

# Voalte Messenger

You may be receiving secure messages from hospital staff to your Voalte Me app

- Messages from hospital staff should be responded to by a [phone call](#)
- Hospital staff will only see your message if they are logged into Voalte Messenger on the computer
- Hospital staff **do not** have the Voalte Me app to receive messages back to their phones
  - *Urgent messages will be missed*

**IMPORTANT! - Sending or receiving orders through Voalte is prohibited by Lee Health**

# Provider Support

For hardware and software issues, please contact the Information Systems Help Desk at 343-7900, option 2.

Floor Support Hours (8 a.m. - 4:30 p.m.)  
After hours - call the Help Desk

Facility	Physician Liaison	Floor Support
Cape	343-7401	343-7442
Lee Memorial	343-1917	343-7440
Gulf Coast	343-0008	343-7443
HealthPark	343-7462	343-7441
Help Desk	343-7900	343-7900

For directory or contact list related issues and concerns:

Casey Hardin 239-343-7787 casey.hardin@leehealth.org	Tara Coyle 239-343-7826 tara.coyle@leehealth.org
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# Availability Status

Once logged in, you will receive notifications for any messages received while you were logged out or out of service area

- **Available - Logged in** - App is active or open
- **Available but Inactive - Logged in** - App is closed or out of service area
  - You will receive phone calls, text alerts (non-urgent and urgent), banners, a short vibration, and phone will light up
- **Busy - Logged in** - App is active or open
- **Busy but Inactive - Logged in** - App is closed or out of service area
  - You will receive phone calls
  - You will receive a quick vibration and a banner for non-urgent messages, phone will light up
  - You will receive an urgent message ringtone for urgent messages
  - You will not receive a ringtone for non-urgent messages
- **Offline - Not logged in**
  - You will not receive any notifications for texts
  - You will still receive phone calls if a provider calls you from the Contact List

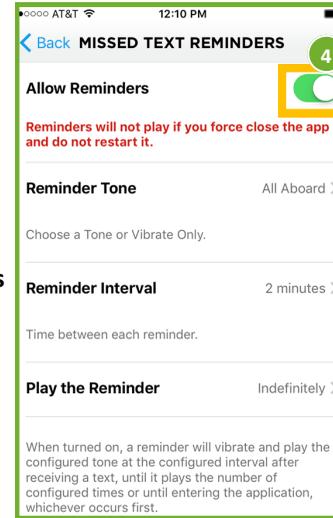
– If you leave your phone on vibrate you will not receive any ringtones including urgent messages

– If you are not logged in to Voalte, you will not receive any message notifications

# Reminders

You can set the app to send reminders when you receive a text

- From anywhere in the app -
1. Click **Menu**
  2. Click **Settings**
  3. Click **Reminders**
  4. Click **Allow Reminders** to green
  5. Set preferences for tone, interval, and number of times you want to hear the reminder



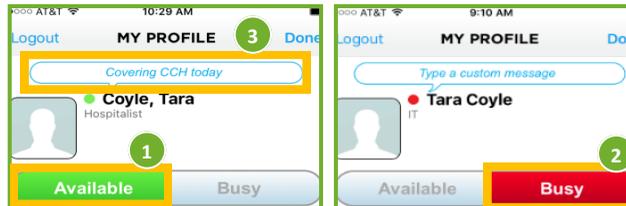
– You will not receive Reminders if you force close or swipe the app

– You will still receive Reminders if your status is set to Busy

# My Profile

Set your availability status in Voalte

1. If you are logged into Voalte and your status is set as **Available** anyone sending a message will see that you are marked as available
2. If you are logged into Voalte but your status is set as **Busy**, anyone sending a message will see that you are marked as busy
3. You can customize a message to let anyone using Voalte know where you are or when you will be available



Secure Messaging  
Smart Phone Application  
For Providers

# Install App

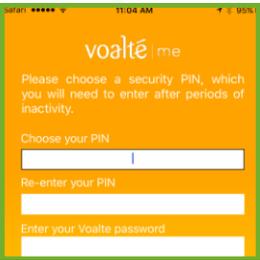


**iPhone - iOS 10.3.3** or above  
**Android - 4.4.4** or above

It is suggested to have your phone's Wi-Fi turned "ON" to improve connectivity. It is **highly recommended** for Verizon customers.

Contact Lee Health IS staff to have an account built and an e-mail with the site code sent to you

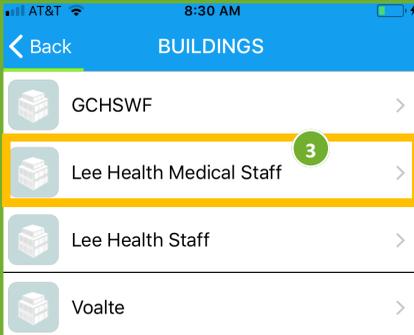
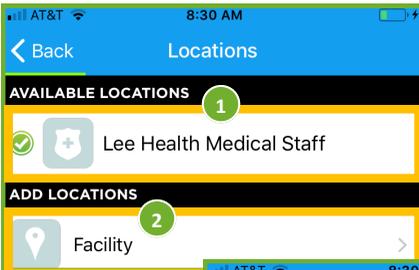
1. Install the Voalte Me app in Apple App store or Android Play Store
2. Click Open
3. Click Allow in "Voalte Me VP" Would Like to Send You Notifications
  - Allows you to see a banner message on your phone without being in the app
4. Click OK in "Voalte Me VP" Would Like to Access the Camera
  - Allows you to take pictures securely from the app without saving the picture to your phone's camera roll
5. Click Don't Allow in "Voalte Me VP" Would Like to Access Your Photos
6. Type in site code - lmrhsw
7. Click Continue
8. Log in using your Network Username (**username is all lowercase**) and Password - Example: jdoe and Epic Password
  - Password will automatically update each time you update your network password
9. Voalte will ask you to set a 4 digit pin if you **do not** have a 6 digit pin set to lock your phone.
  - Enter a pin and reenter your network password
  - If you do not have a 6 digit pin to lock your phone, Voalte will ask for pin each time you open the application



# Contact List

Follow these steps each time you log in although you **do not need to log out**

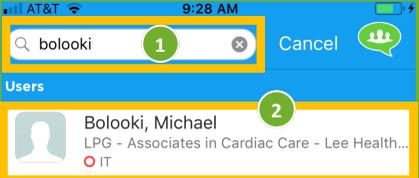
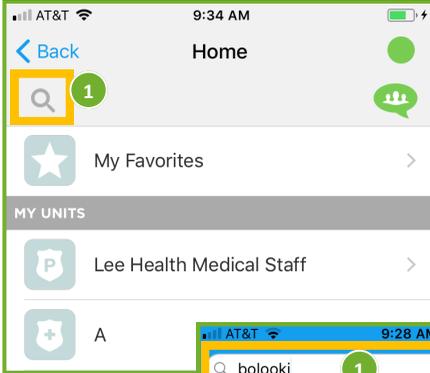
1. Lee Health Medical Staff is pre-checked
  - Leave checked
2. Click **Facility**
3. Click **Lee Health Medical Staff**
4. Click **Select All Units**
5. Click **Done >> Continue >> Done**
  - This gives you access to see all providers that are not in the directory, alphabetically



# Directory

The Directory is where all providers with the application reside.

1. You can search by first or last name or by group name
2. Click name to call or text provider
3. You can also swipe **Left to instantly call or Right to text**



If the provider you are looking for is not in the Directory, check the Contact list

- > The Contact List is not searchable
- > Texting providers from the contact list is not secure
- > Access provider cell phone numbers to use for contact outside of the app

# Departments

The Departments menu allows you to view all providers in a particular specialty

1. Click **Menu** at bottom left of screen
2. Click **Departments**
3. Click **Specialty**

