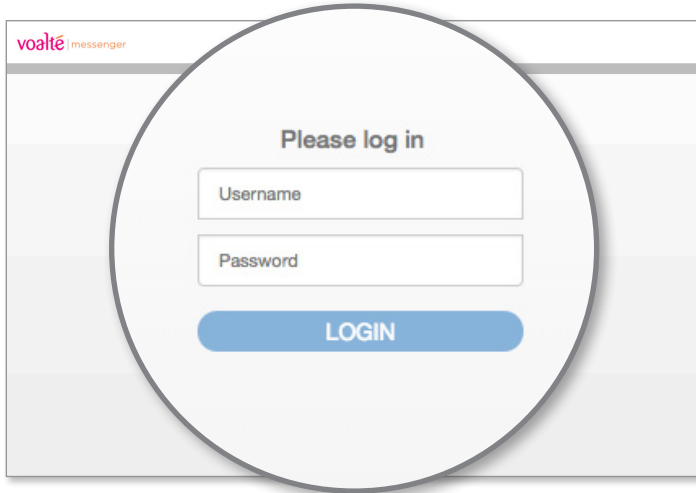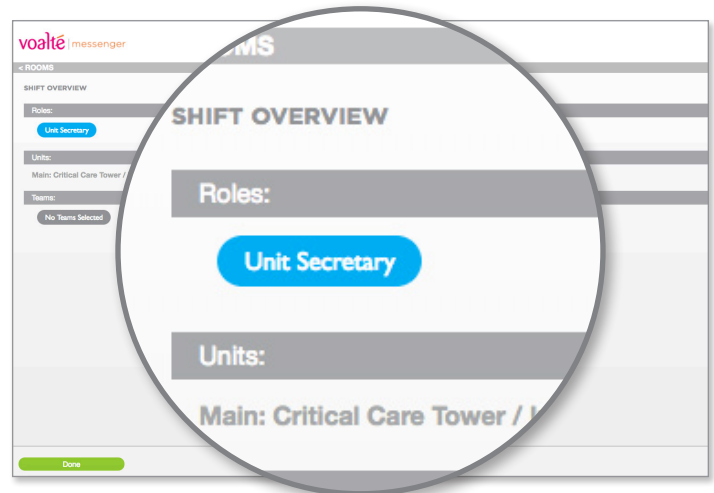# voalté | messenger

Getting started.

Use this guide to take advantage of the powerful communication and collaboration features of Voalte Messenger™.
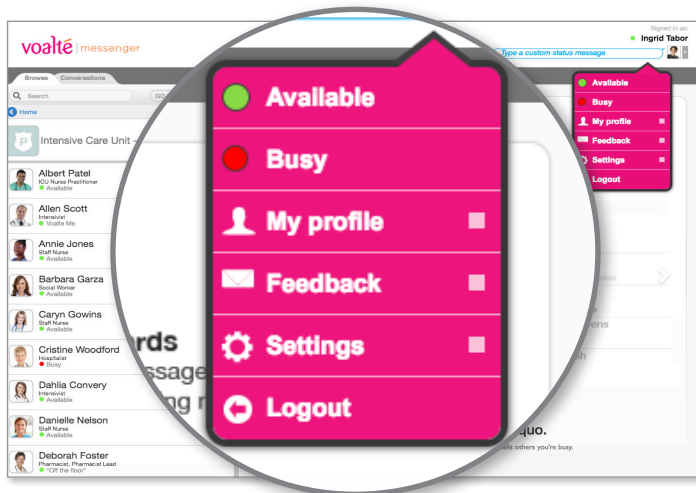

1. Log in.
- Open the Voalte Messenger web page.
- Enter your Voalte username and password.
- Click Login.

2. Select today's role and location.
- Select the job function you will perform on this shift.
- Select the location where you are working today.
- Others can find you in the Directory by role or location.
- Role selection is not available if you have only one role.

3. View profile menu.
- Add a status message to let others know what you are doing.
- Indicate whether you are available or busy.
- View and edit your shift (profile) information.
- Share feedback with Voalte.
- Access your settings.
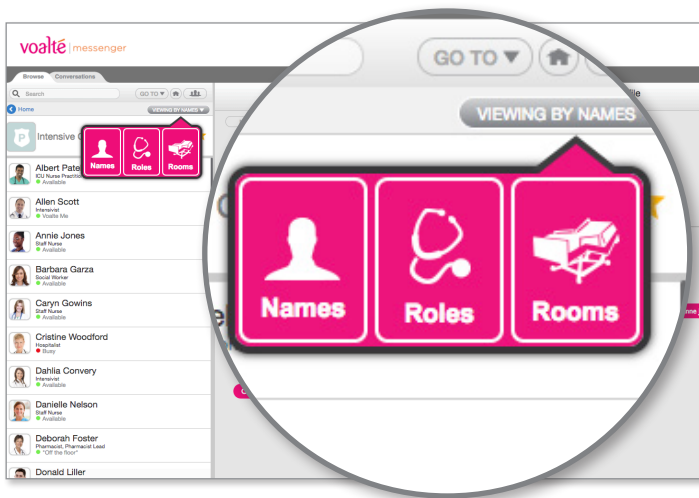- Log out at the end of your shift.
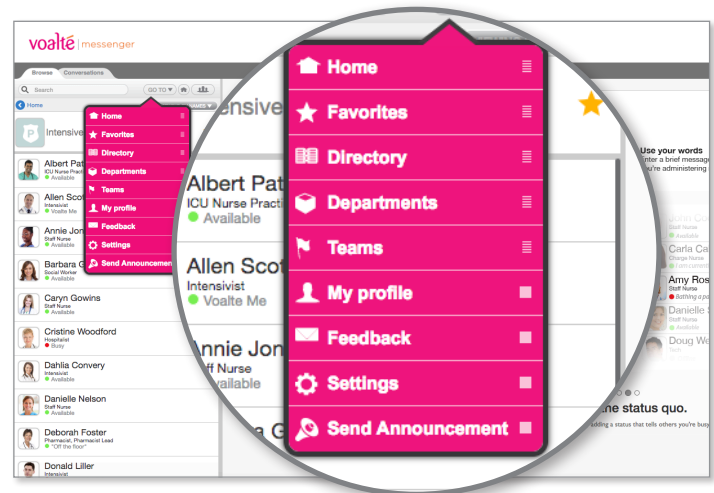
4. Browse lists of users.
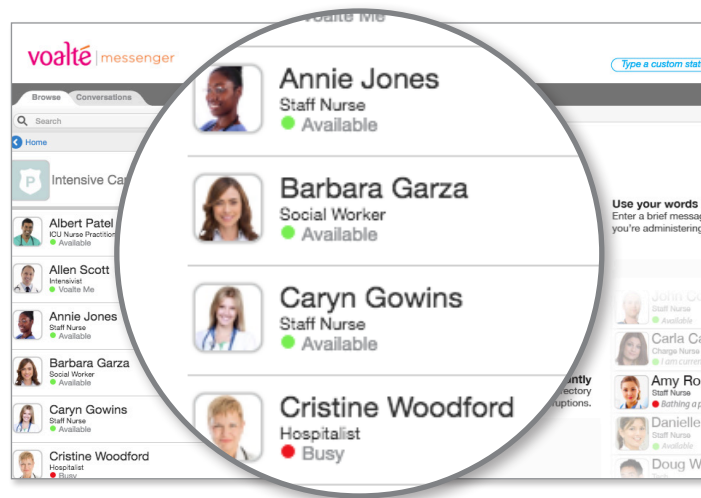From the Browse tab, click the Go To drop-down to:
- Navigate to your Home Directory view.
- View users in your Favorites list.
- View the main Directory.
- Choose from a list of the hospital's departments or teams.

voalté | messenger
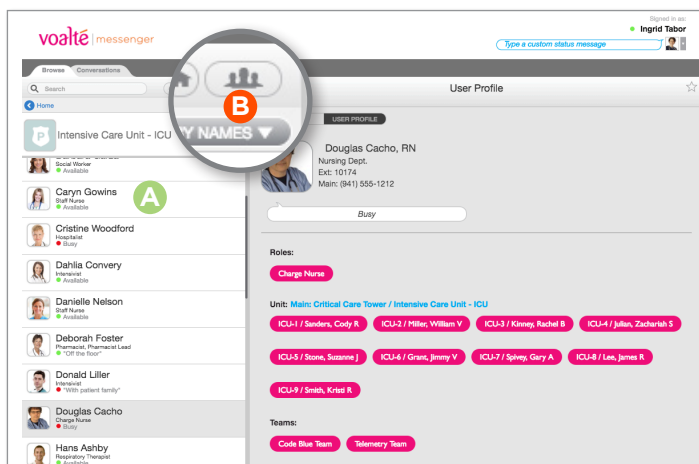
5. View the Directory.

- Names: View by name.
- Roles: See everyone in a particular role.
- Rooms: See everyone assigned to a given room.

6. View users' status.

See user status at a glance:

- 🟢 Available
- ⚪ Available but idle
- ⚫ Offline
- 🔴 Busy
- ⭕ Busy but idle

7. Find and chat with Voalte users.

- Search for a user.
- Hold the pointer over a name to view user's extension. Ⓐ
- Single-click to view the user's profile.
- Double-click to start a text message.
- Click the Group Message icon to send a text to multiple recipients. Ⓑ

8. View and assign yourself to patients.*

- Search for the patient by name or view by room.
- View the care and room teams for the patient.
- Tap the Assign button next to a patient to manually assign yourself to the patient.
- Tap OK. Once assigned, the patient appears in My Patients.

*Not available for all users.

voalté

voalté messenger

TriHealth

1. Log in.
- Open the Voalte Messenger web page.
- Enter your Epic username and password.
- Click Login.

Please log in

Epic ID

Epic Password

Log in
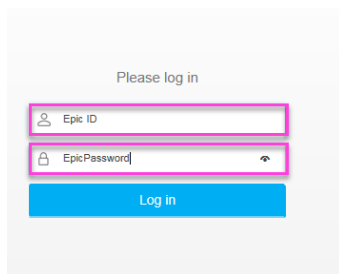
2. Select today's role and location.

1. Select the Role you will perform on this shift (**Role selection is not available if you have only one role.**)
2. Select the location where you are working today (i.e. unit or practice).
3. Select any specific rooms you are assigned to.
4. Select the green **DONE** icon at the bottom of the screen to complete your assignment.

1. SELECT AVAILABLE ROLES
- Clinical Informatics Consultant
- Nurse

2. SELECT UNITS
- Add Units

FACILITY
- Bethesda Arrow Springs
- Bethesda Butler
- Bethesda North
- Good Samaritan
- Good Samaritan Western Ridge
- McCullough-Hyde Memorial
- Trihealth Ambulatory Services
- Trihealth Evendale
- Trihealth Institutes

3. SELECT ROOMS

No Rooms

BTLR ICU

1101   1102   1103

Continue

4. SHIFT OVERVIEW

Roles:
Nurse

Units:
Bethesda Butler / BTLR ICU

Teams:
No Teams Selected

Done

3. View profile menu in the upper right hand corner.
- Add a status message to let others know what you are doing.
- Indicate whether you are available or busy.
- View and edit your shift (profile) information.
- Share feedback with Voalte.
- Access your settings.

Signed in as:
Jennifer Todd

Type a custom status message

- Available
- Busy
- My profile
- Feedback
- Settings
- Logout

our words
brief message to clearly communica
administering meds or bathing a pat

4. Browse lists of users.

Use the search bar in the upper left corner **OR**
From the Browse tab, click the Go To drop-down to:
- Navigate to your Home Directory view.
- View users in your Favorites list.
- View the main Directory.
- Choose from a list of the hospital's departments or teams.

voalté messenger

Browse   Conversations

Search   GO TO

Main Directory

My Favorite

MY UNITS

Clinical Info

BTLR ICU

- Home
- Favorites
- Directory
- Teams
- My profile
- Feedback
- Settings

5. View the Directory.
- Names: View by name.
- Roles: See everyone in a particular role.
- Rooms: See everyone assigned to a given room.

Browse   Conversations

Search   GO TO

Home   VIEWING BY NAMES

BTLR ICU

Names   Roles   Rooms

Jennifer To
Nurse
Busy

Jessica Hale
PCA
Available

Matthew Broderick
Hospitalist
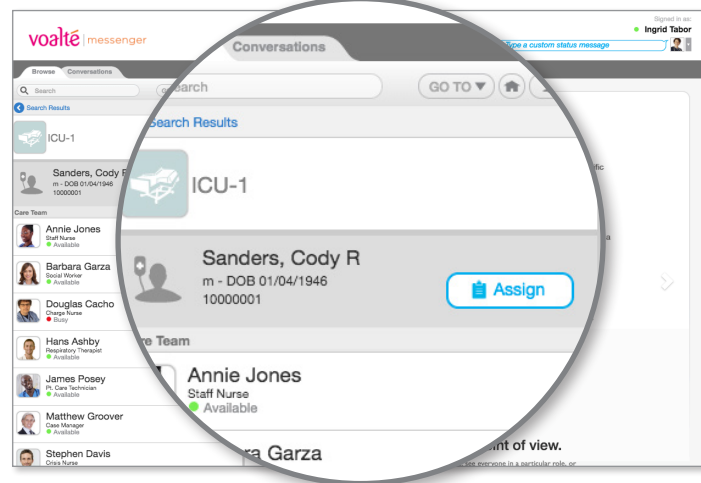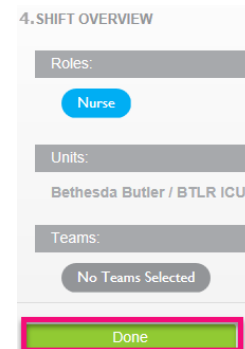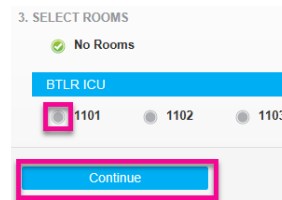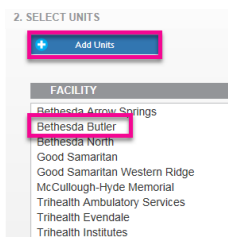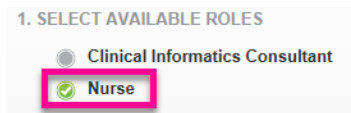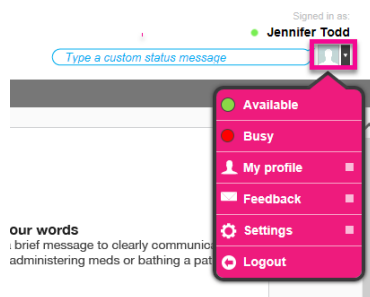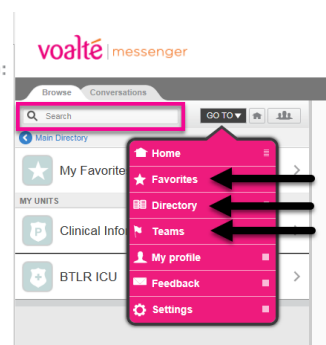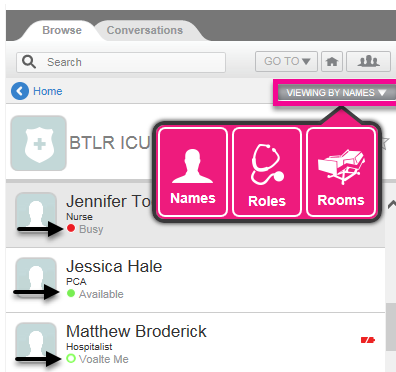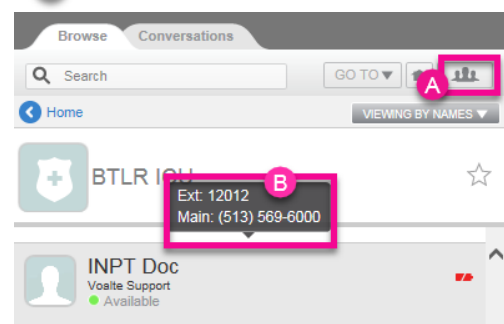Voalte Me

6. View users' status.

See user status at a glance:
- Available
- Available but idle
- Offline
- Busy
- Busy but idle

7. Find and chat with Voalte users.
- Search for a user.
- Hold the pointer over a name to view user's extension. (A)
- Single-click to view the user's profile.
- Double-click to start a text message.
- Click the Group Message icon to send a text to multiple recipients. (B)

Browse   Conversations

Search   GO TO   (A)

Home   VIEWING BY NAMES

BTLR ICU   (B)

Ext: 12012
Main: (513) 569-6000

INPT Doc
Voalte Support
Available

Patient orders CANNOT be accepted through any Voalte Platform!!!

Voalte Usage Guidelines

Voalte is a communication tool that allows for HIPAA-compliant text messaging, photos and calls. This new Communication platform will replace Doc Halo for TriHealth users. Voalte also allows for physicians to provide access for their administrative office staff for day-to-day operational needs. Keep in mind that any communications that lead to action with a patient's care need to be documented in the patient's Electronic Medical Record (EMR).

Voalte is intended for clinical and business communications. All communications should be professional in nature and tone. Listed below are a few important guidelines on how to utilize the tool effectively and efficiently.

- The patients clinical condition will determine the appropriate mode of communication
  - **Text** = Situation requires response within 1 hour
  - **Priority Text** = Situation requires response within 15 minutes
  - **Call** = Situation requires immediate response
- IMPORTANT - Patient orders cannot be sent or received via Voalte
- All Texts, Priority Texts, & Group Messages regarding patient clinical status **MUST** begin with Name and DOB; include room number for inpatients. (Use SBAR Communication Quick Message Template)
- Check the recipient's status – Are they Available? Busy? Offline?

See user status at a glance:
- Available.
- Available but idle.
- Busy but idle.
- Busy.
- Offline.

- Personal & social text messaging norms do not apply to clinical communication – DO NOT use Emoticons & GIF Communications
- All Voalte messages are archived in the system if they need to be retrieved at a later date.
- Avoid Non-Value Added Communication (e.g. "Thanks", "Got it", etc.) – A receipt of messages can be validated on the Voalte application

Utilize "Quick Messages" in Voalte to standardize messages, ensuring that providers get all the information they need in one message. Examples of system wide quick messages are:

- "New Consult Notification" – This template captures all the required information for notification of a new consult.
- "SBAR Communication" – To be utilized when communicating clinical information.

If you need assistance with Voalte - Call the I.S. Support Center at 569-5100