



# Rancho Los Amigos National Rehabilitation Center

## ADMINISTRATIVE POLICY AND PROCEDURE

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**SUBJECT: PATIENT TELEPHONE SERVICES**

**Policy No.: B606**  
**Supersedes: April 9, 2019**  
**Revision Date: February 21, 2023**  
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**PURPOSE:**

To define bedside telephones accessibility for patients

**POLICY:**

The facility provides bedside telephones for all in-patients .

**PATIENT TELEPHONE HOURS: 9:00 a.m. to 9:00 p.m.**

**Placing Calls**

Patients placing calls may do so by dialing directly from their bedside telephone.

Patients may be restricted from using bedside telephones for inappropriate use (i.e., breaking the instrument, using abusive language, etc.).

Rancho workforce members or telephone operators will assist all patients who are physically unable to utilize the telephone.

**REFERENCE:** LA County, Department of Health Services, Policy No. 861.1  
California Administrative Code, Title 22, Sec. 70821.

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**EFFECTIVE DATE:** January 1, 1982

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

**APPROVED BY:**