

Riley Maternity Tower Device Communication



RMNH Vocera Call Flow

Scenario 1	Vocera user calling another Vocera user or group
	Use the call button and say, "Call Jane Smith" or "Call Blue Team" To answer, verbally approve or decline the call coming in.
	Example: NICU RN pushes call button and says, "Call RT"
Scenario 2	Vocera user calling a Cisco handheld wireless user
	Use the call button and say, "Dial Number." Then wait for prompt and proceed with the number. To answer, select the <i>accept</i> button as done on any incoming call.
	Example: RT calls M/B secretary. (5 digit or area code and 7 digit #)
	If the number is already programmed into the phone, press call button and say "Call Jane Smith."
	Example: RT pushes call button and says, "Call Deb Ward"
Scenario 3	Vocera user calling a phone (landline or cell)
	If the number is already programmed into the phone, press call button and say "Call Jane Smith."
	Example: RT pushes call button and says, "Call Diana Lay"
	If the number is not programmed into the phone, press call button and say "Dial Number." Then wait for prompt and proceed with the number. This will be the full 10-digit number.
	Example: NICU RN pushes call button and says, "Dial Number." Waits for prompt and provides 10-digit number.

Will need to program Dial Name or Dial Group before those functions can work.

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Figure 1.
Cisco Wireless IP Phone 8821

RMNH Cisco Call Flow

Scenario 1	Cisco handheld wireless user calling another Cisco handheld wireless user
	Search phone for user's name and select Dial/Call. (Only applicable if Speed Dial OR last 5 digits of phone number. If dialing outside of Riley, then full 10-digit number.) <i>To answer, select the accept button as done on any incoming call.</i>
	Example: M/B secretary calling M/B charge nurse
	Dial the number of the user
	Example: M/B secretary calling L&D secretary
Scenario 2	Cisco handheld wireless user calling a Vocera user
	Dial 4-1014. This dials the main Vocera line. You can say a specific name (Mary Smith) or a specific role (NICU Charge). <i>Works the same as pressing the Vocera call button.</i> <i>To answer, verbally approve or decline the call coming in.</i>
	Example: M/B RN calls 4-1014 and says, "Diana Lay".
Scenario 3	Cisco handheld wireless user calling a phone (landline or cell)
	Search phone for user's name and select Dial/Call.
	Example: L&D secretary calling Security.
	Dial 9 to get to an outside line. Dial the number of the user.
	Example: M/B RN calling a patient family member.