

Working with the Vocera Badge and Smartbadge

Course Series Description

Welcome to Vocera Badge and Smartbadge training! This series of three web-based training modules will familiarize you with the basic functions and commands needed to interact with your Vocera B3000N Badge or 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 the Speech Zone
- Understand the importance of recording their name
- Describe cleaning and charging best practices
- Demonstrate how to make a call to a colleague or group
- Demonstrate using the DND button
- Describe Vocera etiquette as it relates to protected health information (PHI) and privacy laws such as HIPAA
- Explain how to broadcast, as well as how to reply to a broadcast

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. Badge and Smartbadge Basics (5:00)

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. Calling (5:00)

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. Protected Health Information (PHI) and Vocera Wearable Devices (3:00)

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.