

MGH Department of Surgery Voalte Me Communication

The Department of Surgery will be expanding the Voalte Me application to incoming interns to enhance communication between nurses and responding clinicians.

Paging will continue to be the primary method of communication.

Please continue to page the responding clinicians with each initial question. The change from the current process will be that some residents may respond by sending you a Voalte message as a supplemental communication method. Voalte should not be used as the initial method of contact to prevent delays in care or missed communications.

Most surgical residents have been onboarded to Voalte.

Due to the success of the pilot, the use of the Voalte me app has been expanded to most incoming interns. There are responding clinicians, including some rotating residents and NPs, that will not have Voalte. For this reason, it is essential paging continue to be the primary method of contact for surgical patients.

Surgical residents will sign off Voalte after each conversation. Please page for additional communications.

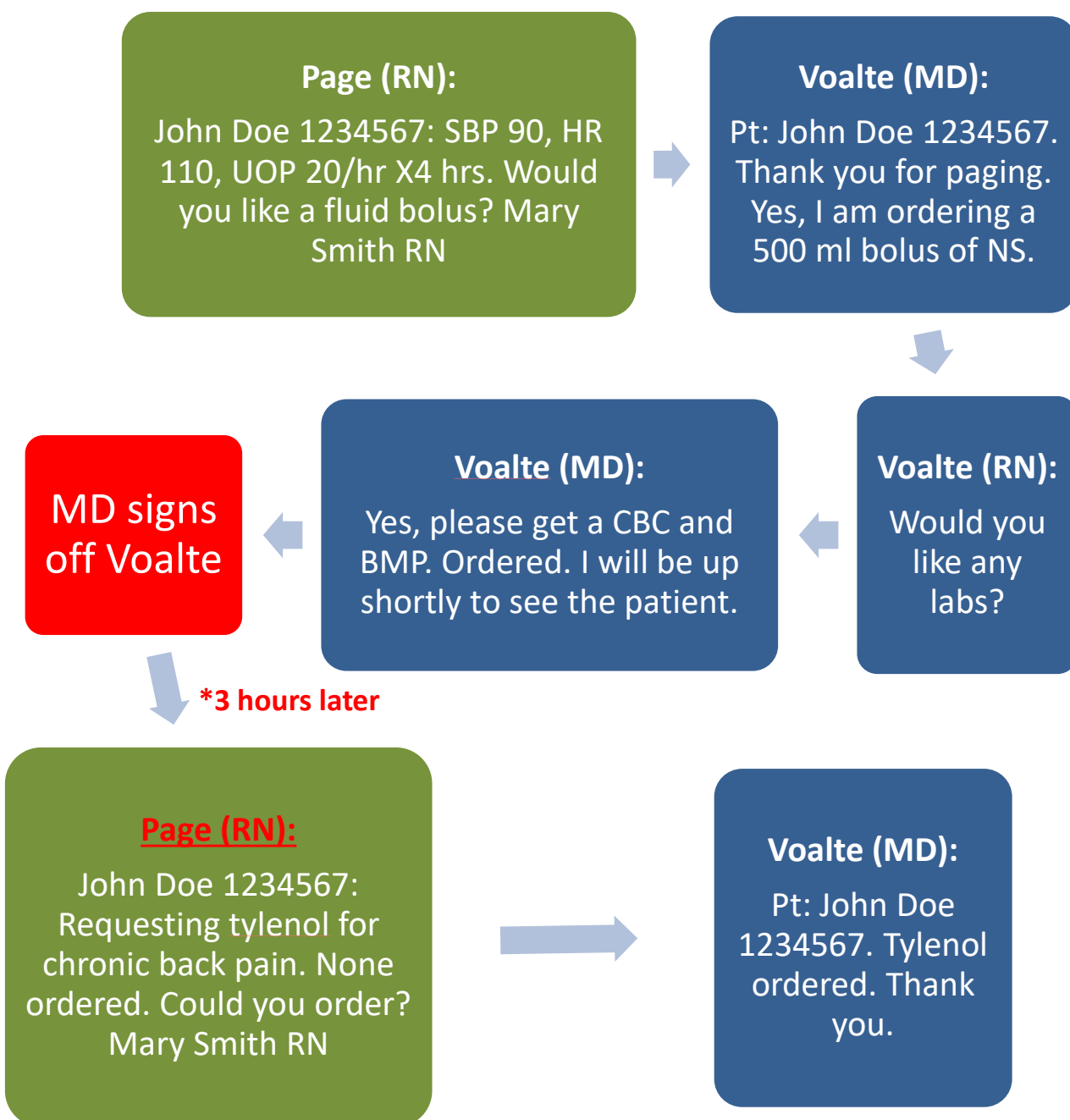
Because of the work flow of a surgical resident and procedures - after a conversation via Voalte between the resident and nurse, the surgical resident will sign off Voalte. When an additional patient care communication is needed for the same patient or a different patient, please page the resident to start a new conversation or deliver additional information. Please do not Voalte the resident if they are signed off or marked as unavailable. This is very important as this communication will be missed by the surgical resident.

Please page if you do not get a response or needed information via Voalte.

If you have sent a message via Voalte to a resident and do not get a response or needed information, please page the resident to prevent delays in care. We specifically want paging to be the safety net for communications.

Communication Workflow Example

Below is an example of a communication workflow with paging as the primary method followed by Voalte.



★ Note: new communication requires page contact again.