

HARBOR-UCLA MEDICAL CENTER

SUBJECT: STAT OVERHEAD PAGE CALL

POLICY NO. 132

PURPOSE

To define the requirements/restrictions on use of STAT overhead page call.

POLICY

A STAT overhead page shall be used only in a medical emergency that requires immediate attention for the welfare and safety of the Medical Center's patients, visitors and staff.

PROCEDURE

A. General Information

1. STAT overhead page calls are for **medical emergencies only**.
2. STAT overhead page calls are given priority over all other incoming and outgoing calls. As such, STAT overhead page calls are pushed to the top of the queue in the automated call distribution system used by the Telephone Operators.
3. The Telephone Operators are required to follow specific procedures and obtain specific information from individuals requesting STAT overhead page calls. The procedures/questions display on the telephone operator console and are triggered by the STAT overhead page extension. Calls made to the regular overhead paging number do not receive priority and do not trigger the display of the required procedures/questions.
4. The Telephone Operators are required to document all STAT overhead page calls. They must be at the STAT overhead page display to enter the pertinent data.

B. To Place a STAT Call

1. **Dial ext. 118.** Do not dial the regular page operator number.
2. When requesting a STAT page, the following information is required:
 - Name/title of person to be STAT overhead paged.
 - Extension number that the person is to call and location.
 Example: "Dr. John. 3-East. Ext. 64662. STAT."

EFFECTIVE DATE: 3/99

REVISED: 1/05, 1/11, 12/19

REVIEWED: 1/02, 2/15, 3/18, 12/19

SUPERSEDES

APPROVED BY:


 Kim McKenzie, RN, MSN, CPHQ
 Chief Executive Officer


 Anish Mahajan, MD
 Chief Medical Officer


 Nancy Blake, PhD, RN, NEA-BC, FAAN
 Chief Nursing Officer

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C. Announcement of STAT call

The Telephone Operator will announce the name/title of the person and extension on a STAT overhead page three times.