



LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER

SUBJECT: LONG DISTANCE AND INTERNATIONAL CALL SERVICES

POLICY NO. 135

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| CATEGORY: Administration | EFFECTIVE DATE: 1/02 |
| POLICY CONTACT: Jay Patel | UPDATE/REVISION DATE: |
| REVIEWED BY COMMITTEE(S): | |

PURPOSE:

To define requirements for use of Harbor-UCLA Medical Center’s telecommunications equipment for long-distance and international call services.

POLICY:

All long-distance and international call service requests made through the Telephone Operator must be patient-related.

PROCEDURE:

The Telephone Operator is to be called for assistance in placing a long-distance or international call upon determination by the Attending Physician or designee.

Information Needed:

- Name of caller
- Employee number
- Patient’s full name
- Patient’s medical record number
- Cost Center
- Supervisor’s full name and extension

Reasons for placing a call may include obtaining medical information, contacting patient families, or obtaining/clarifying insurance information.

International Faxing

- This service for providers is provided in the Release of Information Office, PCDC Building, Room 101, and in the Patient Services Center, Main Hospital Building, Room 1B1.

REVISED: 1/11, 3/18

REVIEWED: 1/02, 2/05, 8/07, 2/15, 3/18, 9/22

APPROVED BY: _____

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