

Working with the B3000N Badge

Course Series Description

Welcome to Vocera Badge training! This series of four web-based training modules will familiarize you with the basic functions and commands needed to interact with your Vocera B3000N Badge.

If you're receiving Vocera instructor-led training, this course series is optional.

For the best experience, we recommend listening to the course audio as you take each module; however, closed captioning is available. The course is best viewed on a monitor, laptop screen, or tablet, but you may also use a smartphone.

Series Objectives:

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

- Describe Vocera etiquette as it relates to protected health information (PHI) and privacy laws such as HIPAA
- Demonstrate how to make a call to a colleague or group
- Describe how to accept and decline calls
- Demonstrate using the DND button
- Describe how to record, play, and delete voice messages

A note for LMS Administrators, trainers and educators: This course may be grouped in a learning management system as one course or individual courses. Organizations can choose to select assign all or some of these modules to Vocera B3000N Badge end users. Recommended order of module delivery is listed below.

Series Modules

1. Protected Health Information and Privacy (7:00)

In this course, you'll learn how to handle protected health information (PHI) when using your Badge, including what to consider before initiating or joining a conversation, proper Vocera etiquette when making and receiving calls, tips for handling conversations that include PHI, and how to use handset mode.

2. Making Calls (6:00)

This course covers how to properly use your Badge when calling, which different recipient types you can call, how to make a call to a colleague, and how to make a call to a group.

3. Receiving Calls (6:00)

In this course, you'll learn how to accept and decline calls, how do-not-disturb (DND) mode works, how to turn DND mode on and off, and how to put a call on hold.

4. Managing Voice Messages (6:00)

In this course, you'll learn how to record a voice message for a colleague or role using a command, how deleting messages works, several commands for playing and deleting voice messages, and how to work with PHI when playing and recording messages.