Vocera Secure Texting 2.1 FAQ

General Description	
Q.	**What is Vocera Secure Texting?**
A.	Vocera Secure Texting (VST) combines convenience with privacy by providing a secure, easy to use, HIPAA-compliant alternative to SMS as well as basic Voice capabilities to allow communication and collaboration between physicians and care teams.
General Questions	
Q	**Is VST part of a comprehensive platform for clinical communication and workflows?**
A	VST is a key component of the Vocera Platform, a "single source" for secure messaging, voice, interoperability with the majority of systems used in hospitals today using proprietary or 3rd party middleware, and advanced alarm management.
Q	**Does VST seamlessly work with the Vocera Collaboration Suite?**
A	Yes, VST seamlessly works with the Vocera Collaboration Suite to enable communication both inside and outside the hospital. As part of the Vocera Platform, alerts and alarms are prioritized and escalated and paired with patient context allowing Vocera Collaboration Suite (VCS) to provide actionable information to the care team. VCS users are able to reference the comprehensive patient information when contacting outside care team members using VST.
Q	**Can VST be deployed on customers' device of choice?**
A	Yes, VST can be deployed on a customer's device of choice, giving them flexibility based on workflows including smartphones and desktops.

Q. Does VST have defense grade security?

A. Yes, Vocera goes beyond simply enabling HIPAA-compliant communication by leading the market in meeting and exceeding security and compliance standards ensuring sensitive patient health information is protected. Our certifications, audits, and validations such as Authority to Operate (ATO), SOC2, Joint Interoperability Test Command (JITC), DoD Information Assurance Certification and Accreditation Process (DIACAP), or Federal Information Processing Standard (FIPS 140-2) enable Vocera to conduct business with the US Government and Department of Defense.

Q. How is VST supported? Are clinical needs assessed prior to deployment?

A. Vocera provides proven, trusted clinical assessment of communication needs, deployment and support in 1400 healthcare institutions around the world.

Q. Can Vocera Secure Texting users call the badge?

A. Yes. VST users can contact Vocera Badge users.

Q. Can Vocera Secure Texting users send a text to a badge?

A. Yes. Secure text messages can be exchanged between the Vocera Badge and VST enabled smartphones.

Q. Can a Vocera Badge user send a text message to a VST user?

A. With a voice-only deployment and VST 2.1, a badge user can have both a voice profile and a VST profile that can be merged together. This allows the badge user to receive texts on their badge and respond or send new messages from the VST web console.

With a voice and VMP deployment and VST 2.1, a Badge user could send a VST user a message from the VCS web console and the VST user response would be received on their Badge and be accessible in the VCS web console.

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Q. Can a Vocera Badge or VCS user call a VST user?

A. No. Calls can be received from VST users, but not initiated to VST users by a Badge or VCS user.

Q. Can Vocera Secure Texting users call a VCS user?

A. Yes with VST 2.1 and VMP 5.2.

Q. Can Vocera Secure Texting users send text messages to Vocera Collaboration Suite?

A. Yes with VST 2.1 and VMP 5.2.

Q. Are Vocera Secure Text Messages traceable?

A. Yes. Text messages are fully traceable and show delivery confirmations.

Q. What security policies and procedures are in place?

A. Both Collaboration Suite and Secure Texting follow best practices to protect user data. At a high level this means that all data is encrypted "at rest" (inside the server or device) and "in transit" (when it is being transmitted between devices).
Customers will have different policies and guidelines as to the type of data and to whom it can be transmitted using the VST or VCS solution. Users are advised to follow those recommendations.

Q. How long are messages stored?

A. Messages are deleted after a defined period of time on the device. All the data is stored on the VST server. Customers can request data to be wiped at a specific age through our Consumer Support team.

Q. How can I obtain Vocera Secure Texting?

A. You can get access the Vocera Secure Texting (VST) app by going to the below link and completing the registration form. After completion of this form you will receive instructions on how to register and how to install the application within 2-business days.

http://www.lifebridgehealth.org/main/SecureTextSignup.aspx

Q. Can my office staff/PA's/MA's/RN's get it too?

A. Yes, your office staff is eligible to utilize the app. They must complete a registration form via the online link listed below: After completion of this form you will receive instructions on how to register and how to install the application within 2-business days.

http://www.lifebridgehealth.org/main/SecureTextSignup.aspx

Q. Am I required to use my personal cell phone?

A. No, if you have been approved for a corporate device by the Sr. VP of your department / division, you can use that device. Otherwise, you can use your personal cell phone if you choose. Or, you can use the web-portal version of the Vocera Secure Texting App found here: https://texting.vocera.com/web/

Q. Is there a web-based portal to send/receive texts so I don't have to use my personal phone?

A. Yes, this application supports a web based portal found here: https://texting.vocera.com/web/

Q. How do I text someone using VST if they don't have it installed on their end?

A. You would text them using your VST application (the app allows you to use your personal contact list that resides on your device) and the user will receive a secure link to sign into that gives them access to read, view and reply back to your VST text.

Q. What if I'm not on call and don't want to be bothered (or responsible) for the texts received?

A. That would be solely at the discretion of the manager, division chief or department head. However the application does have a feature that will allow you to put yourself in an unavailable status/logout status.

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Q. Are the texts recorded?

A. You may select the amount of time you would like text messages retained on your device. Once that timeframe has expired all text messages are archived for 3 years by the vendor and can be retrieved upon request to the LBH Telecommunications Department.

Q. Are the texts part of the official legal-medical record?

A. No

Q. Can I do group texts to send announcements to an entire group?

A. Yes, if you have an all sender permission level you are able to text to entire groups. Please see you direct manager to request this access.

Q. Who do I call if I need help setting it up?

A. You may contact the Telecommunications Department at the following numbers for technical assistance by putting in a Cherwell Help Desk ticket using the following link:

https://lbhservicedesk.cherwellondemand.com/CherwellPortal/lifebridge

Q. Is it supported on Android? On iOS?

A. The app is supported on iOS and Android only.

Q. How am I notified that a new text is waiting for me?

A. You control the notification method via the settings tab within the application. The app gives you a choice of both audible and visual notifications. There are 16 audible notifications to select from within the application.

Q. What are some features of the app? (Read confirmation, etc.)

A. HIPPA –compliant text messaging, fully auditable communication trail, directory of hospital provided contacts, ability to call or text Vocera users inside the hospital.

Q Is this app secure and HIPPA compliant?

A. Yes, the app is secure and HIPPA complaint.