

HARBOR-UCLA MEDICAL CENTER

SUBJECT: LONG DISTANCE AND INTERNATIONAL CALL SERVICES

POLICY NO. 135

**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 of 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 PCDC, Room 101, Medical Records Department and 1B1, Patient Services Center.

**EFFECTIVE DATE:** 1/02

**SUPERSEDES:**

**REVISED:** 1/11, 3/18

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

**REVIEWED COMMITTEE:**

**APPROVED BY:**

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**Kim McKenzie, RN, MSN, CPHQ**  
 Chief Executive Officer

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**Anish Mahajan, MD**  
 Chief Medical Officer

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**Patricia Soltero Sanchez, RN, BSN, MAOM**  
 Chief Nursing Officer

Signature(s) on File.