

## ADMINISTRATIVE POLICY AND PROCEDURE

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**Subject:** INTERNAL COMMUNICATIONS OF UNSCHEDULED NETWORK DOWNTIME      **Policy No.:** A328.1

Supersedes: May 12, 2017	Review Date: April 25, 2023
Origin Date: July 1, 2016	Revision Date: April 25, 2023

### **PURPOSE:**

To delineate the process for internal communication to staff, patients, and visitors before, during and after downtime of the information systems network (including the telephones/VoIP, electronic health record, and other components).

### **PROCEDURE:**

Downtime may be scheduled or unscheduled. A scheduled downtime includes normally planned system maintenance for upgrades. Planned downtime is scheduled to have minimal impact to patients and visitors. Staff will be notified of scheduled downtime via email and other general communication updates at least 48 hours prior to downtime. If impact to patients and/or visitors is expected, a specific plan for the downtime will be developed.

#### A. During Unscheduled Downtime

1. Any user who detects a systems problem:

a. User shall report the problem to the Enterprise Help Desk by telephone (323) 409-8000.

b. Provide Help Desk with call-back information for follow-up and resolution:

- i. Caller's contact information
- ii. Nursing Resource Office - (562) 385-6211

c. Enterprise Help Desk verifies systems issues.

2. Nursing Resource Office (NRO) Staff monitor EverBridge notifications related to ORCHID Downtime.

a. NRO Staff shall notify Hospital Operators of relevant information related to ORCHID downtime.

3. Operators shall make Public address (PA) announcements to notify hospital of unscheduled ORCHID downtime: "Rancho is experiencing ORCHID downtime. Please use downtime procedures."

- Frequency of announcement: 2x.

4. Operators shall make PA announcements to notify hospital when ORCHID is back online: "ORCHID is online and available now."

- Frequency of announcement: 2x

#### B. Communication of Emergency Codes during Telephone/VoIP Downtime

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Approved By:

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The public address (PA) overhead page system is an internal communication tool to broadcast announcements in several areas of the campus. Portable hand-held radios offer an alternate system of communication in those areas not connected to the PA system. The Hospital Safety Officer and the Building Emergency Coordinators (BEC's) have placed the radios in strategic areas.

1. Hospital Operator is responsible for communicating all emergency codes
  - a. Via public address system
  - b. Via pagers to staff identified to handle specific emergencies
  - c. Via telephone to Hospital Administration
    - i. Administration shall forward the emergency announcement to those areas without PA system.
2. Hospital Administration representative shall alert areas without PA system using the most effective method available:
  - a. Portable radio
  - b. Telephone (standard or cell phone)
  - c. Emergency-only "red" phone
3. Hospital Administration rep shall alert the areas without PA system to announce the following priority codes:
  - a. Code Red - Fire
  - b. Code Pink – Infant Abduction (birth to 11 months old)
  - c. Code Purple – Child Abduction (1-17 years old)
  - d. Code Silver –Weapon, Active Shooter, Hostage
  - e. Code Yellow – Bomb Threat

**C. Use of Emergency-only "Red" Phones and Cellular Phones**

Emergency-only phones are also known as "red" phones as some of the phones are red in color. These telephones are located throughout the campus and shall be used during telephone downtime. They are not part of the VoIP system and are not affected by network problems.

1. Emergency-only phones are for staff-use to facilitate patient care and hospital operations during downtime.
2. The phone numbers should not be given to the public.
3. The phones should not be used for non-patient care communication.
4. During downtime, workforce members may use cellular phone in order to keep the emergency-only lines clear for urgent communication.

**D. Directory of emergency-only "red" phones is available on the intranet and within each department's 724 downtime binder.**

**ATTACHMENT:**

Emergency Red Phone Roster

## Emergency Red Phone Roster

No.	Department	Building	Location	Phone Number
1	Radiology	JPE	R1014	(562) 392-7324
2	OR PreOp	JPE	2021	(562) 658-3374
3	PACU	JPE	S2031G	(562) 803-8664
4	OR Control	JPE	S2049B	(562) 803-3207
5	ICU	JPE	3040	(562) 803-5419
6	Call center/Operator	JPE	B006	(562) 803-0281
7	IP Pharmacy	JPE	B007	(562) 658-3372
8	ABI / PEDS	JPI	1015	(562) 803-0387
9	Spinal core Injury	JPI	1057	(562) 803-6422
10	Physical Therapy	JPI	1160C	(562) 938-7224
11	Occupational Therapy	JPI	1180B	(562) 938-7224
12	Medical Surgery	JPI	2015	(562) 803-6235
13	Stroke Unit	JPI	2057	(562) 803-4304
14	Physical Therapy	JPI	2160C	(562) 392-7339
15	Occupational Therapy	JPI	2180B	(562) 392-7339
16	Definitive Observation Unit	JPI	3015	(562) 803-1908
17	Med Surgery/Pressure Ulcer Management	JPI	3059	(562) 658-3375
18	Physical Therapy	JPI	3160B	(562) 392-7246
19	Occupational Therapy	JPI	3180B	(562) 392-7246
20	Blood Lab / Chemistry	JPI	B103	(562) 803-0921
21	Physical Therapy	OPB	1013	(562) 401-0460
22	ENT	OPB	1057	(562) 401-0463
23	OP Pharmacy	OPB	1065	(562) 401-0464
24	Occupational Therapy	OPB	1067	(562) 401-0462
25	Occupational Therapy - Vocational Services	OPB	2055	(562) 401-0465
26	Dentistry	OPB	2068	(562) 401-0466
27	Urology	OPB	2095	(562) 401-0467
28	Diagnostics	OPB	3005	(562) 401-0471
29	Clinic 3	OPB	3048	(562) 658-1185
30	Clinic 2	OPB	3071	(562) 401-0468
31	Clinic 1	OPB	3091	(562) 401-0470
32	Infusion	OPB	3138	(562) 658-1185
33	Administration	OPB	3114	(562) 803-0204
34	Wellness Center	Don Knabe	12	(562) 392-7219