COUNTY OF LOS ANGELES DEPARTMENT OF HEALTH SERVICES

HARBOR-UCLA MEDICAL CENTER

SUBJECT: TEXT PAGING STANDARDS IN PATIENT CARE POLICY NO. 323B

PURPOSE:
To delineate the optimal use of the text paging system to facilitate and expedite communication with providers regarding patient care.

DEFINITIONS:
Pager: A wireless one-way telecommunication device that receives and displays text (alphanumeric) messages.
Text paging: Alphanumerical messages sent to a one-way communication pager device.
STAT page: Messages with expected response time of 5 minutes or less. This can include all critical labs, critical radiology reports and critical changes in a patient's condition.
Routine Page: Messages with expected response time of 15 minutes or less.
FYI (For your information) Page: Messages with no expected response or call back.

POLICY: At Harbor-UCLA Medical Center, staff shall use text paging as the preferred and most efficient means of contacting providers with questions or to relay patient information.

PROCEDURE:
A. To Access the Text Paging System
   1. Access the Harbor-UCLA Intranet Home Page. Click on 'Harbor Alpha Paging.'
   2. Enter the provider's pager number (e.g., 310-501-xxxx).
   3. Compose text message. **The following MUST be included in every text:**
   - Patient's initials (e.g., R.K.)
   - Medical record number
     - Unit location and room number (e.g., 3W18A). Reason for the call (critical lab, vital sign abnormality, etc.). **Include enough information so that provider can prioritize text pages according to urgency.** Preface messages with "STAT" if a call back is requested within 5 minutes
     - Preface messages with FYI if no call back is required
       - Call back contact and number:
         - If you prefer SpectraLink, **include name and SpectraLink phone number of who to respond to (e.g., Sophie 310-222-3900, S#23290).**
         - **If the caller has no SpectraLink phone, provide a name and call back number.**

4. Press "send".

There is currently no mechanism by which an order can be placed using the text paging system. Orders may only be placed by being entered into ORCHID, or a verbal or telephone order during a procedure or emergency (see Policies 322A and 322B).

B. Text paging etiquette
1. STAT pages and Routine pages require a designated response time. If no response is received, text page and document in the electronic health record under Provider Notification section (Nursing).
2. If no response is received after second text page, escalate via chain of command until a call back occurs as per Policy.
3. Supervising Attendings can be located on the Harbor intranet from the "Call Schedule" link, or the cosigning attending on the daily progress note.
4. Avoid paging between 12 a.m. (midnight) and 6 a.m. for *non-urgent matters* that can wait until morning, when primary team can address (e.g., PRN medications).

C. Responsibilities of recipients of text pages:
1. If call-back is requested (NO FYI preface), always do so promptly, within 15 minutes if routine page, and within 5 minutes or sooner if request is marked 'STAT'.
2. If unable to return call promptly, ask another team member to do so to avoid delay in receiving potentially critical information.

Revised and Approved by:
Medical Executive Committee – February 2020

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Janine R. E. Vintch, M.D.
President, Professional Staff Association