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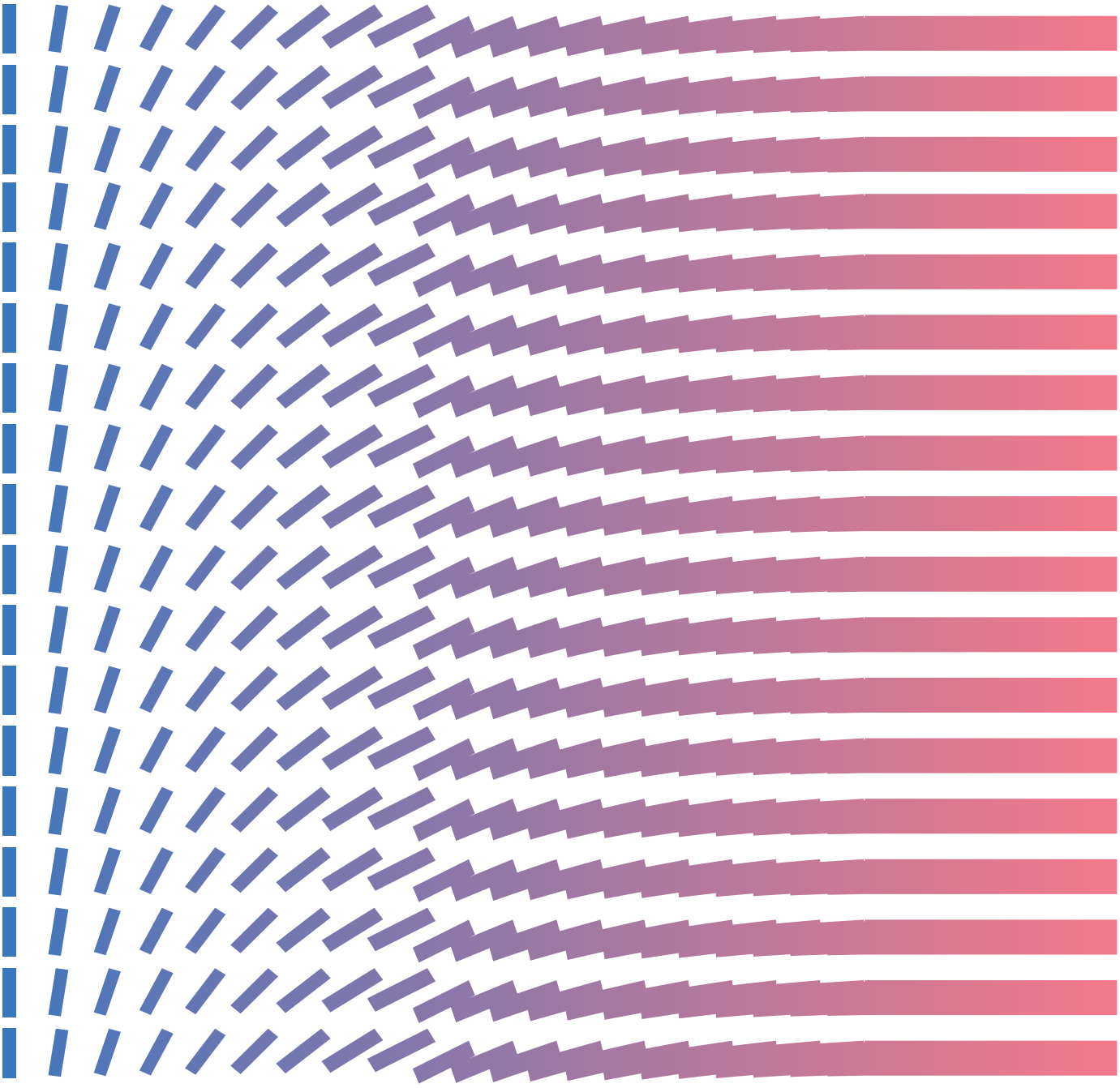
Voalte®
Voalte Messenger™



Instructions for Use
Software Version 3.7

LAB01478 REV 4

hillrom.com

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Introduction.

This user manual is for anyone who is going to be using Voalte Messenger™.

Product description.

Voalte Messenger is an integral accessory of the collaboration solutions supported by Voalte Platform™. Running on a desktop, laptop or workstation on wheels, Voalte Messenger gives staff access to the information they need to connect with caregivers using Voalte One™ and physicians using Voalte Me™

Intended use.

Voalte Platform is intended to provide a communication foundation that connects caregivers in a healthcare environment with information systems, compatible device data, and associated alerts. Voalte Platform is for data storage, format conversion, transfer and display only. Alerts in Voalte Platform are secondary alarms, and responding to an alert on your phone may not address the primary alarm. Patient use is contraindicated.

Who should read this manual.

This user manual is intended for nurses, physicians, administrative staff, environmental staff and other hospital personnel who will be using Voalte Platform. This manual assumes that you have basic computer and smartphone skills and know how to use the system and perform simple operations. Staff members should be familiar with each component of Voalte Platform and its functions.

Hazard statements.

A Warning indicates a hazardous situation which, if not avoided, could result in serious injury or death.

A Caution indicates a hazardous situation which, could result in minor or moderate injury.

A Note indicates information considered to be important but not directly hazard-related (e.g., security, hygiene, equipment or property damage).

Icon	Type	Statement	Page number
	Caution	You must complete all these steps to log in to Voalte Messenger.	1
	Caution	If you are not overseeing any rooms on this shift, make sure the No Rooms option is selected before clicking Continue.	6
	Caution	Favoriting a team or unit does not make you appear in that unit or team for other users to find. You must add the unit or team to your shift selection to appear in that unit or team.	28

Icon	Type	Statement	Page number
	Caution	Voalte Messenger must be open in order to receive notifications.	35
	Caution	Voalte Messenger must be open in order to receive notifications.	38
	Caution	When you manually assign yourself to patients, the EHR does not update.	53

Shift selections.

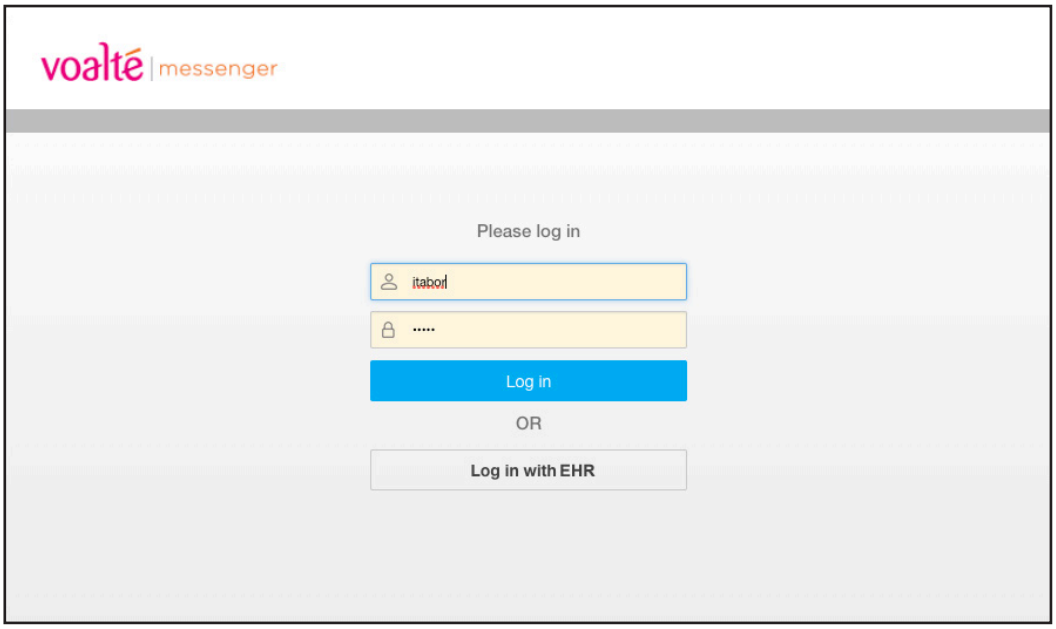
To get started, launch Voalte Messenger™ on your computer, log in and make your shift selections.

Note: Contact your system administrator for your Voalte Messenger URL.

Each user has set assignment limits. If you select more than the determined number of units, rooms and/or teams or exceed your maximum shift assignment allotment, you will be notified during shift selection and will not be able to finish signing in until you decrease the number of assignments.

Log in.

1. Enter your username and password or tap the single sign-on (SSO) option (if applicable).
2. Click the Login button.



Log in screen

Once you have entered your login information, enter the self-assignment workflow for the shift. This is where your role(s), location(s), room(s) and team(s) are defined.

CAUTION You must complete all these steps to log in to Voalte Messenger.

Select roles.

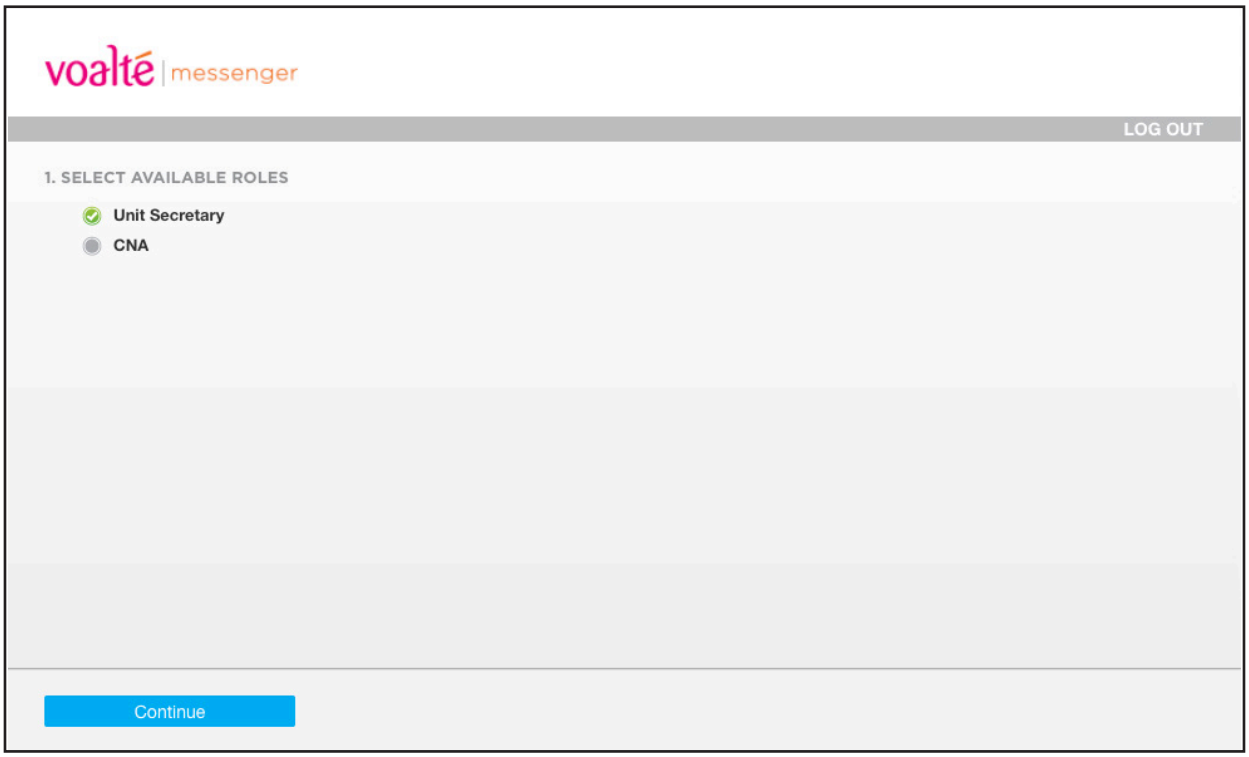
Once logged in, you will see one or more roles assigned to you for the shift. If you see multiple roles, you can change your default role or select additional ones.

Note: Other users can find you in the Directory by role.

Each role has associated properties, such as location, room selection, team assignment, and patient detail viewing or assignment, that affect the information you view or receive through Voalte Messenger.

To select your available role(s):

1. Select the job function(s) you will perform on this shift.
2. Click Continue.



Selecting available roles

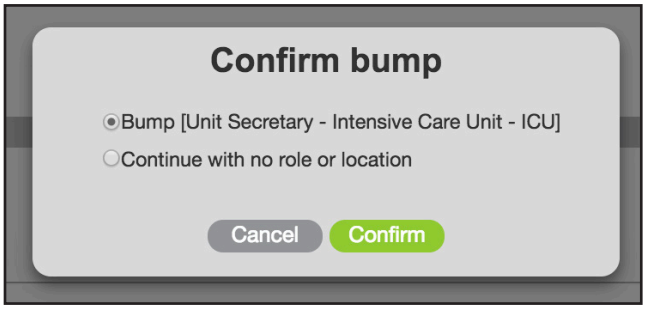
Bump a user.

Some roles are exclusive, meaning only one person per unit can be assigned that role at a given time. For example, each unit has only one Charge Nurse per shift.

If you have an exclusive role and another user with the same role and location is still logged in from the previous shift, you have two options:

- Click Bump to replace the user in that role.
- Click Continue with no roles or location to temporarily log in with no role.

If you choose to bump the other user, that person is sent a notification when you complete the login process.



Bump confirmation

Note: An exclusive role may be assigned its own extension, which automatically routes to the user currently responsible for that role. If you are assigned an exclusive role with an extension, you will receive calls to that number as well as your own.

Note: Exclusive roles are set up by the system administrator.

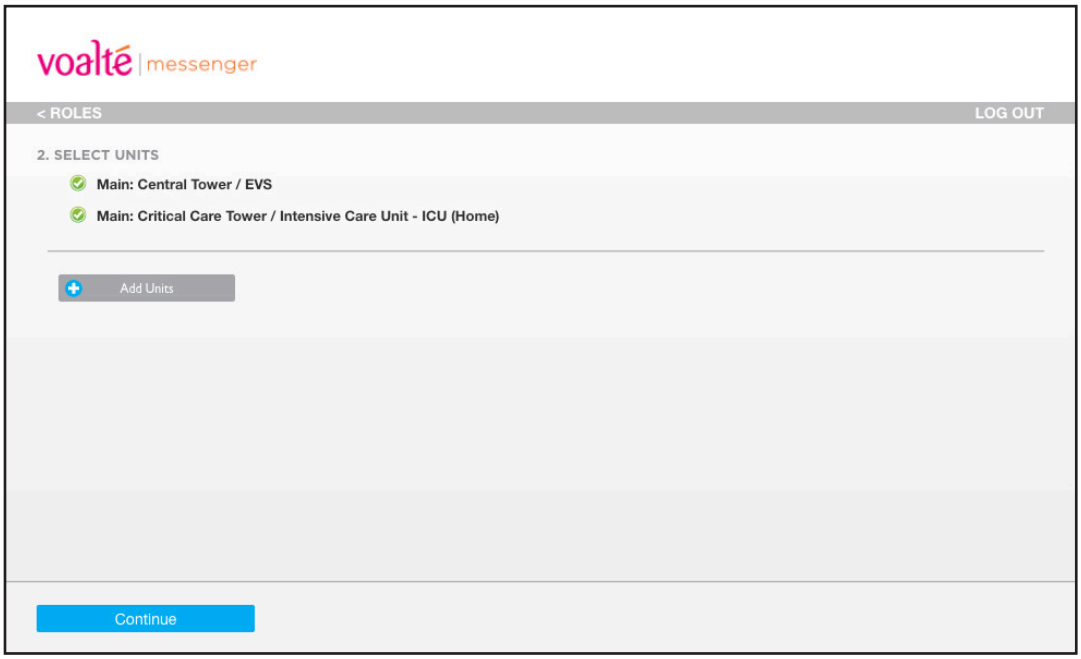
Select a location.

Most roles are unit-based and associated with a single location. If your role for the shift is unit-based, the Locations screen shows a default location. Click Continue to accept that location.

Choose locations.

If it's appropriate, you can choose one or more different locations:

1. Select the unit where you will work during this shift.
2. Choose as many locations as necessary (for example, if you are floating).
3. Click Continue.

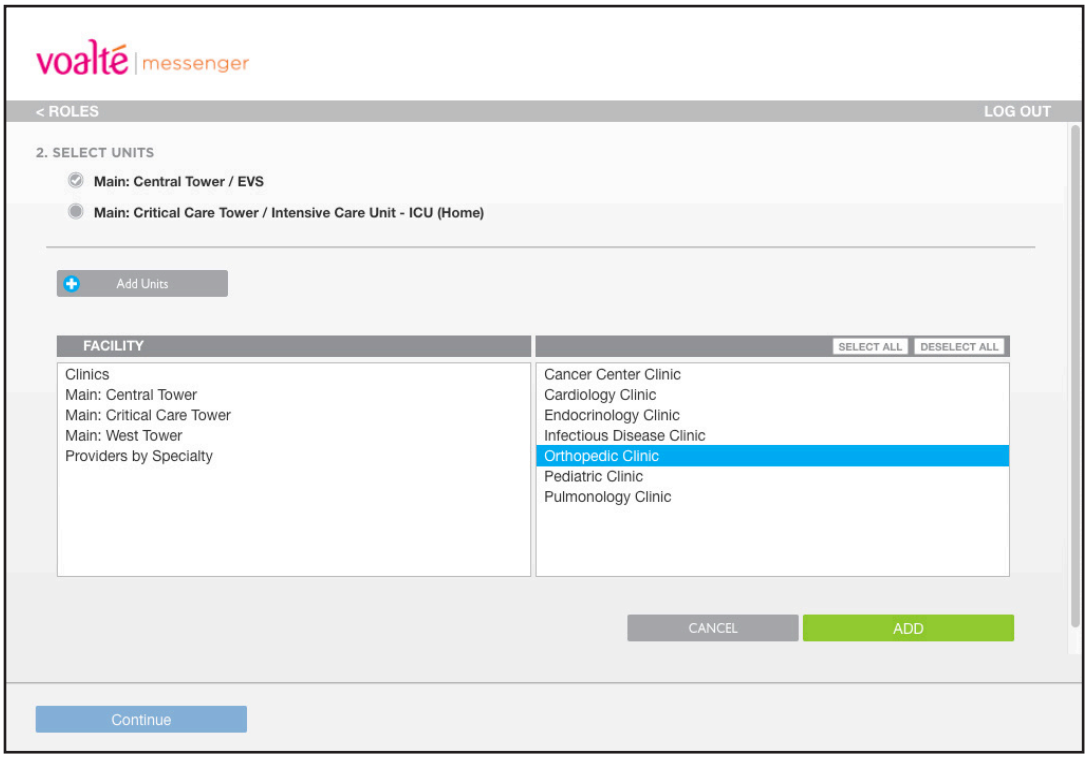


Selecting locations

Add locations.

To add locations that do not show up by default:

1. Click Facility. The Facility screen appears.
2. Click the facility that has the unit you would like to add to your shift assignment.
3. Select the unit(s) you want to add and click the Add button.
4. Repeat for each building, as necessary.
5. Click Continue when finished.



Adding locations

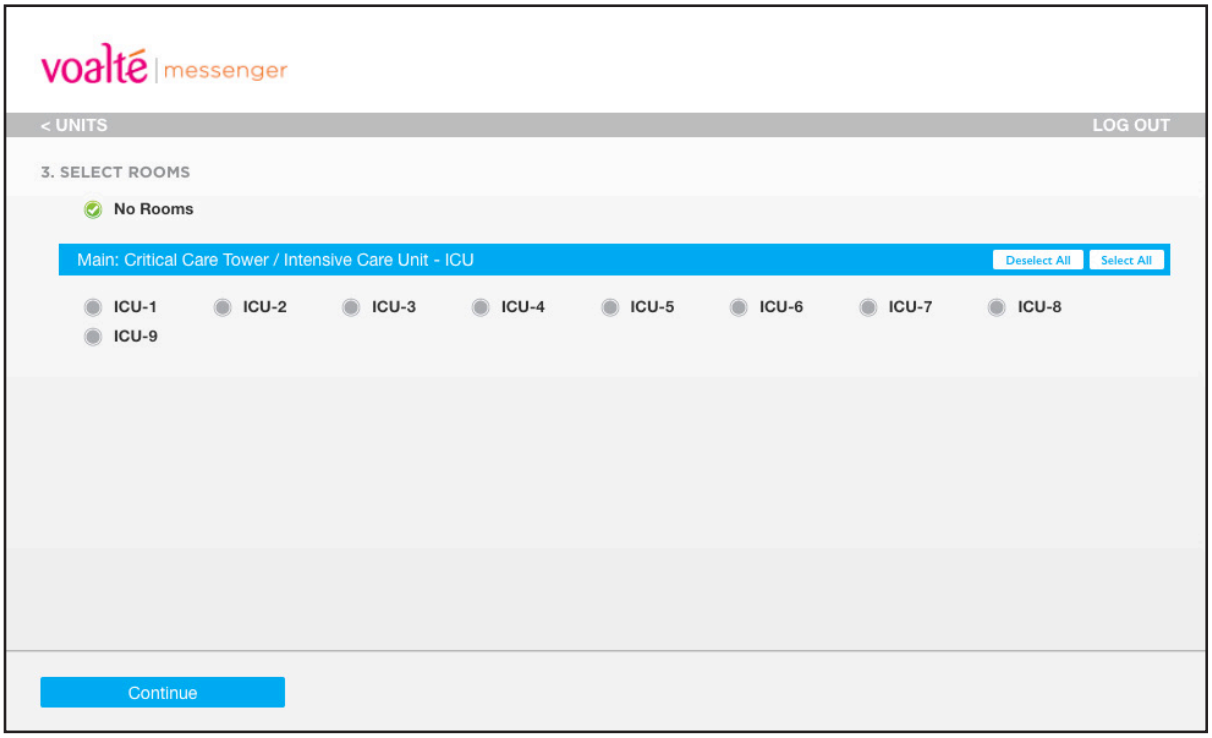
Select rooms.

The Rooms screen shows the room(s) available based on the locations and roles you selected. Not all roles require this step.

1. For the first location you selected in the previous screen, click each of the rooms to which you are assigned.
2. Repeat for additional locations as needed.
3. Click Continue.

CAUTION If you are not overseeing any rooms on this shift, make sure the No Rooms option is selected before clicking Continue.

Note: If you are able to view/assign patients, once logged in, you can view patients associated with a room. See the Patients section for more information.

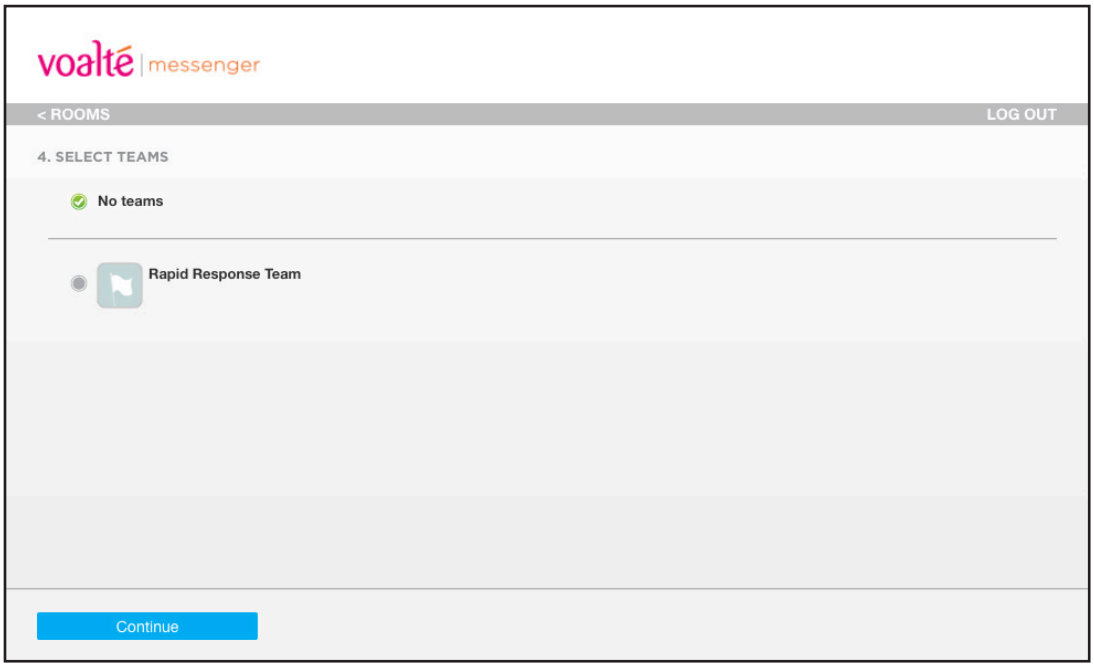


Selecting rooms

Select teams.

The Teams screen shows the team(s) you can select for your shift. The teams available to choose from depend on your role. You can see the other members of your team(s) in the Directory.

1. Select the teams you are part of during this shift.
2. Choose as many teams as necessary.
3. Click Continue.



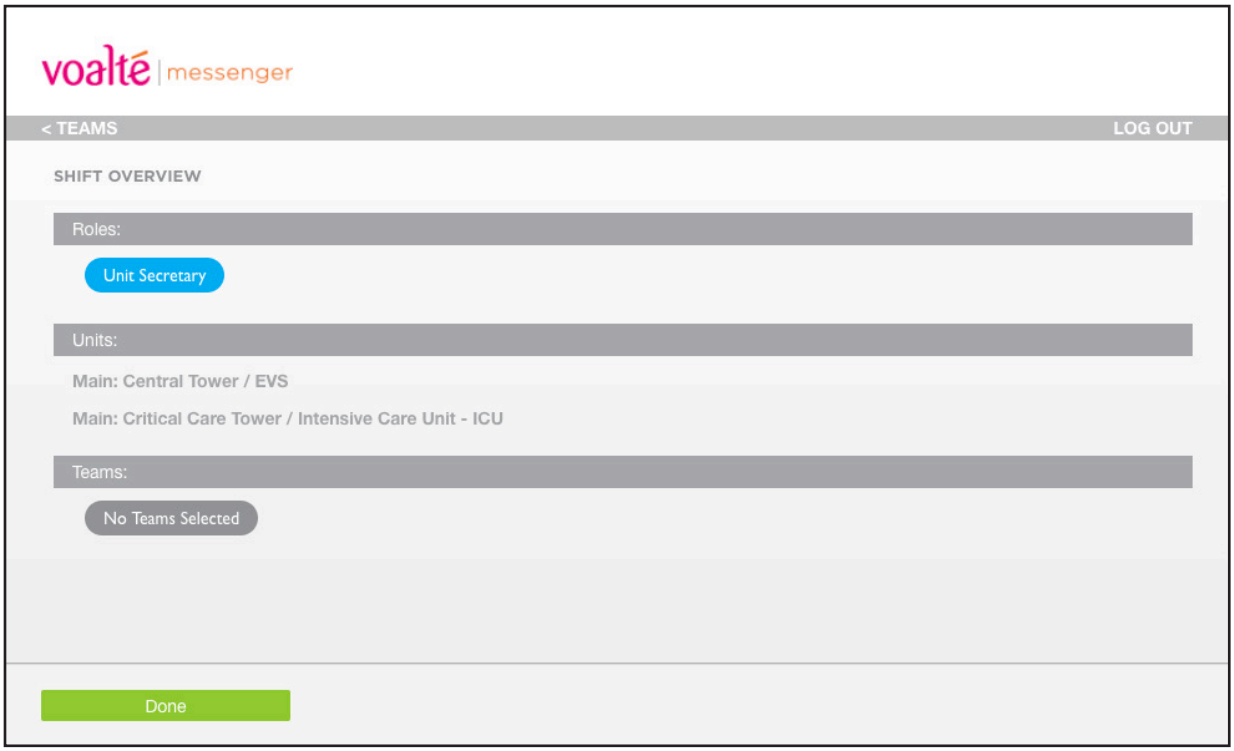
Selecting teams

Finish logging in.

The Shift Overview screen gives you a chance to quickly review your shift information. If you need to make changes, click the back arrow (top left).

Click Done to complete the login process. Once the login process is complete, other users can see you as Available in the Directory.

Note: You can change selections at any time from your profile.



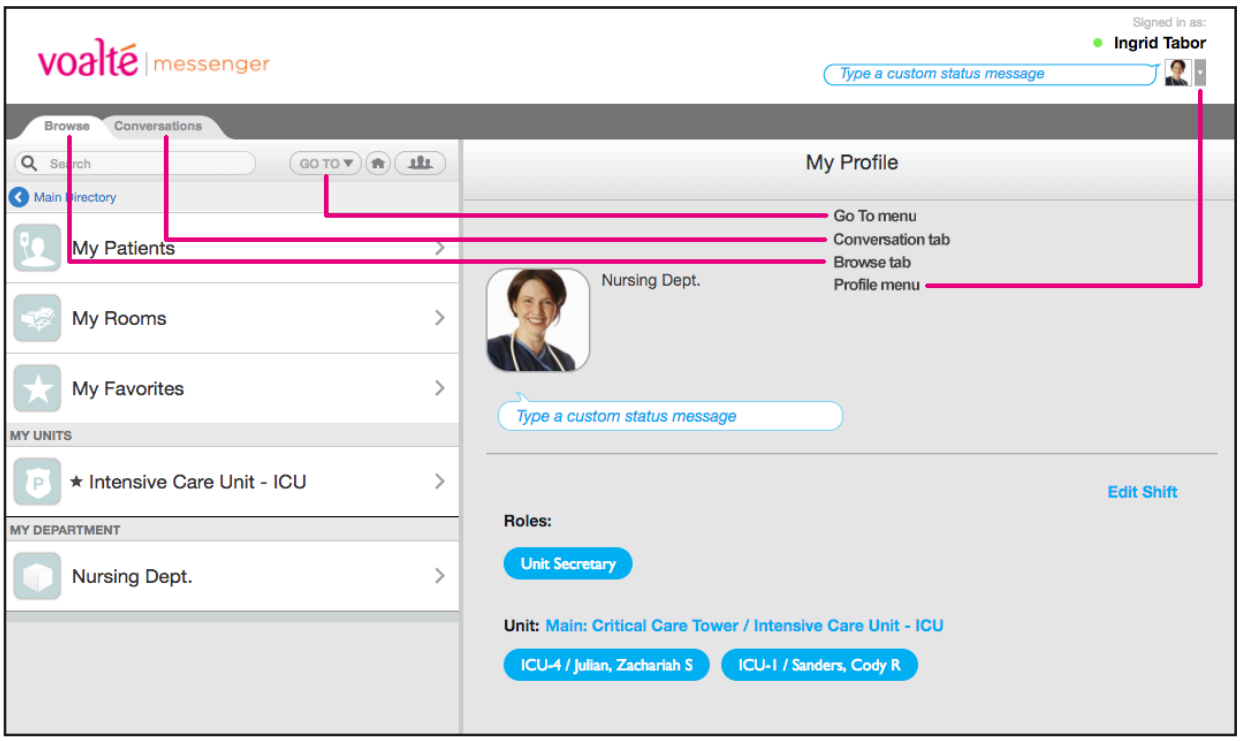
Shift Overview screen

Getting around.

Voalte Messenger provides several navigation options you will use during your shift.

Two tabs on the left side of the window help you quickly communicate with other users:

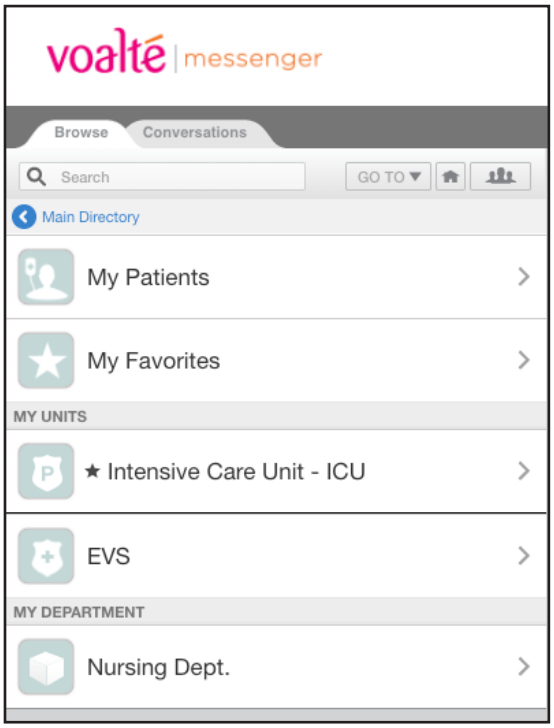
- The Browse tab displays the Main Directory, which lets you locate other users in a variety of ways and communicate with them via text message. If your assignment enables it, you will see the Main Directory view when you first log into the application.
- The Conversations tab gives you access to your message history.
- The Go To and Profile menus give you access to frequently used options.
- The Main Directory Voalte Messenger consists of a hospital-wide list of Voalte users with subdirectories for different locations, teams, roles and so on.



Voalte Messenger screen navigation

Home screen.

The Home screen shows the patients, rooms, favorites, units, teams and department you are assigned to. Use this view to toggle between these listings.



Home screen

Note: The items listed on the Home screen reflect the assignments you chose when you logged in.

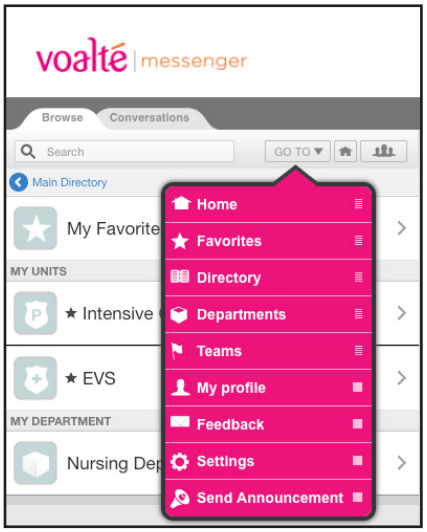
Note: If you are assigned to only one unit, but have not assigned yourself to any teams, rooms or patients, and have not favorited any units or teams, your Home screen shows only users in the unit you are assigned to.

Note: Instructions for assigning yourself to patients are discussed later in this manual.

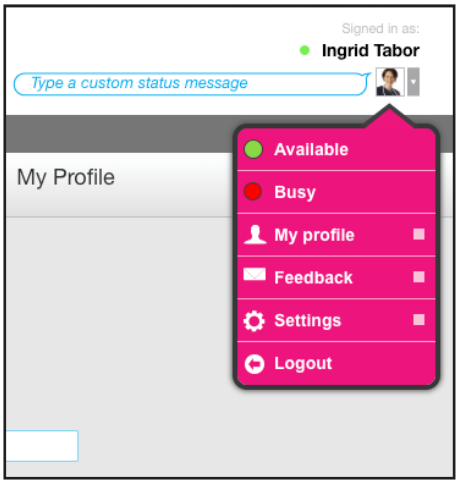
Menus.

Two menus in Voalte Messenger give you access to frequently used options:

- The Go To menu, at the top of the Browse tab, provides shortcuts for quickly locating people and information.
- The Profile menu, accessed by clicking the drop-down arrow next to your photo at top right, provides options for viewing your profile, editing your shift information and requesting help with the Voalte Messenger application.



Go To menu

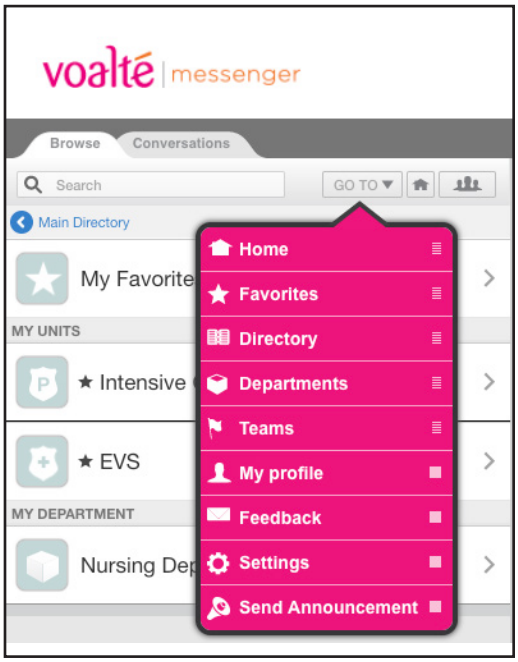


Profile menu

Go To menu.

The Go To menu consists of the following options:

- **Home**—The Home screen shows the patients, rooms, favorites, units, teams and department to which you are assigned. Use this view to quickly toggle between these listings.
- **Favorites**—Click Favorites to see the list of other users you have marked as favorites.
- **Directory**—Click Directory to be taken to the highest level of the Voalte Directory.
- **Departments**—Click Departments to be taken directly to a list of Departments in the Directory.
- **Teams**—Click Teams to be taken directly to a list of Teams in the Directory. See the section for more information.
- **My Profile**—Click My Profile to open your profile.
- **Feedback**—Click Feedback to send a message to the Voalte Support team.
- **Settings**—Change your password (if permitted by your system administrator).
- **Send Announcement**—Click Send Announcement to send an Executive Message (replies not permitted) to multiple users.

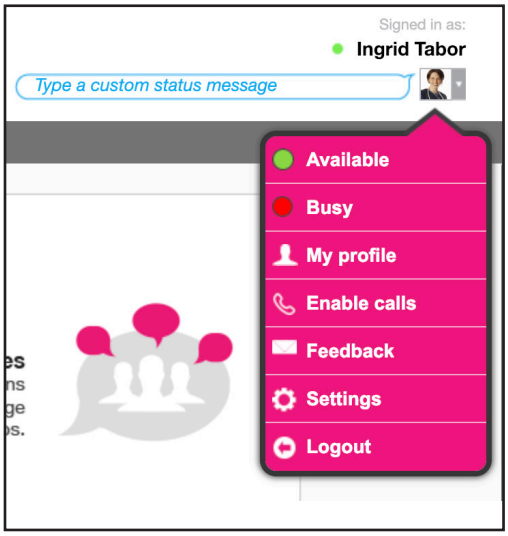


Go To menu

Profile menu.

The Profile menu allows you to set your availability status, access your profile, send feedback to Voalte, change your password and log out.

Note: You can access your profile whenever you are logged in using the My Profile option on either the Profile menu or the Go To menu.



Profile menu

The Profile menu consists of the following options:

- **Available—**Click Available to let others know you can be contacted.
- **Busy—**Click Busy to let others know you are not able to answer right away.
- **My Profile—**Click My Profile to open your profile.
- **Enable calls —**Click Enable calls to allow other Voalte Platform users to call you.

  Note: This option is available only if you have a preferred number associated with your Voalte Messenger profile. If you do not have a preferred number associated with your Voalte Messenger profile, this option will not be shown in the Profile menu.
- **Feedback—**Click Feedback to send feedback to Voalte.
- **Logout—**Click Log Out to begin the process of logging out and then follow the prompts.

Profile and availability.

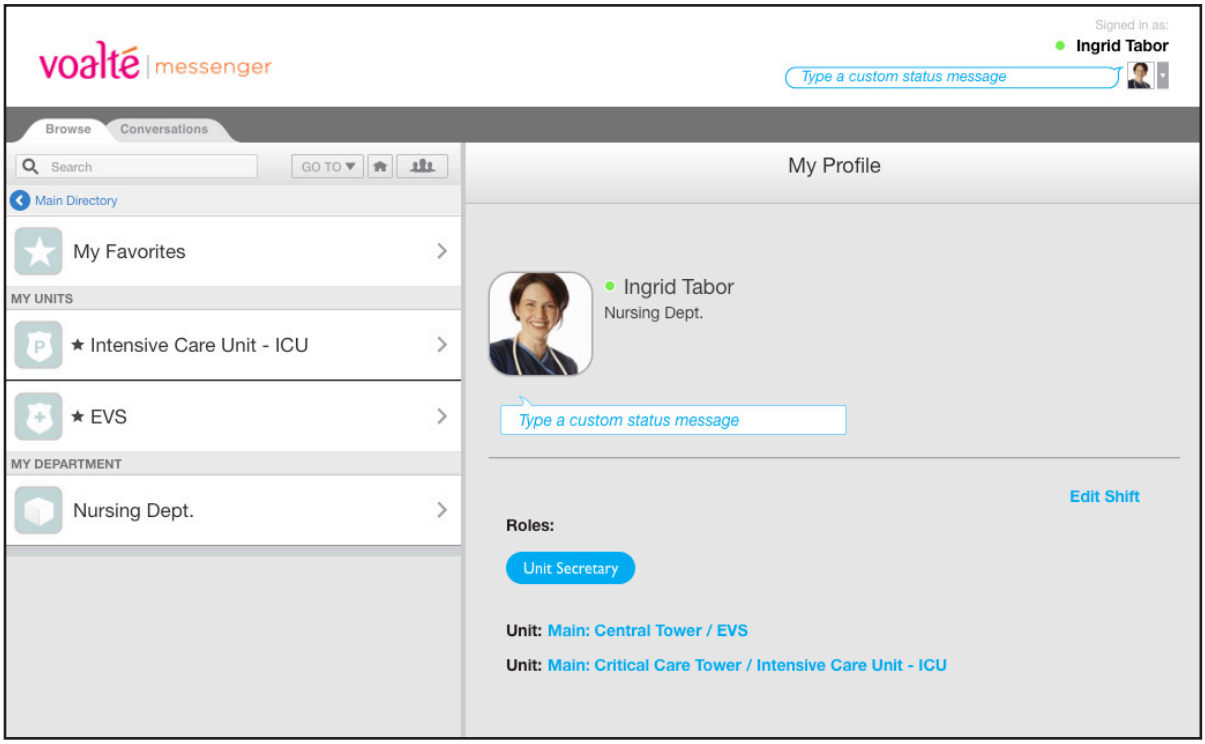
Your profile is the information about you other users see in the Directory, including your:

- Photograph
- Full name
- Title (optional)
- Department
- Shift information: role, unit, room and team

View your profile.

From the My Profile screen you can access and edit your shift information.

To view your profile, click the drop-down arrow beside your photo at top right to display the Profile menu and select My Profile.



My Profile screen

Availability.

When you first log in, you are automatically shown as available. This is indicated by a green dot next to your name in the Directory.

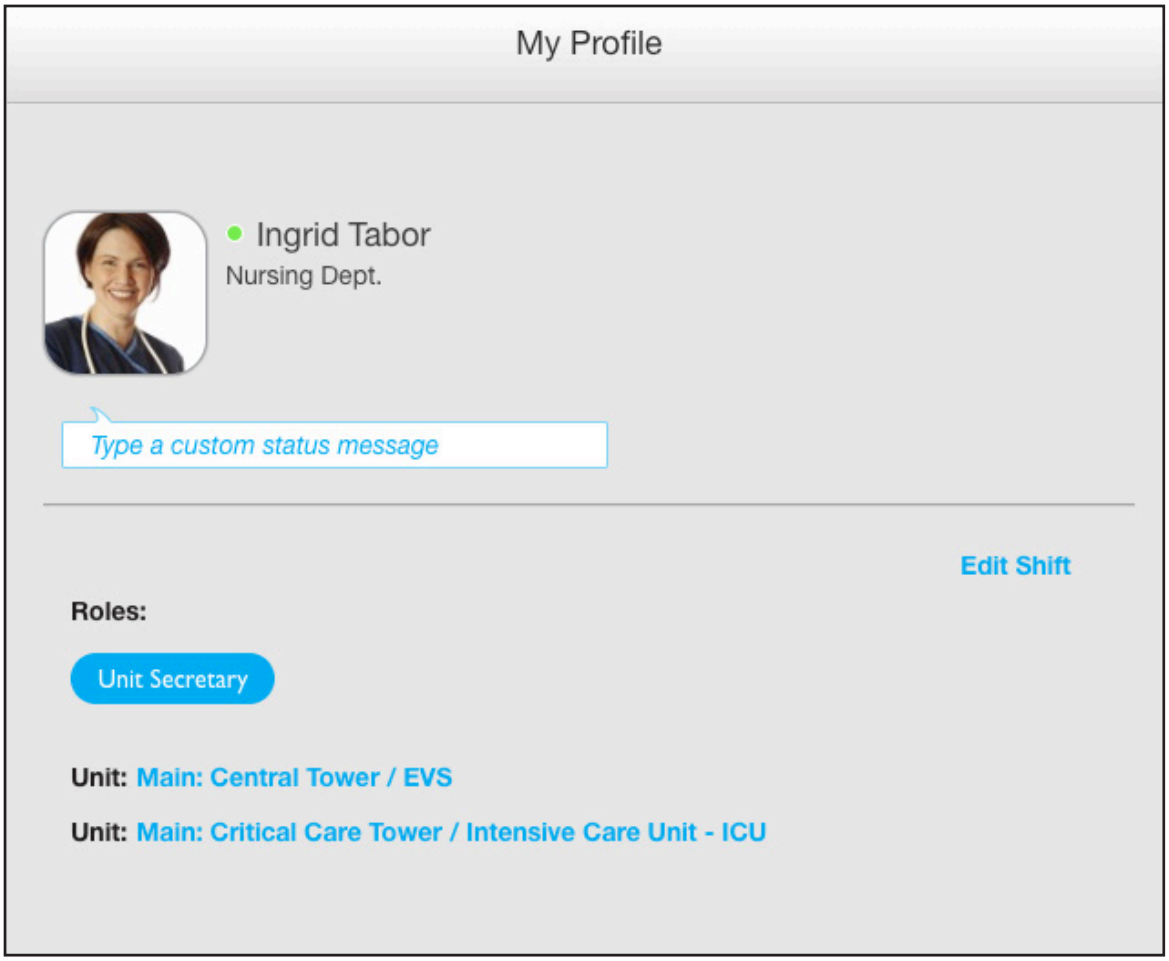
To change your availability, click the drop-down arrow beside your photo at top right to display the Profile menu.

- Click Busy to show you are not available. Other users now see a red dot beside your name. All but high-priority text messages are muted.
- Click Available when you are done. The dot changes back to green and you hear a tone for all text messages.

Status message.

To give other users more information about what you're doing, enter a brief message in the Custom message bubble next to your photo.

The message can be read by anyone viewing your profile or listing in the Directory.



Entering a custom status message

Shift information.

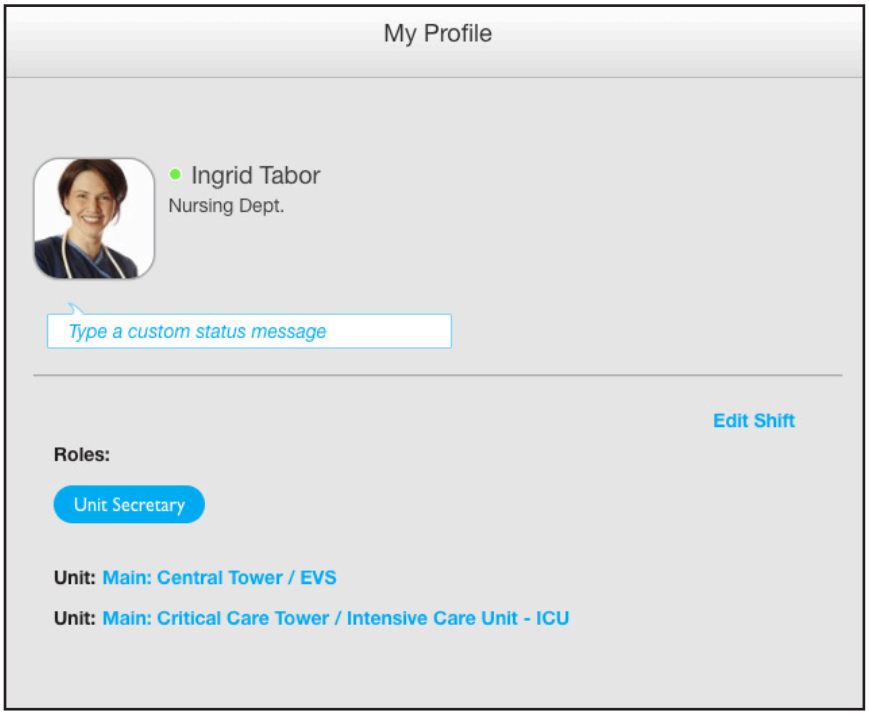
To review or edit your shift information:

1. From either the Profile menu or the Go To menu, click My Profile.
2. Click Edit Shift. You are taken to the same self-assignment workflow you completed when you logged in for your shift.
3. Change the information shown as needed.
4. Click Done to return to your Profile page.

Access shortcuts.

Your Profile provides options for quickly finding lists of other users you may need to communicate with:

- To see a list of other users in your same role on the current shift, click the blue role name.
- To see a list of other users in your unit, click the blue unit name.
- If you are on a team, click the name to see a list of your teammates.



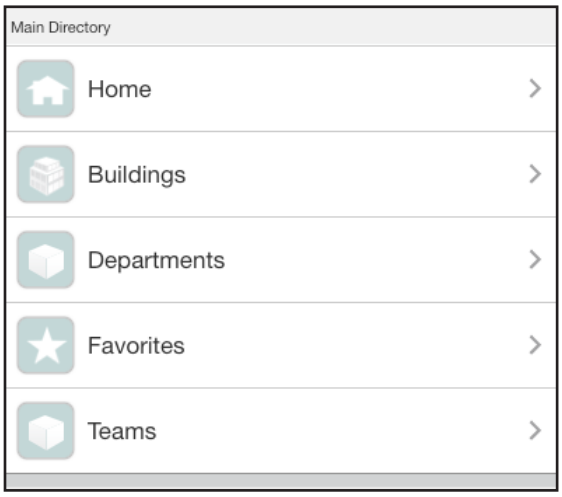
Shortcuts to other users

Main Directory.

The Main Directory screen lists five categories: Home, Buildings, Departments, Favorites and Teams. Click any item to open a detailed list.

Tips:

- Click Directory in the Go To menu to access the entire list of users in the hospital.
- Click the Home button to return to your Home view.
- You can use the blue shortcuts on your Profile page to quickly access lists of coworkers by team, role or unit.
- When viewing a list of users, move the pointer onto a name to quickly see that user's extension.



Main Directory

When you have a list of users open in the Directory:

- Users who are logged in are listed first, alphabetically by name.
- Users who are offline are listed below online users. The status indicator is gray for offline or unavailable users.

View your Home screen.

Click Home to access the patients, rooms, favorites, units, teams and departments assigned for your current shift. If you assigned yourself to multiple units or teams when you logged in, all of them appear in this list.

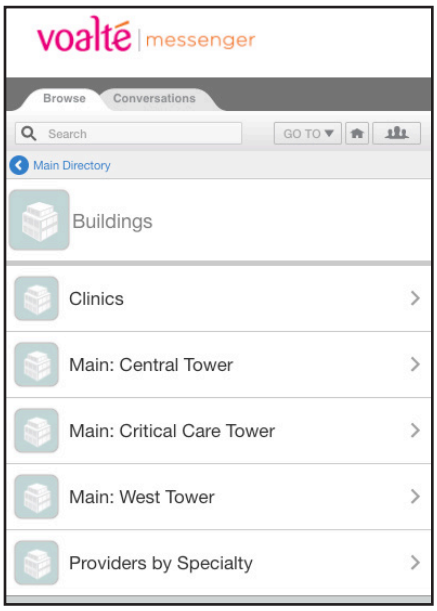
View users by building and unit.

Each building listed in the Directory can be expanded to show a list of location-specific units.

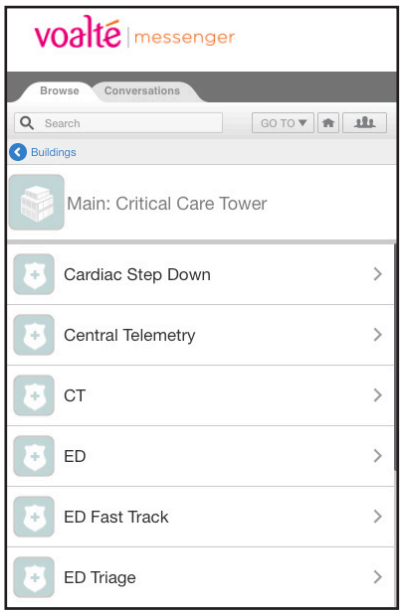
1. From the Main Directory, click Buildings to see the list of all buildings for your hospital.
2. Click a building name to see a list of all units in that building.
3. Click a unit name to see list of users in that unit.

Tips:

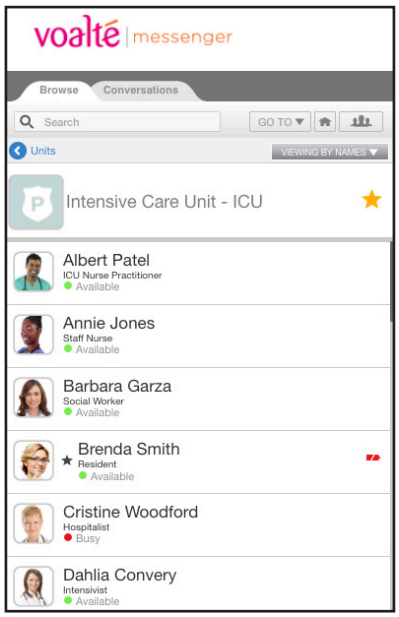
- To see a list of other users in your assigned unit, click the blue unit name on your Profile page.
- Click the blue arrow at upper left to back out to the previous view.



Buildings list



Units in a building

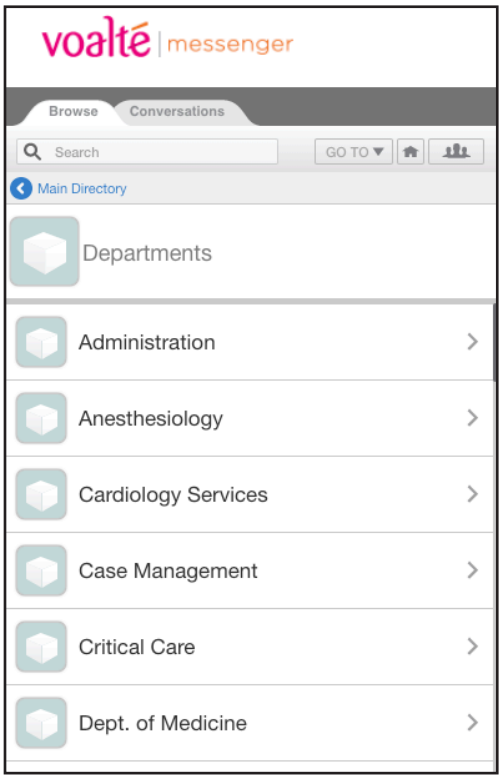


Users in a unit

View users by department.

From the Main Directory view, to locate users by department:

1. Click Departments to see a list of the available departments.
2. Click a department name to see a hospital-wide list of users in that department.



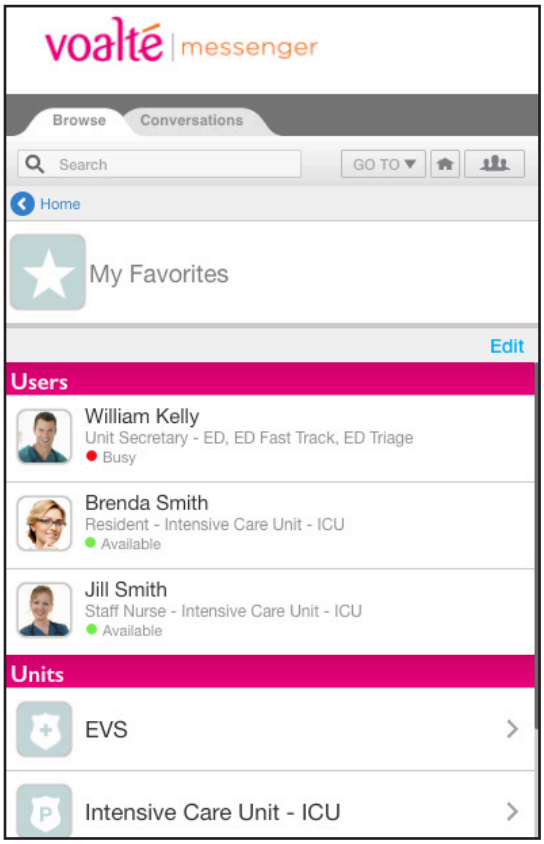
Departments

Tips:

- To quickly access the Departments list, open the Go To menu and select Departments.
- Click the blue arrow at upper left to back out to the previous view.

View your favorites.

Click Favorites to see the list of other users, units, or teams you have marked as favorites. See the Favorites section for more information.

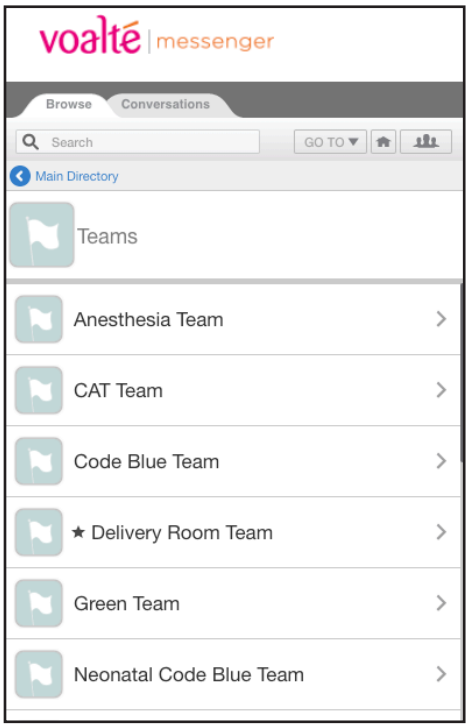


Favorites

View users by team.

From the Main Directory view, to locate users by team:

1. From the Main Directory, click Teams to see a list of the hospital's teams.
2. Click a team name to see a hospital-wide list of users on that team.



Teams

Note: Only users who are currently online will be shown in the team list.

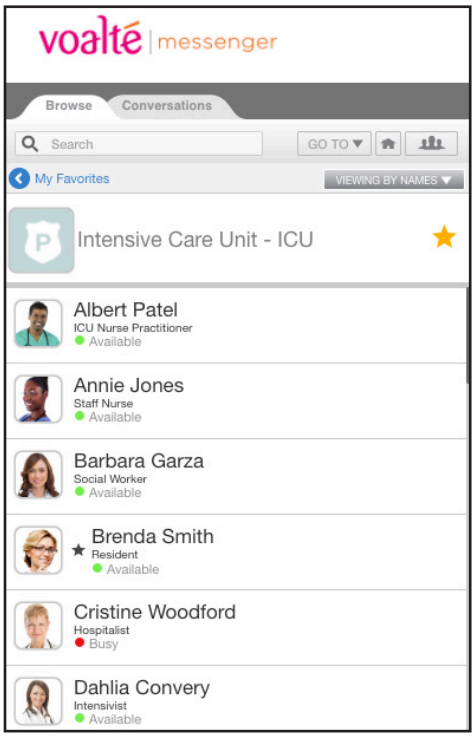
Tips:

- To quickly access the list of teams, open the Go To menu and select Teams.
- To see a list of other users on your team, click the blue team name on your Profile page.
- If you do not see Teams at the top of your current Directory view, click the blue arrow beneath the search field to see broader categories of users.

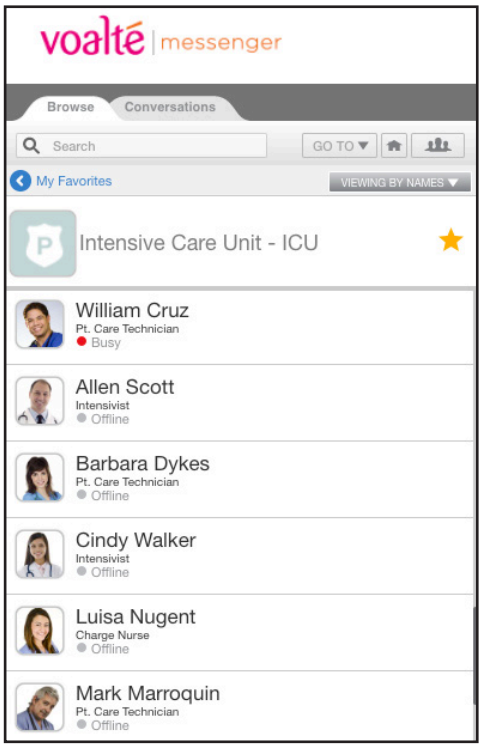
View users by name.

When you have a list of users open in the Directory:

- Users who are logged in are listed first, alphabetically by display name.
- Users who are offline or unavailable are listed below logged-in users and are grayed out.



Online users

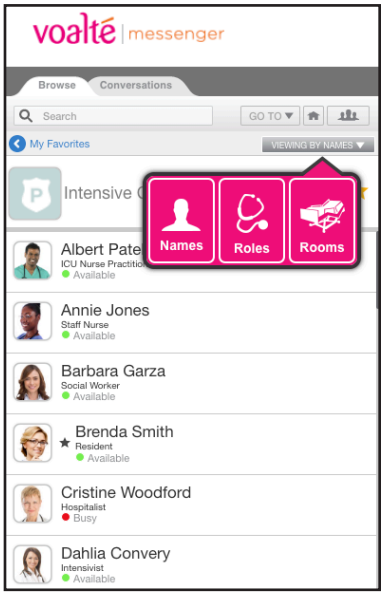


Offline users

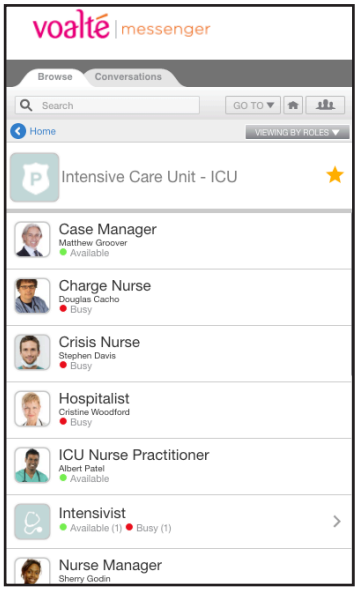
View users by role.

When you have a list of users open in the Directory, you can sort them alphabetically by role (instead of display name):

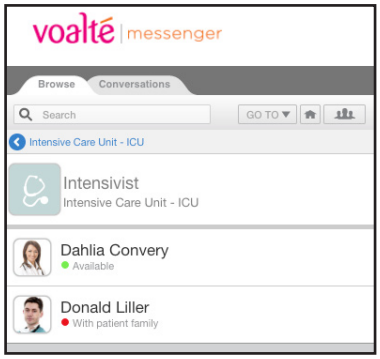
1. Click Viewing By at the top of the screen and select Roles to change the view. A list of roles appears.
   - If multiple users with the same role are logged in, only the role is shown.
   - If only one user with a particular role is logged in, that person's name is shown as well as the role.
   - Only users who are logged in are shown. If no one is logged in for a given role, that role shows no results.
2. Click the role to expand the list of users in that role.



View options



Roles by unit



Users in a role

Tips:

- To quickly see a list of other users in your same role on the current shift, click the blue role name on your Profile page.
- Click the blue arrow at upper left to back out to the previous view.

View users by room.

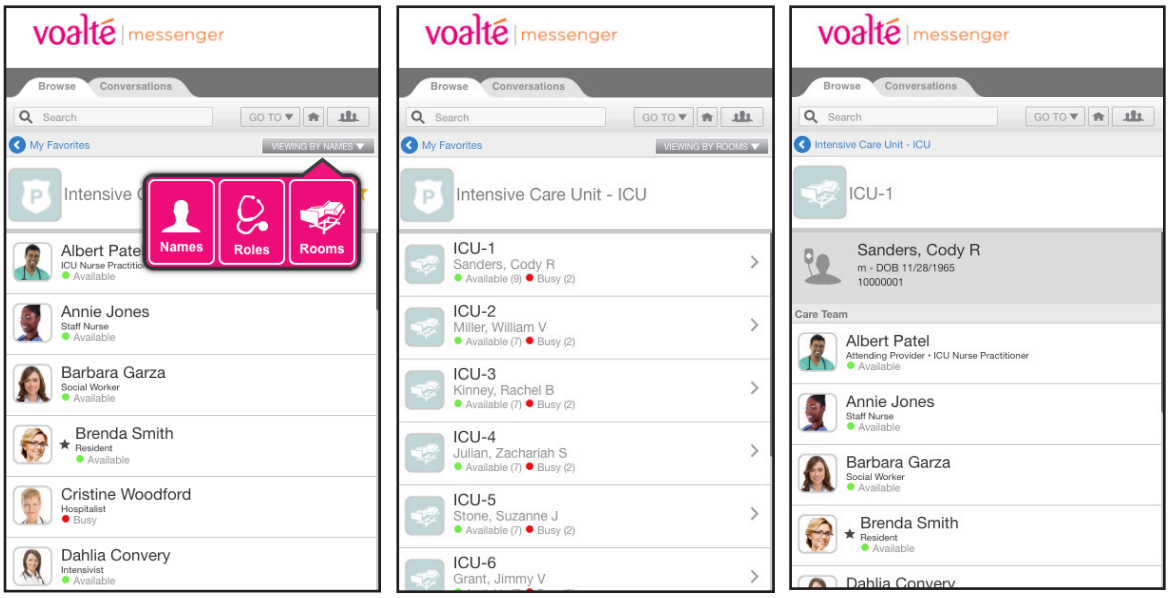
To view users by room instead of by name or role:

1. Click Viewing By at the top of the screen and select Rooms to change the view. A list of rooms appears.
2. Click a room to see the users assigned to that room. Only users who are logged in are shown. If no one is logged in for a given room, this option is disabled.

Depending on your hospital's setup, you may see patient information in this part of the application. Refer to the Patients section for more information.

Note: Some units may not have rooms set up in the Directory. In that case, rooms cannot be seen.

Tip: Click the blue arrow at upper left to back out to the previous view.



View options **Rooms in a unit** **Users in a room**

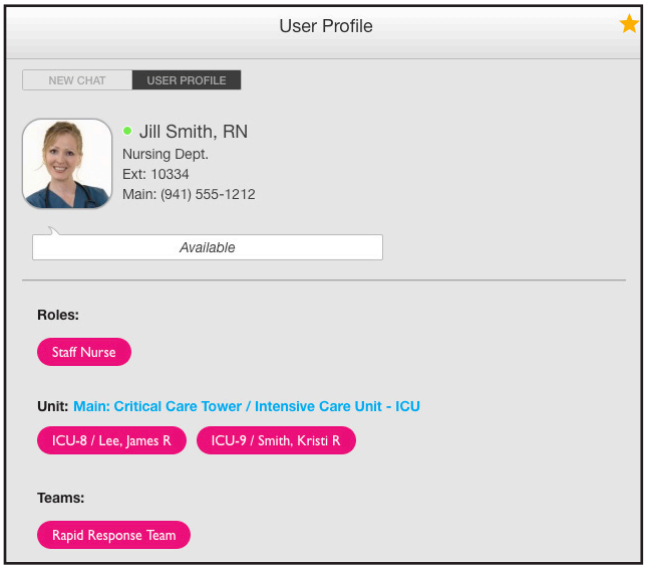
Note: When switching between locations, Voalte Messenger retains the last-used view. For example, if you view by role in one unit, you also see users listed by role when you switch to another unit.

Viewing a user profile.

To see information about an individual user, click the person's name to open the User Profile screen, which shows:

- Availability
- Photograph
- Full name
- Title (if applicable)
- Department (if applicable)
- Voalte extension (if applicable)
- Full 10-digit phone number (if applicable)
- Status message (if any)
- Shift information

Tip: Click New Chat above the user's photo to send them a text message.



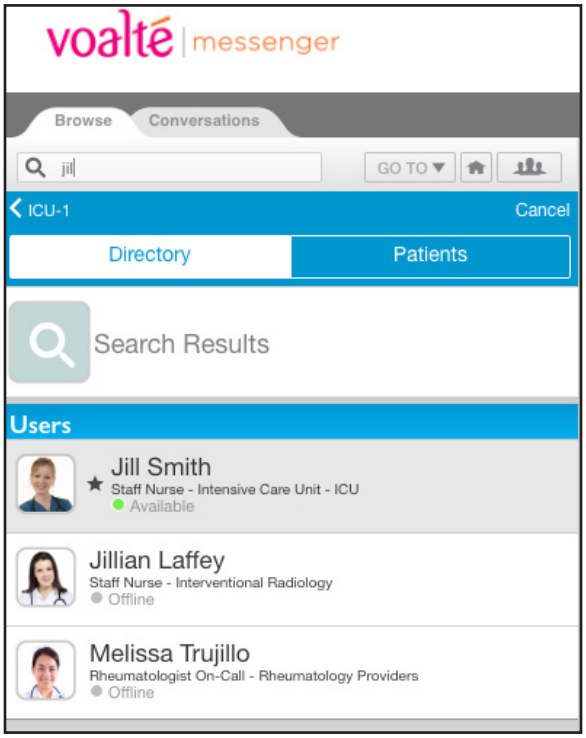
Another user's profile

Note: When viewing by role only, if you select a user with an exclusive role, that role's extension (if it has one) appears in the user's profile, rather than their own extension.

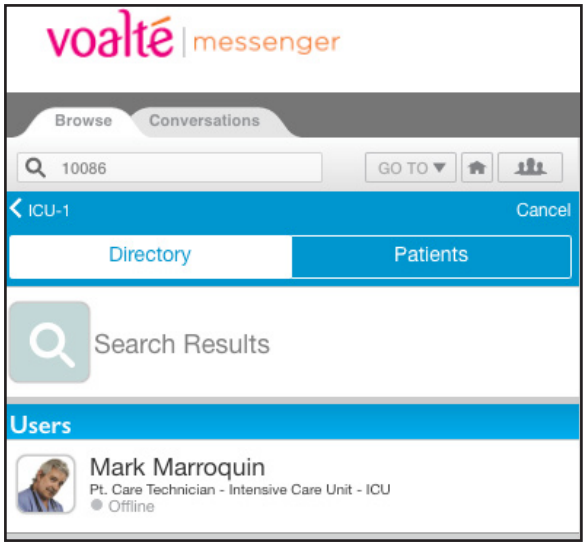
Search the Directory.

All Directory screens include a Search field at the top. You can search by name, username, role, unit, department, building or extension.

- To search by name or other text: Begin entering characters into the Search field. As soon as you have typed two characters, the search begins. To narrow the search, enter more characters.
- To search by extension: Enter all of the digits for the extension. The extension must match exactly to show a result.



Searching by name



Searching by extension

Favorites.

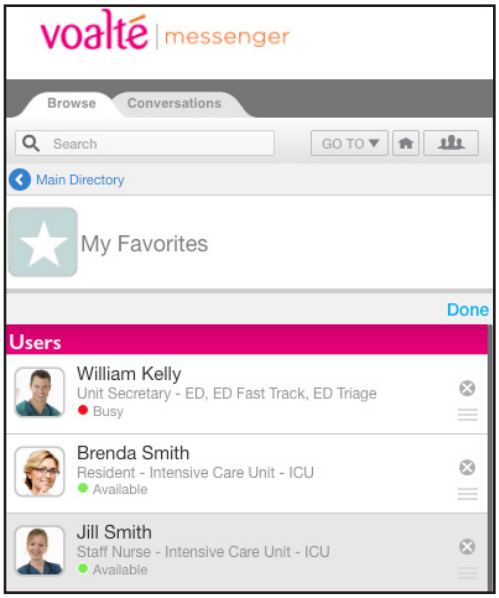
You can save other Voalte users, units or teams you communicate with on a regular basis to a Favorites list to make them easy to find. Once you have saved a unit, team or user as a favorite, the name is marked with a star in the Directory and appears in My Favorites.

Adding Favorites.

To add a user to your Favorites list:

1. Locate the user's name:
   - In your message history, find the conversation from the user and open the conversation detail. Then click User Profile.
   - In the Directory, find the user you want and click to open their profile.
2. Click the star (top right).

Once you have added users to your Favorites list, click Favorites on the Main Directory screen or the Go To menu to access them.



Favorites screen

Favorite a unit or team.

To add a unit or team as a favorite:

1. Locate the unit or team in the Directory.
2. Click the star that appears next to the unit or team name when you are viewing that unit or team.

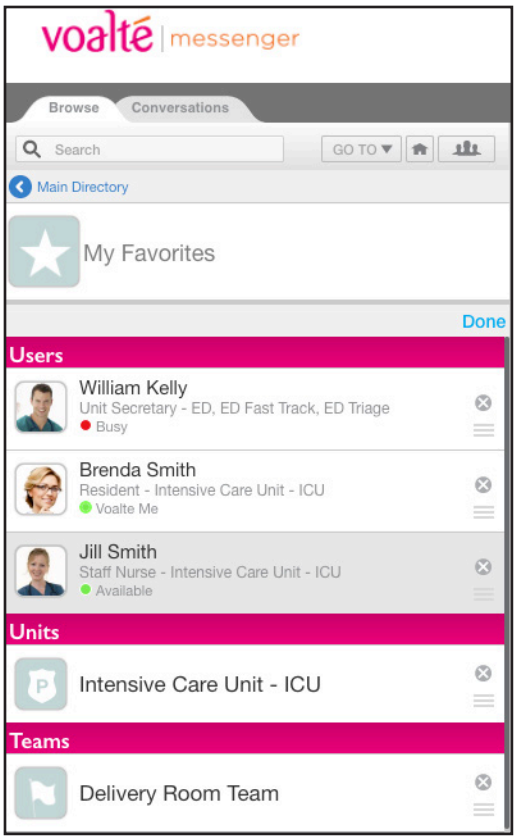
Once you have added users, units or teams to your Favorites list, tap Favorites on the Main Directory screen or My Favorites on the Home screen, to access them.

CAUTION Favoriting a team or unit does not make you appear in that unit or team for other users to find. You must add the unit or team to your shift selection to appear in that unit or team.

Removing a Favorite user.

You can remove names from your Favorites list in two ways:

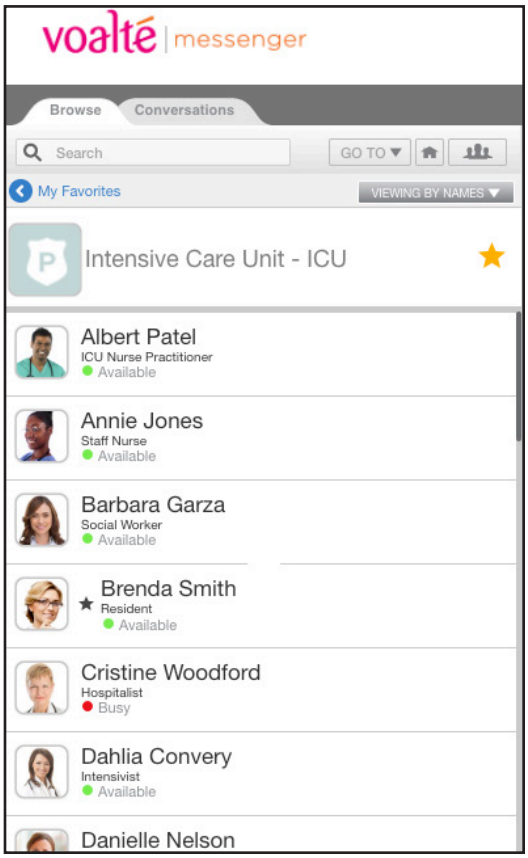
- From a profile:
  1. Open the user's profile.
  2. Click the star (top right).
- From your Favorites list:
  1. In the Go To menu or Main Directory, choose Favorites.
  2. Click Edit.
  3. Click the gray X to the right of one or more users' names to remove them as Favorites.
  4. Click Done to exit Edit mode.



Editing favorites

Remove a favorite unit or team.

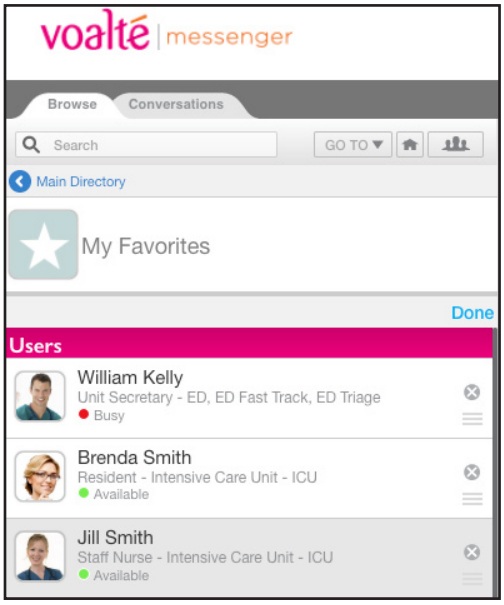
1. Locate the unit or team in your Favorites.
2. Click on the name.
3. Click the star that appears next to the unit or team name when you are viewing that unit or team.



Favorite unit

Remove favorite users, units or teams.

1. From the Main Directory or Home screen, open your Favorites list.
2. Click Edit (top right).
3. Click the gray X beside one or more names to remove users, units or teams as favorites.
4. Click Done (top right) when you are finished.



Favorites screen

Text messages.

From Voalte Messenger, you can exchange text messages with other users listed in the Directory. You can also send a message to several people at once using a group message.

You have several options for beginning a text conversation:

- From the Directory
- From a user profile
- From your text history

Once you have chosen a recipient, you can enter and send a text message.

Note: Depending on your hospital's configuration (requires Voalte Platform Server 3.7.3 or above) when a user with patient-viewing privileges creates a text message addressed to one or more members of a care team, the room name, patient name and date of birth is automatically added to the body of the text message. If one of the recipients included in the text message is not a part of the care team or does not have patient-viewing privileges, the body of the text message will not automatically include the patient information. For more information on patients, refer to the Patients section.

Send from the Directory.

To select a text recipient from the Directory, double click the user's name to open the Chat window. Press the Enter key when you're ready to send.

Send from a user profile.

When viewing a user's profile, click Chat to send a message.

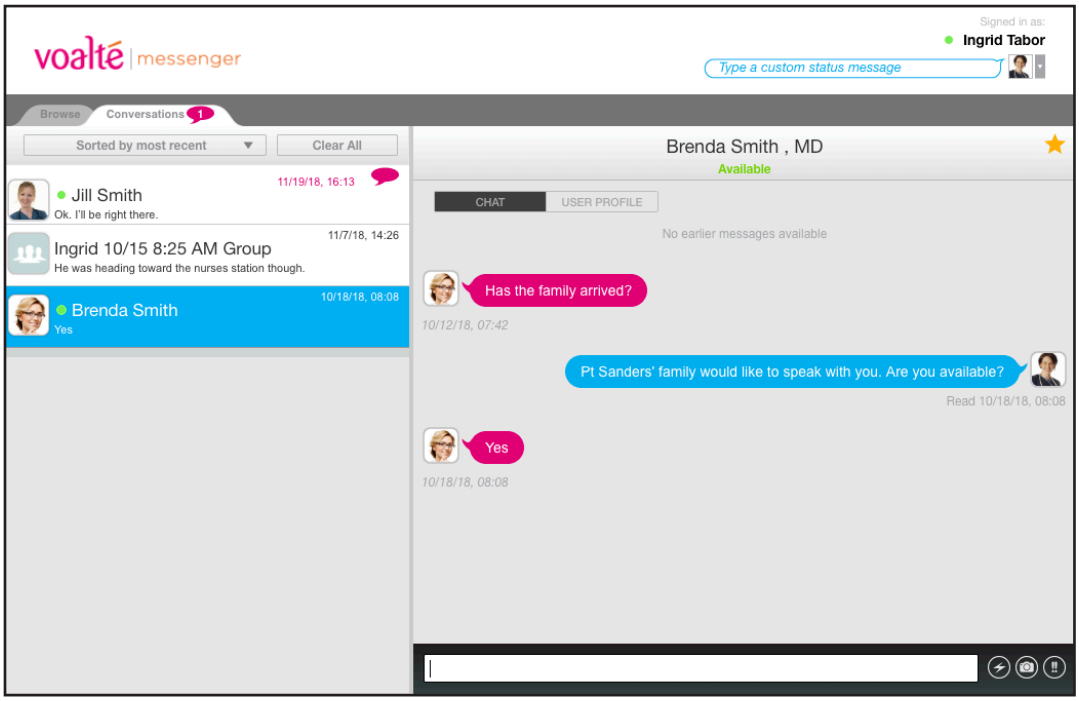
Send from text history.

1. Click the Conversations tab above the Directory.
2. Locate an existing conversation with the user you want to send a message, and click once to open it.

Read text conversations.

To review entire conversations or read messages you may have missed:

1. Click the Conversations tab. The message log opens, and you see each correspondent's name along with the last message in the conversation. A pink circle shows the number of unread messages in the conversation.
2. Click the row to read the entire conversation.



Reading text conversations

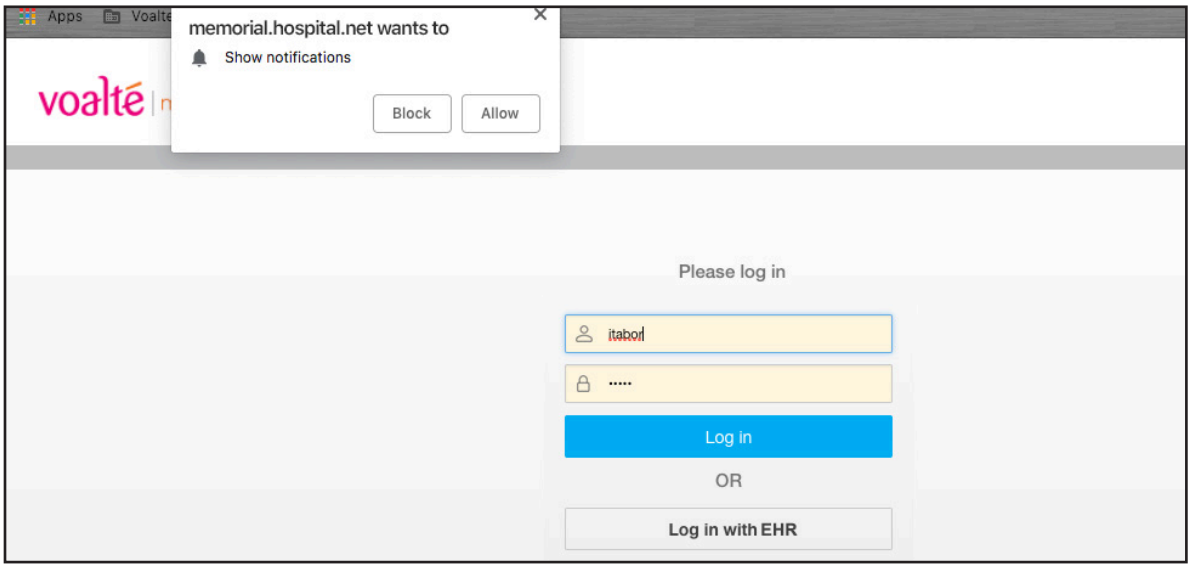
Message notifications.

When enabled, you can receive desktop notifications of your text messages. When you receive a text message, the notification you receive depends on your browser: Google Chrome, Microsoft Edge Chromium or Internet Explorer.

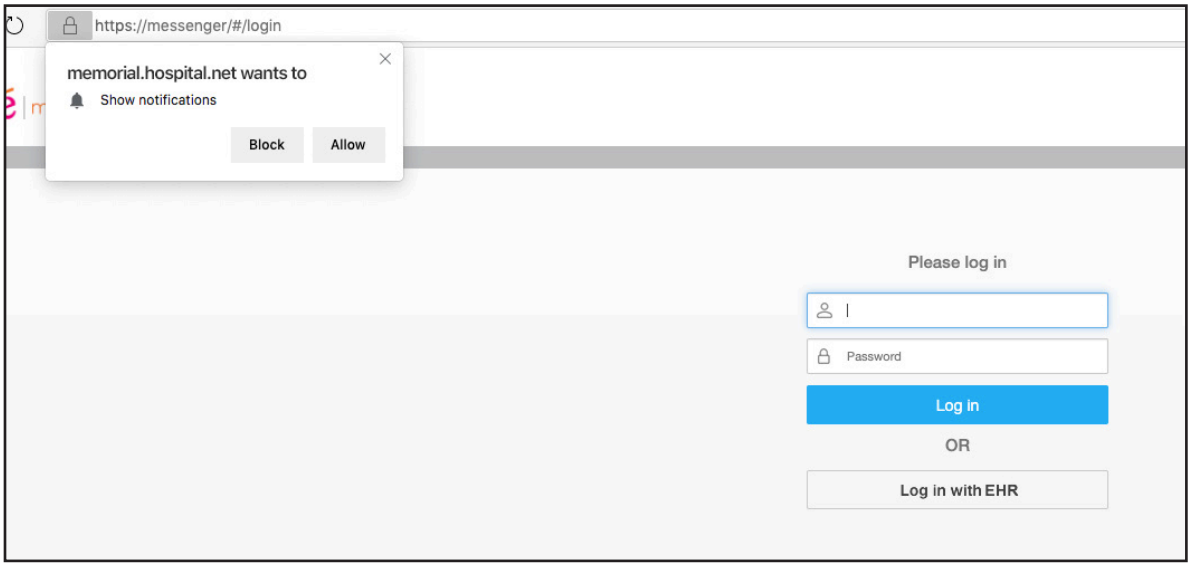
Google Chrome and Microsoft Edge Chromium desktop notifications.

When enabled, a notification appears on the right side of the screen when a new message comes in, regardless of which program is on the screen at the time.

To enable, access Voalte Messenger and click Allow when a pop-up appears on the top of the screen asking if you would like to enable notifications for Voalte Messenger.

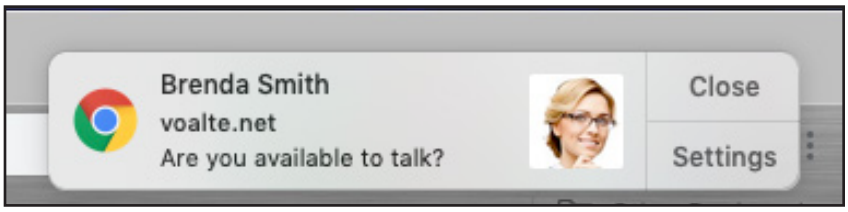


Allowing notifications in Google Chrome



Allowing notifications in Microsoft Edge Chromium

Your notifications will appear when you are not on the Voalte Messenger screen.



Voalte Messenger notification in Google Chrome

Voalte Messenger notification in Microsoft Edge Chromium

Any subsequent changes to notifications will have to be done manually within the browser settings.

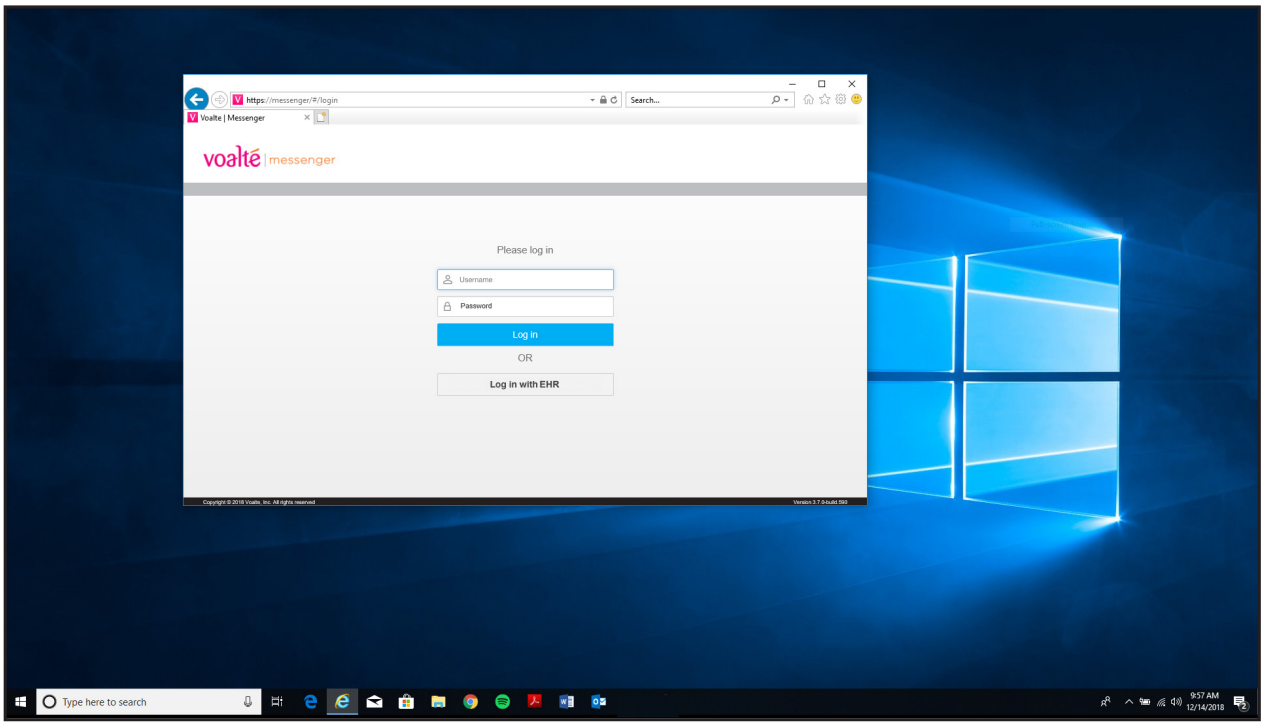
CAUTION Voalte Messenger must be open in order to receive notifications.

Internet Explorer desktop notifications.

When enabled, the icon at the bottom representing Internet Explorer will flash a different color to indicate that there is a new message.

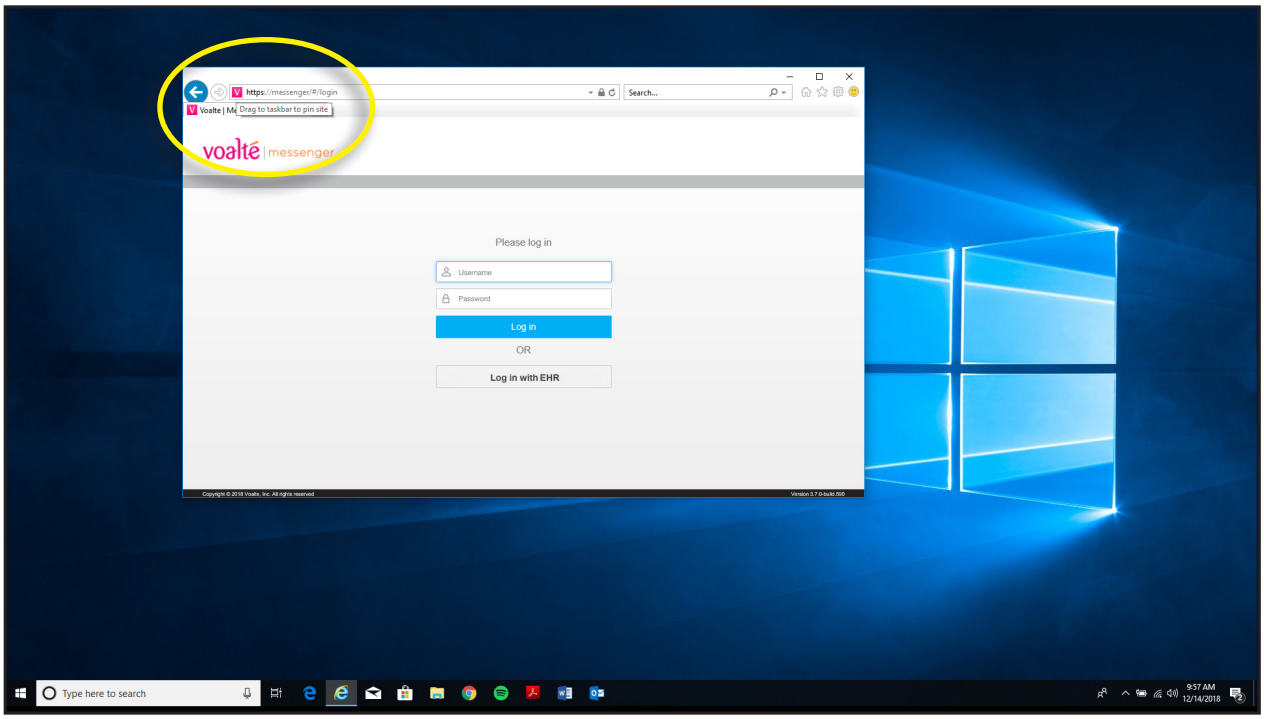
To enable:

1. Navigate to the Voalte Messenger login screen.

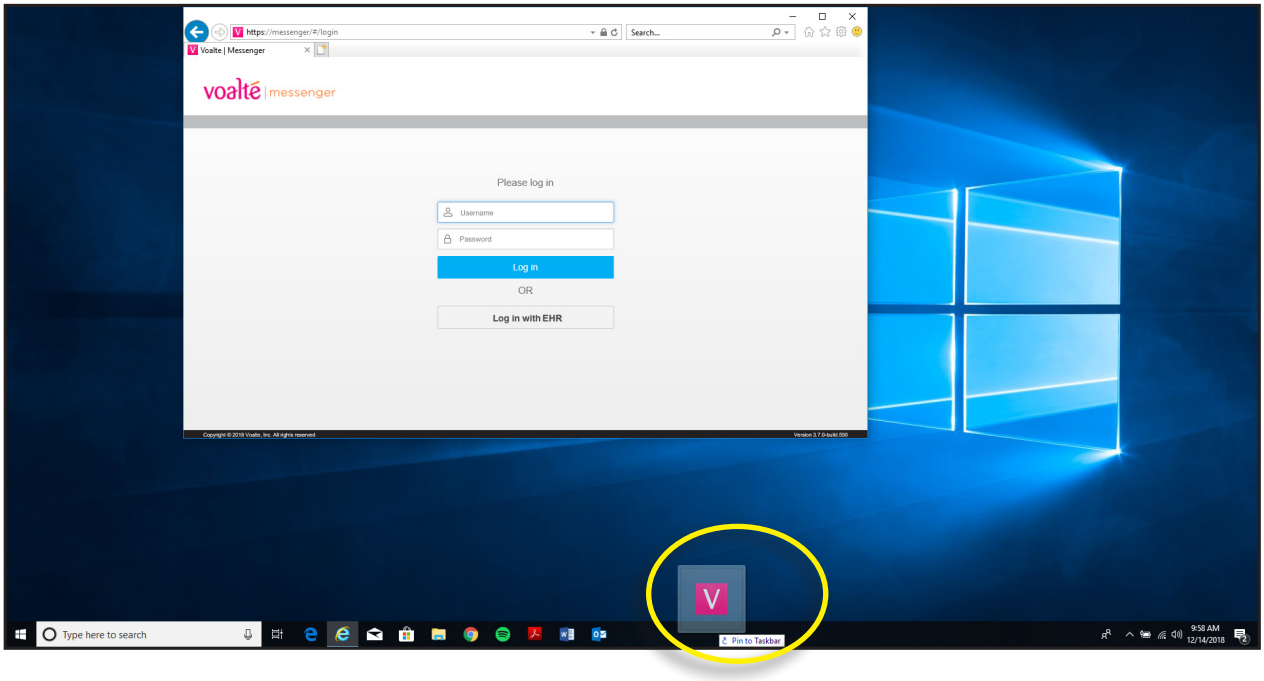


Voalte Messenger in Internet Explorer

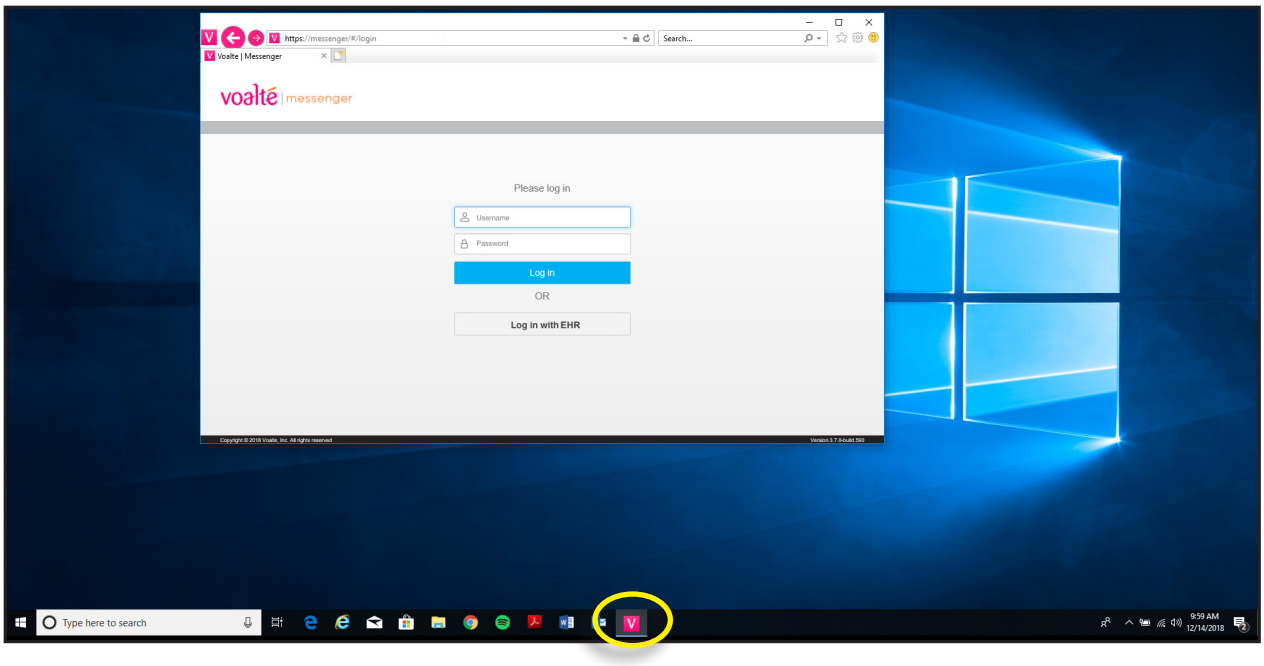
2. Click and hold the icon to the left of the URL in the address bar, and drag it to the Taskbar.



Voalte Messenger icon



Dragging the Voalte Messenger icon to the Taskbar



Voalte Messenger icon in the Taskbar

When you receive a notification, the Voalte Messenger icon you placed in your Taskbar will light up.

CAUTION Voalte Messenger must be open in order to receive notifications.

Note: Instructions are also provided on the Home screen of Voalte Messenger after logging in if notifications were not enabled.

Respond to texts.

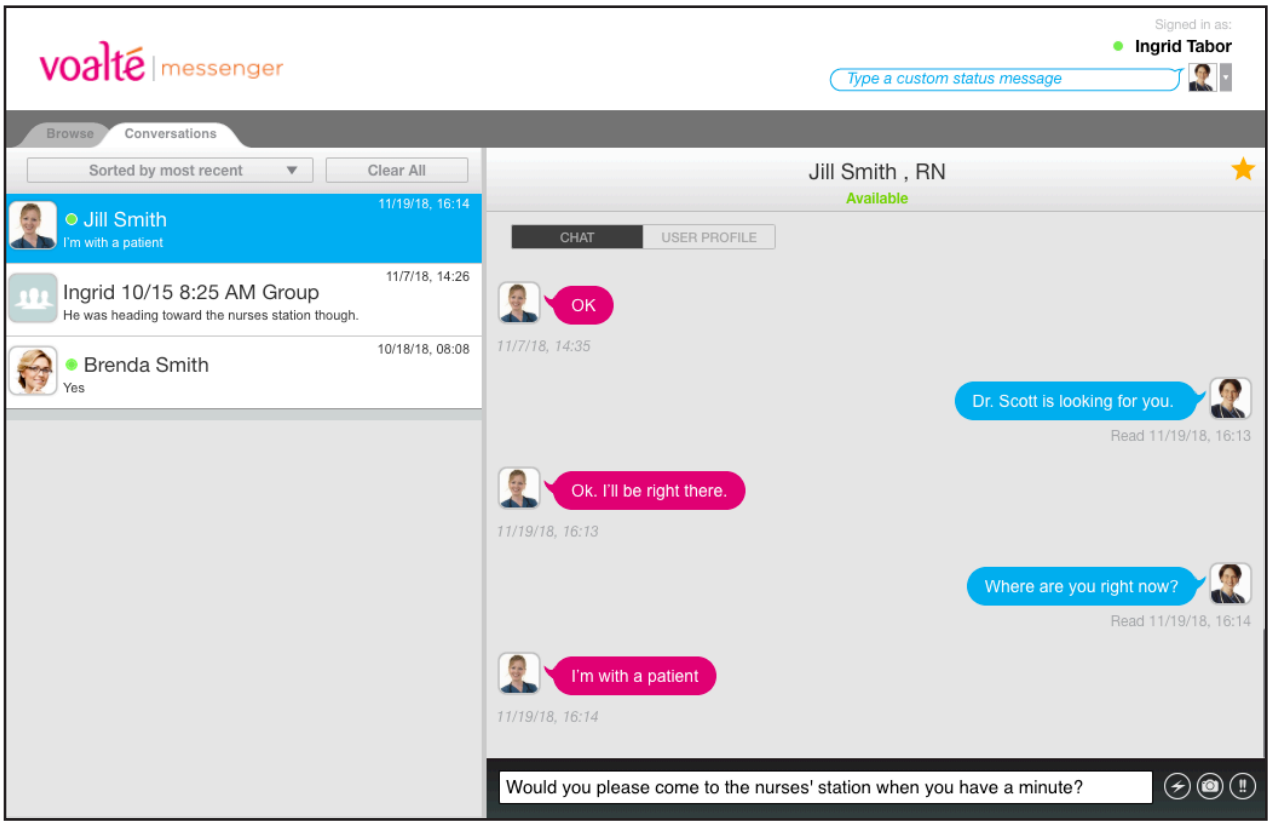
You can respond to a text message you have received in several ways:

- **Keyboard**—Click inside the Text Message field below the incoming message. Then enter your message and press the Enter key.
- **Quick Message**—Send a preset Quick Message or create a new one.
- **Quick Response**—Many texts only need a minimal reply. Quick Responses let you answer by clicking on a response.

Reply to a message.

To respond to an incoming message:

1. Enter your message in the field at the bottom of the window.
2. Press the Enter key to send your message.



Replying to a message

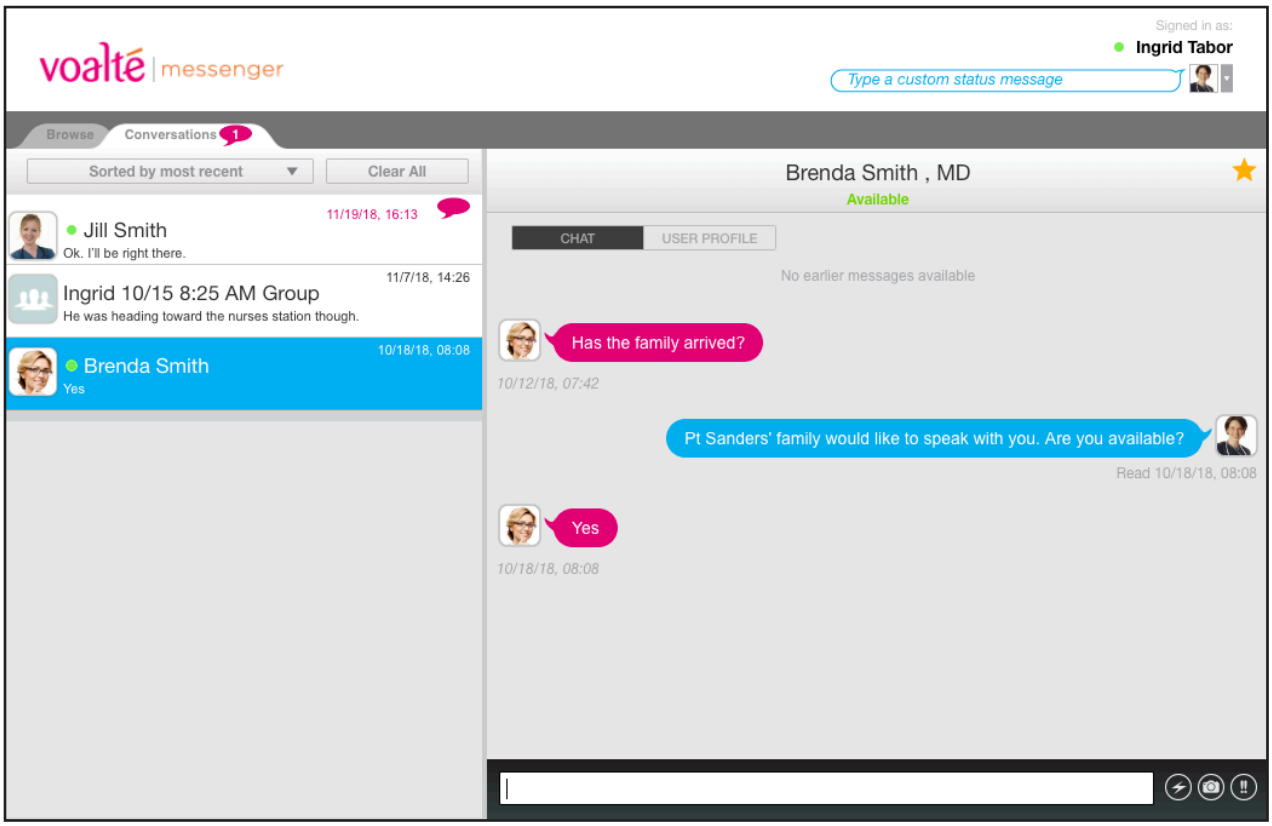
View message receipts.

When you send a message, a timestamp is added beneath the message.

When the message gets to the recipient's phone, the timestamp is updated to that time and "Delivered" is added.

Once the user reads the message, the timestamp is again updated and "Delivered" changes to "Read."

Note: Read receipts are not currently available for group messages.



Message receipts

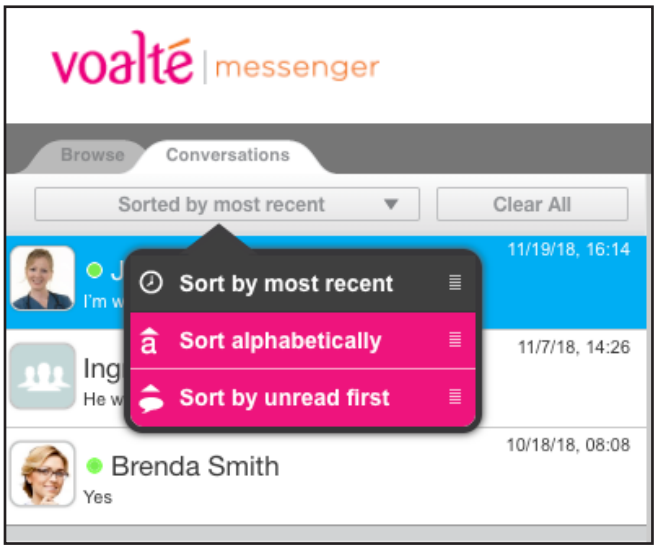
Change the sort order.

When viewing your message history, you can sort the list of users you have exchanged messages with in three ways:

- Alphabetical by name (the default order)
- Chronologically, with most recent messages listed first
- With unread messages above those you have previously read

To change the order of your conversations:

1. Click Sorted By.
2. Choose the desired order.

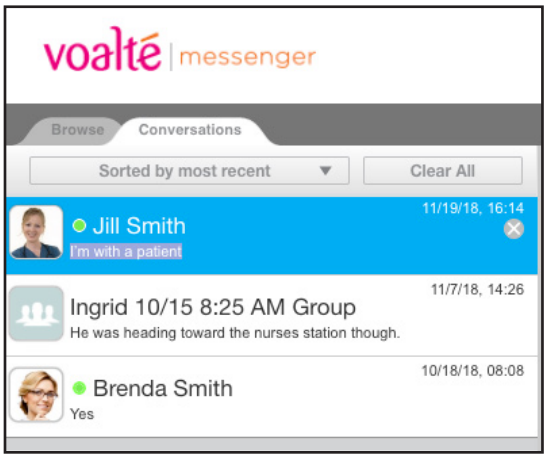


Changing the message sort order

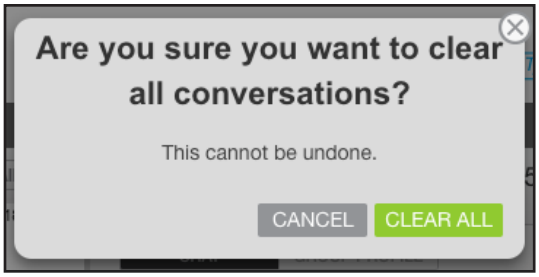
Delete message records.

You can clear your text conversations by user or delete all messages at once.

1. Click the Conversations tab to see your message history.
2. Choose what conversations you want to remove:
   - To clear a conversation with a single user, click the X that appears when you move the pointer onto the conversation.
   - To clear all conversations in your history, click Clear All.



Deleting a message



Clearing conversations confirmation

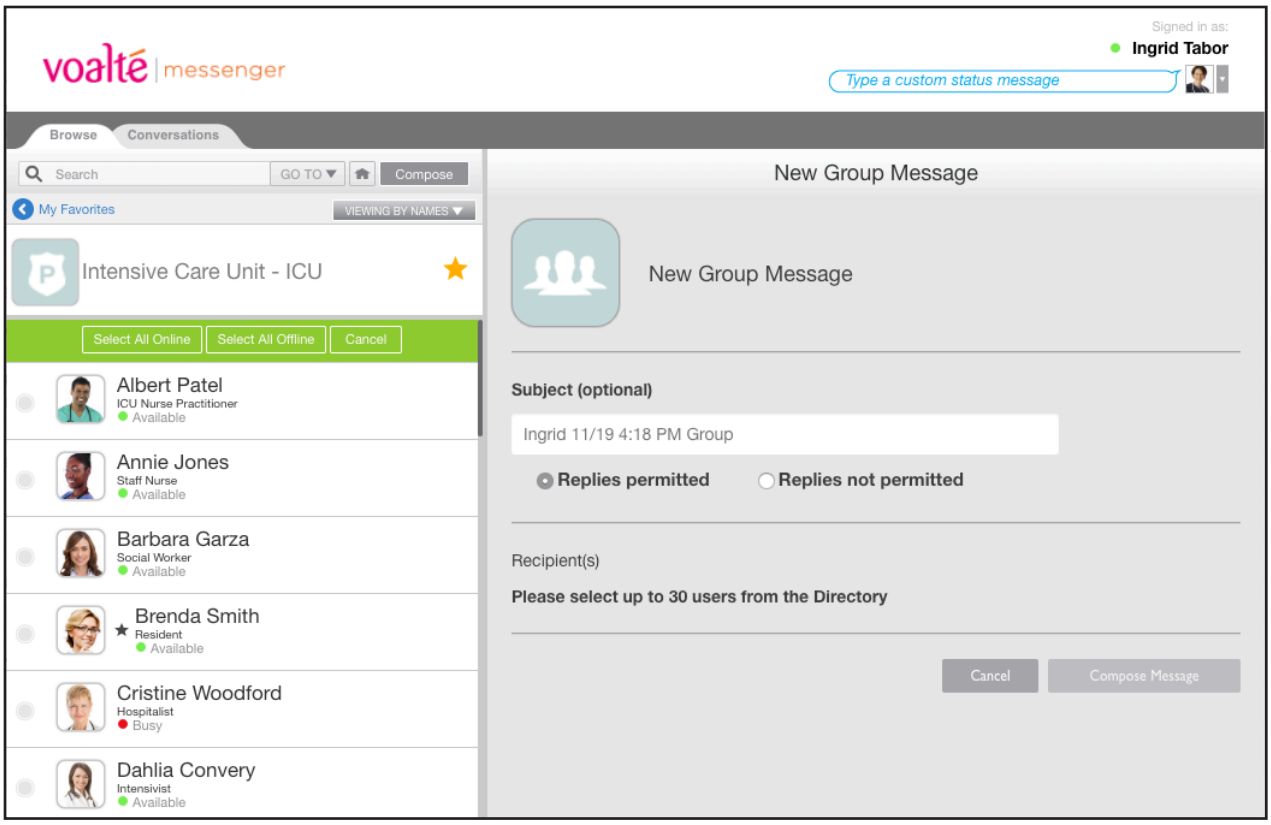
Group Messages.

You can send the same message to several users at once. To send a message to a group of users:

1. In the Directory or from your Profile page, find the department, unit, team, room or role whose users you want to send a group message.
2. Once the correct users are shown in the Directory list, click the Group Message icon (top right of the Browse tab).
3. To select recipients:
   - Choose users from the list by clicking the circle to the left of each name.
   - Depending on your shift assignment, you may be able to select everyone in a role or a room at once. Once you have located the appropriate role or room, click the gray circle to the left of the collapsed group you would like to send a group text.

   Note: If some users are listed in two groups (for example, ICU-1 and ICU-2), the group you have selected will have a checkmark beside it. The other group will be marked with a green and white circle, indicating that some but not all of those users will receive the message. If the two groups match exactly, then both will have a checkmark, even though you selected only one.
4. (Optional) Enter a subject line.
5. Choose whether to receive replies.
6. Click Compose Message.
7. Type your group message in the Message field.
8. Click Enter to send the message.

Tip: To send to many but not all of the users in your unit (or if you have Executive Group Messaging authority), use one or both of the All buttons and then remove some users from the Recipients list before sending.



Sending a group message

Notes:

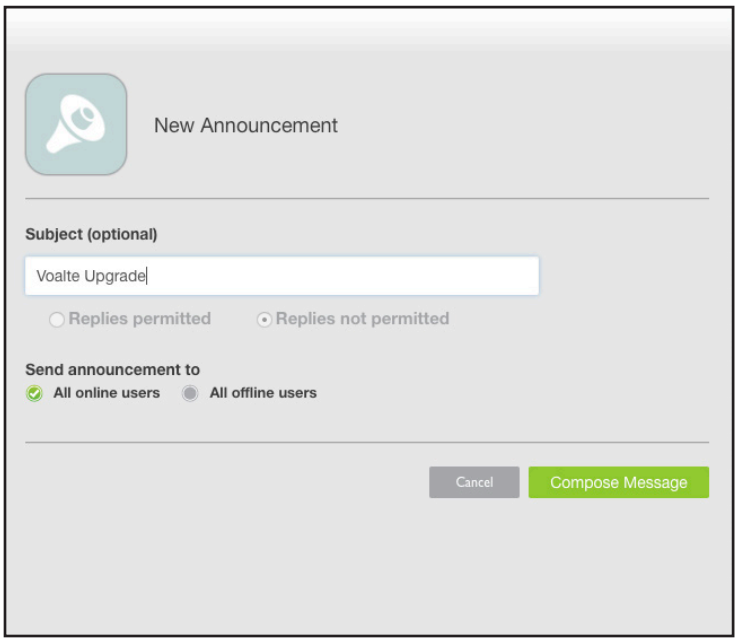
- All recipients will see all responses if you allow replies.
- If you are sending a message to more than 30 users, replies are automatically blocked.

Send an announcement.

Users in certain roles have Executive Group Messaging authority, which enables them to send a notification to everyone in Voalte Platform, system-wide. This capability works the same as group messaging.

If you have such a role you will see a Send Announcement option in the Go To menu.

Note: Replies are not permitted to this type of message.



Sending an announcement

Send a Quick Response.

If you receive a message that ends in a question mark, you are automatically given the option to choose one of three Quick Responses: Yes, OK or No. If a longer reply is needed, you can enter a message as usual.

Advanced messaging options.

You also have additional options when composing a text message. To use any of the following message options, click the corresponding icon to the right of the text field.

Send a Quick Message

Send a photograph

Send a priority message

Advanced messaging options

Quick Messages.

Quick Messages are text messages stored for reuse.

Some, called System Quick Messages, are provided by your hospital for all users or for users assigned to a specific unit.

You can also create your own Quick Messages.

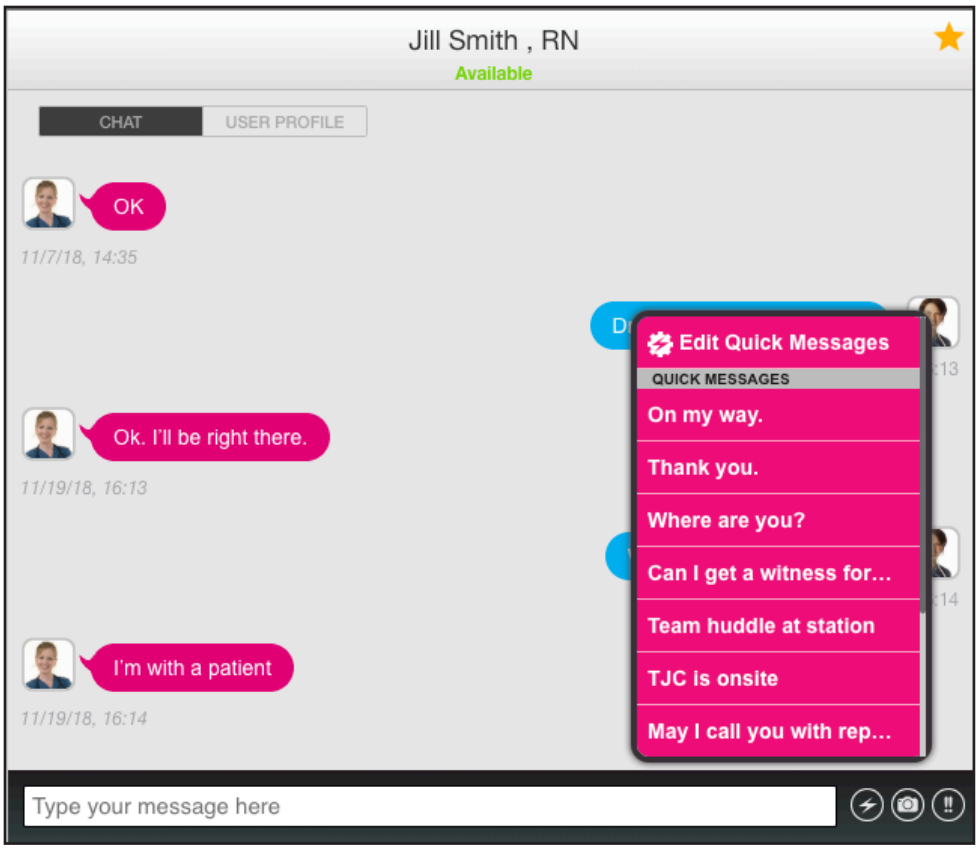
Send a Quick Message.

Quick Messages are available as soon as you begin a new message:

1. Click the icon.
2. On the Quick Messages pop-up, your own saved text snippets are listed first (My Quick Messages), followed by those provided by the hospital (System Quick Messages).
3. Click the message you want to use.

Your draft message now has the Quick Message entered in the text field.

Note: You can edit or add to the Quick Message before sending it.



Sending a quick message

Manage Quick Messages.

From the Quick Messages screen you can:

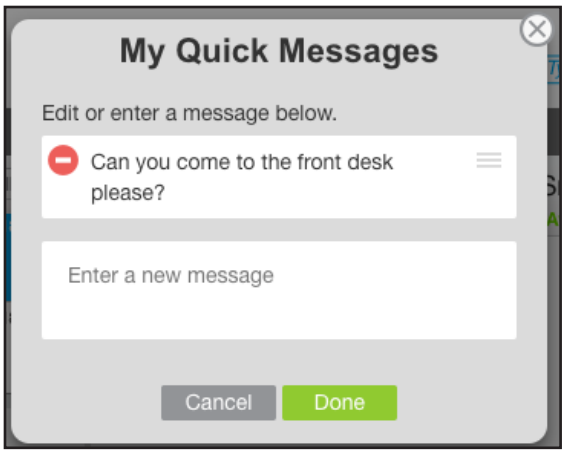
- Add new Quick Message
- Edit existing Quick Messages
- Delete Quick Messages
- Rearrange your Quick Messages

Note: System Quick Messages cannot be changed or deleted.

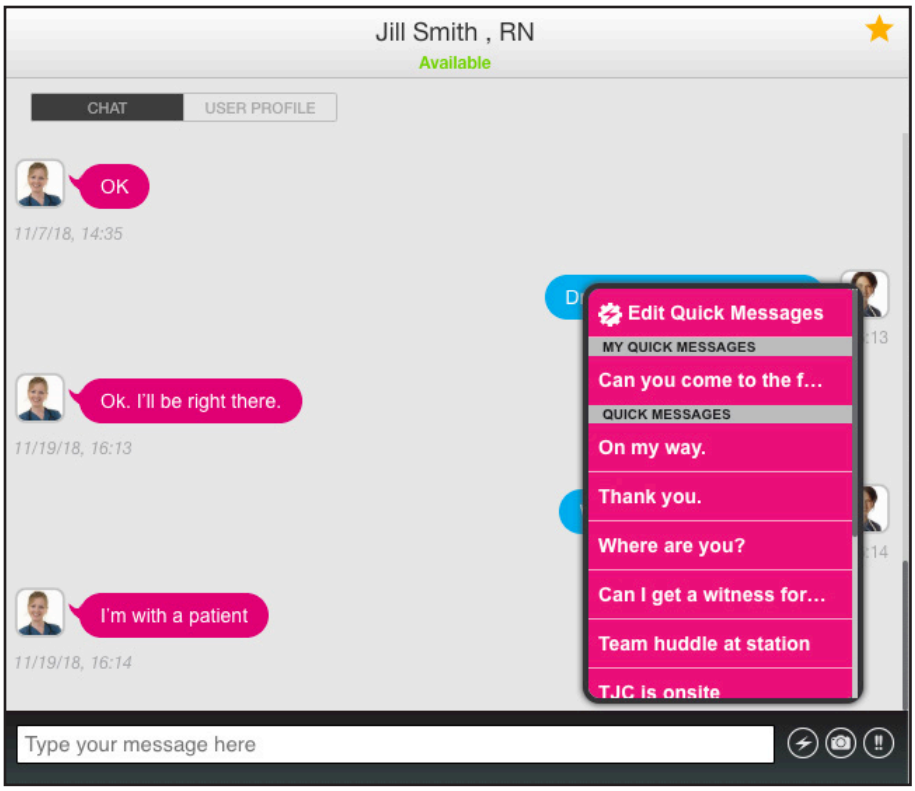
Add a new Quick Message.

1. Open the Chat window as if you were starting a new text.
2. Click the button.
3. On the Quick Messages pop-up, Click Edit Quick Messages.
4. Type your new Quick Message and click Done.

Now you can reuse this Quick Message whenever you like.



Adding a new Quick Message



My Quick Messages

Edit an existing Quick Message.

1. Open the Chat window as if you were starting a new text.
2. Click the button.
3. On the Quick Messages pop-up, click Edit Quick Messages.
4. Click in a message and change the text.
5. Click Done.

Delete a Quick Message.

1. Open the Chat window as if you were starting a new text.
2. Click the button.
3. On the Quick Messages pop-up, click Edit Quick Messages.
4. Click the red circle beside a message to delete it.
5. Click Done.

Reorder your Quick Messages.

1. Open the Chat window as if you were starting a new text.
2. Click the button.
3. On the Quick Messages pop-up, click Edit Quick Messages.
4. Place your cursor on the three horizontal bars to the right of the message you want to move.
5. Click and drag the message up or down in the list.
6. Click Done.

Send a priority message.

Unlike other text messages, priority messages are delivered to recipients even when they have set their availability to Busy.

The recipient hears a distinct tone when the message arrives, and the text message is tagged with exclamation marks.

To mark a message as high priority:

1. Open the Chat window.
2. Click the icon (bottom right).
3. Enter your message and click Send.

Note: Priority messages override users' Busy settings.

Sending a priority message

Send a photo.

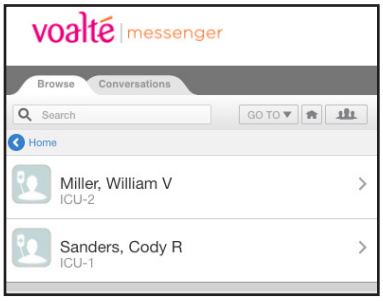
Sending a photograph is similar to sending a text message:

1. Select a recipient and open the Chat window.
2. Click the button (bottom right).
3. A file directory window opens. Choose the photo you want to send.
4. Add text to the message as needed.
5. Press Enter to send the message.

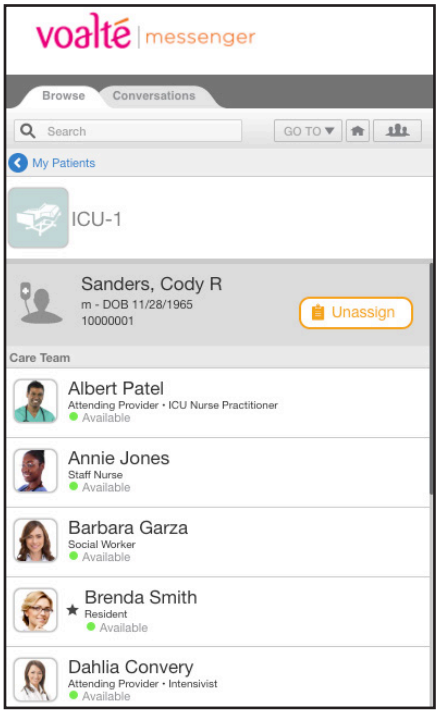
Note: The photo is saved with the message on the hospital's server.

Patients.

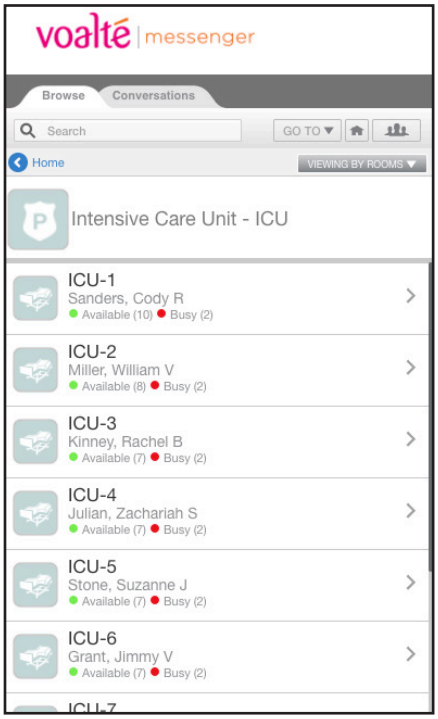
Through integration with the hospital's electronic health records (EHR) system, you can see patients and their care teams in the Directory, allowing you to contact a patient's care provider, send messages to a patient's care team and follow a patient's care throughout the hospital.



My Patients screen



Patient's care team



Patients by Room

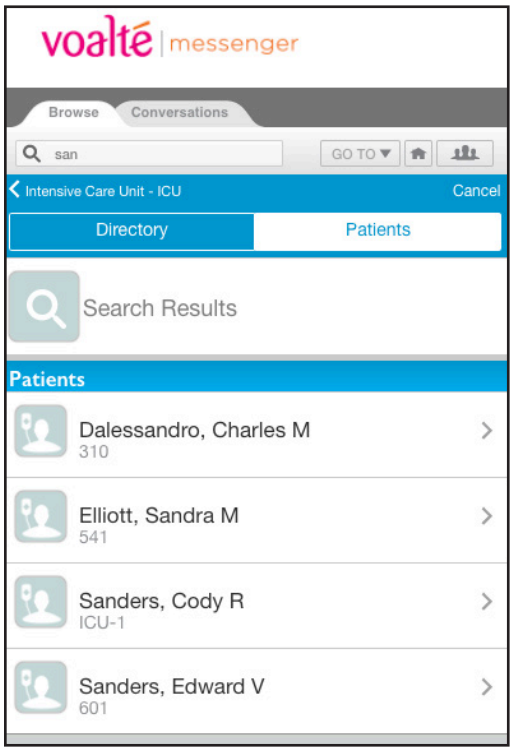
Note: Not all users will have access to patient information. Contact your system administrator for more information about roles with patient permissions.

Search for patients.

If you are assigned to a role that has permission to view patients, you can switch between searching for patients and searching the Directory.

To search for patients:

1. Begin entering the patient's name in the Search field. The Directory and Patients buttons appear.
2. Click the Patients button. A list of all matching patient names appears. The more characters you enter, the more specific the list becomes.



Searching for a patient

Assign yourself to patients.

If you have a role that allows you to assign yourself to patients, you can do so manually or automatically.

Once you are assigned to a patient, if they are transferred to a different room, you are automatically transferred with them to the new location in the Voalte Directory. The rest of patient's care team is also updated to the new location.

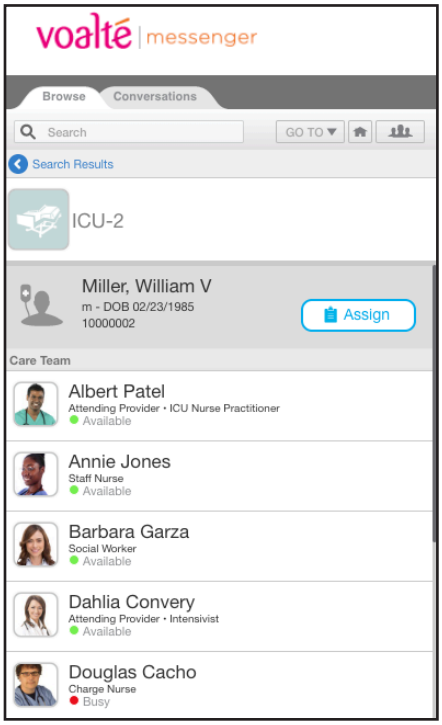
Note: Assigning yourself to a room is different from assigning yourself to a patient.

Manual assignment.

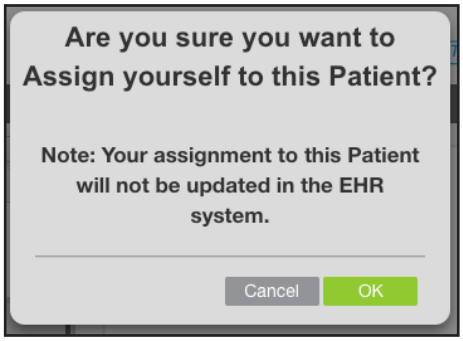
To assign yourself to a patient manually:

1. Search for the patient in the Directory or find the patient's room in the Rooms subdirectory.
2. Click the Assign button next to the patient's name. A pop-up asks you to confirm the assignment.
3. Click OK. The assignment updates, and the Unassign button appears next to the patient's name.

Once you are assigned, the patient appears in your My Patients list and on your My Profile screen. Any other users associated with the patient appear in the Care Team and/or Room Team list below the patient's name.



Assigning yourself to a patient



Confirming patient assignment

CAUTION When you manually assign yourself to patients, the EHR does not update.

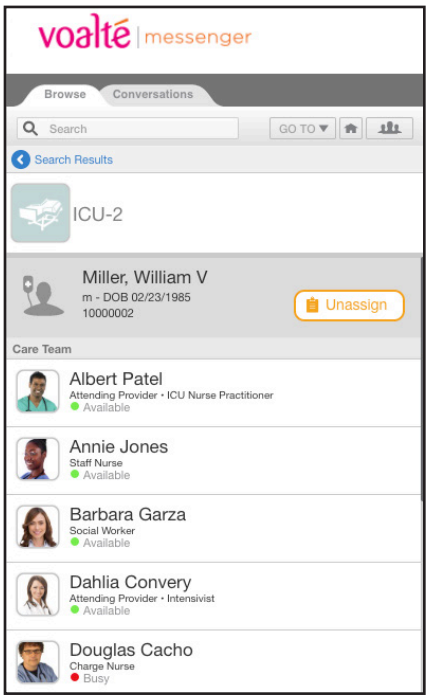
Automatic assignment.

Depending on your hospital's configuration, you may be automatically assigned to patients. Contact your system administrator for more information.

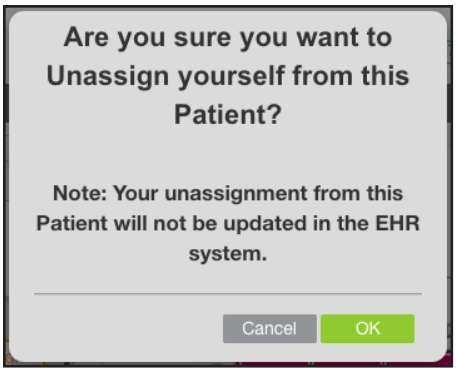
Unassign yourself from patients.

To manually unassign yourself from a patient:

1. From the Home screen, click My Patients.
2. Click the patient you want to unassign yourself from.
3. Click the Unassign button next to the patient's name. A pop-up appears asking you to confirm.
4. Click OK. You are no longer assigned to the patient, and the name is removed from your My Patients list.



Unassigning yourself from a patient

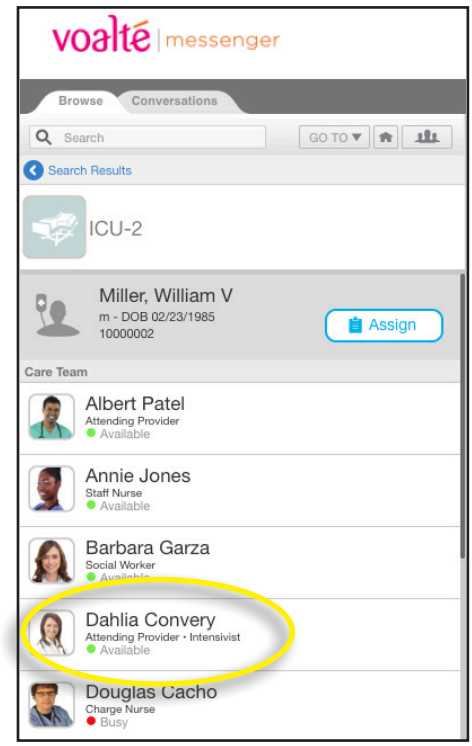


Confirming patient unassignment

View EHR roles from the Patient screen.

Depending on your hospital's setup, when viewing a patient in Voalte Messenger you can see the electronic health record (EHR) as well as Voalte Platform™ roles for users in the care team.

The EHR role listed will be in addition to the Voalte Platform roles the user selected during login. The EHR role is only visible from the patient screen and is not searchable.



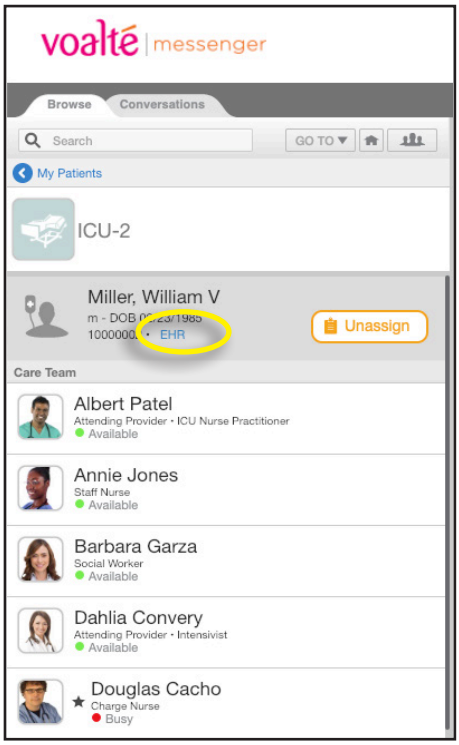
Provider with EHR role

View third-party patient information.

Depending on your hospital's setup, with Voalte Messenger you can access additional patient information from a third-party patient-centric system such as an electronic health record (EHR).

To view third-party patient information from Voalte Messenger:

1. Access the patient in Voalte Messenger.
2. Click the third-party link and select the application you would like access.



Third-party application link

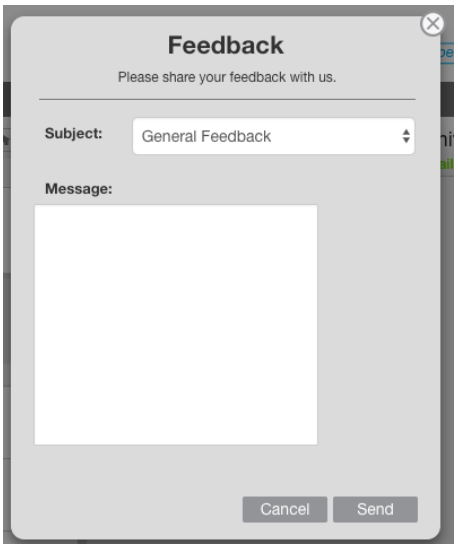
Note: Not all hospitals will have access to this feature. Contact your system administrator for more information.

Getting help and giving feedback.

Voalte welcomes your comments and is ready to provide help as needed.

To request help, from either the Profile or Go To menu:

1. Click Feedback to open a pop-up where you can send a message to the Voalte support team. This automatically opens a ticket so that Voalte can track the issue or comment and get back to you.
2. Use the Subject drop-down to choose a feedback category:
   - General Feedback
   - Feature Request
   - Report a Problem
   - Share What's on Your Mind
   - Other
3. Type your message and click Send.



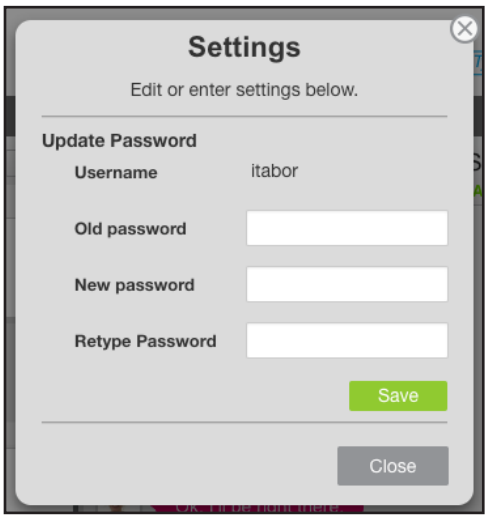
Sending a message to Voalte

Changing your password.

To change your password, in the Profile or Go To menu:

1. Click Settings.
2. Enter your existing password.
3. Enter your new password twice.
4. Click Save.

Note: Not all hospitals allow you to change your password. If yours does not and you think it's necessary, contact your internal technical support team.



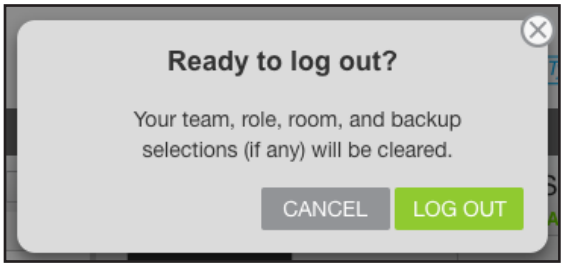
Changing your password

Logging out.

You must log out at the end of your shift. Logging out shows you as offline to other users in the Directory.

To log out at the end of your shift:

1. Click the drop-down arrow beside your photo to display the Profile menu.
2. Click the last option: Logout.
3. Click Log Out to confirm.



Log out confirmation