

HARBOR-UCLA MEDICAL CENTER

SUBJECT: OVERHEAD PAGING

POLICY NO. 133

PURPOSE:

To define requirements/restrictions on use of the overhead paging system.

POLICY:

To reduce unnecessary noise in the hospital setting, overhead paging should only be used when other means of contact (e.g., pagers) are not available. During the hours of 8:00 p.m. to 6:00 a.m. overhead pages are restricted to emergent hospital-wide communication (e.g., Code Gold, Code Blue, etc.).

PROCEDURE:

A. General Information

Whenever possible, staff are to be contacted via telephone or pager. Current pager listings are available from Information Management at Ext. 68600.

Visitor Lobby Phones

In general, only patients/visitors are allowed to request an overhead page from the visitor's lobby phones (Ext. 66800/66801) with the following exceptions:

- Physicians
- Nurse Managers
- Los Angeles County Sheriff's Department

B. To place an Overhead Page

1. Dial Ext. 64000.
2. When requesting an overhead page, the following information is required:
 - Name/title of person to be paged
 - Extension number the person is to call
 - Patients/Relatives: The only acceptable return locations for patients/relatives are: "the clinic"; "your room"; "the Emergency Department".

EFFECTIVE DATE: 3/99

SUPERSEDES:

REVISED: 2/05, 1/11, 3/14, 4/14, 11/15, 5/16, 9/19

REVIEWED: 1/02, 3/14, 4/14, 11/15, 5/16, 9/19

REVIEWED COMMITTEE: N/A

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. Internal Page Requests**Definition:** Overhead paging requests received by Telephone Operators from inside.

1. The following individuals may request general overhead pages of patients:
 - Clinical Staff
 - Nursing Staff
 - Physicians
 - Ancillary Departments
2. Patient-care providers and support staff (e.g., Clinical Social Workers, Occupational Therapists, Physical Therapists, Radiology Technicians, IV Nurses, Patient Resource Workers or Utilization Review Nurses) can be overhead paged to their offices between 8 a.m. – 5 p.m. After hours, on weekends and holidays, the on-call person should be contacted via pager.
3. Executive Leadership Council members can be overhead paged, or authorize an overhead page for anyone at any time.

D. External Page Requests**Definition:** Overhead paging requests received by Telephone Operators from outside Harbor (e.g., outside pharmacy, patient requests to speak to their doctor).

1. Telephone Operators will overhead page the following staff in response to an external page request related to patient care.
 - Nurse Manager
 - Physicians
 - Ancillary Department Supervisors

E. Special Events Announcements**Definition:** Overhead paging requests to announce special events, such as guest speakers or fundraising events.

1. Hospital Administration or Chief Information Officer, or designee, must pre-approve all announcements.
2. Submit written request with approved announcement to Telephone Operations – Box 415 or Fax No. (310) 328-6167 – at least one business day prior to event. Request must include:
 - Message to be announced.
 - Number of times the announcement is to be paged overhead.
 - Dates(s) and time(s) the page is to occur.

F. Grand Rounds Announcements

All requests for Grand Rounds announcements may be submitted to Telephone Operations either via Fax (310) 328-6167 or by mail to Telephone Operations - Box 415, one week prior to the event.