

Solution brief

Vocera® Edge

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

The communication technologies healthcare leaders invest in to make care better for patients 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 messaging apps and third-party unified communication apps that don't work well in the clinical environment, and devices and systems that send unfiltered, unmanaged alarm notifications.

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.

Effective, reliable clinical workflows and communication

Vocera Edge is a cloud-based clinical communication and collaboration solution for smartphones that enhances care team mobility and helps simplify the work at the point of care through effective, reliable communication and clinical workflows. Vocera Edge is well-suited for smartphone-centric hospitals and health systems that are invested in EHR mobile applications and prefer a cloud-based clinical communication and collaboration solution.

With Edge, nurses can save time through unification of the most common EHR documentation workflows and urgent, event-based communication from a single smartphone app. They can securely access patient data from the EHR at the point of care and write back directly to the patient record through closed-loop, bi-directional communication.

Physicians can easily locate and communicate with the nurse and care team members supporting their patients, which can help save 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.

- Save time by unifying common EHR documentation workflows and communication in a single app experience:** Clinicians can securely access patient data from the EHR at the point of care and write back directly to the patient record through closed-loop, bi-directional integration. Edge provides a unified view of all communications, workflow tasks and digital checklists specific to each patient. Checklists can include health history, risk assessments, lab results, vitals, medications and more.
- Easily locate and communicate with the care team members supporting a patient:** View and manage schedules and availability status, making it easier to communicate with the right care team member at the right time. Send and receive broadcasts and messages with context about recipients, tagged patients and/or safety concerns. Access real-time patient information and up-to-date care team assignments by clicking within a secure message. Reach any role without needing to know names or numbers through integrations with your assignment systems and call schedules.
- Stay focused on patient care:** Allow nurses and physicians to focus on critical patient-care tasks by letting them set Edge to do-not-disturb mode and control their availability status. Help ensure coverage by routing communication and notifications intended for an unavailable user to another user.
- Protect physician privacy and personal time:** Physicians can limit who has access to their personal number with custom caller ID and the ability to hide their contact information on their user profile. The privacy dialer masks a physician's personal cell phone number and routes return calls to the call-back number of their choice. Physicians can control how they're contacted by setting their preferred contact method.

“Two-way communication between Vocera Edge and the hospital's EHR makes it seamless for clinicians to complete documentation and manage all patient-centric communication right from their smartphones.”

– **Steve Shirley**

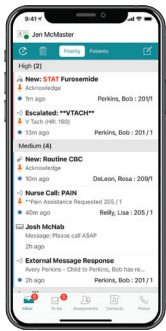
Vice President of Information Technology and Chief Information Officer
Parkview Health System



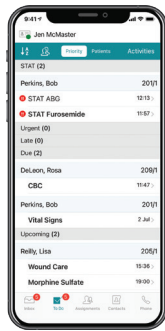
Communicate and collaborate with all care team members

Communicate with people inside and outside of the hospital by voice call, video, SMS page, broadcast and secure message. Call or message care team members by name, role, group or extension – or from within an EHR notification. All members of the care team have access to Vocera Edge, whether they are inside or outside the hospital.

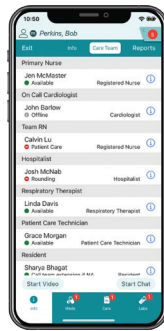
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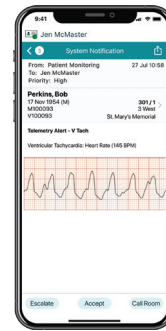
Access prioritized messages, tasks, and notifications in a unified inbox.



Get a consolidated view of workflow tasks and digital checklists specific to each patient.



Easily locate and communicate with the care team assigned to a patient.



Receive alarm and event notifications with patient context appended.

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

Vocera Edge unifies event and alarm notifications in one inbox. 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 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 more than 150 integrations with clinical and operational systems, and contains Engage Medical Device Alarm Notification (EMDAN), FDA 510(K)-cleared middleware, to deliver secondary alarm and event notifications.

Simplify deployment and system administration

Get more value from your investment in Epic, Cerner, Meditech, Allscripts and other EHRs by complementing EHR mobile apps 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 easily get data to support HIPAA 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.
- Protect patient data. Data is encrypted across your network, at rest and in transit. Edge runs on HITRUST-certified AWS cloud services.
- Allow end-users to use the device that best suits their needs. The Edge app runs on iOS or Android smartphones with support for BYOD and shared device models.

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