



Solution brief

Vocera® Edge — Epic edition

Enhance care team mobility and simplify the work at the point of care through effective, reliable clinical workflows and communication

Epic’s mobile apps are optimized for clinician mobile documentation and reviewing patient results. The introduction of integrated secure messaging via Epic Secure Chat brought additional convenience for clinicians, enabling them to organize their routine tasks using a smartphone. At the same time, the Epic mobility suite has heightened the need for an integrated voice calling experience for the care team.

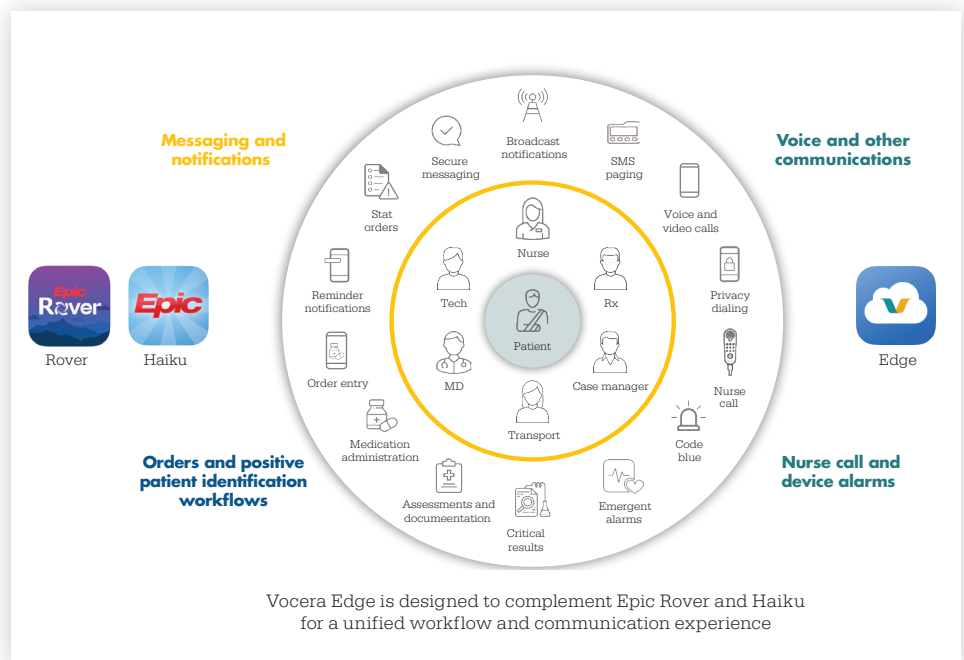
Using siloed communication technologies to add voice calling capabilities can have the unintended side effect of creating more work for care teams. Communication applications unintegrated with the clinical ecosystem are a frequent cause of fragmented communication and workflow. These include third-party business conferencing or dialer apps that don’t work well in the clinical environment, and devices and systems that send unfiltered, unmanaged alarm notifications that can disrupt the experience of care delivery.

Communication and workflow are not separate and distinct, but inextricably linked. If done effectively, one enables the other. Health systems need a complementary solution that completes the care team communication experience while enabling them to remain mobile at the point of care. Vocera Edge is designed to complement Epic Rover, Haiku and Secure Chat. Edge supports the clinician’s workflow by transforming the clinician’s smartphone into both a documentation tool and a comprehensive communication tool.

“Leveraging mobility to allow healthcare professionals to spend less time trying to collaborate with each other and more time providing patient care improves patient safety and the healthcare experience for everyone.”

– Steve Shirley

Vice President of Information Technology and Chief Information Officer
Parkview Health System



Effective, reliable clinical workflows and communication

Vocera Edge is a cloud-based clinical communication and collaboration solution for smartphones that seamlessly integrates with Epic mobile applications. Edge is well-suited for smartphone-centric hospitals and health systems that are invested in Epic EHR mobile applications and prefer a cloud-based clinical communication and collaboration solution.

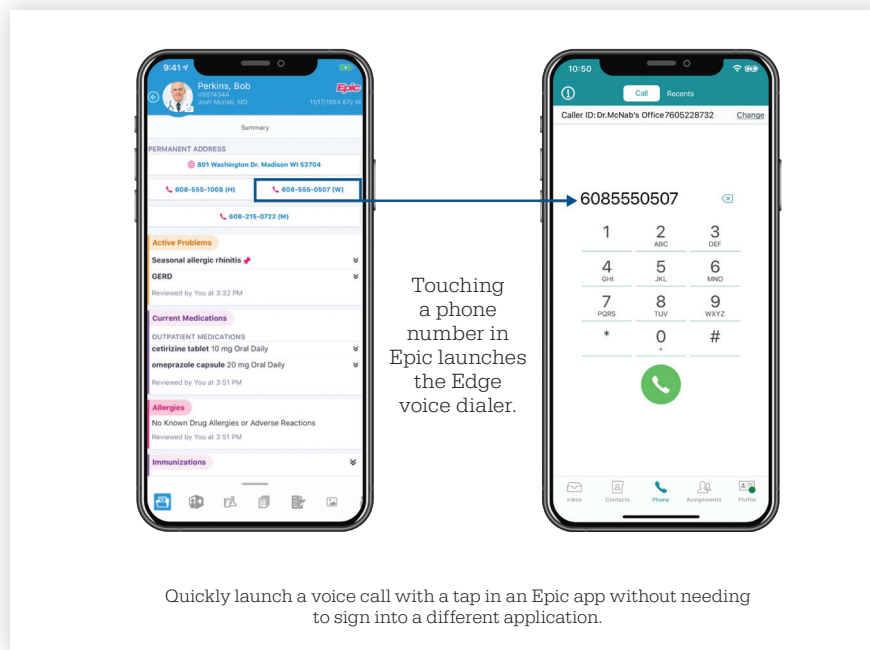
With Edge, nurses can make voice and video calls while receiving filtered, prioritized alarm and task notifications based on their facility's protocols. Physicians can easily locate and communicate with the nurse and care team members supporting their patients, saving time with each connection. The cloud-based solution helps simplify clinical communication and collaboration deployment and system administration by reducing the overhead required to scale.

Seamless communication and collaboration with care team members

Vocera Edge is designed to integrate deeply with a hospital's telephony and unified communication system backend, and with Rover, Haiku and Secure Chat. Team members can communicate and collaborate seamlessly through single sign-on, deep linking with Epic's mobile apps and integration with Epic's Treatment Team.

With Edge, clinicians can voice call, video call or SMS page care team members by name, role, group or extension – or from within an EHR notification. A nurse, physician or other team member using an Epic mobile app can tap a care team member's name in Rover or Haiku to launch a voice call without needing to sign into a different application.

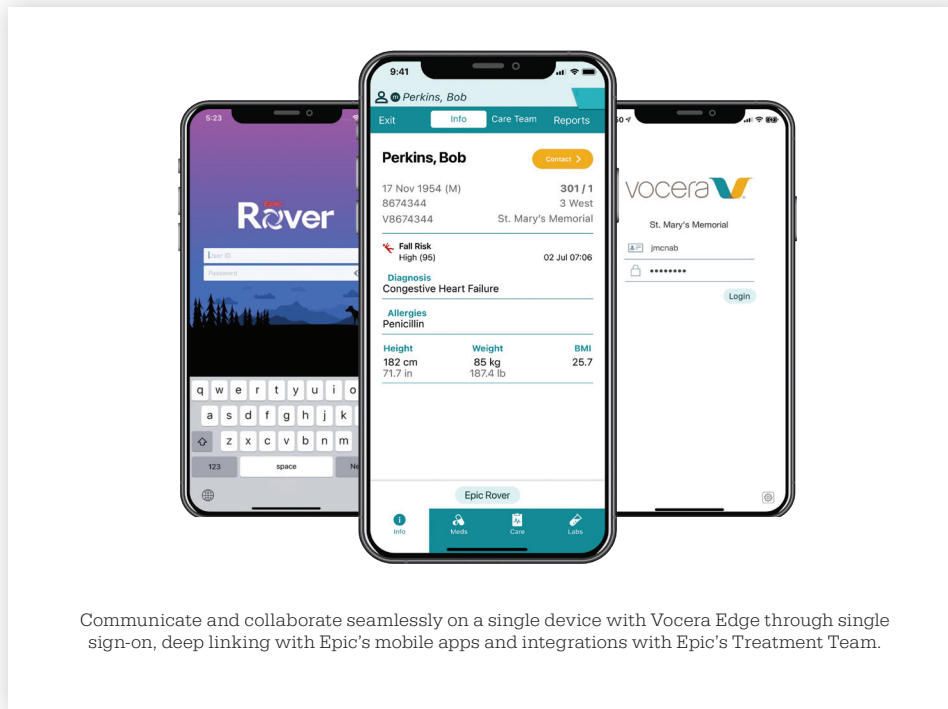
Nurses sign into Rover in the beginning of their shift and physicians sign into Haiku throughout their availability. Whenever they need to launch from clinical documentation or Secure Chat to make or receive a voice call, the Epic mobile app credential is transferred to the Vocera Edge smartphone app. They launch directly into a call in the context of their workflow.



Receive filtered, prioritized alarm and event notifications in a unified inbox

Vocera Edge unifies event and alarm notifications into a single inbox that's well integrated with Epic's mobile workflow experience. Clinicians can navigate between the context of an event or alarm and the context of the patient as they complete a clinical documentation and/or workflow task. They can easily launch a voice call from an alert notification to deal with an emergent situation.

Help reduce alarm fatigue by coupling Edge with the Vocera Engage intelligent workflow engine. Engage enables filtering, routing, escalation and prioritization of communications and alarm and event notifications that include patient, event and care team context. Communications and notifications are prioritized and delivered based on rules set by your organization and your facility's protocols. Engage enables over 185 integrations with clinical and operational systems. Delivery of secondary alarms requires Engage Medical Device Alarm Notification (EMDAN), part of Stryker's Vocera Engage middleware. Capabilities are based on your facility's protocols and technology configuration.



Communicate and collaborate seamlessly on a single device with Vocera Edge through single sign-on, deep linking with Epic's mobile apps and integrations with Epic's Treatment Team.

Presence and privacy management for physicians

One of the biggest barriers to physician adoption of Haiku and Secure Chat is the ability to allow a physician to manage their privacy and contact preferences. With Vocera Edge, physicians can set their availability status, manage on-call information and indicate their preferred contact method while on-call, enabling team members to know when or when not to contact them.

Edge stays on in the background and continues to receive all the important and critical notifications related to patients' care emergencies, even if the physician is logged out of Haiku due to privacy time-out settings.

Lastly, physicians are also concerned about their privacy. Every time a physician uses their personal mobile phone to call patients or care team members, they risk exposing their phone number. Edge addresses this gap by enabling the physician to mask their phone number if they don't want somebody to have it. The physician can set their call-back number to go to their office, or to their triage team for example.

Simplify deployment and system administration

Get more value from your investment in Epic by complementing Epic Rover, Haiku and Secure Chat with Vocera Edge. Simplify clinical communication and collaboration deployment, configuration and maintenance by reducing the overhead required to scale with our cloud-based solution. See which users are sending messages and making phone calls, and get data to support health privacy audit trail requirements.

Edge enables IT and hospitals to:

- Reduce the overhead required to scale with our cloud-based solution.
- Receive automatic alerts of issues preemptively or immediately, and assurance they're being addressed.
- Data is encrypted across your network, at rest and in transit; we run on HITRUST-certified AWS cloud services.
- The Edge app runs on iOS or Android smartphones with support for BYOD and shared device models.

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