

## **PEMBROKE REGIONAL HOSPITAL**

# MEMO

то:	All Staff
FROM:	Brent McIntyre, Director, Human Resources
DATE:	June 13, 2022
SUBJECT:	Automated Call Out feature

For staff currently using the Scheduling & Analytics (S&A) tool, we are pleased to announce that **the Auto Call Out feature will go live on June 20, 2022**.

Carefully read the below pertinent information and guide.

S&A site: https://scheduling.pemreghos.org/dashboard

### What this means for you?

This means, depending on your preference, you will receive either a text message or an automated voice call, presenting the shift offer.

#### Preference: Text message? Or Voice call?

The default selection will be a voice call.

To enable SMS notifications for Shift Offer, go to the user icon



, then select preferences.



Check the Shift Offer check box "Use SMS" in order to receive notifications through text message.

System Notifications         Notification Type       Use SMS         Delegation       Imployee Status         Employee Status       Imployee Composition         Employee Termination       Imployee Composition         Leave       Imployee Composition         Position       Imployee Composition         Position Assignment       Imployee Composition         Shift Giveaway       Imployee Composition         Shift Swap       Imployee Composition         Temporary Unassignment       Imployee Composition	Messaging	
Notification Type     Use SMS       Delegation     Imployee Status       Employee Termination     Imployee Calculation       Leave     Imployee Calculation       Position     Imployee Calculation       Position Assignment     Imployee Calculation       Shift Giveaway     Imployee Calculation       Shift Offer     Imployee Calculation       Shift Swap     Imployee Calculation       Temporary Unassignment     Imployee Calculation	System Notifications	
Delegation	Notification Type	Use SMS
Employee Status	Delegation	
Employee Termination	Employee Status	
Leave	Employee Termination	
Position	Leave	
Position Assignment       Shift Giveaway       Shift Offer       Shift Swap       Temporary Unassignment	Position	
Shift Giveaway	Position Assignment	
Shift Offer	Shift Giveaway	
Shift Swap Temporary Unassignment	Shift Offer	
Temporary Unassignment	Shift Swap	
	Temporary Unassignment	

Click the Save icon to save your changes.



#### **Text message**

The diagram below shows what your text message will look like. To accept the shift, you will need to respond to the text message with the unique code identified, within the indicate deadline.



Once you accept the shift call out, this is the text message notification awarding you the shift.



When responding to a text message you can only respond with the code, you are unable to add any additional information. If additional information is added, this will result in the system not recognizing you as having bid on the shift.

Note: You will not get a message if you were not the successful candidate.

#### Voice Call

If your preference is a voice message, you will receive a call with the shift offer.

If you pick up the phone call, you will be informed of the shift offer verbally, and you will be able to accept or decline the shift by following the voice instructions, and pressing the appropriate key on your phone.

If you do not pick up the phone call, a voice message will be left indicating the shift offer. You will need to log into S&A to select the offered shift. See below section "**Selecting a shift if you missed a voice call**".

In both cases, you will need to adhere by the indicated deadline.

To know whether you've been awarded the shift, you'll need to log into S&A, and view that schedule date: <u>https://scheduling.pemreghos.org/dashboard</u>

#### Selecting a shift if you missed a voice call

- 1. Log into S&A: https://scheduling.pemreghos.org/dashboard
- 2. Navigate to your Calendar.

3. Make sure the **Shift Offers** option is selected from the filter option



4. Select/Click an offered shift as indicated by the horn in the upper left corner.

20			
1			
UNIT	POS (OCC)	SHIFT	TIME
2S	INF-2S-04 (FN)	S16	16:00-00:00

5. After you have Selected/Click on a shift, the Manage shift offers window pops up.

20			Shift Offer	
¶⊅ UNIT 2S	POS (OCC) SHIFT INF-2S-04 S16 (FN)	TIME 16:00-00:00	S16 Sun, March 20, 2022 16:00-00:00 Show details	=
			Manage Shift Offers	

6. Click on the **Manage Shift Offers.** The below window will pop up. Select the checkbox under the Bid header if you are interested in working that shift.

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Expiry	Shifts	Date Range	Bid
2022/03/18 10:29	1	2022/03/20 - 2022/03/20	L ¢
	Expiry 2022/03/18 10:29	Expiry         Shifts           2022/03/18 10:29         1	Expiry         Shifts         Date Range           2022/03/18 10:29         1         2022/03/20 - 2022/03/21

7. Click Save

The successful candidate that has been awarded the shift will have that shift appear on their calendar as well as a message sent to the their notification dashboard widget.

If you are a department/team that are currently not on the S&A platform, as you are migrated on, you will be automatically enrolled into this feature.

#### What if my phone number is not up to date?

You are able to update your phone number.

- 1. Go to StaffResources Site: <u>https://www.pemreghos.org/staffresources</u>
- 2. Click on "Employee Self Serve"
- 3. Log in
- 4. Click "Demographics"



5. Edit the applicable information

If you have any questions with S&A, please reach out to Tanya Parker at <u>tanya.parker@pemreghos.org</u>, or Andrea Pond at <u>andrea.pond@pemreghos.org</u>