

Introduction

The new **MGH ED Notification Application** will alert users with unique tones for when:

- (1) an **Adult** patient is sent to **Acute** (note: if the **purple** sepsis flag appears at Triage, the notification will be '**Sepsis patient Acute**' and there will be a unique sepsis ringtone), or
- (2) a **Pediatric** patient is sent to **Acute**, and
- (3) when the **team/bay** has been assigned in **Acute** for the new patient.

The new application will also be used when a patient with a **purple** sepsis flag is sent from Triage to Urgent; this '**Sepsis patient Urgent**' alert will have the same ringtone as the '**Sepsis patient Acute**' alert.

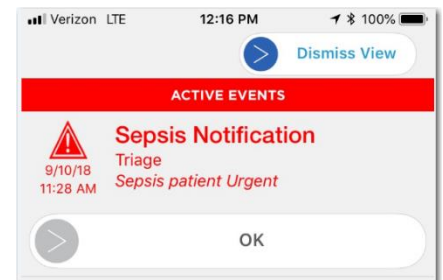
You must be using a phone (versus web client) to receive and hear these alerts. These alerts are replacing overhead paging – **there will no longer be overhead paging to inform staff of Acute patients.**

Logging In & Receiving Notifications

❖ Who?

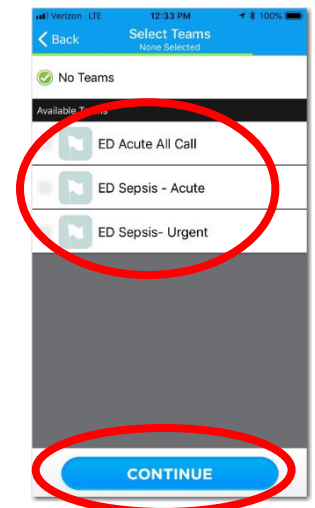
Anyone who needs to hear notifications of an Incoming Adult, Incoming Pedi, or Sepsis patient to Acute:

- Acute EM Physicians and Physician Assistants
- Acute Nurses, including T Nurse
- Acute Coordinators (*will now have handheld devices at desks)
- Charge Coordinator
- Support Services Team Leader
- Resource Nurse
- ED Pharmacist
- Pediatrics EM Attending and T-RN (*should sign into ED All Call team only since don't need Sepsis alerts)



Anyone who needs to hear notifications of a Sepsis patient to Urgent:

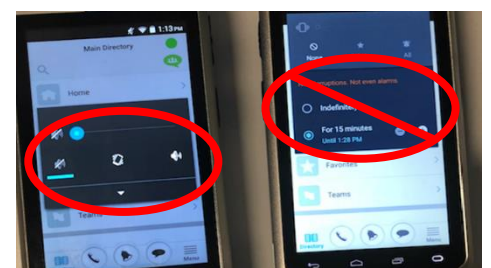
- Urgent EM Physicians and Physician Assistants
- Urgent Nurses, including T Nurse
- Resource RN
- ED Pharmacist



❖ How?

If you need to hear the Acute alerts, you must be logged into the 'ED Acute All Call' and 'ED Sepsis – Acute' teams.
If you need to hear the Sepsis patient to Urgent alert, you must be logged into the 'ED Sepsis – Urgent' team.

1. **Log in** to **Voalté One** as you normally would
2. Under '**Team**', choose the appropriate team(s)
3. Select **Continue**
4. Anyone logged into the All-Call App must have the **volume on** to hear the notifications
 - a. **Every time** you log in to a Voalté device, check that your **volume is up and never disable alarms**
 - b. Use the **side buttons** on the device to adjust volume
 - c. If a previous user on your device disables alarms you will not hear them
 - d. **Never** adjust the alarm timer or set to indefinitely.



Sending a Notification

❖ Who?

- Triage RNs
 - 'Incoming Adult', 'Incoming Pedi', 'Sepsis patient Acute', 'Sepsis patient Urgent'
- Acute T-RNs
 - Team and Bay
- Acute Coordinators
 - Team and Bay (as requested by Acute T-RN)


❖ How?

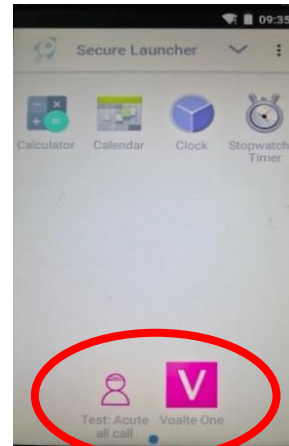
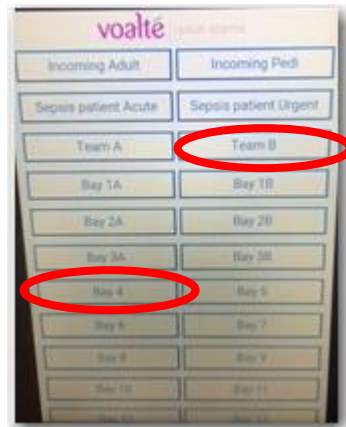
Triage Nurses:

1. Open the **MGH ED Notification App** via **Partners Apps** on your desktop
2. Select the appropriate alert (**Incoming Adult**, **Incoming Pedi**, **Sepsis Patient Acute**, or **Sepsis Patient Urgent**)
3. Select **Confirm**



Acute T RNs:

1. You will see two Voalté icons side by side on devices now. The right icon is the **Voalté One** messaging system we have been using.
2. The left icon is the new **MGH ED Notification App**.
3. Both applications should be open and running and the user will switch between each as needed by selecting the .
4. Within the **Notification App**, you will see a **two-column view**.
 Select the appropriate **Team** and **Bay Number**
 Select **Confirm**



Acute Coordinators:

1. Open the **MGH ED Notification App** via your **Partners Apps** on your desktop
2. Select the appropriate **Team** and **Bay Number** as requested by the Acute T-RN
3. Select **Confirm**



What if the App Isn't Working?

The **MGH ED Notification Apps** run separately from the **Voalté One App**.

If you are unable to send to the **MGH ED Notification App**:

1. **Overhead Page** the information staff need to know.
2. **Enter a HelpDesk ticket**, being sure to emphasize the issue is with the **MGH ED Notification App**.
 - a. Once you received an email confirming your ticket has been received, please forward that email to John Texeira (jtexeira@partners.org).
3. Continue to Use **Voalté One** as normal for other messaging.