

## Working with the Vocera Badge and Smartbadge

### *Course Series Description*

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

If you're receiving Vocera instructor-led training, these modules are optional.

For the best experience, we recommend listening to the course audio as you take each module; however, closed captioning and transcripts are 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, learners should be able to:

- Describe protected health information (PHI)
- Explain PHI considerations when calling
- Explain PHI considerations for text messages
- Describe Vocera etiquette when making or receiving calls
- Describe how to use handset mode
- Identify best practices for communicating with the Genie
- List the different types of recipients you can call (e.g., colleague, group, etc.)
- Demonstrate how to make a call to a colleague and group with the Genie or using "OK Vocera"
- Describe how to make a panic call
- Demonstrate how to accept and decline calls
- Describe how DND mode works
- Demonstrate how to put a call on hold
- Describe how to manage messages
- Describe the proper way to attach a clip and lanyard
- Describe the Speech Zone
- Explain the importance of logging in and logging out
- Describe how to log in and log out with the Genie
- Explain the importance of recording your name
- Describe cleaning and charging best practices

**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 Smartbadge end users. Recommended order of module delivery is listed below.

### Series Modules

#### 1. Protected Health Information (PHI) (7:00)

In this course, you'll learn how to handle protected health information (PHI) when using your Smartbadge, 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. Calling with the Genie (15:00)

This course covers how to properly use your Smartbadge 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. Vocera Smartbadge Basics (8:00)

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.