



Vocera Skill for Alexa

Amazon and Vocera Elevate the Power of the Patient Voice

When patients can easily communicate with their care team and get information, their experience improves, and care teams can focus on what they do best – delivering patient care.

One of many Vocera solutions designed to improve the safety, well-being, and overall healthcare experience for patients, families, and care team members involves a collaboration with Amazon to deliver the Vocera skill for Alexa. The skill leverages Alexa Smart Properties and is HIPAA-eligible for healthcare customers.

In a world where people are accustomed to using voice technology for so many essential things in their daily lives, the Vocera skill for Alexa can provide an easy, personal, and direct way for hospital patients and aged care residents to connect with their caregivers and more. The intelligent solution is also designed to reduce unnecessary interruptions to the care team and minimize cognitive overload among clinicians.

An Immersive Voice Experience for Patients and Families

The Vocera skill for Alexa is designed to make it easier and faster for patients and families to get information about their stay and reach the right care team members with simple voice requests spoken to an Amazon Alexa device in the patient's room.

Because the Vocera skill for Alexa is hands-free, patients can use it from anywhere in their room. Going beyond the traditional nurse call system, the skill enables rich communication between patients and their care team members while they are in the hospital.

The Vocera skill for Alexa recognizes keywords and phrases spoken by the patient and uses the Vocera Engage intelligent workflow engine to determine the appropriate person to receive the message, thereby streamlining workflow. Patient requests are delivered to the appropriate team member on their Vocera device of choice. Requests are prioritized for relevance, automatically escalated as needed, and delivered with contextual information to team members who are available and can take action, improving response times and helping reduce cognitive burden.

Through the Vocera skill, Alexa clarifies the nature of patient requests, establishes urgency, and updates the patient on the status of the care team's response in a personalized, conversational manner. The Vocera skill for Alexa provides verbal updates to patients about the status of each request. Closed loop communication helps put patients at ease knowing their requests are heard and being resolved.



Improve the patient experience



Streamline patient-nurse communication



Relieve clinical staff



Provide transparency to patients



Reducing Cognitive Overload with a Voice Assistant

Common questions from patients that do not need clinical intervention, such as visitor hours or the lunch menu, are answered automatically through the Vocera skill for Alexa to reduce interruptions for care team members.

The skill can also save nurses valuable time by taking on basic patient education. For example, it can offer experiential learning for patients who need simple lactation training. Additionally, a new mother on a labor and delivery floor can access her favorite lullabies, playlists, or ambient music via Alexa to play during her stay.

Privacy and Security

The Vocera skill for Alexa leverages Alexa Smart Properties, which was built with privacy in mind. Alexa Smart Properties for healthcare provides secure multiple layers of privacy protections for users. Alexa Smart Properties for healthcare implements specific administrative, technical, and physical safeguards for protected health information processed by HIPAA-eligible skills.

System Requirements

- Vocera Platform 5.x or 6.x
- Vocera Engage
- Echo devices

The Vocera skill for Alexa can also be used in industries such as hospitality to elevate the consumer experience. To learn more about how Alexa Smart Properties is making an impact on senior living communities and healthcare properties, visit: developer.amazon.com/en-US/alexa/alexa-smart-properties.

Patient Experience

- Audio/Video conversations with loved ones
- COVID, visitor policy, or other FAQ
- Discharge preparedness nudge
- Guest Connect to access personal Alexa account
- Invitation to reach Nurse Manager directly
- Pastoral care
- Patient experience surveys
- Record a thank you for care team member
- Well wishes from celebrities

Smart Room

- Control lights, TV, thermostat
- Fix environmental issues
- Initiate meal related requests

Clinician Use

- Call anyone in the Vocera Directory
- Call codes
- Call Fall Team
- Call Lift Team
- Closed loop PRN effectiveness (Alexa can complete survey of pain or nausea after configured time elapses and write back to the electronic health record)

More Information

Visit <http://www.vocera.com>, email info@vocera.com, or telephone 888-9-VOCERA.



Now part of Stryker

Vocera Communications Inc.
3300 Orchard Parkway
San Jose, CA 95134
Tel: 408-882-5100
Fax: 408-882-5101
Toll free: 888-9VOCERA
<http://www.vocera.com>