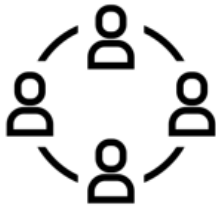


# Clinical Communication

## Physicians & Advanced Practice Providers

### Training Guide



#### Keep in Contact with the Entire Care Team

- Create Patient-Centric Group Conversations
- View Patient Context



#### A New Way to Search the Directory

- Search by Patient Name
- View All Patients in a Unit



#### Integrate with Existing Systems

- Connect to ADT
- Workflows Designed for Patient-Centric Approaches

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# What Is Voalte?

Voalte is a clinical communication platform for in-hospital communications. Voalte serves as the foundation for SHC, School of Medicine and LPCH to achieve:

- Shared clinical directory across Stanford and Children's hospitals
- Secure 2-way individual and group messaging and phone calls
- Availability status
- Epic patient and Treatment Team integration
- Ascom phone replacement
- Mobile App for use on personal and work phones

## What will change with Voalte?

- All patient-centric in-hospital communication will use Voalte
- Increased use of personal and hospital devices for inpatient communication
- Primary Team Members Will Assign "Themselves" in Epic Treatment Team
- Renewed focus on messaging etiquette and expectations

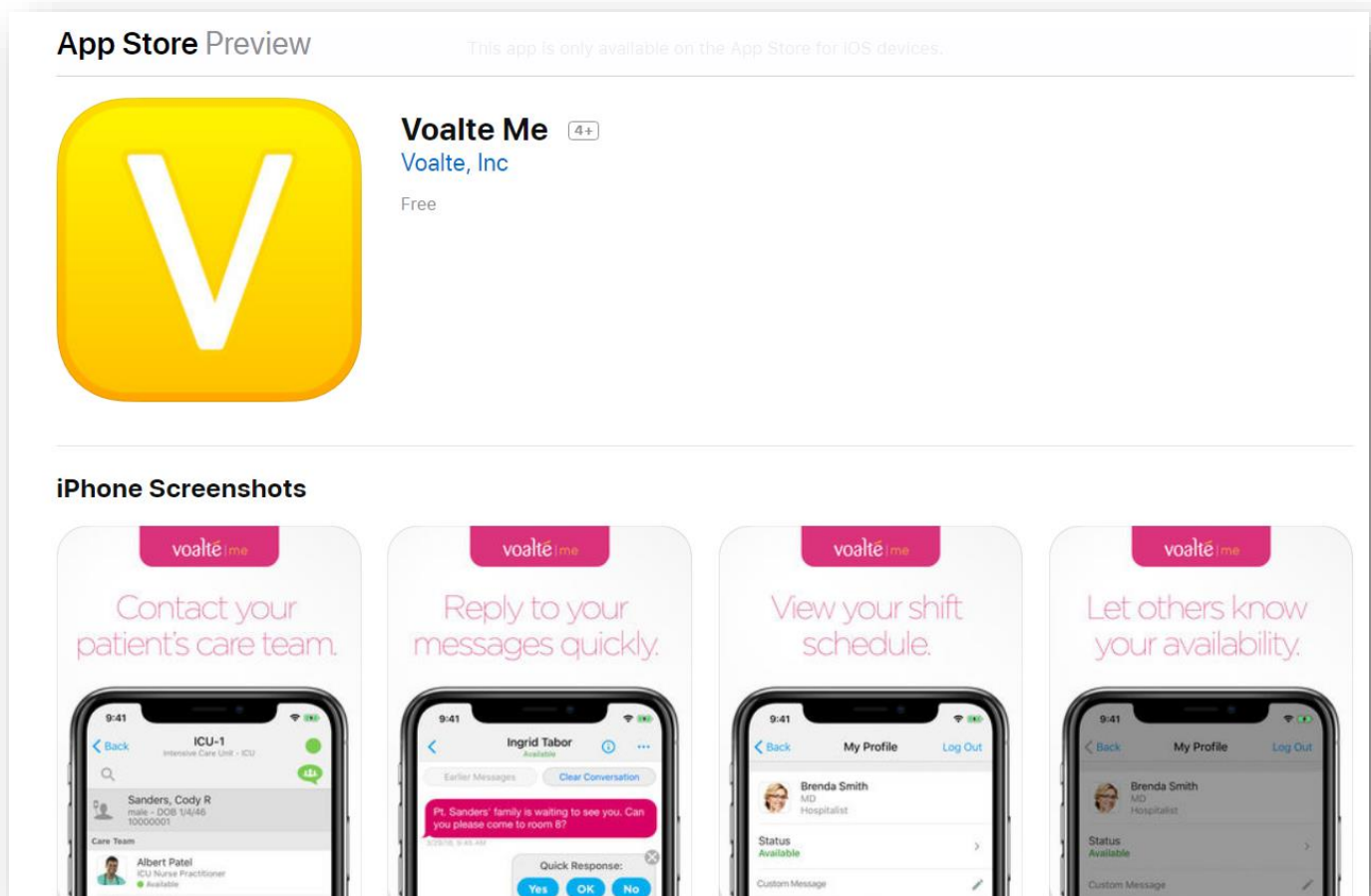
## Will spōk mobile (paging) go away?

- Personal paging (spōk) is still required for certain communications
- Ghost-pagers (spōk) are still required for communications
  - Page Operator Services
  - Ambulatory Clinical Advice Services
  - Critical Labs
  - Direct Pages from Community Providers
  - Palo Alto Veterans Affairs (PAVA) Paging
  - Code Paging Groups
  - Automatic Paging from Epic (e.g. Code Sepsis pages)

# Getting Started

Most providers will use Voalte on their own personal smartphones.

1. **Download** the “**Voalte Me**” mobile app onto your phone
  - a. Apple App Store (Requires iOS 11.0 or later)
  - b. Google Play Store (Requires Android 5.1 or later)
2. Enter the site code “**shcsfo**”
3. **Log in** with your standard (Epic) Stanford Health Care **SID** and **Password**



# Timeline, Training and Support

Voalte will be rolled out implemented in 2 waves at Stanford Hospital:

- **October 9, 2018** - Inpatient clinicians (including MDs, APPs, and Nursing) and support staff
- **October 23, 2018** - ED, Interventional Platform, Lab, Pharmacy and Imaging providers and support staff

## Go-Live Drop-In Sessions

MDs and APPs are encouraged to download Voalte Me and join in on any of the following sessions to learn more about Voalte and associated work flows.

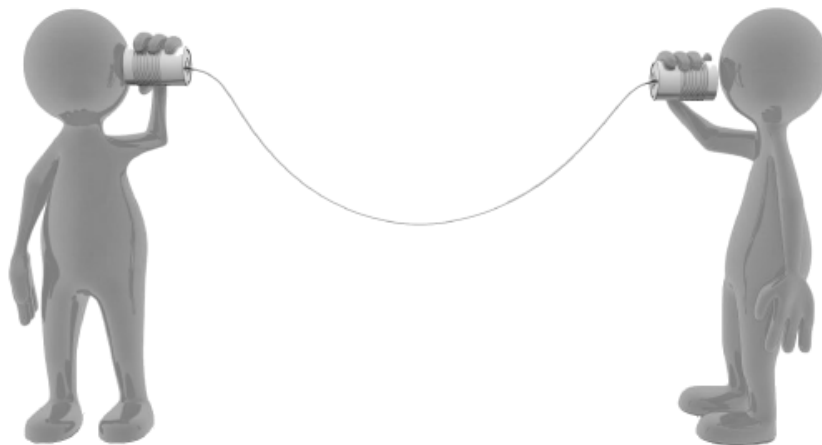
Name	Date	Time	Location
MD & APP Drop In Sessions	Tuesday, October 02, 2018	9am-11am, 1pm-3pm, 5pm-7pm	Atrium
	Wednesday, October 03, 2018		
	Thursday, October 04, 2018		
	Friday, October 05, 2018		
MD & APP Drop In Sessions	Tuesday, October 09, 2018	9am-11am, 1pm-3pm, 5pm-7pm	Atrium
	Wednesday, October 10, 2018		
	Thursday, October 11, 2018		
	Friday, October 12, 2018		
MD & APP Drop In Sessions	Monday, October 15, 2018	9am-11am, 1pm-3pm, 5pm-7pm	Atrium
	Tuesday, October 16, 2018		
	Wednesday, October 17, 2018		
	Thursday, October 18, 2018		
	Friday, October 19, 2018		
MD & APP Drop In Sessions	Monday, October 22, 2018	9am-11am, 1pm-3pm, 5pm-7pm	Atrium
	Tuesday, October 23, 2018		
	Wednesday, October 24, 2018		
	Thursday, October 25, 2018		
	Friday, October 26, 2018		

For all support needs, please contact:

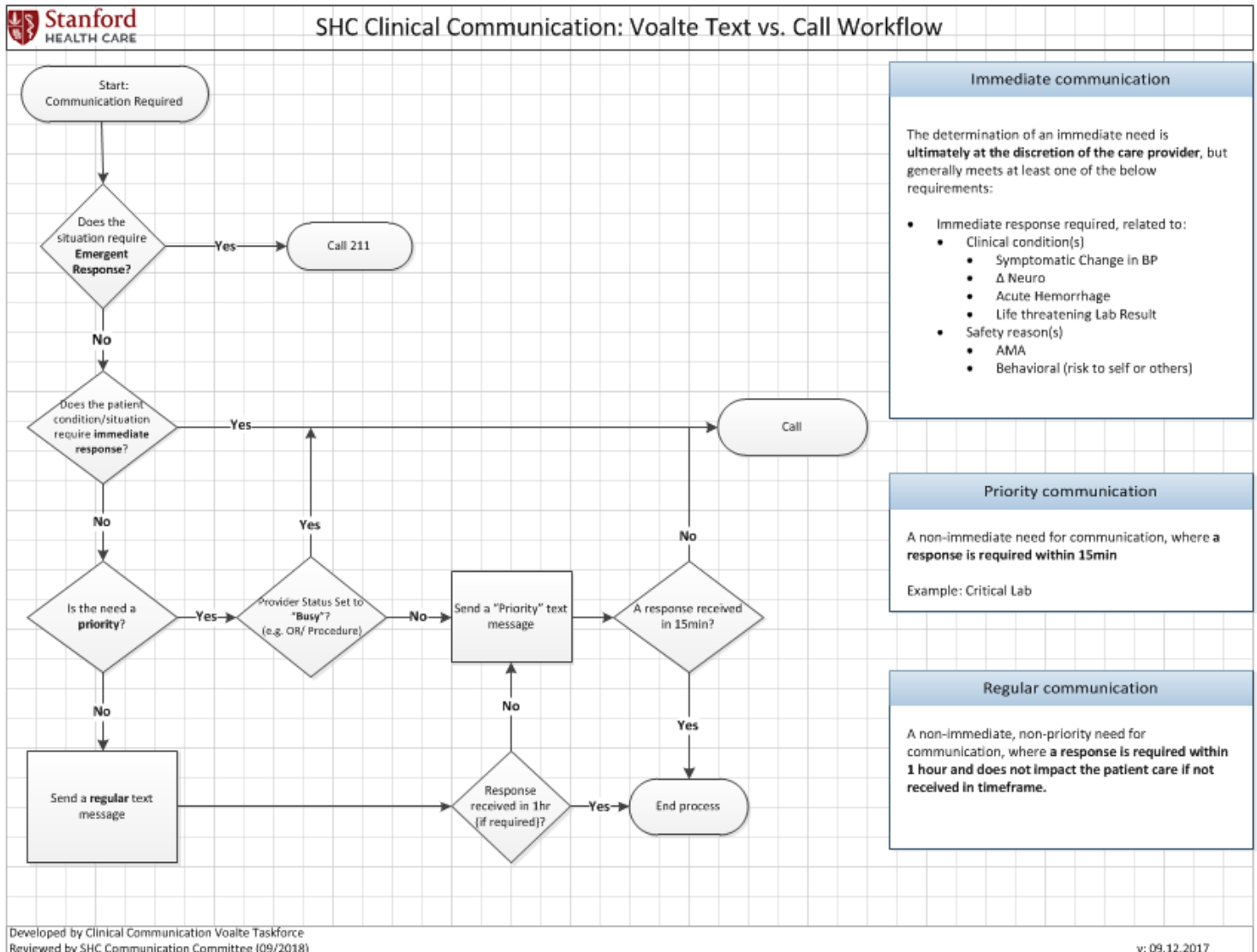
**SHC Service Desk 650-723-3333**

# Clinical Communication Etiquette

- Use Voalte for All In-hospital Clinical Communication
  - All Texts, Priority Texts, & Group Messages Regarding Patient MUST Include Name and Second Identifier (Room Number, DOB or MRN)
- Always Assure the Recipient is “Available” Before Communicating
- Patient Orders **CANNOT** be Accepted via Voalte
  - Provider Can Indicate that Orders Have Been Placed
- Personal & Social Text Messaging Norms Do Not Apply to Clinical Communication
  - Use SBAR Communication Standards
  - Use Approved Medical Abbreviations
  - Avoid Non-Value Add Communication (e.g. “Thanks”, “Got it”, etc.)
  - Avoid Emoticons & GIF Communications
  - Limit Individuals on Group Messages to Only Those Required to Address Clinical Situation
- When Clinically Needed, Ask for a Response
- Avoid FYI Communication
- Phone Calls Should Occur Only as Requested OR for Emergencies.



# Text vs. Calling Standards



The patient's clinical condition will determine the appropriate mode of communication (see algorithm above).

## Summary:

- Call = Situation Requires Immediate Response
- Priority Text = Situation Requires Response within 15 Minutes
- Text = Situation Requires Response within 1 Hour

# Provider Workflows

## Covering a Shift

You will cover a shift by joining the correct combination of roles and teams in Voalte. This is how the rest of the hospital will be able to find you and know your function in the Voalte directory. For example, the neurology consult fellow will have the roles of “fellow” and “new consults” and be signed into the neurology consult team.

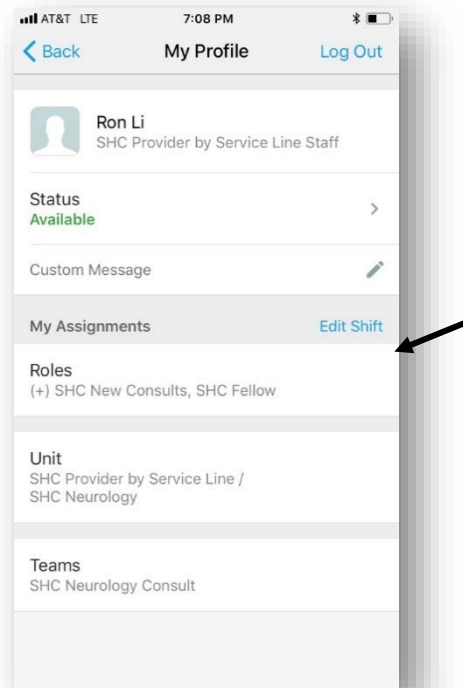
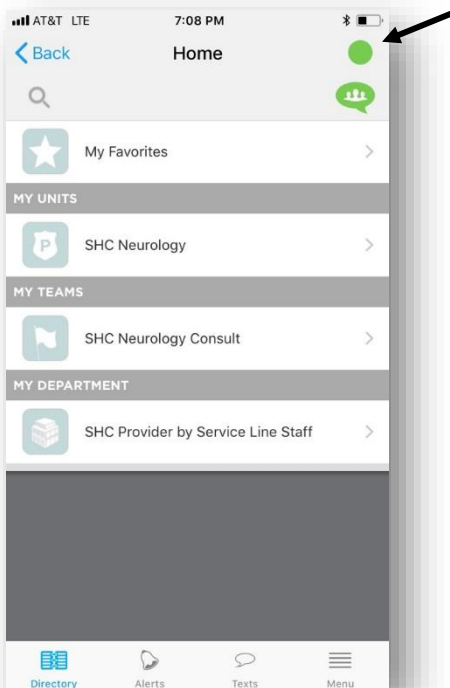
### Assign your ghost pager

Although we will adopt Voalte as the primary method for in-hospital communication, the paging system will exist for all other forms of communication (e.g. outpatient calls, PAVA, SCVMC). You will continue to redirect ghost pagers to your personal pager at the start of your shift.

### Starting a Shift in Voalte

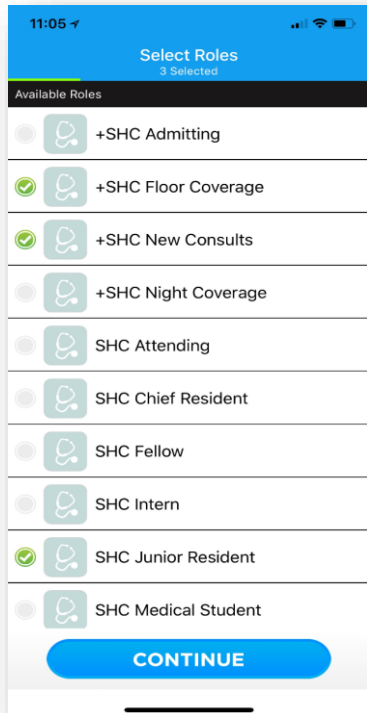
Please refer to your **service tip sheet** for details on which roles and teams to assign for each shift.

- 1) **Log into Voalte** with your Epic SID and password. If you are already logged into the app, click on the green button on the upper right-hand corner of your homepage and select “edit shift.”





- 2) **Select your roles.** There are two types of roles: “identity roles” and “functional roles”
- Select an **Identity Role**. These include Attending, Fellow, Senior Resident, Junior Resident, APP, etc. Your “identity role” is typically defaulted. If not, select the appropriate role.
  - Select the appropriate **Functional Role**. This role identifies the first call for your shift (e.g. +SHC Admitting, +SHC New Consults, +SHC Floor Coverage). Other Voalte users will know to contact you first for one of these functions.
    - If you are starting a night shift, you can add the “(+) SHC Night Coverage” role to distinguish you from the person covering the shift during the day, who may be signed into the team at the same time during shift change.
- 3) **Select your unit.** Your unit will be defaulted based on your specialty. You do not need to add units.
- 4) **Select your teams.** The team names correspond to the service that you will be covering. They are listed in alphabetic order and grouped by specialty. You may cover more than one team.



# Epic Treatment Team for Primary Team Members

This section is only for users who will be covering the patient as the primary team:

Patient Photo	Patient Name	Age/S	Unit	Bed	MRN	Weight (kg)	St	Code	Problem	Isolation	Attending	Admiss Date	EDD	Payer	Level of Care	Tele?	Last UR
	Agric... Peyton	64 Y / M	C3	C3 - Training Room	74008...	80	F...		Anemia (Additional Hospital Problems)	---	Whitecoat, Quincy, MD	9/11...	Mon 9/17	MEDIC...	ICU/Int... Care (Assessme or Intervention 2-4)	---	---
	Atkins... Richard	64 Y / M	C3	C3 - Training Room	74007...	80	F...		Cellulitis (Additional Hospital Problems)	---	Whitecoat, Quincy, MD				ICU/Int... Care (Assessme or Intervention 2-4)	---	---
	Baci, Meric	65 Y / M	B2	B2 - Training	99900...	80	F...		None	---	Whitecoat, Quincy, MD				ICU/Int... Care	---	---

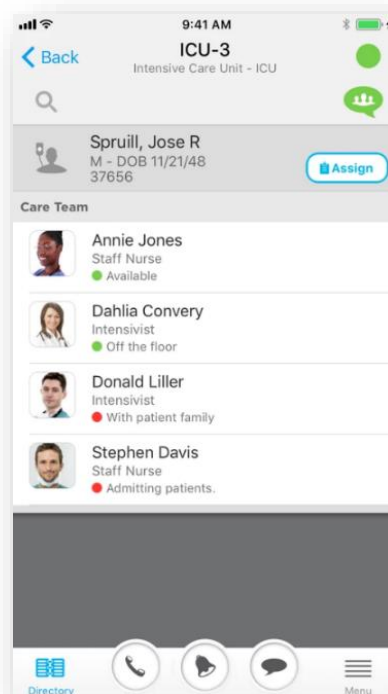
Assign Me  
End My Assignments  
Assign Others  
End Others' Assignments  
Copy Patient  
Remove Patient

Voalte enables users to easily find and contact members of a patient's care team by pulling the Epic treatment team into the Voalte directory. This functionality requires that users covering primary team shifts **must assign their own names to the Epic treatment team in addition to the generic team name**. This can be done for the entire list by selecting all patients, right click, and click "assign me."

If you have just admitted a patient or joined the primary team for a patient, **(1)** assign your **primary team** (e.g. "TT Neurology") AND **(2)** your name as the **"primary (clinician)"**.

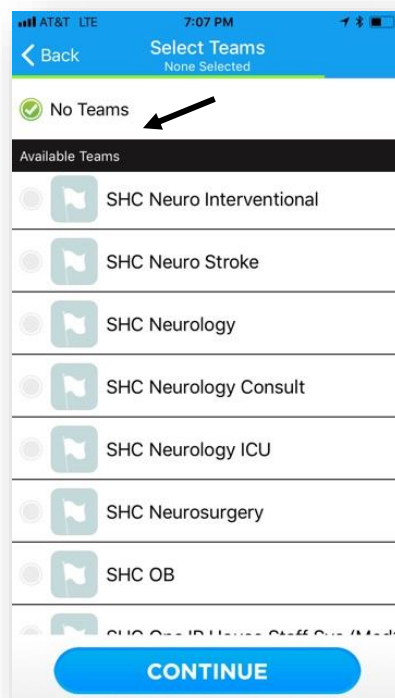
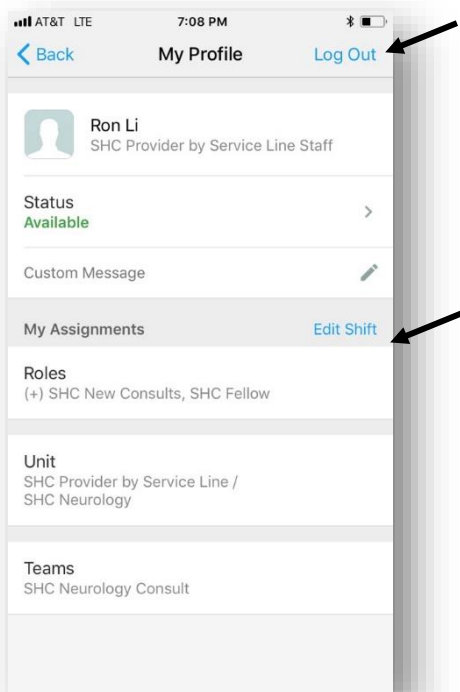
If you are cross covering for a patient, **assign your name as "cross cover clinician"** in the Epic treatment team. Make sure you also join the Voalte roles and teams you are covering.

When your name is on the Epic treatment team **AND** you are signed into Voalte, your name will show in Voalte under the patients care team.



# Ending a Shift

- 1) **Check to see if the person taking your shift has logged into your team.** You can do this by clicking on your team under the “My Teams” section of your home screen
- 2) **If you wish you completely log out from Voalte, click log out.** You will now appear as offline in the Voalte system. Messages sent to you while offline are delivered when you sign in again. If you remain as active on the Epic Treatment Team, you will not appear in the Voalte Care Team.
- 3) **If you wish to remain online in Voalte but not cover a shift,** click the green button in the upper right-hand corner. Click “edit shift” and **unselect the functional roles and unselect all teams.** Note: if you remain as active on the Epic Treatment Team, you will remain on the Voalte Care Team.



## NOTES:

If you are a **primary provider** for a patient, you may leave your name on the Epic Treatment Team. You will not be visible in Voalte under the patient’s care team if you are logged out of Voalte.

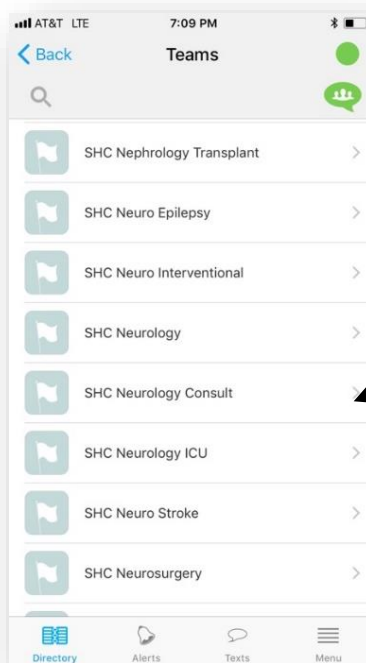
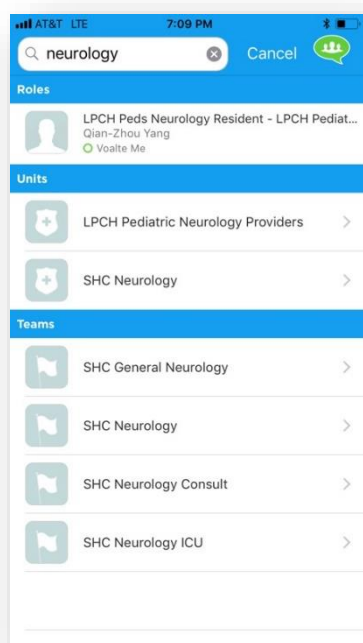
If you are **cross covering**, unassign yourself from the Epic treatment team once you are done covering the patient. **When you rotate off service**, unassign yourself from all patients.

If you are NOT a primary team member (e.g. a Consulting physician), you do not need to add yourself to the patient’s Epic Treatment Team.

# Contacting a Consult

## How do I find a consult team in Voalte?

To call a consult, locate the team in Voalte and find the clinician with the role of “+SHC New Consult”. You can type the specialty in the search box and scroll down to the “Teams” section in the search results, which will list all teams for that service. Alternatively, you can scroll through the “Teams” tab to select the consult team.



## If multiple clinicians are on a consult team, who do I contact?

Look for the “+SHC New Consults” role for first call. You may see two clinicians mistakenly with the “+SHC New Consults” role at the same time on a team. In that case, send a group text to both users. Around shift change, you may see both the day and night person signed in at the same time. The night person will have the “(+) SHC Night Coverage” role.

## What if no one is covering “New Consults” in Voalte?

You can call the operator or send a page.

## What if multiple clinicians are covering “New Consults” in Voalte?

Send a Voalte message to all clinicians who are covering the role of “New Consults”.

## Should I send a message or call when calling a new consult?

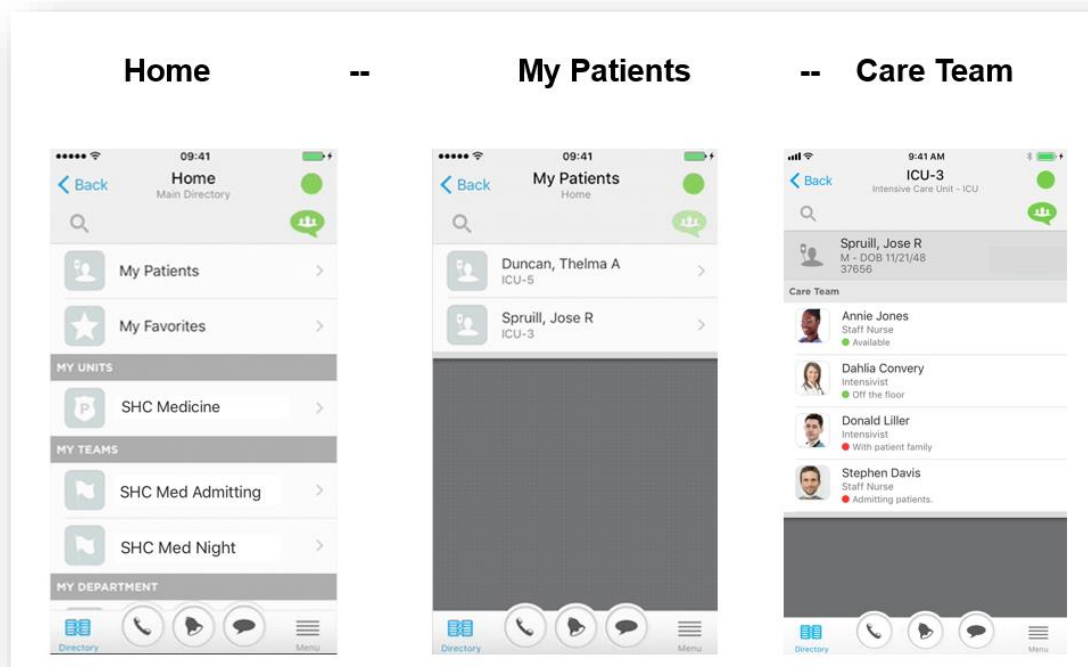
Start with a message but call if the issue is emergent. Please refer to Voalte communication guidelines.

# Contacting Your Patient's Care Team

Members of the Epic Treatment Team will display in the Voalte Care Team under the patient's room and name. All floor nurses and primary MDs and APPs are expected to be assigned.

There are three ways to look up a patient in Voalte:

- 1) **"My Patients"** will show all patients to whom you are assigned in the Epic treatment team.



- 2) **Search for the patient's name** by clicking the magnifying glass.
- 3) **Navigate to the patient's bed location** in the Voalte Directory (Buildings -> SHC Main Hospital -> SHC Unit).

# “Busy” in the OR, Procedure or Other

Best practice is to set status to “Busy” and add a status comment (max 30 characters).

1. Click the **Green Dot**, then click **Status** and change to **Busy**.
2. You can enter a **Custom Message** to note your activity and location.

## Important Notes:


- a) When you are “Busy” you will not receive notification for normal Voalte texts. However, the messages will be delivered for you to review. You will receive push notification for “Priority” messages (!!).
- b) Staff will see you are Busy in Voalte indicated by a **Red Dot** by your name.
- c) Staff are instructed not to send texts when you are Busy unless it is a “Priority” – and to make a phone call if emergent.
- d) “Priority” messages are denoted by a distinct tone and tagged with exclamation marks. (!!)
- e) The OR circulating nurse can hold your phone and answer emergent phone calls without your phone passcode. You do not need to give your phone passcode to any other user.

\*Consider if other team member can assume key functional roles in Voalte while you are in the OR such as “+SHC Floor Coverage” or “+SHC New Consult.”

11:59

< Back My Profile Log Out


---

 **Cliff Schmiesing**  
SHC Provider by Service Line Staff

---

Status  
**Busy** >

---

In OR 5 call 57205 

---

**My Assignments** Edit Shift

---

**Roles**  
+SHC Floor Coverage, +SHC New Consults,  
SHC Junior Resident

---

**Unit**  
SHC Provider by Service Line / SHC  
General Surgery


---

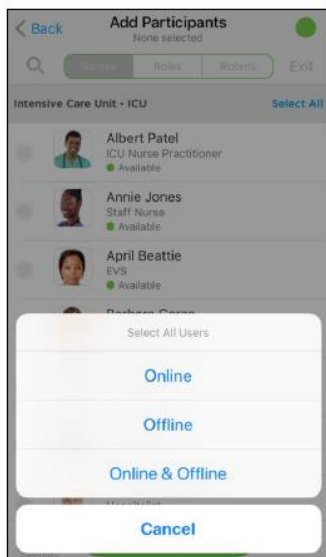
**Teams**  
SHC Urology

# Group Messaging

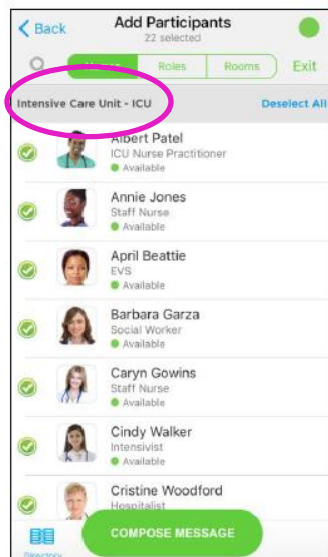
You can send a group message to all members of the unit or the care team of a patient.

To send a group message:

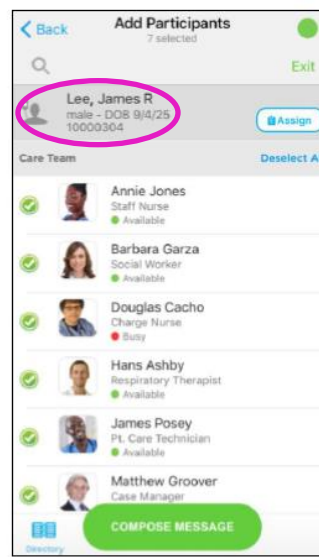
1. Search by Names, Roles, Rooms, or Patient
2. Once You've Located the Individuals You Want, Tap the Group Message Button 
3. Choose Recipients
4. Tap Compose Message
5. Change Message Title  
If Message is Regarding a Specific Patient, Group Message Subject **MUST** Include Name and Second Identifier (Room Number, DOB or MRN)
6. Manage Reply  
With group messages, replies are optional. When sending to 30 or more users, replies are always blocked.
7. Enter Text
8. Tap Send



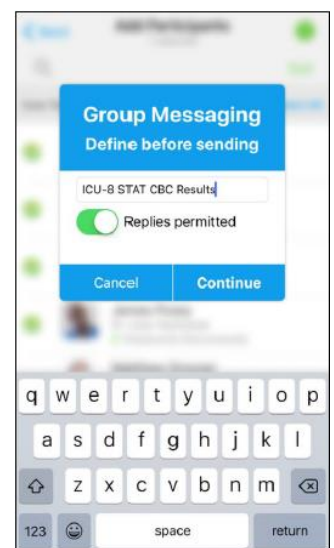
Sending to a unit or team



Choosing recipients




Choosing recipients



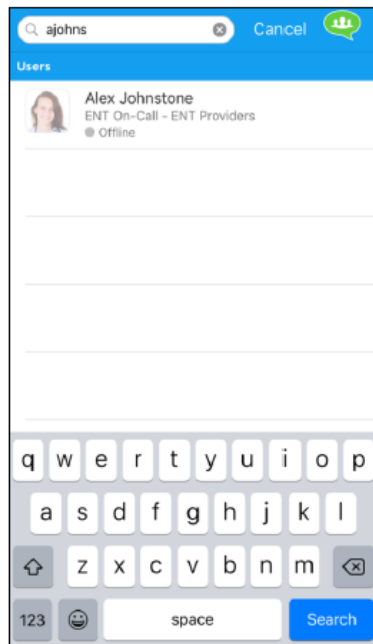
Managing reply options

# Search Function

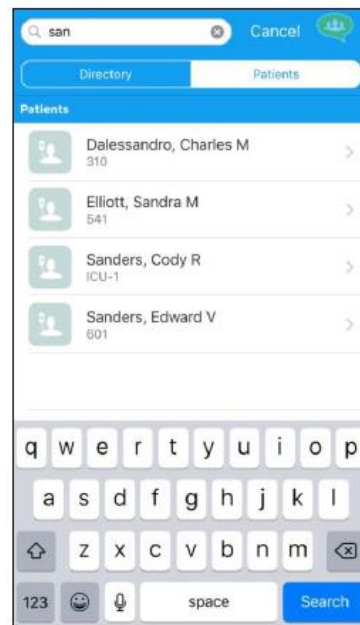
All directory screen includes a Search Button  in the top left. You can search by name, username, role, unit, department, building, or patient (if appropriate).

To Search by Name or Other Text:

1. Tap Search Button
2. Enter Text, Minimum Two Characters, to Start Field



Searching by name

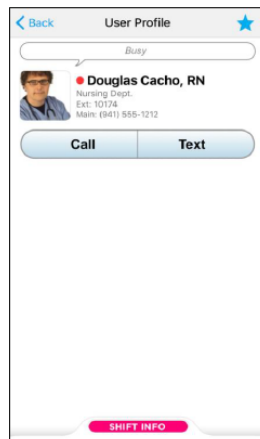


Searching for a patient



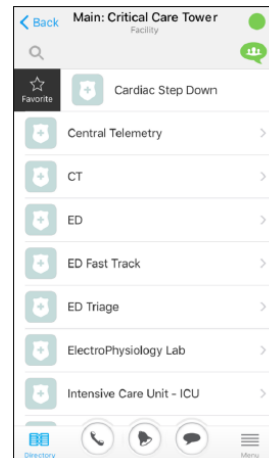
# My Favorites

You can save Voalte **users**, **units**, or **teams** you communicate with on a regular basis to a **My Favorites** list to improve usability.



User profile

User Profile & Tap  
Star (Top Right)



Swipe Unit/Team &  
Tap Favorite

# Quick Messages

When composing a text, you can use “Quick Messages” to reduce typing.

1. Tap the Advanced Options button



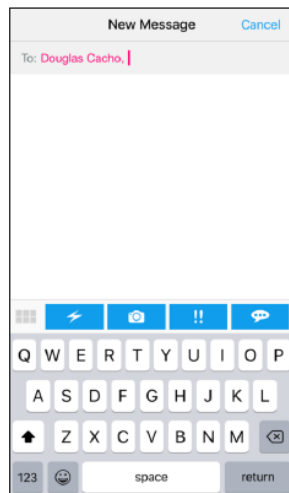
2. Then, tap the Quick Message

button

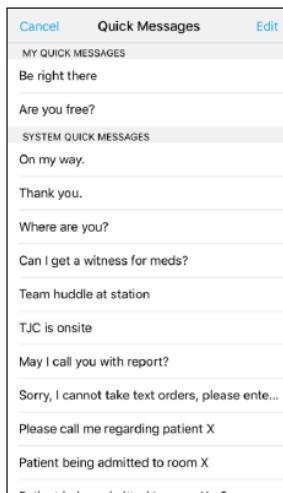


On the Quick Messages screen, determine and tap on the message that you want to use (You can edit or add to the Quick Message before sending.)

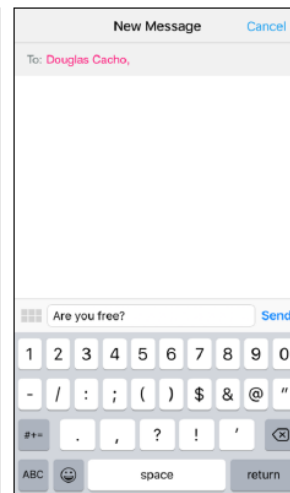
3. Tap SEND



Entering the  
message recipient



Selecting a Quick Message



Entering the Quick Message