



Training Services

Improved Staff Experience with Professional Services

Vocera Services offers the expertise to help you successfully deploy, manage, update, and expand your Vocera solution. We provide expert advice, best practices, training, and productivity tools, all designed to help you to enhance workflow, improve staff productivity, and increase patient satisfaction. No matter the size of your organization, our expertise in clinical workflow, end-user training, wireless networks, integration with third-party solutions, and project management will enable you to maximize the benefits of Vocera technology.

Vocera Training Services

Super-User or Full End-User Training—Select the model that suits your training needs

Users of any technology occasionally require training and refresher training to ensure they are maximizing the use of the technology and have knowledge of the newest features. Vocera Professional Services offers two refresher training programs to ensure your staff is using the many call and messaging features provided by the Vocera System. These courses are designed to reinforce knowledge, establish best practices, and reset incorrect learning.

Whether your facility leverages the super-user model or requires direct end-user training, Vocera has a program to meet your needs.

Onsite

Vocera Training Tune-up Service—Putting the Super back in Super User

Vocera training staff will work with your identified Super Users to teach them the importance of formal training and the ongoing need for spot training on the floor with users. Additionally, they will learn key policies and procedures and best practices for working with and encouraging their peers.

During this two-day onsite class, participants will learn:

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|--|------------------------------|
| • Introduction to the Vocera System | • Instant Conference |
| • HIPAA best practices | • Learn a Name/Command |
| • Call Flows and Groups | • Telephone Integration |
| • Making Vocera Calls and Call Waiting | • Paging |
| • Do-Not-Disturb and Messages | • Battery Charger and Policy |

Part Numbers:

240-04118

Service, Vocera Training Tune-up (3 super users)

240-04122

Service, Vocera Refresher Training Services (per 100 users)

Training tune-up gives hospital trainers an edge by reviewing adult learning concepts, best practices for scheduling, training factors on training environments setup, tools and resources available to trainers.

The class incorporates education techniques trainers can use to help users improve patient flow, patient safety, patient satisfaction, and staff efficiency using Vocera.

This program enables customers to enhance their trainer expertise so that they can maintain a productive Vocera implementation.



Vocera Refresher Training Service—Reinforce Best Practices, Learn New Features

The core Vocera System now offers over 70 standard commands and features. Most users will only need to access the top ten or twenty on a regular basis. This means critical, rarely accessed commands may be forgotten when needed most, such as Code or Broadcast features. And, over time, users can forget some practices or policies that ensure maximum use of the system to improve workflow and streamline patient care. The Vocera Refresher Training Service is designed to reinforce earlier training and re-energize Vocera users.

Refresher Training encourages existing users to learn new practices and new commands that will help them maximize the Vocera System.

Each session runs between 60 and 90 minutes depending on the specific needs of the class. We train up to 25 participants per session and can schedule up to four classes per day.

Hands-on, instructor-lead, Refresher Training includes the following:	
• Vocera Policies and Procedures review	• Paging from Vocera (if applicable)
• HIPAA Compliance	• Vocera Phone Tree
• Badge Usage	• Learn a Name and Learn a Command
• Calling Features including transferring, forwarding, and conference calling	• Basic end-user troubleshooting tips
• Group Calling Features including calling to a group, adding to temporary groups, leave a message for a group, and Broadcast to a group	• Post-Training Evaluation report
• Vocera Hunt Number (if applicable)	• Training DVD

Vocera Training services provides strategies and best practices to meet the needs of each customer. Training reinforcement creates a confident, proficient Vocera user base. It can increase adoption of the technology and the features your staff can leverage to improve the care environment.

Whether you need to train three super users or hundreds of Vocera users, Vocera offers cost-effective packages that will meet your needs.

Services You Need When You Need Them

In addition to these Vocera Training Services, Vocera offers a variety of services to help you maintain a healthy, robust Vocera deployment with satisfied users.

Professional Services

The Vocera Professional Services team offers a full suite of implementation and clinical workflow services to help our customers achieve workflow efficiency, staff productivity improvements, and exceptional patient care goals. Our clinical expertise and workflow design is lead by a team of nurses with backgrounds representing virtually every area of the hospital including: ED, CCU, ICU, Labor and Delivery, NICU, Peri-operative, Oncology, Home Health, and more.

Technical Support

The Vocera Technical Support team provides enterprise-class support for Vocera customers worldwide from our support centers in the United States, Canada, and United Kingdom. Our knowledgeable support engineers work closely with your technical teams to ensure optimum performance of your Vocera solution through proactive analysis and recommendations, as well as resolve time-critical issues to maximize the end-user benefit.

Vocera University

Vocera University offers a world-class educational experience through classroom training and distance learning courses. All courses offer hands-on labs and small group interaction, designed to build skills based on knowledge gained through hundreds of successful Vocera deployments.

Contact your Vocera Account Manager for more details.

For More Information

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