

PEMBROKE REGIONAL HOSPITAL

MEMO

TO: 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>

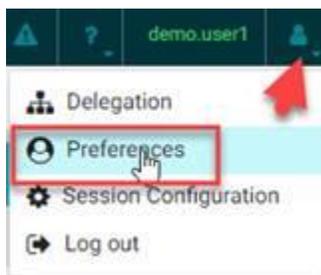
What this means for you?

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

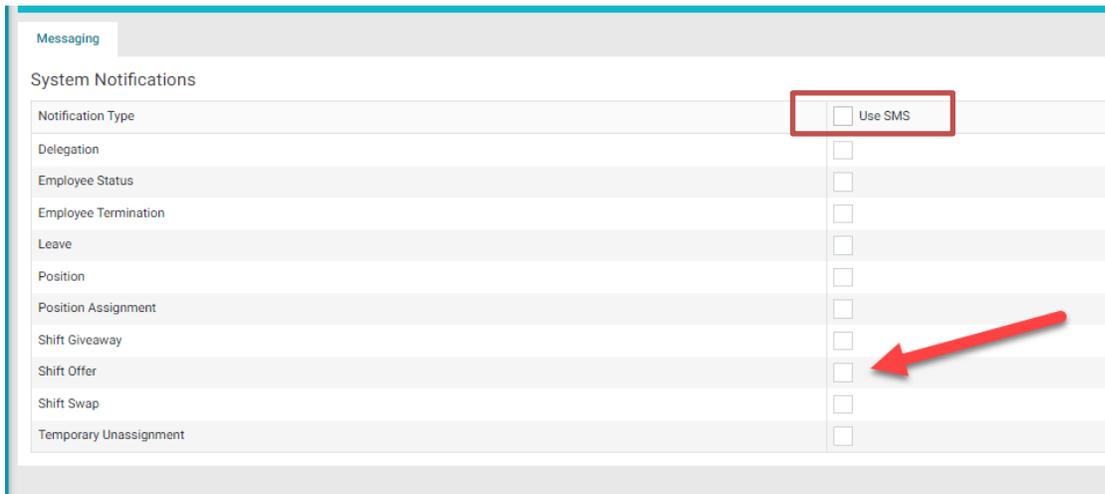
Preference: Text message? Or Voice call?

The default selection will be a voice call.

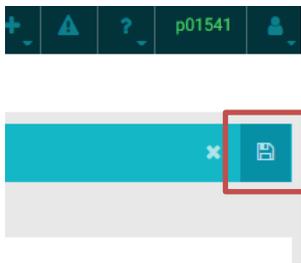
To enable SMS notifications for Shift Offer, go to the user icon , then select preferences.



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



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”**.

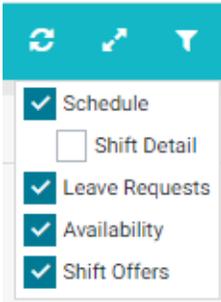
In both cases, you will need to adhere by the indicated deadline.

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

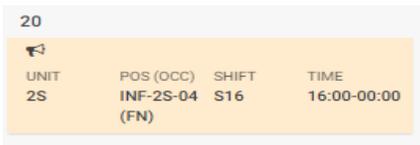
Selecting a shift if you missed a voice call

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

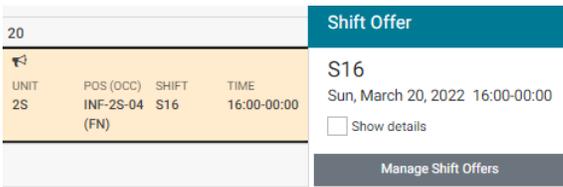
3. Make sure the **Shift Offers** option is selected from the filter option 



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



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



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.



7. Click **Save**

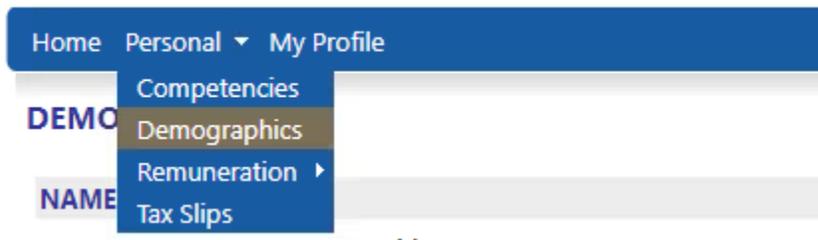
The successful candidate that has been awarded the shift will have that shift appear on their calendar as well as a message sent to their notification dashboard widget.

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: <https://www.pemregchos.org/staffresources>
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 tanya.parker@pemregchos.org, or Andrea Pond at andrea.pond@pemregchos.org