

Introduction to the Vocera Collaboration Suite (VCS) 3.0 App for Clinicians (VS 4.4, VMP 5.1)

Course Description

Welcome to Vocera Collaboration Suite 3.0 App training for clinicians! This 30-to-40-minute, computer-based training will familiarize you with the basics of Vocera Collaboration Suite App 3.0. If you're new to the app, we highly recommend you take the modules in order; however, this is not a requirement.

This course contains audio. It is best viewed on a monitor, laptop, or tablet.

Learning Objectives:

By the end of the course, you should be able to:

- Describe the Vocera Collaboration Suite App and its benefits
- Describe how to navigate the app and use the internal help system
- Describe best practices for handling protected health information (PHI) when calling and texting
- Describe basic communication, including secure texting and making calls
- Describe basic communication with the Genie
- Describe best practices for using the app with a smartphone, including talking to patients and families, cleaning a device, and charging a device.

Modules

1. Getting Started (5:45 – 7:10)

In this section, you'll find out what the Vocera Collaboration Suite App is, how it will benefit you, and how to install it, or log in if you already have the app installed.

By the end of this section, you should be able to:

- Describe the Vocera Collaboration Suite App
- Explain the benefits of using the app for communication
- Demonstrate how to install the Vocera Collaboration Suite App (if using a personal device)
- Describe how to log in to and out of the app (if using a shared device)

2. Navigating the App (4:30 – 6:00)

Learn how to navigate the main screens of the app, get an overview of these screens, learn how to get screen-related help, and learn about the **User Profile** and **Settings** screens.

By the end of this section, you should be able to:

- Describe how to navigate the Vocera Collaboration Suite App
- Give an overview of each of the four main screens
- Describe how to get screen-related help
- Describe what the **User Profile** screen is for
- Describe what the **Settings** screen is for

Vocera University

Vocera Communications, Inc.
525 Race Street
San Jose, CA 95126

T: 408 882 5100
vocera.com
vocera_university@vocera.com

3. Protected Health Information and Privacy Laws (4:00)

Learn the best practices for handling protected health information (PHI) when calling and texting.

Upon completing this section, you should be able to:

- Describe protected health information (PHI)
- Explain what to consider before using the Vocera Collaboration Suite App to initiate or join a conversation
- Explain what to consider when sending PHI in a secure text message that may be played on a Vocera Badge

4. Working with Secure Messages (6:00)

Learn the basics of the **Secure Messages** module of the app.

By the end of this section, you should be able to:

- Describe how to send a secure message from the **Secure Messages** screen
- Describe how to hide secure messages
- Describe how to check if a message has been delivered and read

5. Working with Contacts and Favorites (6:00)

Learn how to work with the **Contacts** module, including how to add contacts to Favorites, the benefits of doing this, how best to communicate with contacts, and how Voice Groups work.

By the end of the section, you should be able to:

- Describe the benefits of using Favorites
- Describe how to add contacts to Favorites
- Describe how to communicate from the Favorites screen
- Describe Voice Groups

6. Working with the Call Log and the Genie (5:00)

Learn the basics of the **Call Log** module as well as basic interaction with the Genie.

By the end of this section, you should be able to:

- Describe communicating from the **Call Log**
- Demonstrate how to interact with the Genie when leaving a voice message
- Demonstrate how to find out from the Genie what groups you are in
- Demonstrate how to add and remove yourself to/from groups using the Genie

7. Smartphone and Tablet Best Practices (2:00)

Learn how to work with patients and their families with regards to your device use, and learn cleaning and charging etiquette and best practices.

By the end of this section, you should be able to:

- Describe what to tell patients and their families about your device use
- Describe cleaning and charging etiquette and best practices