TriHealth

voalté

2022 Voalte Communication Update

Listed below are a few important updates related to communication in Voalte going live January 12th, 2022.

The patient's clinical condition will determine the appropriate mode of communication.

    i.   **Call** = Situation requires immediate response within 5 minutes or less

    ii.   **Priority Text** = Situation requires response within 15 minutes

    iii.   **Text** = Situation requires response within 1 hour/ routine message

        *****DO NOT TEXT if a response is needed within 5 minutes******
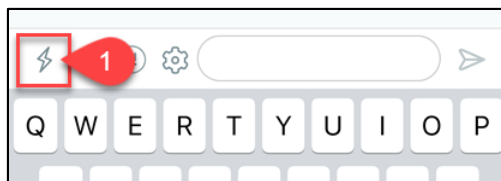
Use SBAR for all Voalte Communications

Voalte has a Quick Message for *SBAR Inpatient Communication*. This includes Room #/ Unit, Patient Name, DOB, Situation, Background, Assessment, Recommendation, and Call back Number.
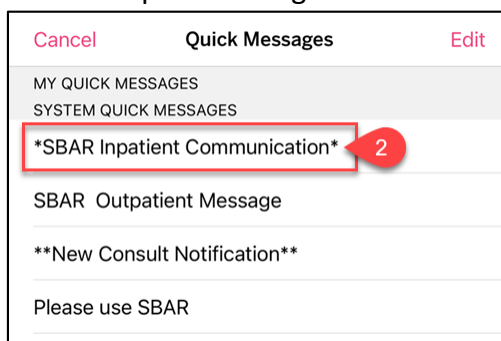
Accessing Quick Messages:

Open a text message in Voalte.

    1.   Select the lightning bolt icon to the left.

> *SBAR Inpatient Communication*
> Room#/Unit: 4201/4t2
> Pt Name: John Doe
> DOB: 01/01/1801
> S: Mr Doe is Afib on the monitor and complaining of shortness of breath.
> B: He was admitted 2 days ago for a hip replacement. Pulse is 130. BP 128/54. O2 92%
> A: New onset Afib
> R: Evaluate patient and consider a cardiology consult.
> Callback #: 13130
>
> Sent 2:06 PM

    2.   Select the quick message labeled "SBAR Inpatient Message"

    3.   Complete the SBAR template, be succinct and Send.
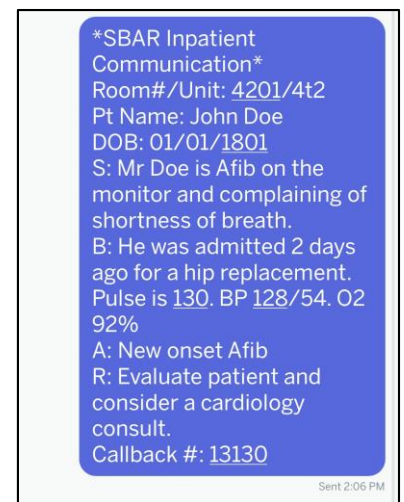
Also going live January 12th, 2022 the Unread Message Reminder for non-urgent AND priority texts will move from a 1 minute reminder to a 5 min reminder.