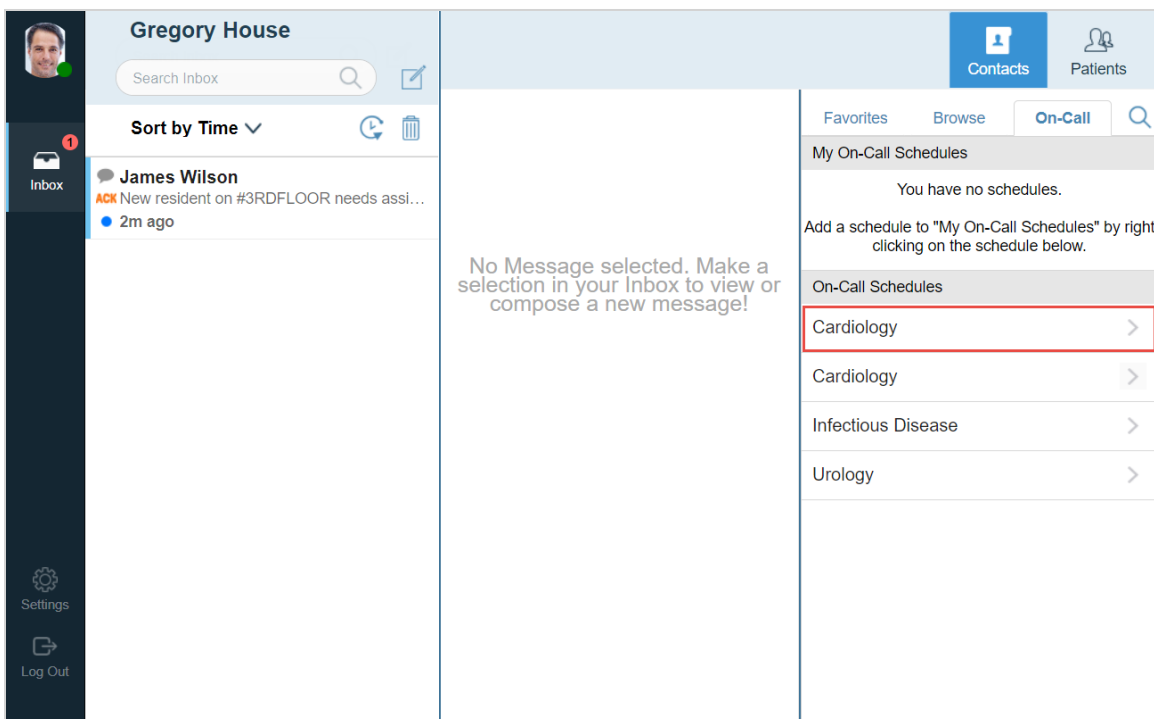
You must have On-Call Integration configured in the Enterprise Manager to use this feature. Please contact Vocera Edge Technical Support team for more information.

On-Call Schedules allow caregivers to easily find who is currently on-call as well as look ahead to future shifts. Caregivers who are on-call can also see their own schedule within the application.

If your site is setup for On Call Scheduling, you will see the **On-Call** pivot at the top of the Contacts screen.

To learn more about On Call Schedules, follow the instructions below.

1. Select the schedule you want to view from the list. For this example, click **Cardiology**.



The screenshot displays the Vocera Edge Web Messenger interface. On the left is a dark sidebar with a user profile, an 'Inbox' icon with a red notification badge, and 'Settings' and 'Log Out' options. The main area is titled 'Gregory House' and contains a 'Search Inbox' bar, a 'Sort by Time' dropdown, and a message from 'James Wilson' with a status 'ACK New resident on #3RDFLOOR needs assi...' and a timestamp '2m ago'. The right-hand pane shows the 'On-Call' pivot selected, displaying 'My On-Call Schedules' with the message 'You have no schedules. Add a schedule to "My On-Call Schedules" by right clicking on the schedule below.' Below this is a list of 'On-Call Schedules' including 'Cardiology' (highlighted with a red box), 'Cardiology', 'Infectious Disease', and 'Urology', each with a right-pointing arrow.

2. A list of caregivers who are currently on-call in the Cardiology schedule display.
3. The **Service Note** displays for the Cardiology, Resident. Service notes show additional information for that specific service.
4. The **Schedule Note** also displays. Schedule notes show additional information for the whole schedule.



Gregory House

Search Inbox

Sort by Time

James Wilson
ACK New resident on #3RDFLOOR needs assi...
0m ago

No Message selected. Make a selection in your Inbox to view or compose a new message!

On-Call

Cardiology

Cardiology, Resident

Marcell Gustavo
8:00AM-8:00PM MD

Service Note:
Please use the following contact number x5354

Cardiology, Attending

Anne Wong
8:00AM-8:00PM MD

Schedule Note
Contact Cardiology On Call at ext. 5253 today only.

5. Touch the **Info** icon to view Contact Details on any specific on-call caregiver.
6. Touch the **Calendar** icon to see who will be on call next.

Gregory House

Search Inbox

Sort by Time

James Wilson
ACK New resident on #3RDFLOOR needs assi...
12m ago

No Message selected. Make a selection in your Inbox to view or compose a new message!

On-Call

Cardiology

Cardiology, Resident

Marcell Gustavo
8:00AM-8:00PM MD

Service Note:
Please use the following contact number x5354

Cardiology, Attending

Anne Wong
8:00AM-8:00PM MD

Schedule Note
Contact Cardiology On Call at ext. 5253 today only.



7. The calendar displays who will be on call for that day plus the next four days.
8. Touch the gray, right arrow to navigate to the next day.

Gregory House

Search Inbox

Sort by Time

James Wilson
ACK New resident on #3RDFLOOR needs assi...
0m ago

No Message selected. Make a selection in your Inbox to view or compose a new message!

On-Call

Cardiology

Wed, Apr 7, 2021

Cardiology, Resident

Marcell Gustavo MD
8:00AM-8:00PM

Service Note:
Please use the following contact number x5354

Cardiology, Attending

Anne Wong MD
8:00AM-8:00PM

Cardiology, Night

Lizzie Braum MD
8:00PM-8:00AM

Schedule Note

Contact Cardiology On Call at ext. 5253 today only.

9. The on-call caregivers display for that day.

Note: If a shift has ended, the contact data for that user will be grayed out.

Gregory House

Search Inbox

Sort by Time

James Wilson
ACK New resident on #3RDFLOOR needs assi...
1m ago

No Message selected. Make a selection in your Inbox to view or compose a new message!

On-Call

Cardiology

Thu, Apr 8, 2021

Cardiology, Resident

Marcell Gustavo MD
8:00AM-8:00PM

Service Note:
Please use the following contact number x5354

Cardiology, Attending

Anne Wong MD
8:00AM-8:00PM

Cardiology, Night

Lizzie Braum MD
8:00PM-8:00AM

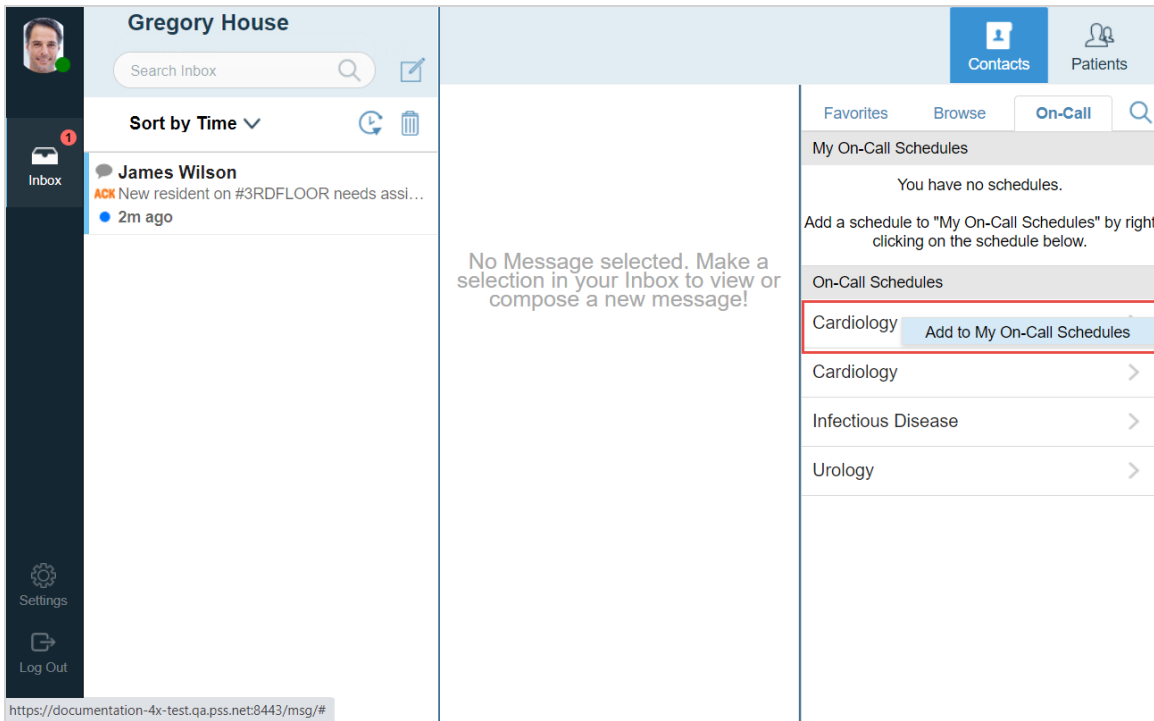
Schedule Note

Contact Cardiology On Call at ext. 5253 today only.

My On-Call Schedules

My On-Call Schedules provides quick and easy access to schedules that you frequently view.

1. Right-click a schedule from those listed under **On-Call Schedules**.
2. Click **Add to My On-Call Schedules**.



The screenshot displays the Vocera Edge Communications Web Messenger interface. On the left is a dark sidebar with a user profile, 'Inbox' (with a red notification badge), 'Settings', and 'Log Out'. The main content area is titled 'Gregory House' and includes a 'Search Inbox' bar, a 'Sort by Time' dropdown, and a message from 'James Wilson' with a subject line 'New resident on #3RDFLOOR needs assi...'. The central pane shows a message 'No Message selected. Make a selection in your Inbox to view or compose a new message!'. On the right, a panel contains tabs for 'Favorites', 'Browse', and 'On-Call'. Under 'On-Call', there is a section 'My On-Call Schedules' with the text 'You have no schedules. Add a schedule to "My On-Call Schedules" by right clicking on the schedule below.' Below this is a list of 'On-Call Schedules' including 'Cardiology', 'Cardiology', 'Infectious Disease', and 'Urology'. The 'Cardiology' entry is highlighted with a red box, and a button 'Add to My On-Call Schedules' is visible next to it. The URL at the bottom is 'https://documentation-4x-test.qa.pss.net:8443/msg/#'.

3. The newly selected schedule displays under **My On-Call Schedules**.



Gregory House

Search Inbox

Sort by Time

James Wilson
ACK New resident on #3RDFLOOR needs assi...
3m ago

No Message selected. Make a selection in your Inbox to view or compose a new message!

Contacts Patients

Favorites Browse **On-Call**

My On-Call Schedules

Cardiology

On-Call Schedules

Cardiology

Infectious Disease

Urology

Settings Log Out

4. To remove the schedule, right click again and click **Remove from My On-Call Schedules**.

Gregory House

Search Inbox

Sort by Time

James Wilson
ACK New resident on #3RDFLOOR needs assi...
3m ago

No Message selected. Make a selection in your Inbox to view or compose a new message!

Contacts Patients

Favorites Browse **On-Call**

My On-Call Schedules

Cardiology Remove from My On-Call Schedules

On-Call Schedules

Cardiology

Infectious Disease

Urology

Settings Log Out

<https://documentation-4x-test.qa.pss.net:8443/msg/#>

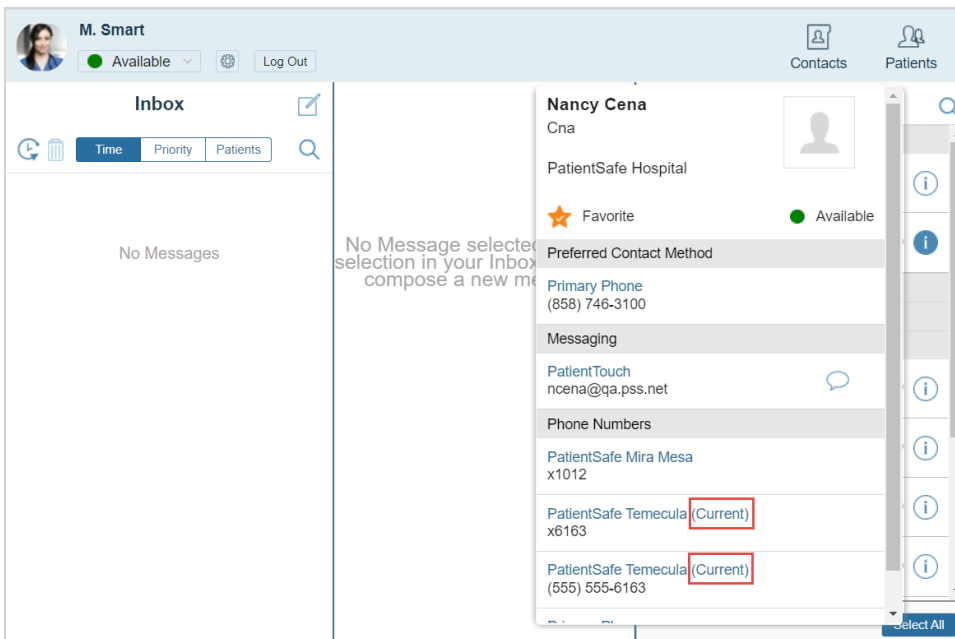
Facility Indicator

As the number of Vocera Edge multi-facility sites expand, and the number of facilities at each site expand, the number of extensions a single user has will continue to rise.

To shorten the list of extensions and to assist caregivers quickly identify the location and extension of another caregiver, Vocera Edge supports Facility Indicator. Facility Indicator is an enhancement that provides the specific facility and extension of another caregiver in Contact Details. Users must however, be logged into the voice server for their facility to receive a call. On the contact detail screen, "Current" is displayed next to the facility the user is logged into and users may contact the caregiver at any of the extensions or phone numbers listed.

Please refer to the instructions below to learn more about this feature.

1. Click **Contacts**.
2. Click the **Info** icon of the user you are trying to reach to access **Contact Details**.
3. **"Current"** displays next to the facility the user is logged into. You may reach the user at those extensions or phone numbers.



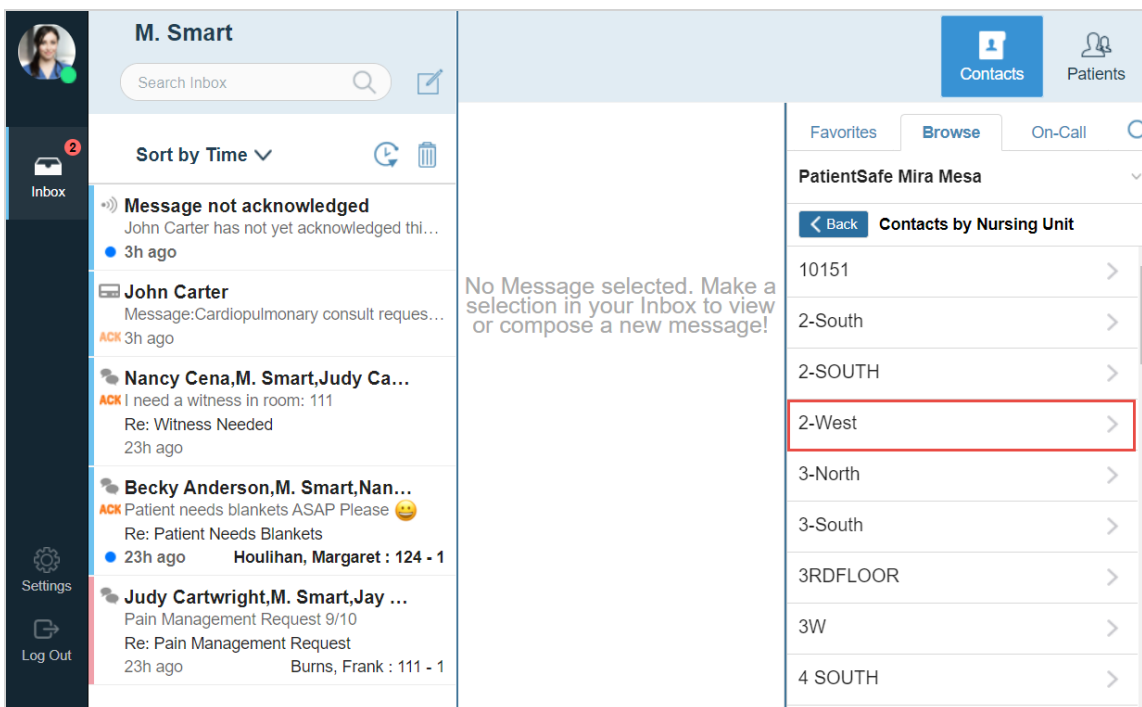
Hidden Nursing Units

Marking a nursing unit as "hidden" hides the nursing unit from displaying in the client applications and Enterprise Manager in browse and assignment flows. It does not remove the nursing unit or any of the patients in the nursing unit from the system.

Configuration

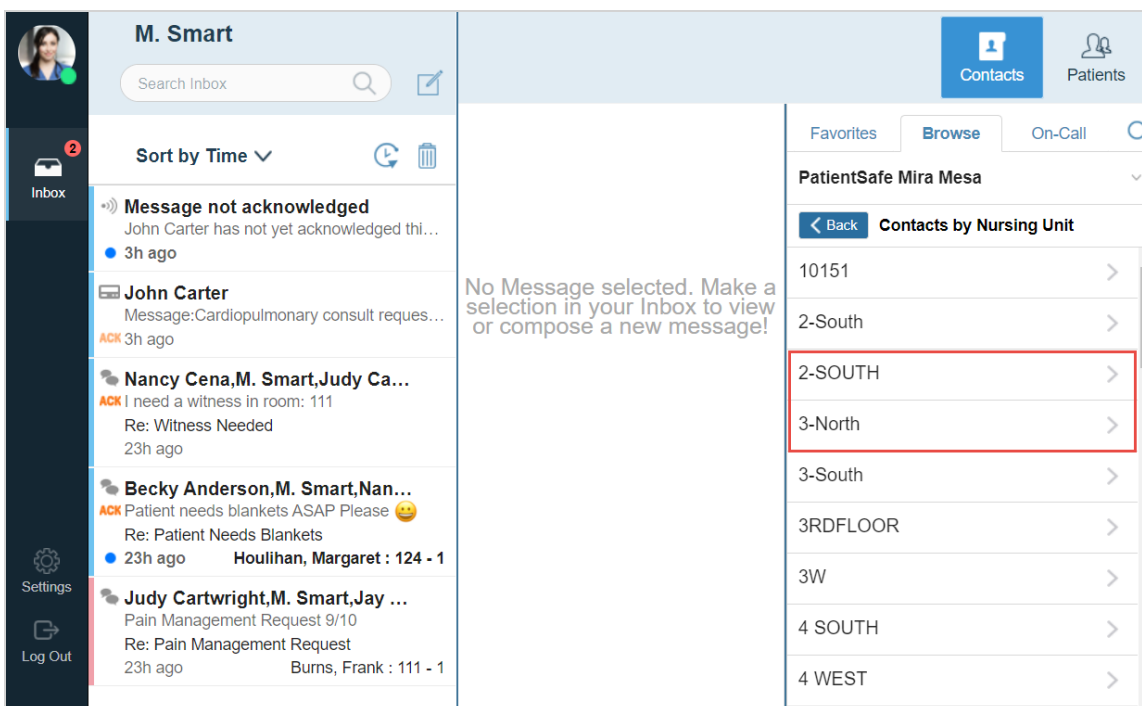
To hide a nursing unit, navigate to Enterprise Manager>Configuration>Organization Units>Select the Nursing Unit>Click the check box "Hide Nursing Unit."

1. In the screen below, the nursing unit 2-West is not hidden. It displays readily in Contacts>Browse>Contacts by Nursing Unit.



The screenshot shows the Vocera Web Messenger interface. On the left is a sidebar with a user profile (M. Smart), a search bar, and navigation links for Inbox, Settings, and Log Out. The main area is divided into two panes. The left pane shows a list of messages, including a 'Message not acknowledged' from John Carter and several messages from Nancy Cena, M. Smart, Judy Ca..., Becky Anderson, M. Smart, Nan..., and Judy Cartwright, M. Smart, Jay ... The right pane shows the 'Contacts by Nursing Unit' list, which includes units like 10151, 2-South, 2-SOUTH, 2-West (highlighted with a red box), 3-North, 3-South, 3RDFLOOR, 3W, and 4 SOUTH. A message 'No Message selected. Make a selection in your Inbox to view or compose a new message!' is displayed in the center of the right pane.

2. However, when the unit is hidden, it does not display.



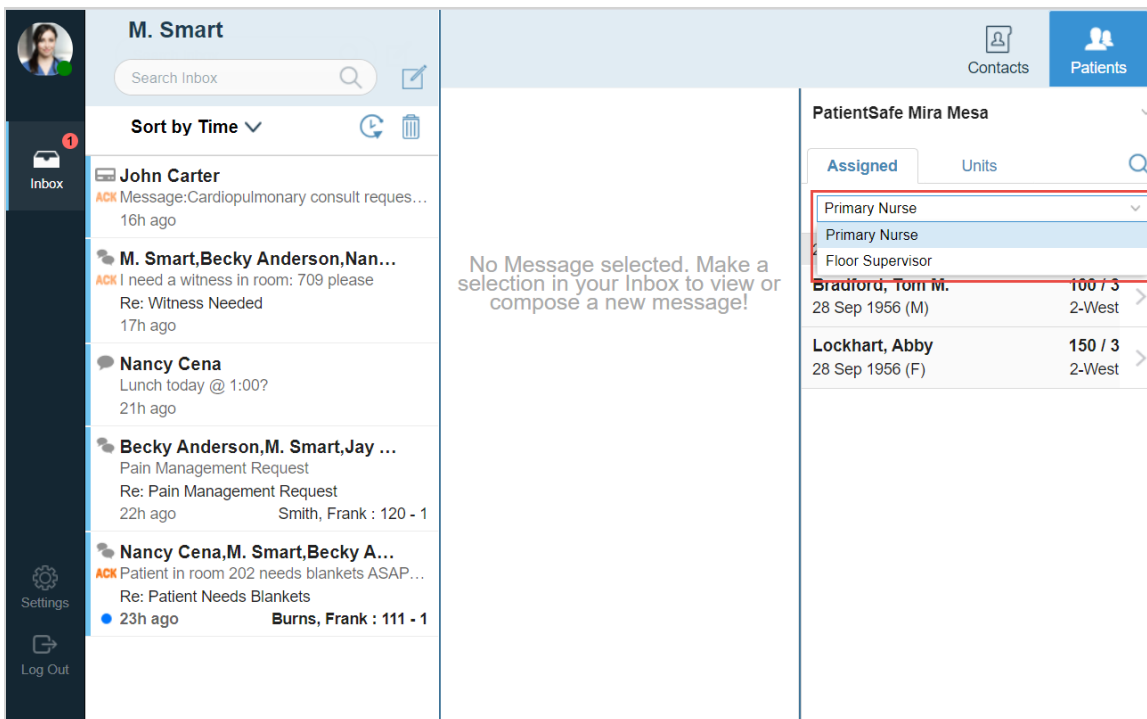
The screenshot shows the Vocera Web Messenger interface, similar to the previous one. The left pane shows the same list of messages. The right pane shows the 'Contacts by Nursing Unit' list, which includes units like 10151, 2-South, 2-SOUTH (highlighted with a red box), 3-North (highlighted with a red box), 3-South, 3RDFLOOR, 3W, 4 SOUTH, and 4 WEST. A message 'No Message selected. Make a selection in your Inbox to view or compose a new message!' is displayed in the center of the right pane.

View Patients

Click the **Patients** tab from the header bar to view your assigned patients and browse patients on your nursing unit.

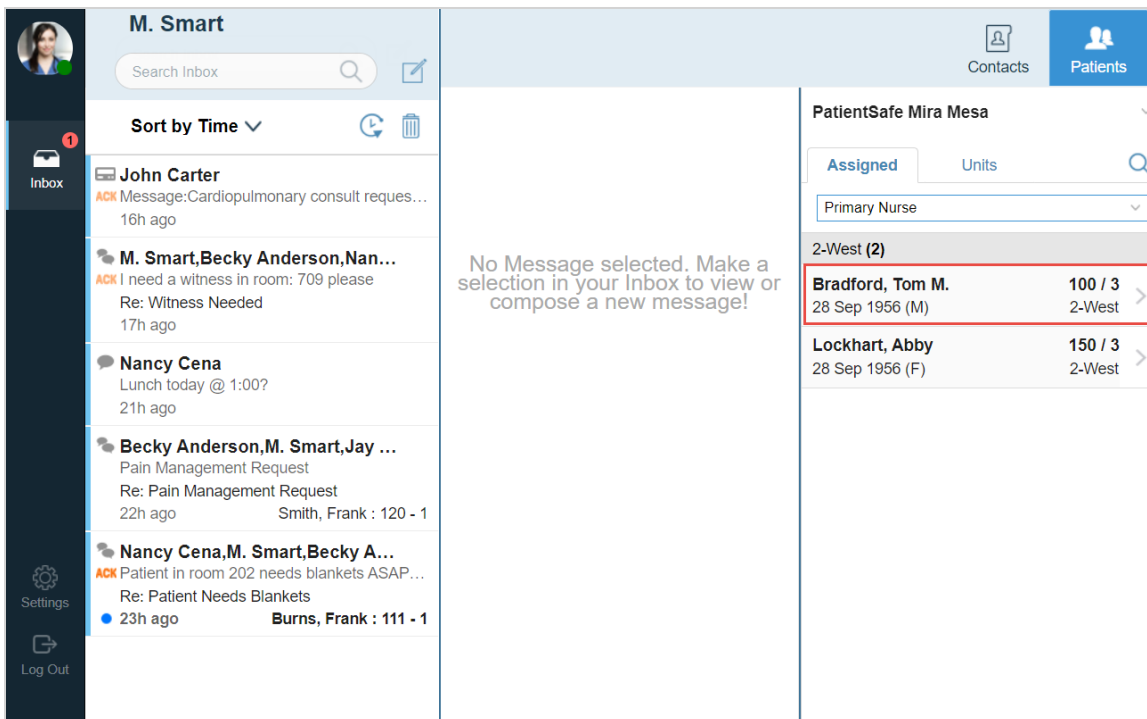
View Assigned Patients

1. Select your specific facility from the **Facilities** drop down menu.
2. The **Assigned** tab provides access to all of your [assigned locations or patients](#). If you are assigned multiple Care Roles, click the drop down menu to view assignments in each Care Role.



The screenshot shows the Vocera Web Messenger interface. On the left is a sidebar with a user profile for 'M. Smart', an 'Inbox' icon with a red notification badge, and 'Settings' and 'Log Out' links. The main area is divided into three sections. The top section is a header bar with 'M. Smart' and a 'Search Inbox' field. Below this is a 'Sort by Time' dropdown and a 'No Message selected. Make a selection in your Inbox to view or compose a new message!' message. The middle section is a list of messages from 'John Carter', 'M. Smart, Becky Anderson, Nan...', 'Nancy Cena', 'Becky Anderson, M. Smart, Jay ...', and 'Nancy Cena, M. Smart, Becky A...'. The right section is a 'PatientSafe Mira Mesa' panel with 'Assigned' and 'Units' tabs. The 'Assigned' tab is active, showing a dropdown menu with 'Primary Nurse' selected. Below the dropdown is a list of patients: 'Bradford, Tom M.' (28 Sep 1956 (M)) and 'Lockhart, Abby' (28 Sep 1956 (F)).

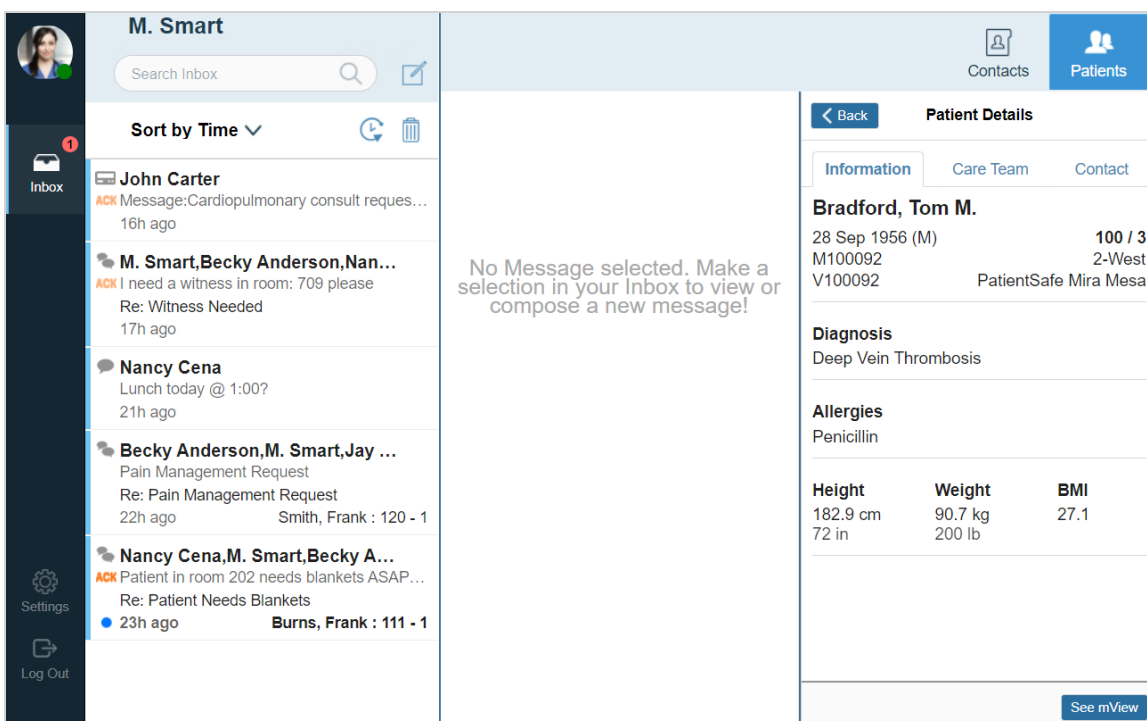
3. In your patient list, you can click on a patient to view patient details.



The screenshot shows the Vocera Web Messenger interface. On the left is a sidebar with a user profile, 'Inbox' (with a red notification badge), 'Settings', and 'Log Out'. The main area is divided into three sections. The top section is the 'Inbox' for user 'M. Smart', featuring a search bar, a 'Sort by Time' dropdown, and a list of messages. The middle section is a large placeholder with the text: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'. The right section is titled 'PatientSafe Mira Mesa' and contains a list of patients under the 'Assigned' tab. The patients listed are:

PatientSafe Mira Mesa	
Assigned	Units
Primary Nurse	
2-West (2)	
Bradford, Tom M. 28 Sep 1956 (M)	100 / 3 2-West
Lockhart, Abby 28 Sep 1956 (F)	150 / 3 2-West

4. Patient details display MRN and Visit numbers, room and bed number, nursing unit, facility, diagnosis, allergies and patient height, weight and BMI.

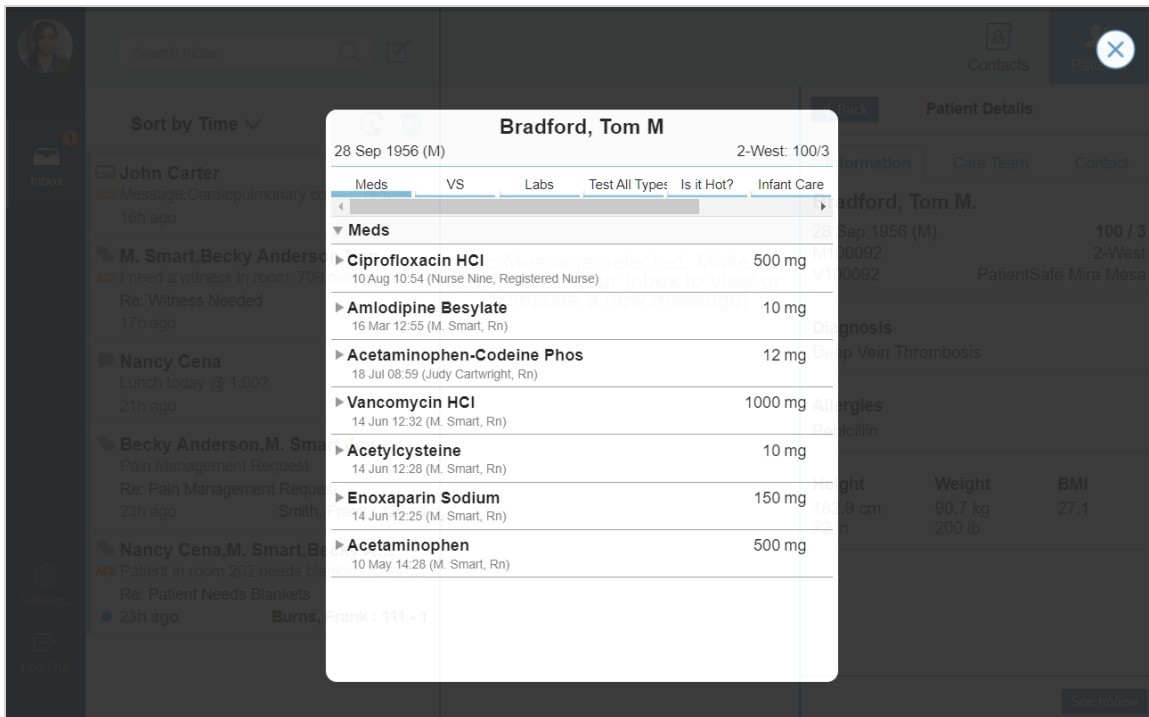


The screenshot shows the Vocera Web Messenger interface with the 'Patient Details' view selected for Tom M. Bradford. The interface is similar to the previous screenshot, but the right section now displays detailed patient information. The 'Patient Details' section includes a 'Back' button and tabs for 'Information', 'Care Team', and 'Contact'. The 'Information' tab is active, showing the following details:

Patient Details		
Bradford, Tom M.		
28 Sep 1956 (M)	100 / 3	
M100092	2-West	
V100092	PatientSafe Mira Mesa	
Diagnosis		
Deep Vein Thrombosis		
Allergies		
Penicillin		
Height	Weight	BMI
182.9 cm 72 in	90.7 kg 200 lb	27.1

At the bottom right of the patient details section is a button labeled 'See mView'.

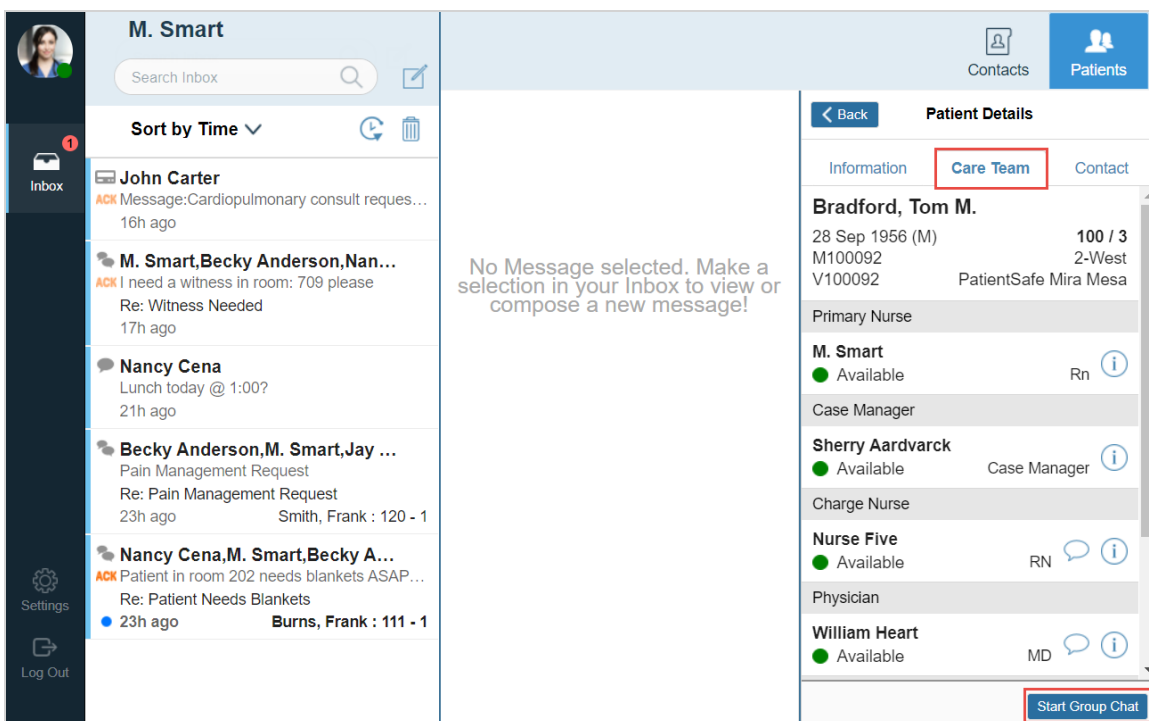
5. Click **See mView** to see a display of the latest documentation of patient information.



The screenshot shows a patient's medication list for **Bradford, Tom M**. The patient's date of birth is 28 Sep 1956 (M) and their room is 2-West: 100/3. The medication list is displayed under the 'Meds' tab, with other tabs including VS, Labs, Test All Types, Is it Hot?, and Infant Care. The list includes the following medications:

Medication	Dose
Ciprofloxacin HCl	500 mg
Amlodipine Besylate	10 mg
Acetaminophen-Codeine Phos	12 mg
Vancomycin HCl	1000 mg
Acetylcysteine	10 mg
Enoxaparin Sodium	150 mg
Acetaminophen	500 mg

6. Click **Care Team** to see a list of care team members for this patient.
7. Click **Start Group Chat** to communicate with all care team members.



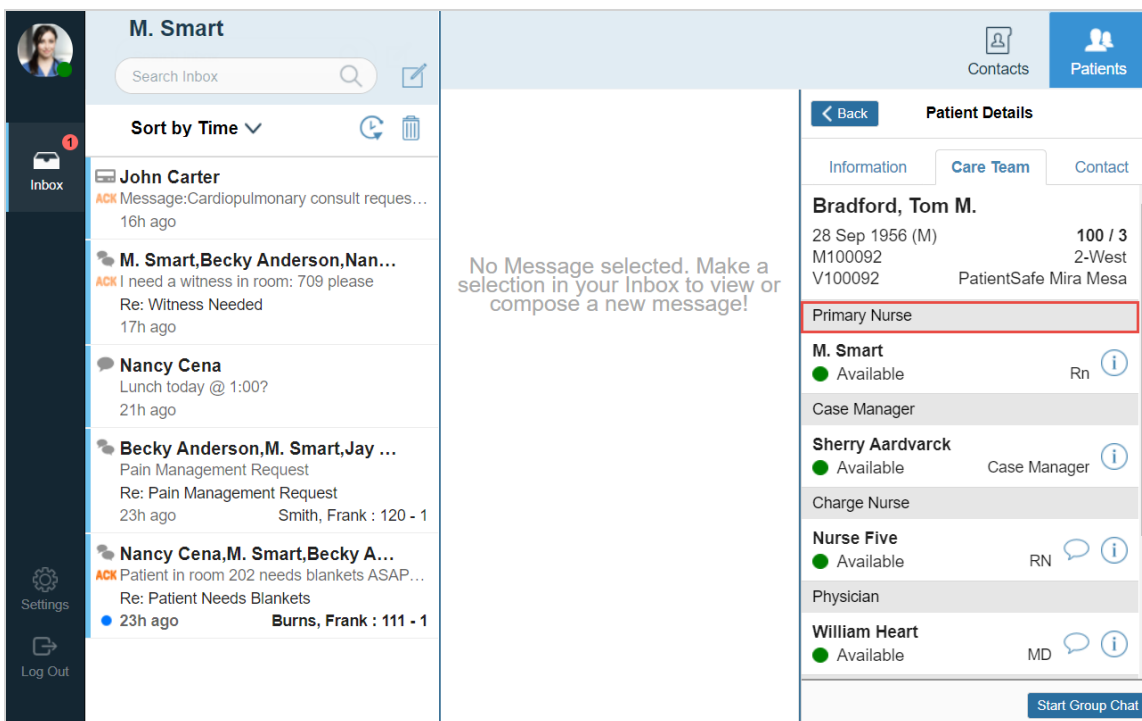
The screenshot shows the 'Care Team' section for a patient. The patient's name is **Bradford, Tom M**, born 28 Sep 1956 (M), room 100 / 3, 2-West. The care team members listed are:

Role	Name	Status
Primary Nurse	M. Smart	Available
Case Manager	Sherry Aardvarck	Available
Charge Nurse	Nurse Five	Available
Physician	William Heart	Available

A red box highlights the **Start Group Chat** button at the bottom right of the care team list.

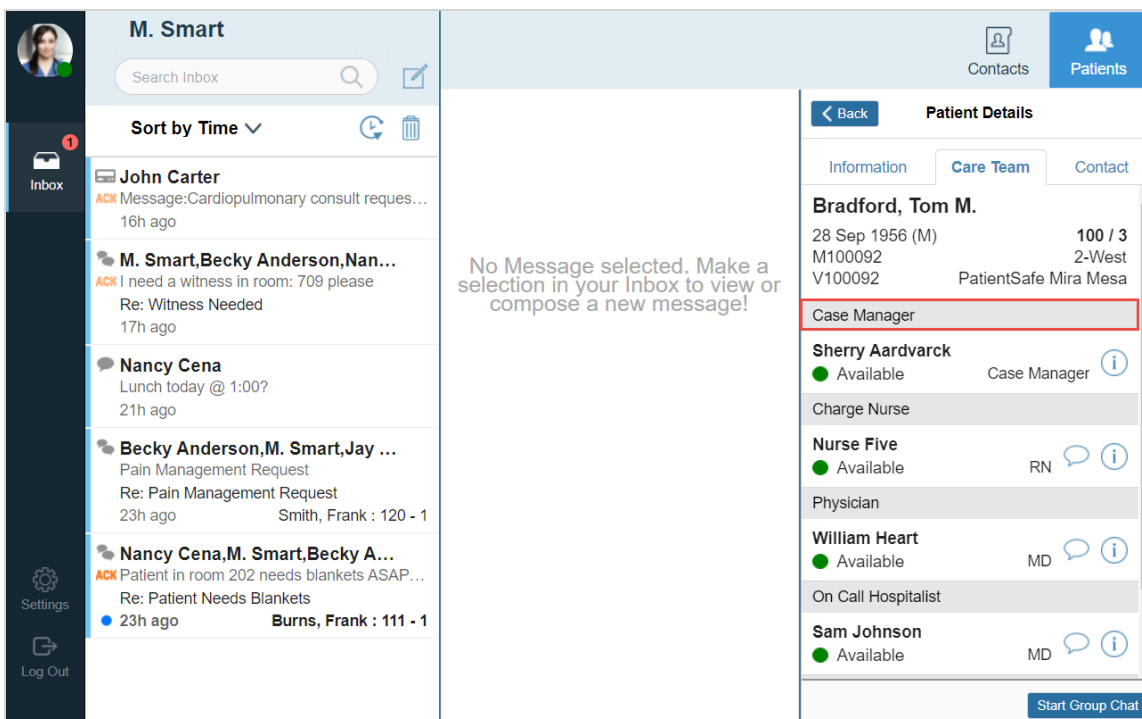
8. Care Roles may be configured to "Show on Care Team" using the Enterprise Manager or not display under the Care Team tab. For example, the Primary Nurse Care Role, if configured, will not display and the next care role displays instead.

Notice the Primary Nurse Care Role displays in the image below.



The screenshot shows the Vocera Web Messenger interface. On the left is a sidebar with a user profile for M. Smart, an 'Inbox' icon with a red notification badge, and 'Settings' and 'Log Out' links. The main area is divided into three sections. The top section is a header with 'M. Smart', a search bar, and 'Sort by Time' with a dropdown arrow. The middle section is a list of messages from John Carter, M. Smart, Becky Anderson, Nancy Cena, and Becky Anderson. The right section is titled 'Patient Details' for Bradford, Tom M., with tabs for 'Information', 'Care Team', and 'Contact'. The 'Care Team' tab is active, showing a list of roles: Primary Nurse (highlighted with a red box), M. Smart (Available, RN), Case Manager, Sherry Aardvarck (Available, Case Manager), Charge Nurse, Nurse Five (Available, RN), Physician, and William Heart (Available, MD). A 'Start Group Chat' button is at the bottom right.

When configured to not display, the next care role in the list displays instead.

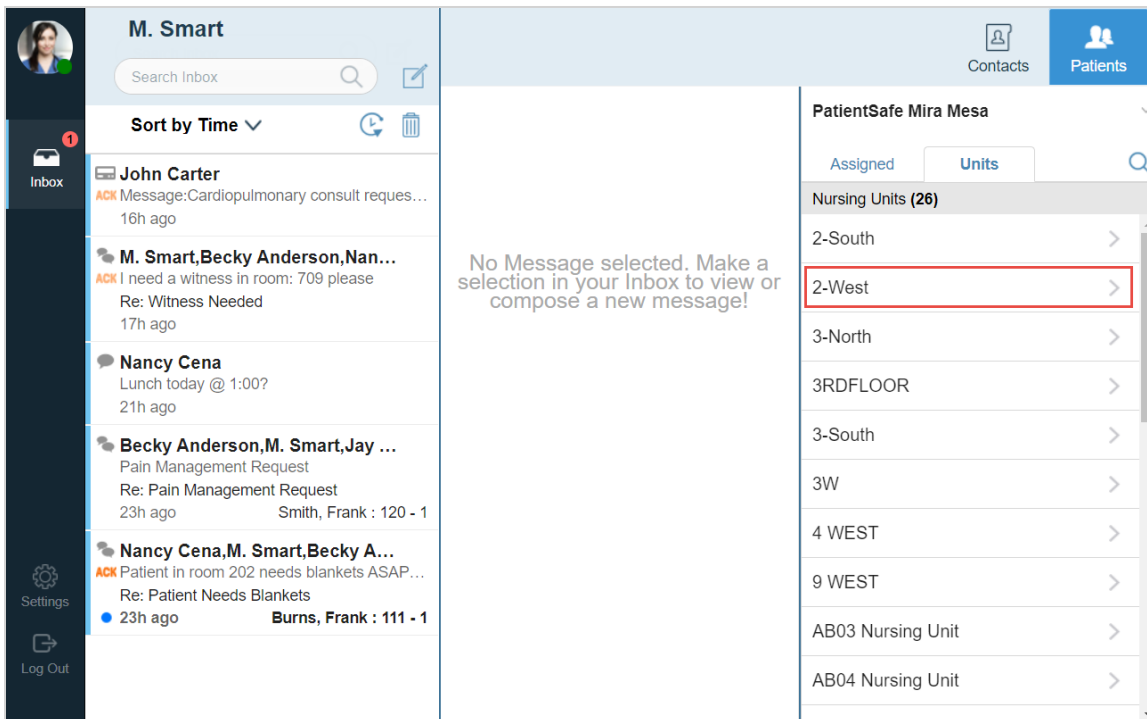


This screenshot is identical to the one above, but the 'Primary Nurse' role is not displayed in the 'Care Team' list. Instead, the 'Case Manager' role is highlighted with a red box, indicating it is the next role shown when the Primary Nurse role is configured to not display.

Browse Units

You can also view patients across your available nursing units. This list may be based on your data access.

1. Click a specific unit to see patients assigned to that unit, i.e. 2-West.



The screenshot shows the Vocera Web Messenger interface. On the left is a sidebar with a user profile, 'Inbox' (with a red notification badge), 'Settings', and 'Log Out'. The main content area is divided into two sections. The top section, titled 'M. Smart', contains a search bar and a 'Sort by Time' dropdown. Below this is a list of messages from various contacts, including John Carter, M. Smart, Becky Anderson, Nancy Cena, and Becky Anderson. The bottom section, titled 'PatientSafe Mira Mesa', has tabs for 'Assigned' and 'Units'. The 'Units' tab is active, showing a list of nursing units: 2-South, 2-West (highlighted with a red box), 3-North, 3RDFLOOR, 3-South, 3W, 4 WEST, 9 WEST, AB03 Nursing Unit, and AB04 Nursing Unit. A central message states: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

2. Click the **Sort** icon to sort by Name (A-Z, Z-A) or Room Number.
3. Click a patient name to view Patient Details.



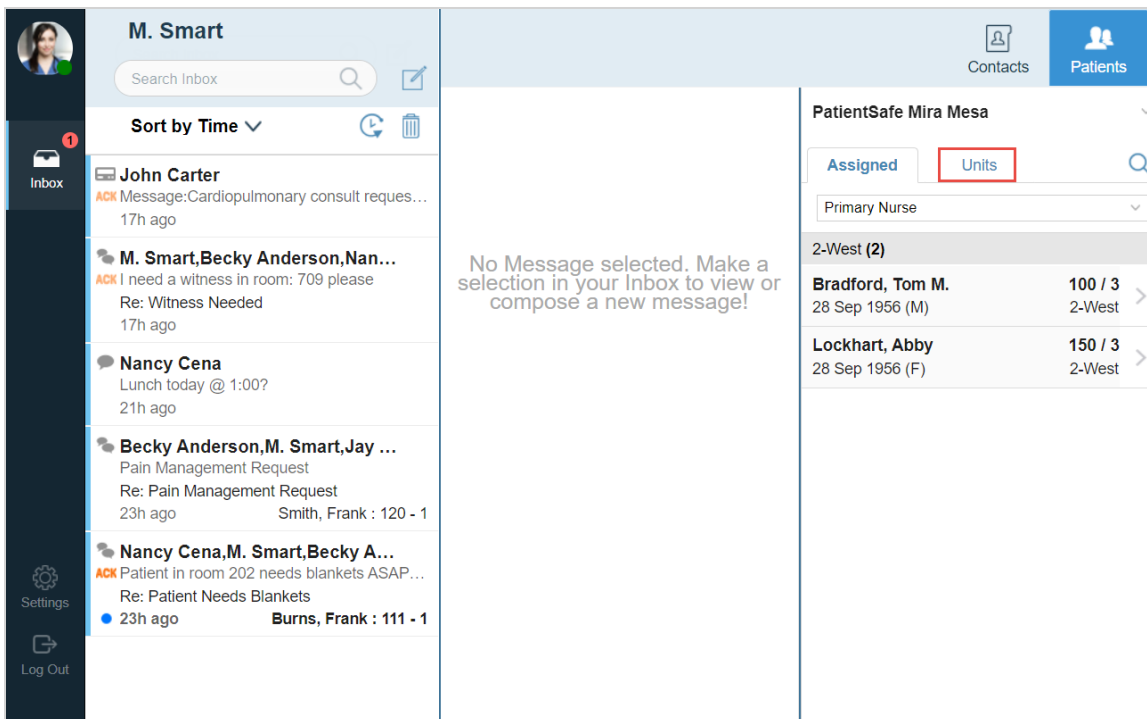
The screenshot shows the Vocera Web Messenger interface. On the left is a dark sidebar with icons for 'Inbox', 'Settings', and 'Log Out'. The main area is divided into three sections. The top section is a header for 'M. Smart' with a 'Search Inbox' bar and 'Sort by Time' dropdown. Below this is a list of messages from John Carter, M. Smart, Becky Anderson, Nancy Cena, and Becky Anderson. The middle section displays a message from John Carter: 'ACK Message: Cardiopulmonary consult reques... 16h ago'. The right section shows the 'PatientSafe Mira Mesa' details panel, which includes tabs for 'Assigned' and 'Units'. The 'Units' tab is active, showing a list of units: '2-West (2)', 'Bradford, Tom M. 28 Sep 1956 (M)', and 'Lockhart, Abby 28 Sep 1956 (F)'. A red box highlights the 'Units' tab and the list of units, indicating the filter for empty beds.

Display or Hide Empty Beds

Web Messenger has a filter that allows users to hide or display empty beds. This may be helpful if hospitals have a lot of nursing units with empty beds.

To change whether you hide or display empty beds, follow the instructions below.

1. Click the **Patients** tab.
2. Click **Units** to display all available nursing units.



M. Smart

Search Inbox

Sort by Time

Inbox

John Carter
ACK Message:Cardiopulmonary consult reques...
17h ago

M. Smart,Becky Anderson,Nan...
ACK I need a witness in room: 709 please
Re: Witness Needed
17h ago

Nancy Cena
Lunch today @ 1:00?
21h ago

Becky Anderson,M. Smart,Jay ...
Pain Management Request
Re: Pain Management Request
23h ago Smith, Frank : 120 - 1

Nancy Cena,M. Smart,Becky A...
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
23h ago Burns, Frank : 111 - 1

Settings

Log Out

Contacts **Patients**

PatientSafe Mira Mesa

Assigned **Units**

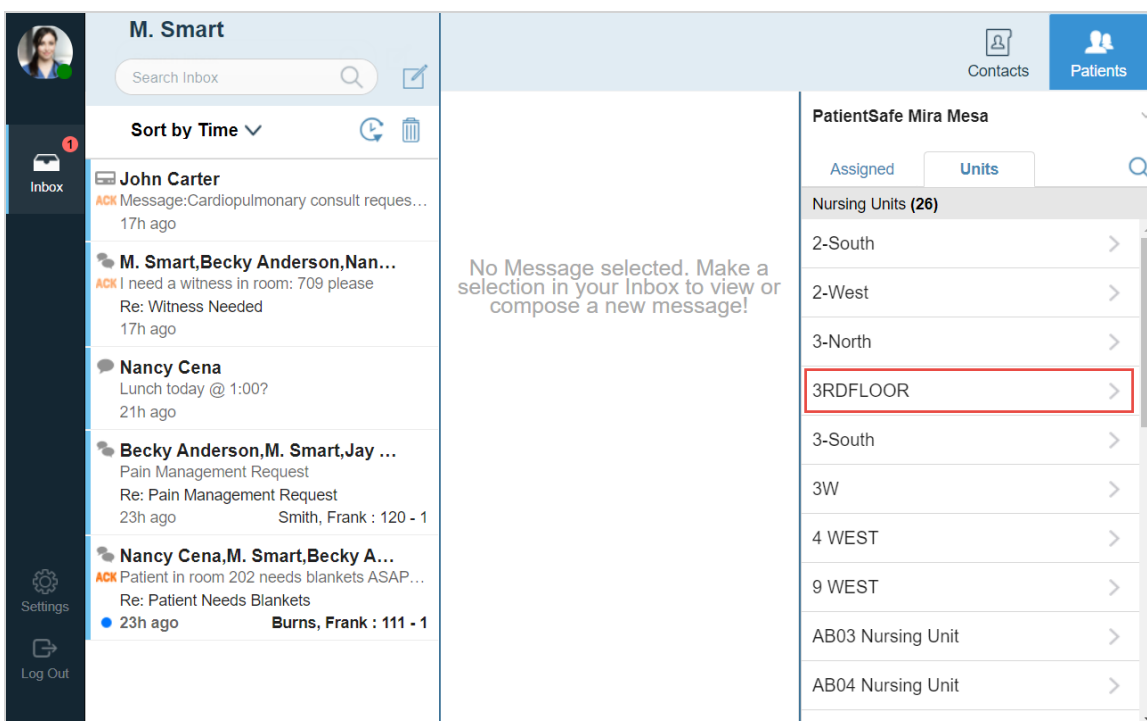
Primary Nurse

2-West (2)

Bradford, Tom M. 28 Sep 1956 (M)	100 / 3 2-West
Lockhart, Abby 28 Sep 1956 (F)	150 / 3 2-West

No Message selected. Make a selection in your Inbox to view or compose a new message!

3. Click the nursing unit for which you want to show or hide empty beds.



M. Smart

Search Inbox

Sort by Time

Inbox

John Carter
ACK Message:Cardiopulmonary consult reques...
17h ago

M. Smart,Becky Anderson,Nan...
ACK I need a witness in room: 709 please
Re: Witness Needed
17h ago

Nancy Cena
Lunch today @ 1:00?
21h ago

Becky Anderson,M. Smart,Jay ...
Pain Management Request
Re: Pain Management Request
23h ago Smith, Frank : 120 - 1

Nancy Cena,M. Smart,Becky A...
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
23h ago Burns, Frank : 111 - 1

Settings

Log Out

Contacts **Patients**

PatientSafe Mira Mesa

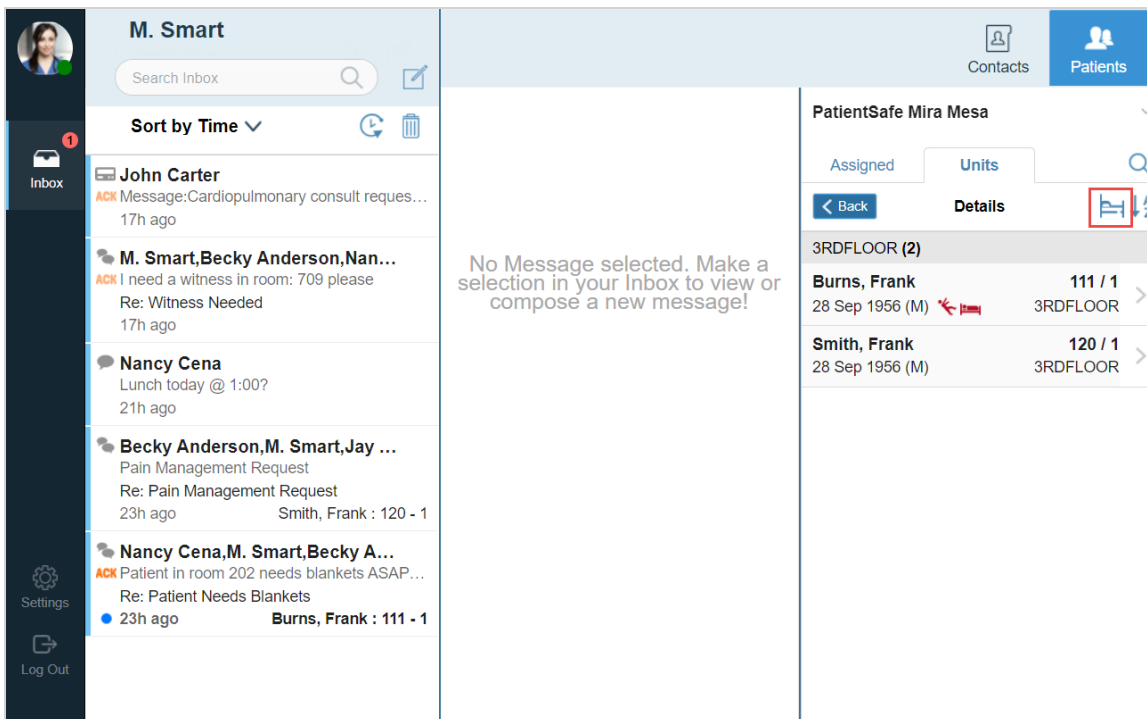
Assigned **Units**

Nursing Units (26)

2-South	>
2-West	>
3-North	>
3RDFLOOR	>
3-South	>
3W	>
4 WEST	>
9 WEST	>
AB03 Nursing Unit	>
AB04 Nursing Unit	>

No Message selected. Make a selection in your Inbox to view or compose a new message!

4. Click the **Bed** icon to display empty beds.



M. Smart

Search Inbox

Sort by Time

Inbox

John Carter
ACK Message:Cardiopulmonary consult reques...
17h ago

M. Smart,Becky Anderson,Nan...
ACK I need a witness in room: 709 please
Re: Witness Needed
17h ago

Nancy Cena
Lunch today @ 1:00?
21h ago

Becky Anderson,M. Smart,Jay ...
Pain Management Request
Re: Pain Management Request
23h ago Smith, Frank : 120 - 1

Nancy Cena,M. Smart,Becky A...
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
23h ago Burns, Frank : 111 - 1

PatientSafe Mira Mesa

Assigned Units

< Back Details

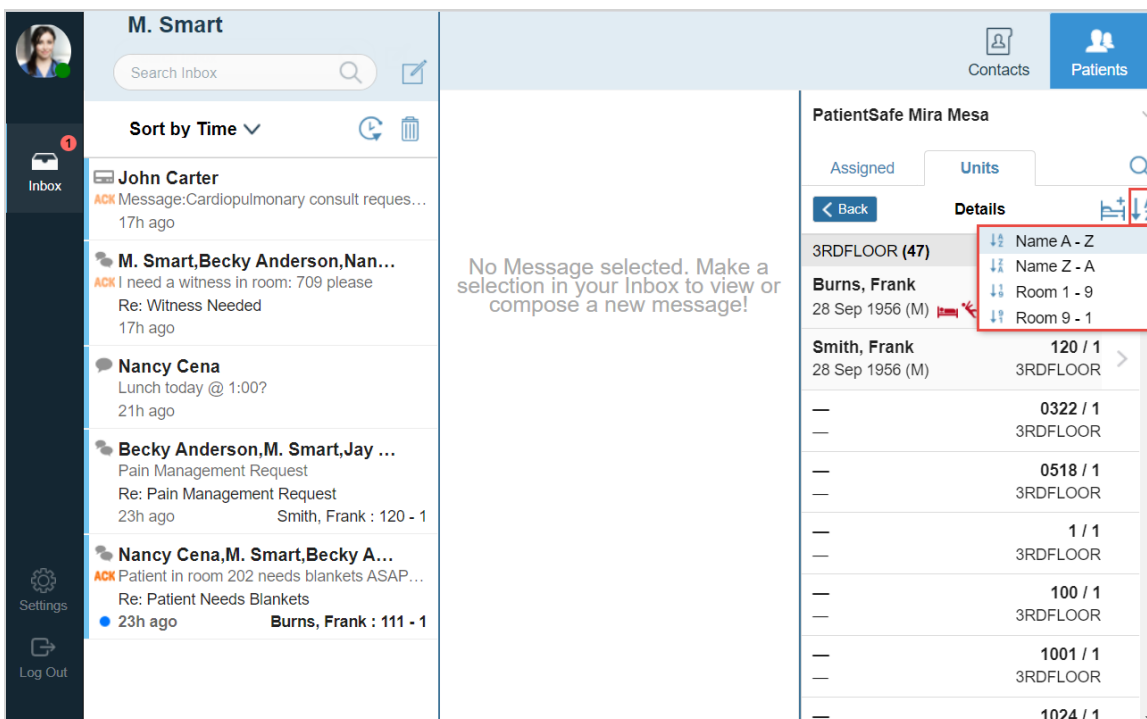
3RDFLOOR (2)

Burns, Frank 111 / 1
28 Sep 1956 (M) 3RDFLOOR

Smith, Frank 120 / 1
28 Sep 1956 (M) 3RDFLOOR

No Message selected. Make a selection in your Inbox to view or compose a new message!

5. The empty beds display. You may need to scroll to see additional empty beds.
6. Click the **Sort** icon to sort numerically by bed number.
7. Click the **Bed** icon again to dismiss the empty beds.



M. Smart

Search Inbox

Sort by Time

Inbox

John Carter
ACK Message:Cardiopulmonary consult reques...
17h ago

M. Smart,Becky Anderson,Nan...
ACK I need a witness in room: 709 please
Re: Witness Needed
17h ago

Nancy Cena
Lunch today @ 1:00?
21h ago

Becky Anderson,M. Smart,Jay ...
Pain Management Request
Re: Pain Management Request
23h ago Smith, Frank : 120 - 1

Nancy Cena,M. Smart,Becky A...
ACK Patient in room 202 needs blankets ASAP...
Re: Patient Needs Blankets
23h ago Burns, Frank : 111 - 1

PatientSafe Mira Mesa

Assigned Units

< Back Details

3RDFLOOR (47)

Burns, Frank 111 / 1
28 Sep 1956 (M) 3RDFLOOR

Smith, Frank 120 / 1
28 Sep 1956 (M) 3RDFLOOR

— 0322 / 1
3RDFLOOR

— 0518 / 1
3RDFLOOR

— 1 / 1
3RDFLOOR

— 100 / 1
3RDFLOOR

— 1001 / 1
3RDFLOOR

— 1024 / 1

No Message selected. Make a selection in your Inbox to view or compose a new message!

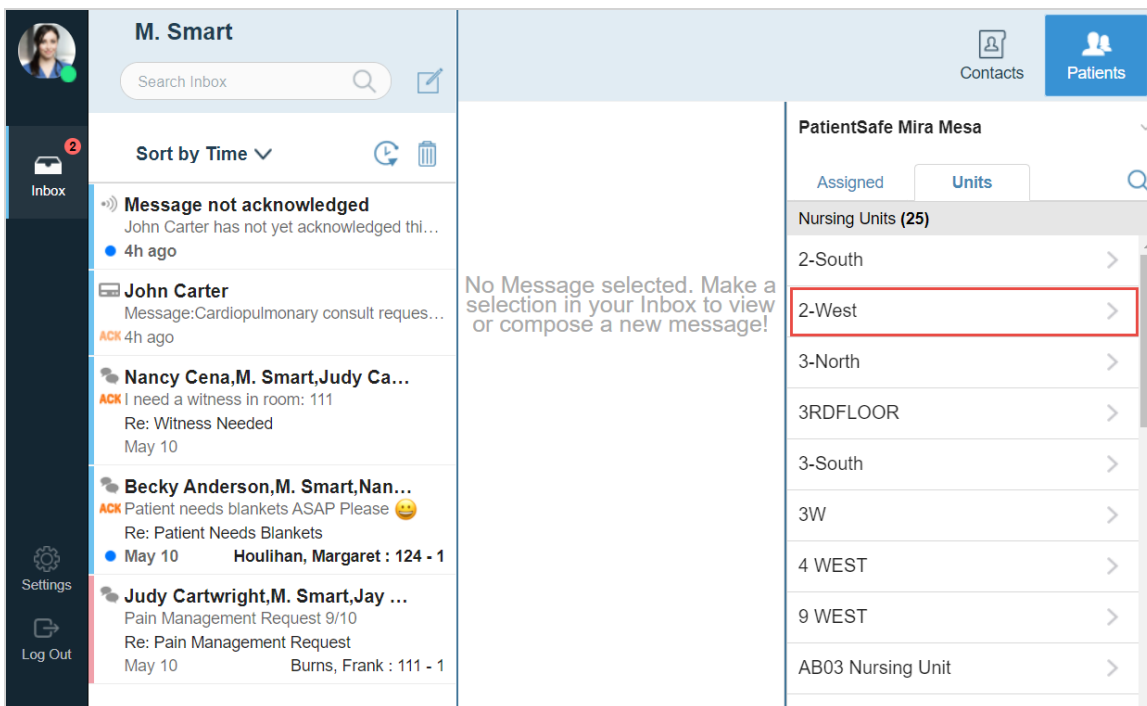
Hidden Nursing Units

Marking a nursing unit as “hidden” hides the nursing unit from displaying in the client applications and Enterprise Manager in browse and assignment flows. It does not remove the nursing unit or any of the patients in the nursing unit from the system.

Configuration

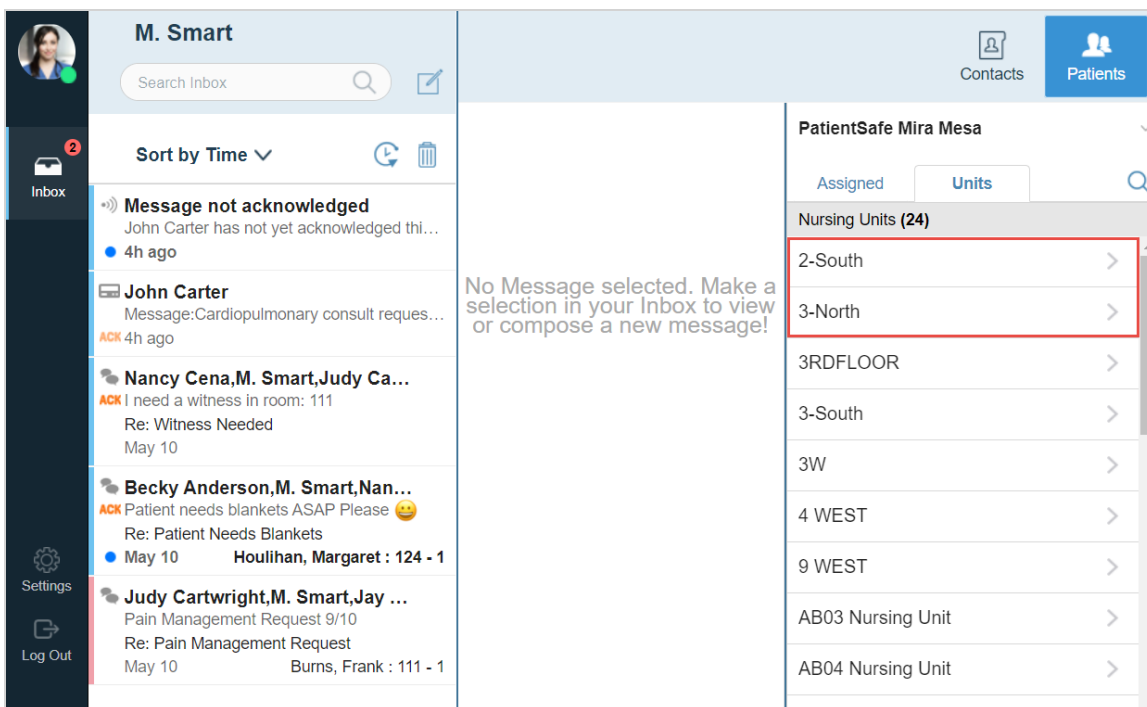
To hide a nursing unit, navigate to Enterprise Manager>Configuration>Organization Units>Select the Nursing Unit>Click the check box "Hide Nursing Unit."

1. In the screen below, the 2-West nursing unit is not hidden. It displays for caregivers to use to access patient information.



The screenshot displays the Vocera Web Messenger interface. On the left is a sidebar with a user profile for 'M. Smart', an 'Inbox' icon with a red notification badge, and 'Settings' and 'Log Out' links. The main content area is divided into two sections. The top section is a header with a 'Search Inbox' bar and 'Sort by Time' options. Below this is a list of messages, including one from 'John Carter' and another from 'Nancy Cena, M. Smart, Judy Ca...'. The bottom section is a list of nursing units under the heading 'Nursing Units (25)'. The units listed are 2-South, 2-West (highlighted with a red box), 3-North, 3RDFLOOR, 3-South, 3W, 4 WEST, 9 WEST, and AB03 Nursing Unit. A message in the center of the screen reads: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

2. When the unit becomes hidden, it does not display.



SMS Patient Contact

Background

SMS Patient Contact allows caregivers utilizing Vocera Edge to send SMS text messages to patient contacts, such as family members or friends. For example, a patient may be getting ready for discharge from the hospital, and they need a family/friend to come pick them up. Or a patient may be in surgery and a caregiver wants to communicate the patient status to a family member or friend. SMS Patient Contact increases patient family/friend satisfaction as it provides updates of patient status without requiring them to be in the hospital.

Example use cases for sending SMS text messages include the following:

- Discharge coordination
- Patient Status Updates
- Virtual Waiting Room Coordination

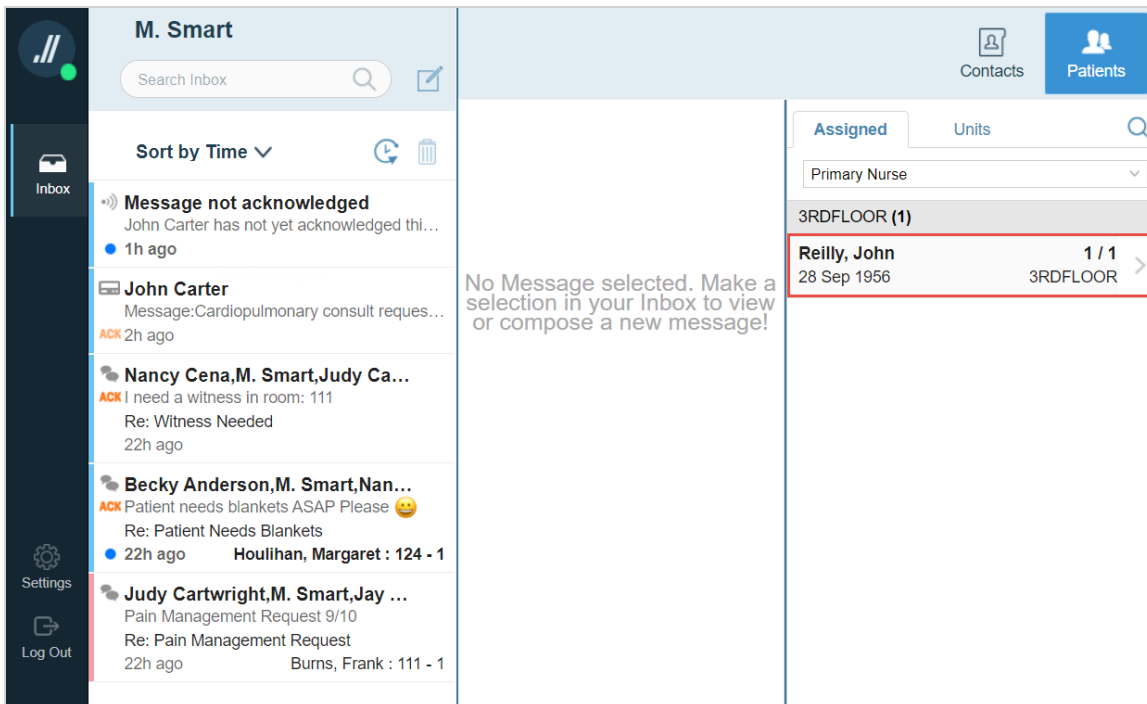
Configuration

- Twilio is required for sending/monitoring/receiving SMS pages
- SMS Patient Contact messages are configured in the Enterprise Manager>Settings>SMS Patient Contact
- Caregivers must have the **Edit Patient Contact Information** permission, which allows the user to add and edit patient contact information on the contact details screen.
- Caregivers must have the **Enable SMS Patient Contact** permission, which allows the user to send SMS messages to patient contacts

User Experience

In the scenario below, nurse M. Smart is going to add a contact for the patient John Reilly, who is getting ready to be discharged from the hospital. Then, she will send the contact an SMS message asking him to pick up the patient from the hospital at 3:00 pm.

1. Click the **Patients** tab.
2. Your assigned patients display.
3. Click on the patient name (John Reilly).



M. Smart

Search Inbox

Sort by Time

Message not acknowledged
John Carter has not yet acknowledged thi...
1h ago

John Carter
Message:Cardiopulmonary consult reques...
ACK 2h ago

Nancy Cena,M. Smart,Judy Ca...
ACK I need a witness in room: 111
Re: Witness Needed
22h ago

Becky Anderson,M. Smart,Nan...
ACK Patient needs blankets ASAP Please
Re: Patient Needs Blankets
22h ago
Houlihan, Margaret : 124 - 1

Judy Cartwright,M. Smart,Jay ...
Pain Management Request 9/10
Re: Pain Management Request
22h ago
Burns, Frank : 111 - 1

No Message selected. Make a selection in your Inbox to view or compose a new message!

Assigned Units

Primary Nurse

3RDFLOOR (1)

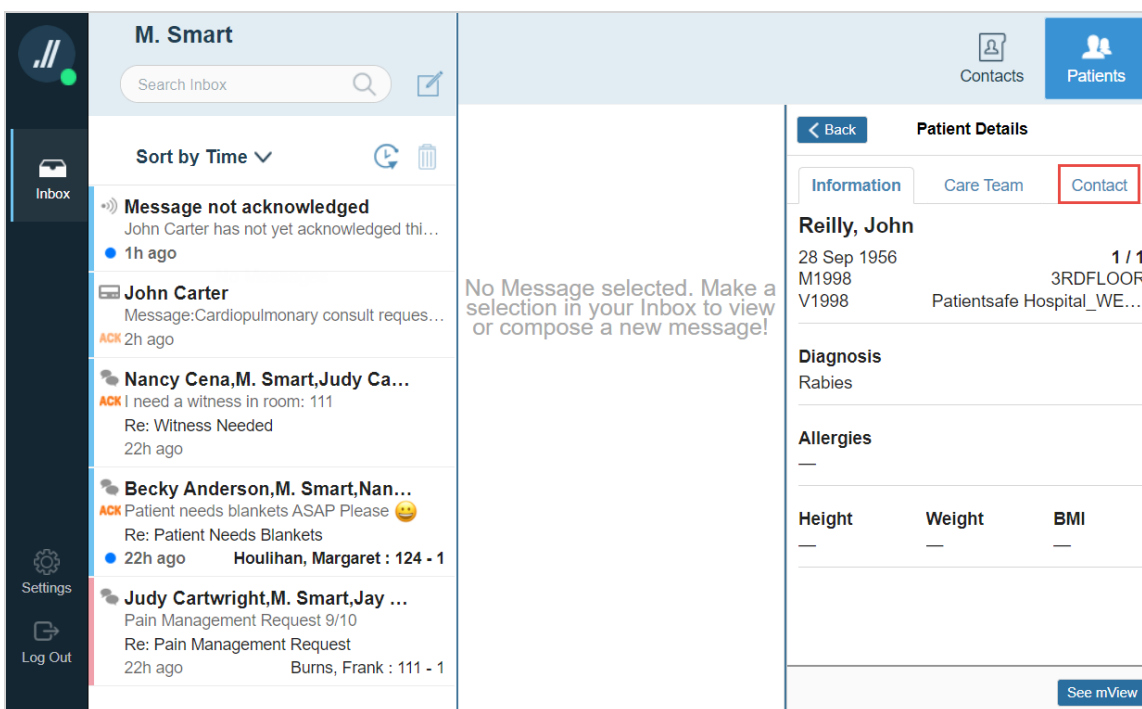
Reilly, John 1 / 1
28 Sep 1956 3RDFLOOR

4. Click **Contact**.

If Contact does not display, check to see that you have the Edit Patient Contact

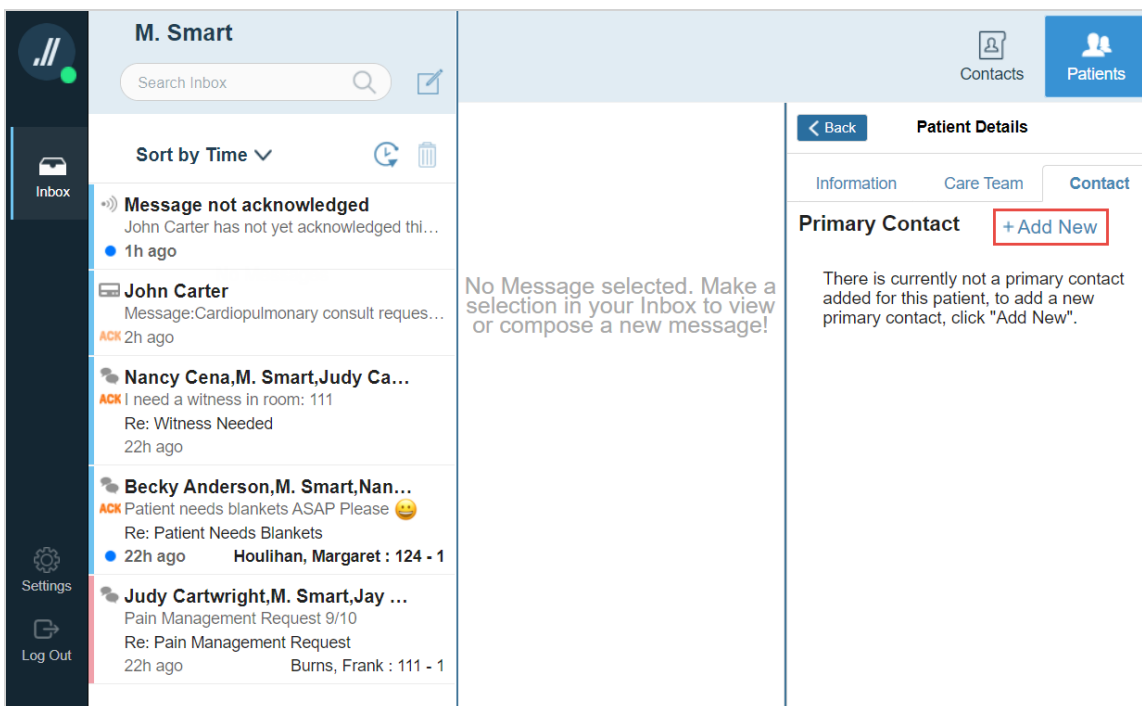


Information permission.



The screenshot shows the Vocera Web Messenger interface. On the left is a dark sidebar with icons for Inbox, Settings, and Log Out. The main area is divided into three sections. The top section, titled 'M. Smart', contains a search bar and a 'Sort by Time' dropdown. Below this is a list of messages. The middle section is a large white area with the text: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'. The right section, titled 'Patient Details', has tabs for 'Information', 'Care Team', and 'Contact'. The 'Contact' tab is selected and highlighted with a red box. It displays the patient's name 'Reilly, John', birth date '28 Sep 1956', and other details. Below this are sections for 'Diagnosis' (Rabies), 'Allergies', and a table for 'Height', 'Weight', and 'BMI'.

5. Click Add New.



This screenshot is similar to the previous one, but the 'Contact' tab in the 'Patient Details' section is now showing a 'Primary Contact' section. A red box highlights a '+ Add New' button next to the 'Primary Contact' label. Below this, a message states: 'There is currently not a primary contact added for this patient, to add a new primary contact, click "Add New".' The rest of the interface remains the same.

6. Complete the fields as seen in the image below.



Click **Enroll user in receiving SMS updates** in order to enroll the contact in receiving



SMS patient contact messages.

Add New Primary Contact

First Name:

Denny

Last Name:

Decker

Relationship:

Friend

Number Type:

Mobile Phone

Phone Number:

858-945-1662

+ Add New Contact Method

☒ Enroll user in receiving SMS updates?

Mobile Phone

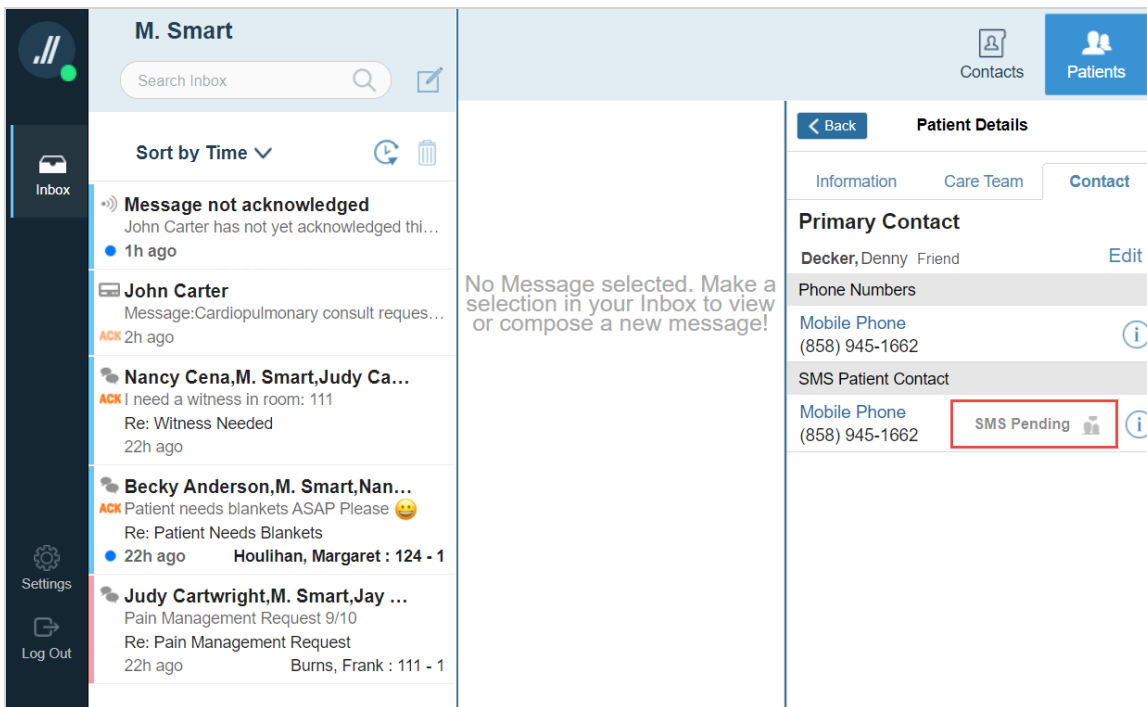
Cancel

Save



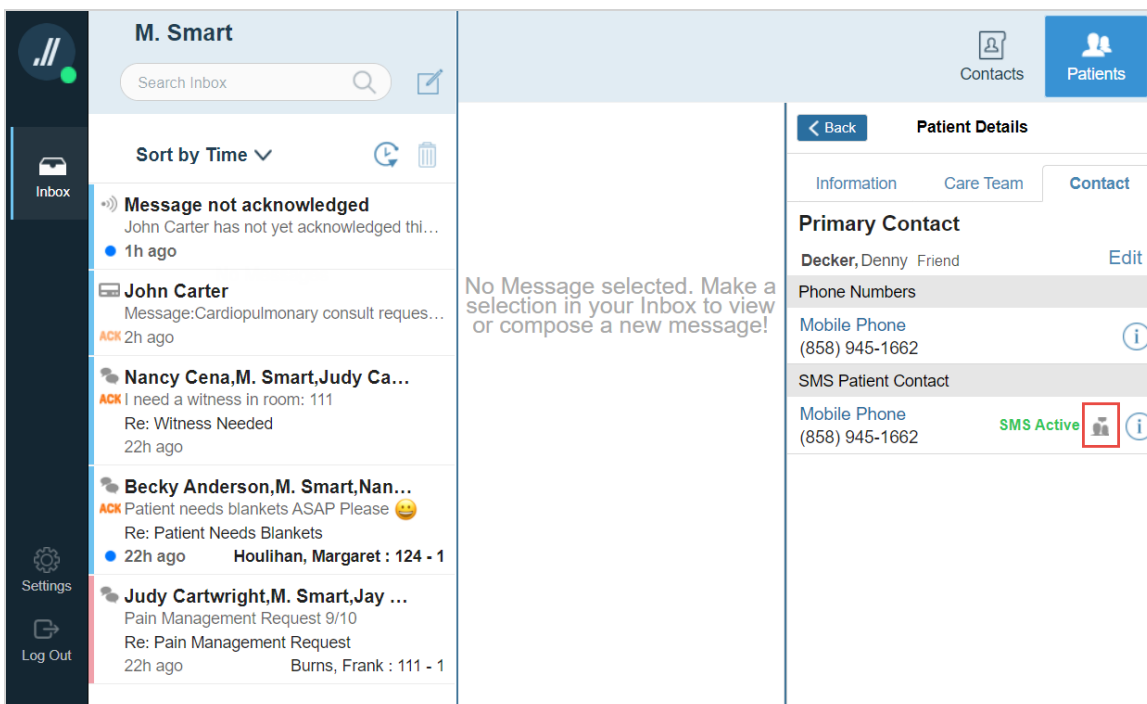
Once you click **Save**, the patient contact (Denny Decker in this scenario) will receive a *Welcome* text message including a link that allows him to opt-in to receive additional SMS text messages. He can opt-out at any time via the same link.

- The primary contact has been added with a status of **SMS Pending**.



The screenshot shows the Vocera Edge Web Messenger interface. On the left is a dark sidebar with icons for Inbox, Settings, and Log Out. The main area is divided into two columns. The left column displays an inbox for 'M. Smart' with a search bar and a 'Sort by Time' dropdown. It lists four messages: 'Message not acknowledged' (1h ago), 'John Carter' (2h ago), 'Nancy Cena, M. Smart, Judy Ca...' (22h ago), and 'Becky Anderson, M. Smart, Nan...' (22h ago). The right column shows 'Patient Details' for 'Decker, Denny'. It includes tabs for 'Information', 'Care Team', and 'Contact'. Under 'Primary Contact', it shows 'Decker, Denny' as a 'Friend' with an 'Edit' link. Below this, 'Phone Numbers' are listed: 'Mobile Phone (858) 945-1662' and 'SMS Patient Contact Mobile Phone (858) 945-1662'. The 'SMS Patient Contact' status is 'SMS Pending', which is highlighted with a red box.

8. When the patient contact opts-in, the status changes to **SMS Active** and the **SMS** icon becomes active.
9. Click the **SMS** icon to create an SMS message.



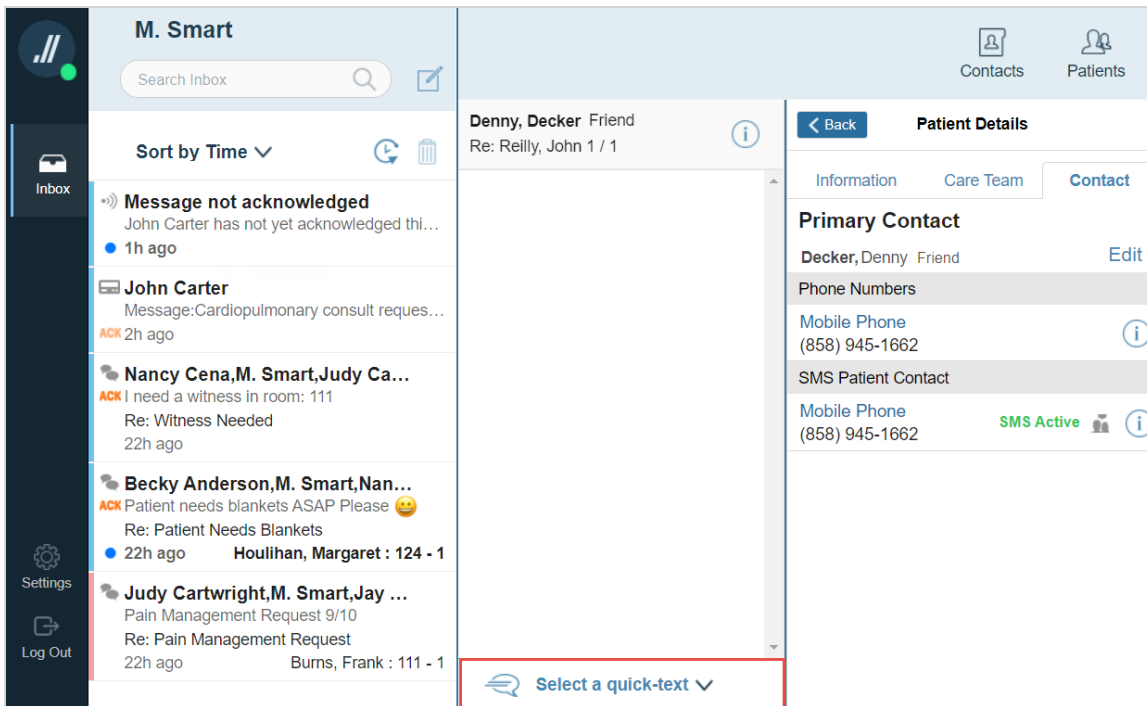
This screenshot is identical to the previous one, but the 'SMS Patient Contact' status has been updated to 'SMS Active', which is highlighted with a red box. The 'SMS' icon next to the status is now active.

10. Click the text field to select a message from a predefined set of messages. Some messages may include the following designated words that you will replace in the content of your message:

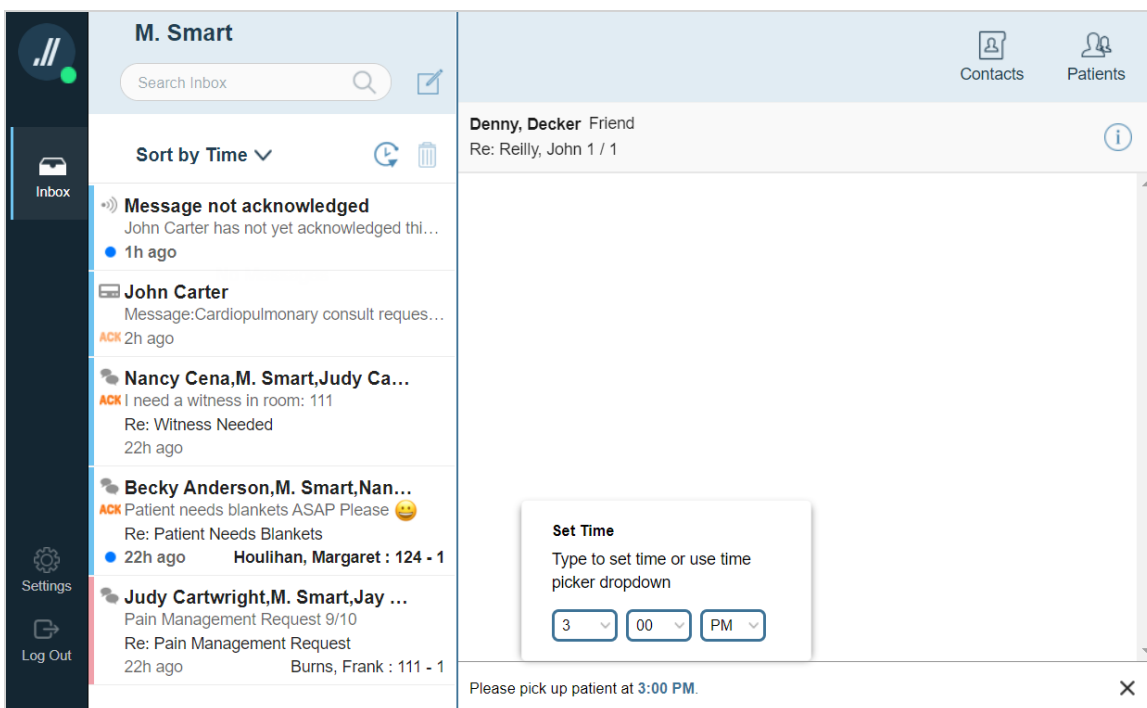
\$FACILITY: Caregivers can enter the facility the patient is in.

\$TIME: Caregivers will have the ability to choose the time when they send the message.

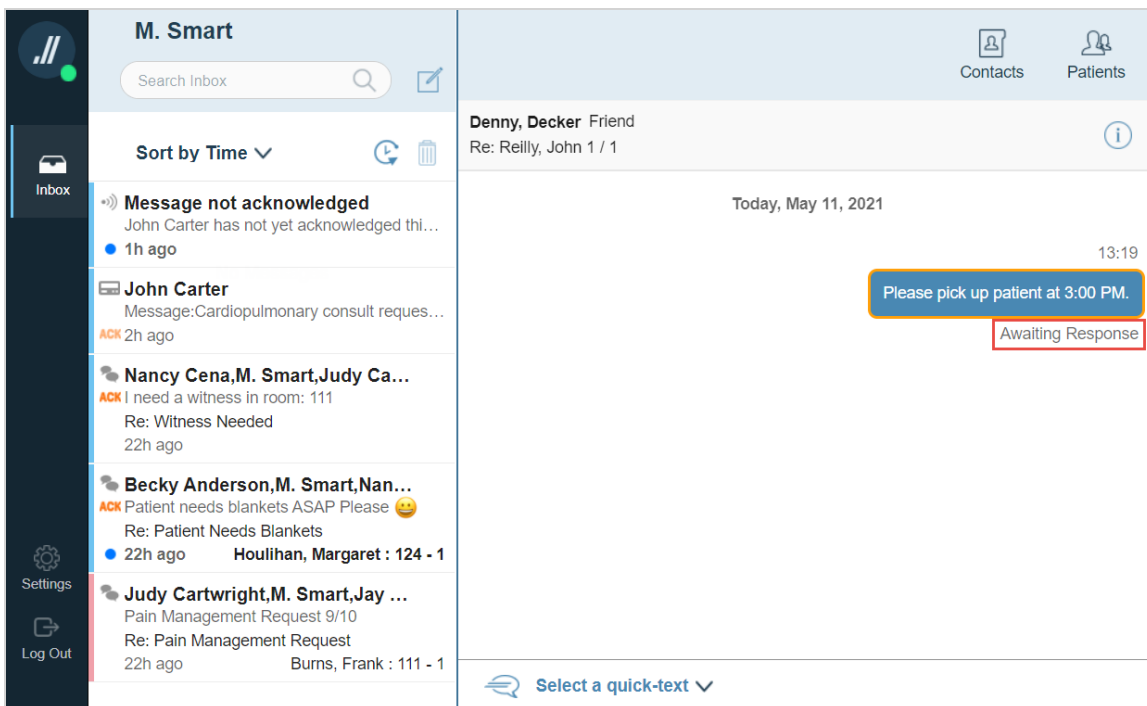
\$NUMBER: Caregivers will have the ability to enter a call back phone number when they send the message.



11. In this scenario, select Please pick the patient up at \$TIME. Select the time for the contact to pick up the patient from the hospital.
12. Press **Enter** on your keyboard to send the message.

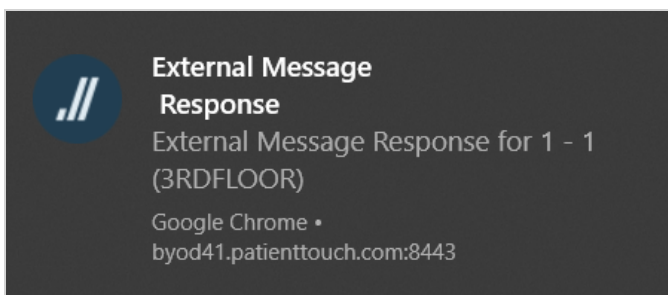


13. The text message displays with an indicator of **Awaiting Response**.



The patient contact, Denny Decker, will receive a message asking if he wants to pick up John Reilly from the hospital at 3:00 pm.

14. When the patient contact responds to the message, you will receive an **External Message Response** alert on your desktop and the response message will display in your Inbox.

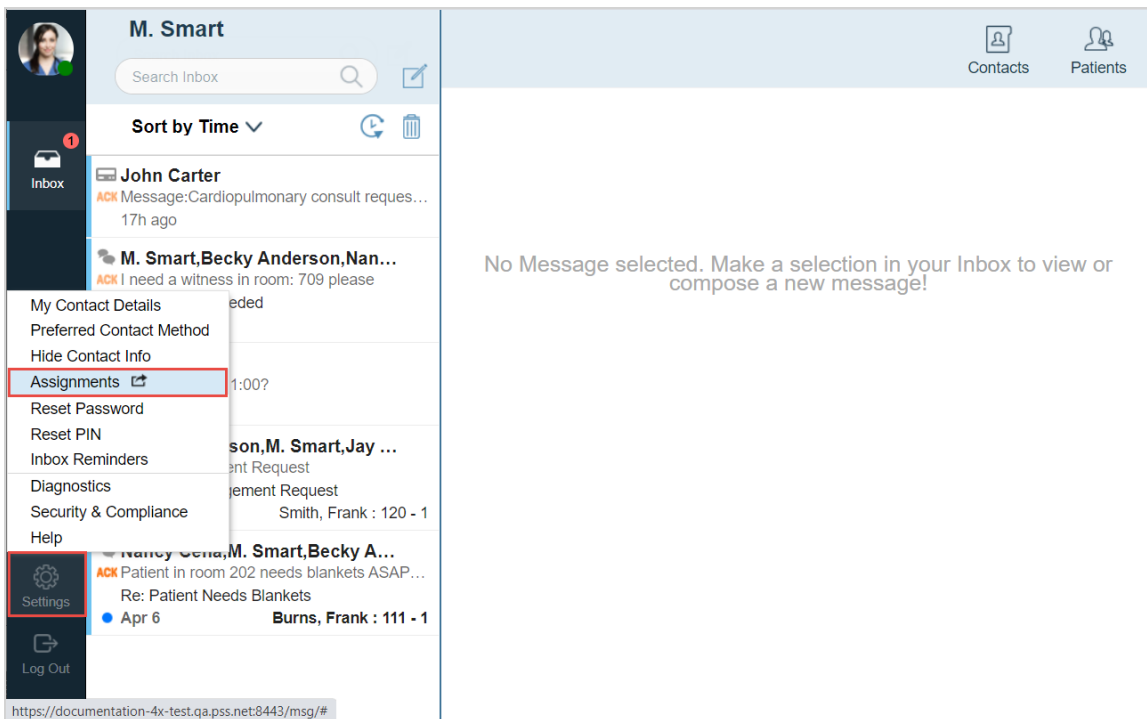


15. Click the **Patient Contact Responded** message.
16. The message indicates he responded positively to picking up the patient at the designated time.
17. Click **View Conversation** to access the conversation.

My Assignments

Follow the instructions below to assign and unassign patients to yourself.

1. Click the **Settings** menu.
2. Click **Assignments**.



M. Smart

Search Inbox

Sort by Time

Inbox

John Carter
ACK Message:Cardiopulmonary consult reques...
17h ago

M. Smart,Becky Anderson,Nan...
ACK I need a witness in room: 709 please

My Contact Details
Preferred Contact Method
Hide Contact Info
Assignments
Reset Password
Reset PIN
Inbox Reminders
Diagnostics
Security & Compliance
Help

Settings

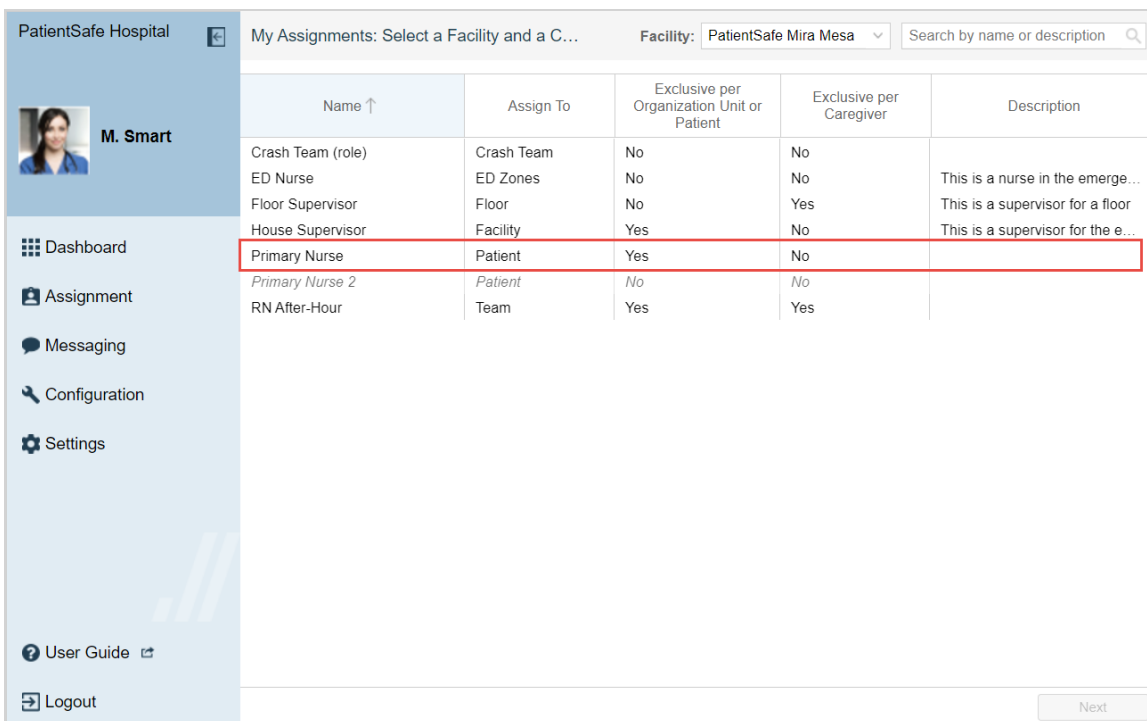
Log Out

No Message selected. Make a selection in your Inbox to view or compose a new message!

Enterprise Manager automatically displays your My Assignments screen.

Ensure you have the correct facility selected.

3. Double-click your **Care Role**.



PatientSafe Hospital

My Assignments: Select a Facility and a C...

Facility: PatientSafe Mira Mesa

Search by name or description

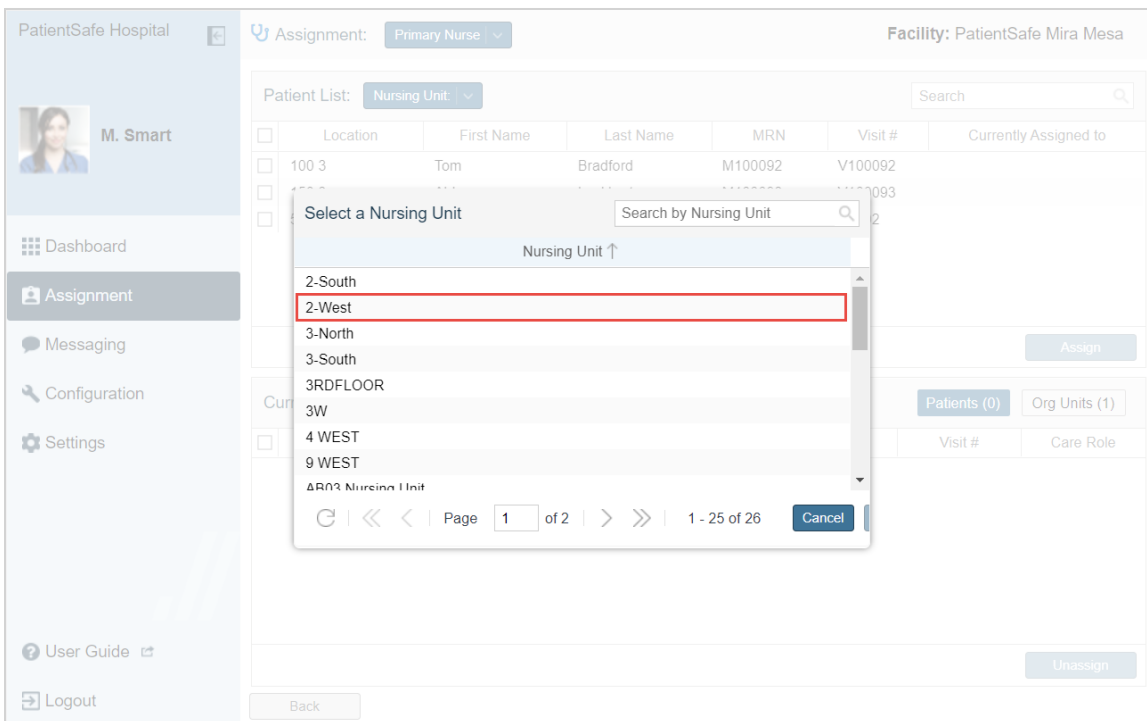
Name ↑	Assign To	Exclusive per Organization Unit or Patient	Exclusive per Caregiver	Description
Crash Team (role)	Crash Team	No	No	
ED Nurse	ED Zones	No	No	This is a nurse in the emerge...
Floor Supervisor	Floor	No	Yes	This is a supervisor for a floor
House Supervisor	Facility	Yes	No	This is a supervisor for the e...
Primary Nurse	Patient	Yes	No	
Primary Nurse 2	Patient	No	No	
RN After-Hour	Team	Yes	Yes	

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Next

- Double-click the nursing unit where you're assigning.



PatientSafe Hospital

Assignment: Primary Nurse

Facility: PatientSafe Mira Mesa

Patient List: Nursing Unit: Search

	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M100092	V100092	
<input type="checkbox"/>						
<input type="checkbox"/>						

Select a Nursing Unit

Search by Nursing Unit

Nursing Unit ↑

- 2-South
- 2-West**
- 3-North
- 3-South
- 3RDFLOOR
- 3W
- 4 WEST
- 9 WEST

Page 1 of 2 1 - 25 of 26 Cancel

Assign

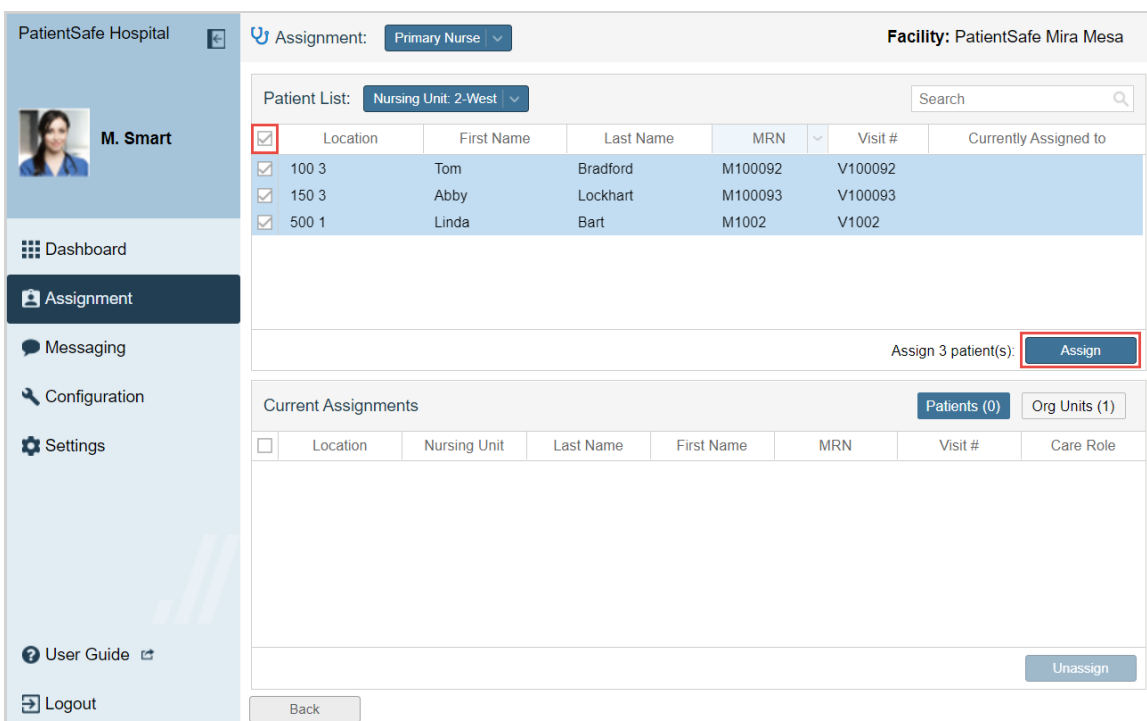
Patients (0) Org Units (1)

Visit # Care Role

Unassign

Back

- Click the check boxes next to the patients you want to assign to yourself. Or, if selecting all patients, click the check box next to Location.
- Click **Assign**.



PatientSafe Hospital

Assignment: Primary Nurse

Facility: PatientSafe Mira Mesa

Patient List: Nursing Unit: 2-West Search

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input checked="" type="checkbox"/>	100 3	Tom	Bradford	M100092	V100092	
<input checked="" type="checkbox"/>	150 3	Abby	Lockhart	M100093	V100093	
<input checked="" type="checkbox"/>	500 1	Linda	Bart	M1002	V1002	

Assign 3 patient(s): Assign

Current Assignments


Patients (0) Org Units (1)


	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>							

Unassign

Back

The newly assigned patients display under **Current Assignments**.

PatientSafe Hospital  Assignment Data saved successfully **Facility: PatientSafe Mira Mesa**

 **M. Smart**

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Patient List: Nursing Unit: 2-West


<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M100092	V100092	M. Smart
<input type="checkbox"/>	150 3	Abby	Lockhart	M100093	V100093	M. Smart
<input type="checkbox"/>	500 1	Linda	Bart	M1002	V1002	M. Smart


Current Assignments Patients (3) Org Units (1)

<input type="checkbox"/>	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	100 3	2-West	Bradford	Tom	M100092	V100092	Primary Nurse
<input type="checkbox"/>	150 3	2-West	Lockhart	Abby	M100093	V100093	Primary Nurse
<input type="checkbox"/>	500 1	2-West	Bart	Linda	M1002	V1002	Primary Nurse

7. To unassign a patient, click the check box next to their name.

8. Click **Unassign**.

PatientSafe Hospital  Assignment: Primary Nurse **Facility: PatientSafe Mira Mesa**

 **M. Smart**

Dashboard
Assignment
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Patient List: Nursing Unit: 2-West

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M100092	V100092	M. Smart
<input type="checkbox"/>	150 3	Abby	Lockhart	M100093	V100093	M. Smart
<input type="checkbox"/>	500 1	Linda	Bart	M1002	V1002	M. Smart

Current Assignments Patients (3) Org Units (1)

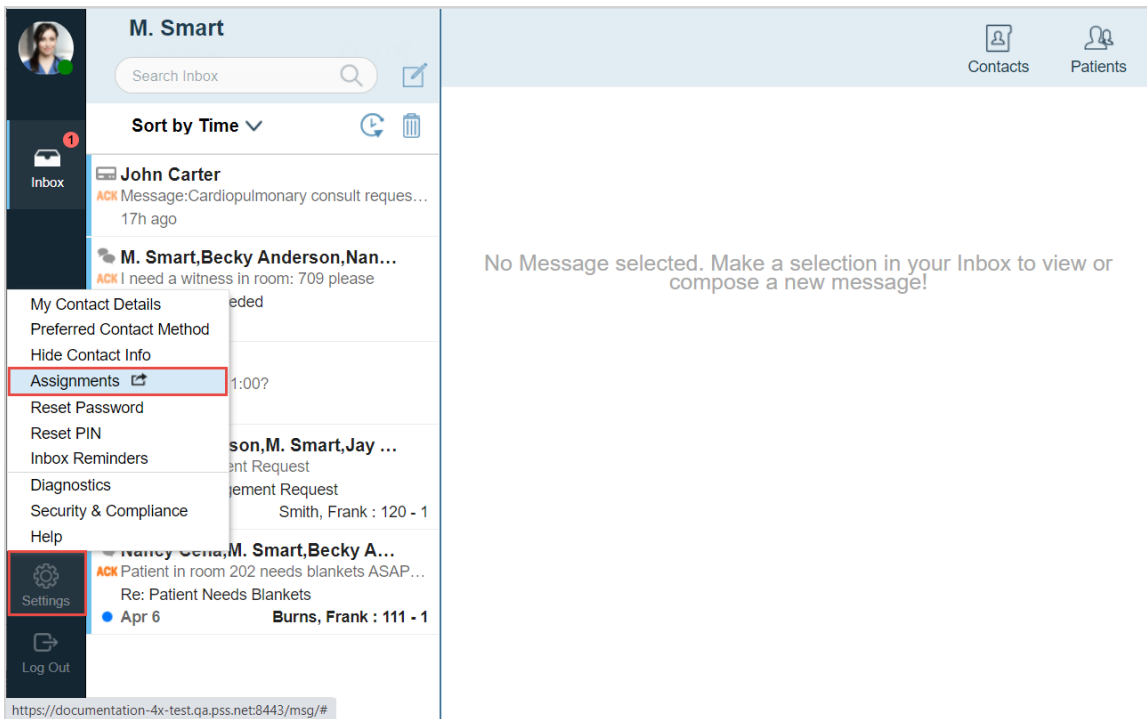
<input type="checkbox"/>	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	100 3	2-West	Bradford	Tom	M100092	V100092	Primary Nurse
<input type="checkbox"/>	150 3	2-West	Lockhart	Abby	M100093	V100093	Primary Nurse
<input checked="" type="checkbox"/>	500 1	2-West	Bart	Linda	M1002	V1002	Primary Nurse

Assign Other Caregivers

The Web Messenger provides access to Enterprise Manager to assign other caregivers. Charge Nurses or Unit Secretaries may want to assign patients to staff nurses.

Follow the instructions below to learn how to assign patients to other caregivers.

1. Click **Settings>Assignments**.



2. In the Enterprise Manager, click **Assignment>Assign Other Caregivers**.



PatientSafe Hospital

My Assignments: Select a Facility and a C... Facility: PatientSafe Mira Mesa Search by name or description

Name ↑	Assign To	Exclusive per Organization Unit or Patient	Exclusive per Caregiver	Description
Crash Team (role)	Crash Team	No	No	
ED Nurse	ED Zones	No	No	This is a nurse in the emerge...
Floor Supervisor	Floor	No	Yes	This is a supervisor for a floor
House Supervisor	Facility	Yes	No	This is a supervisor for the e...
Primary Nurse	Patient	Yes	No	
	Patient	No	No	
	Team	Yes	Yes	

Dashboard

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https://documentation-4x-test.qa.pss.net:8443/org-services-admin-web/#

Next

3. Search for the caregiver's **Care Role**.
4. Double-click the Care Role. In this example, double-click **Primary Nurse**.

PatientSafe Hospital

Assign Other Caregivers: Select a Facility ... Facility: PatientSafe Mira Mesa prim

Name ↑	Assign To	Exclusive per Organization Unit or Patient	Exclusive per Caregiver	Description
Primary Nurse	Patient	Yes	No	
Primary Nurse 2	Patient	No	No	

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Next

5. Double-click the nursing unit the patients belong to.

6. Scroll down and select the name of the caregiver for which you want to assign patients.

- Click the check box next to the patient name(s) you want to assign to this caregiver.
- Click **Assign**.

PatientSafe Hospital  Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

M. Smart

Dashboard Assignment Messaging Configuration Settings User Guide Logout

Caregi... Search

All Recents

Caregiver	Assig...
Unice Halper	1 org ...
Dr John	1 org ...
Jacque Jones	3 pati...
Mary Jones	2 pati...
P.T. Kare	
Margaret Mad...	
Shana Mana	
Olga Molani	
Nurse Nine	
Roxy Noble	
Phlebotomist ...	
Roberta Robin...	
Sandy S.	
User Six	
M. Smart	3 pati...
Larry Springer	
Devon Springer	
Tim Stapleton	
Jinny Wong	1 pati...

Back

Patient List: Nursing Unit: 2-West Search

	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M100092	V100...	M. Smart
<input type="checkbox"/>	150 3	Abby	Lockhart	M100093	V100...	M. Smart
<input checked="" type="checkbox"/>	500 1	Linda	Bart	M1002	V1002	M. Smart


Assign 1 patient(s) to **Mary Jones** **Assign**

Current Assignments Patients (2) Org Units (0)

	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	102 1	3-EAST	Johnson	Tim	M100008	V100008	Primary...
<input type="checkbox"/>	101 1	3-EAST	Smith	John	M100009	V100009	Primary...

Unassign

The newly assigned patients display under Current Assignments.

PatientSafe Hospital  Assignment: Primary Nurse Data saved successfully Facility: PatientSafe Mira Mesa

M. Smart

Dashboard Assignment Messaging Configuration Settings User Guide Logout

Caregi... Search

All Recents

Caregiver	Assig...
zohreh "	
Peter Aardema	
Mary Abba	2 org ...
Linda Abernathy	1 pati...
Becky Anderson	
Vicki Anderson	
Hanna Arlington	
Judy Cartwright	7 pati...
Nancy Cena	1 pati...
Kym Cree	
Blake Fasching	
Nurse Five	1 org ...
Unice Halper	1 org ...
Dr John	1 org ...
Jacque Jones	3 pati...
Mary Jones	3 pati...
P.T. Kare	
Margaret Mad...	
Shana Mana	

Back

Patient List: Nursing Unit: 2-West Search

	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M100092	V100...	M. Smart
<input type="checkbox"/>	150 3	Abby	Lockhart	M100093	V100...	M. Smart
<input type="checkbox"/>	500 1	Linda	Bart	M1002	V1002	Mary Jones

Assign

Current Assignments Patients (3) Org Units (0)

	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	102 1	3-EAST	Johnson	Tim	M100008	V100008	Primary...
<input type="checkbox"/>	101 1	3-EAST	Smith	John	M100009	V100009	Primary...
<input checked="" type="checkbox"/>	500 1	2-West	Bart	Linda	M1002	V1002	Primary...

Unassign

9. To unassign a patient, click the check box next to their name.

10. Click **Unassign**.



PatientSafe Hospital

Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

Caregi... Search

All Recents

Caregiver	Assig...
zohreh "	
Peter Aardema	
Mary Abba	2 org ...
Linda Abernathy	1 pati...
Becky Anderson	
Vicki Anderson	
Hanna Arlington	
Judy Cartwright	7 pati...
Nancy Cena	1 pati...
Kym Cree	
Blake Fasching	
Nurse Five	1 org ...
Unice Halper	1 org ...
Dr John	1 org ...
Jacque Jones	3 pati...
Mary Jones	3 pati...
P.T. Kare	
Margaret Mad...	
Shana Mana	

Back

Patient List: Nursing Unit: 2-West Search

	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M100092	V100...	M. Smart
<input type="checkbox"/>	150 3	Abby	Lockhart	M100093	V100...	M. Smart
<input type="checkbox"/>	500 1	Linda	Bart	M1002	V1002	Mary Jones

Assign

Current Assignments Patients (3) Org Units (0)

	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	102 1	3-EAST	Johnson	Tim	M100008	V100008	Primary...
<input type="checkbox"/>	101 1	3-EAST	Smith	John	M100009	V100009	Primary...
<input checked="" type="checkbox"/>	500 1	2-West	Bart	Linda	M1002	V1002	Primary...

Unassign

Transferring Assignments

Caregivers can transfer their assignments to another caregiver. This may be useful for Care Roles like On-Call Hospitalist who may want to transfer assignments to the Admitting Hospitalist. At this time only roles that do not assign directly to patients may transfer assignments.

Users must have the "Assignment Transfer" permission in order to transfer assignments.

On-Call Hospitalist

1. From the Patients tab, click **Transfer**.



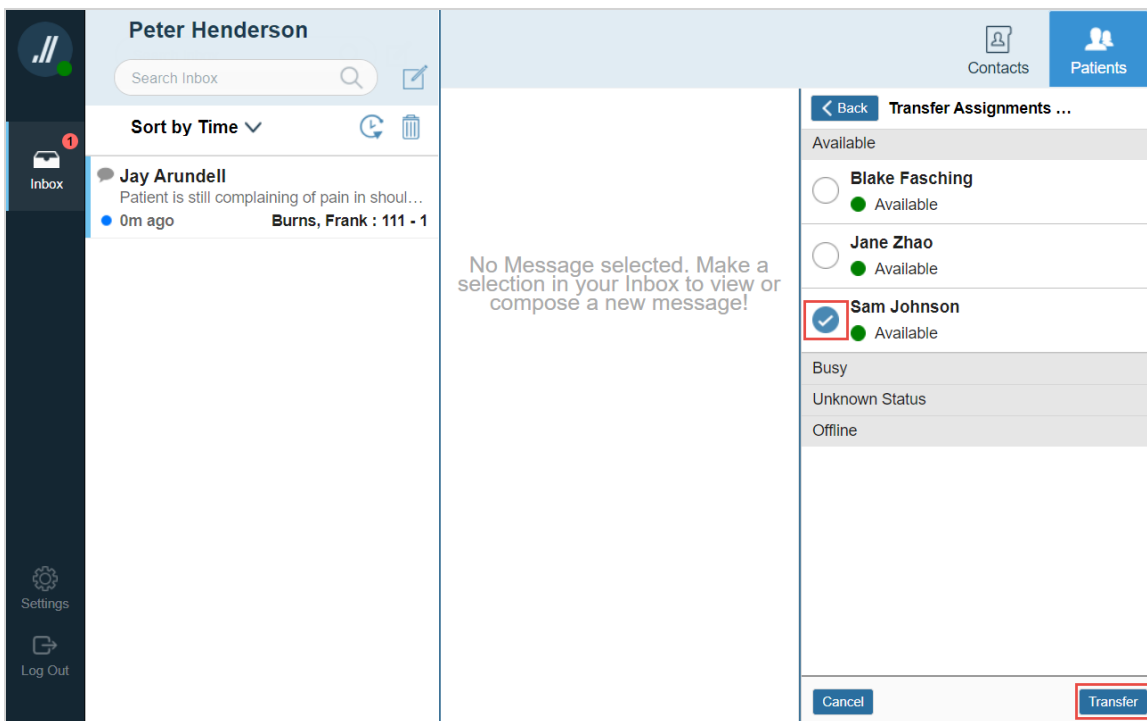
The screenshot shows the Vocera Web Messenger interface. On the left is a dark sidebar with icons for 'Inbox' (with a red notification badge), 'Settings', and 'Log Out'. The main header area displays the name 'Peter Henderson' and a 'Search Inbox' field. Below the header, there's a 'Sort by Time' dropdown and a message from 'Jay Arundell' with the text 'Patient is still complaining of pain in shoul...' and a timestamp '0m ago'. The central area contains the text: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'. On the right, there's a 'PatientSafe Mira Mesa' section with tabs for 'Assigned' and 'Units'. Under 'Assigned', there's a list of 'Nursing Units (3)': '2-West' (2), '3RDFLOOR' (2), and '9 WEST'. At the bottom right, a 'Transfer' button is highlighted with a red box.

The units display that are ready for transfer.

2. If desired, deselect a unit.
3. Click **Next**.

This screenshot shows the same interface as the previous one, but with the '3RDFLOOR' unit selected. In the 'Nursing Units (3)' list, '2-West' and '9 WEST' have blue checkmarks, while '3RDFLOOR' has a red circle around its radio button. At the bottom of the right panel, there are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted by a red box.

4. Select the recipient of the transfer. In this case, it is the Admitting Hospitalist, Sam Johnson.
5. Click **Transfer**.



Peter Henderson

Search Inbox

Sort by Time

Jay Arundell
Patient is still complaining of pain in shoul...
0m ago Burns, Frank : 111 - 1

No Message selected. Make a selection in your Inbox to view or compose a new message!

Transfer Assignments ...

Available

- ☐ Blake Fasching Available
- ☐ Jane Zhao Available
- ☒ Sam Johnson Available

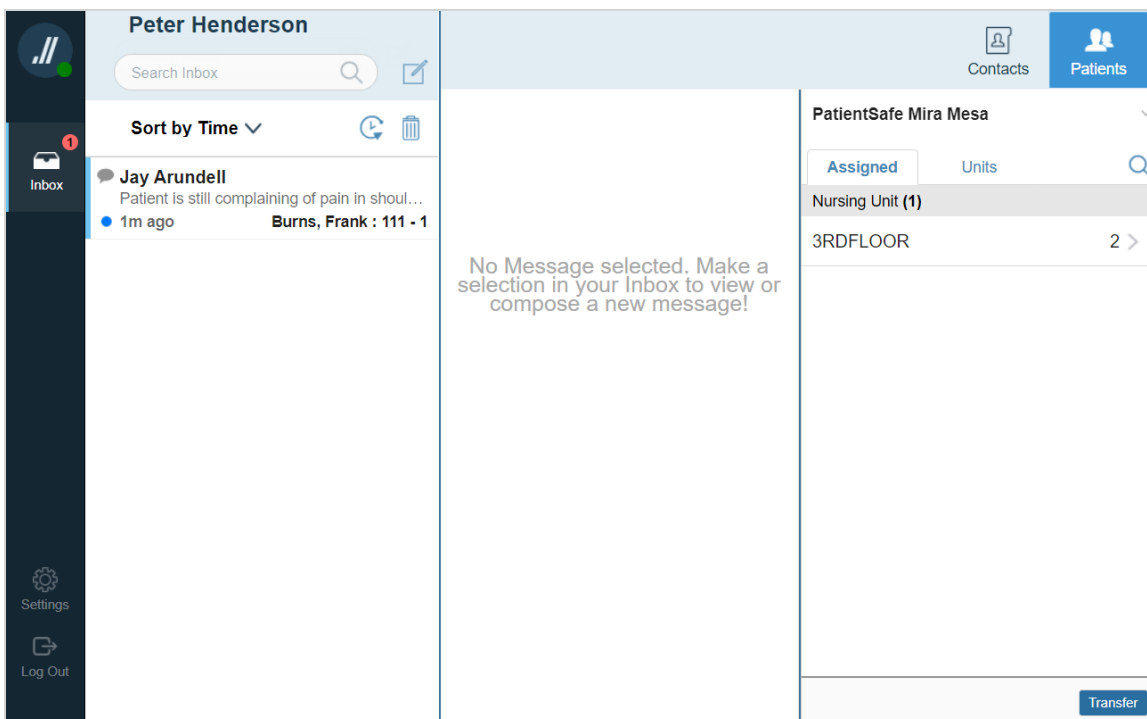
Busy

Unknown Status

Offline

Cancel Transfer

6. The transferred units have been reassigned and no longer display.



Peter Henderson

Search Inbox

Sort by Time

Jay Arundell
Patient is still complaining of pain in shoul...
1m ago Burns, Frank : 111 - 1

No Message selected. Make a selection in your Inbox to view or compose a new message!

PatientSafe Mira Mesa

Assigned Units

Nursing Unit (1)

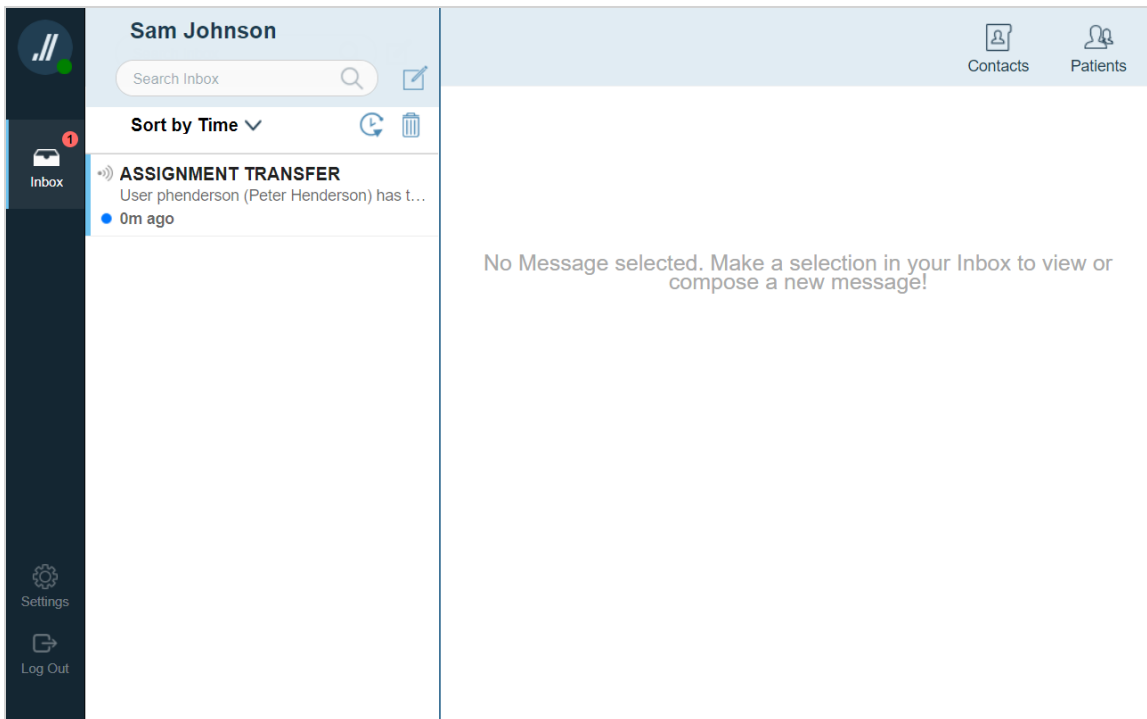
3RDFLOOR 2 >

Transfer

Admitting Hospitalist

The recipient of the transfer receives a notification of the transfer in their Inbox.

1. Click on the message to bring up message details.



2. The message indicates that the transfer is complete and displays the units that have been transferred.



The screenshot shows the Vocera Web Messenger interface. On the left is a dark navigation pane with icons for 'Inbox', 'Settings', and 'Log Out'. The main area is divided into three sections. The top section is a header for 'Sam Johnson' with a search bar and 'Sort by Time' dropdown. The middle section shows an 'ASSIGNMENT TRANSFER' message from 'pssdispatch' to 'Sam Johnson' with a 'MEDIUM' priority, dated '07 Apr 10:31'. The bottom section contains the message body: 'User phenderson (Peter Henderson) has transferred On Call Hospitalist assignments (2-West, 9 WEST) to you.'

Logging Out

1. Click **Log Out** located on the left side navigation pane, to log out of the application.

This screenshot shows the Vocera Web Messenger interface with the 'Inbox' selected. The left navigation pane has a red box around the 'Log Out' button. The main area displays a list of messages in the inbox, including one from 'John Carter' and another from 'M. Smart, Becky Anderson, Nancy Cena'. The right pane shows a message from 'pssdispatch' to 'Sam Johnson' with a 'MEDIUM' priority, dated '07 Apr 10:31'. The bottom section contains the message body: 'User phenderson (Peter Henderson) has transferred On Call Hospitalist assignments (2-West, 9 WEST) to you.'



Security Mode

The application will enter Security Mode if no activity is detected for a specific amount of time configured in Enterprise Manager.

You will need to enter your PIN or password to re-enter.

1. Enter your PIN and click **Go** or press **Enter** on your keyboard.
2. Or, click the **Use password** check box and enter your password and click **Go**.
3. Click **Log Out** to log out of the application.

The screenshot shows the Vocera Edge Communications interface in Security Mode. At the top left is the Vocera logo. The main content area is a light blue box with the following elements: the text 'Vocera Edge Communications®', a horizontal line, 'Vocera Edge Hospital', 'Logged in as: M. Smart', a lock icon next to a 'PIN' input field, a 'Use password' checkbox, and a 'Go' button. Below this box, it says 'No New Notifications' and has a 'Log Out' button. At the bottom, there is a copyright notice '©2021 Vocera Communications Inc.' and three links: 'Diagnostics', 'Security & Compliance', and 'Help'.