

ADMINISTRATIVE POLICY AND PROCEDURE

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Subject: TELEPHONE DOWNTIME NOTIFICATION AND USE OF
EMERGENCY PHONE LINES

Policy No.: A318.5

Supersedes: December 3, 2015

Review Date: February 7, 2024

Origin Date: October 20, 2008

Revision Date: February 7, 2024

PURPOSE:

This policy describes telephone downtime notification and emergency-only red phones' usage procedures.

POLICY:

Rancho's telephone system is connected by a Private Branch Exchange (PBX) and VoIP technology. These systems allow various system efficiencies, e.g., dialing 5-digit extensions instead of 7-digit phone numbers internally. However, when a problem at the PBX or VoIP system occurs, staff will not be able to make or receive calls. Staff may experience a dead-line, static, or busy signal.

In the event of a phone outage, staff shall follow telephone downtime notification procedures and comply with procedures for using emergency-only red phone lines.

PROCEDURE:

I. Telephone Downtime Notification

A. **Identification of the Downtime Event** - Staff identifying any phone outage shall contact the Telephone Operator at:

- **(562) 413-4574** - Operator's cell phone
- **(562) 803-0281** - Operator's emergency-only red phone or
- In person at the Operator's Office in building JPI Basement Room # B006

B. **Downtime Notification** - The Telephone Operator shall report the phone outage to the following responsible parties:

1. Internal Services Division (ISD)
2. Enterprise Help Desk and Rancho IMS staff
3. Hospital staff via overhead paging system
4. Administrative Nursing Supervisor
5. Hospital Administrator (business hours) or *Administrator on Duty (AOD) (off-hours)

* During off business hours, the Telephone Operator shall notify the AOD of any phone outages that **are anticipated to extend beyond 30 minutes**.

C. During the Outage:

Responsibilities of IMS Telecommunications Staff:

1. Gather details of the telephone outage from ISD and/or DHS Enterprise eVOIP team (e.g., where and what the problem is, expected downtime, resolution, length of outage, etc.).
2. Notify the Chief Information Officer (CIO) and keep informed of status until phone lines are restored.

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Approved By:

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3. Keep Telephone Operator informed of status until the phone lines are restored.
4. Keep the Hospital Administrator informed of the status until the phone lines are restored.

Responsibilities of the Hospital Administrator:

1. Arrange staff notification of the downtime event via everyone e-mail or by other means as needed.
2. Notify the Chief Executive Officer (CEO) as needed.

D. Restoration of Services

Responsibilities of IMS Telecommunications Staff/IMS Staff On-Call:

1. Notify the Telephone Operator.
2. Notify the CIO as needed.
3. Notify the Hospital Administrator/AOD as needed.

Responsibilities of the Telephone Operator:

1. Notify staff that phone services have been restored to normal working order.

Responsibilities of the Hospital Administrator/AOD:

1. Notify staff via everyone e-mail or by other means as needed.
2. Notify the CEO as needed.

II. Use of Emergency Only Red Phones

Emergency-only red phones shall be used during telephone downtime only (see a list of phone locations). Emergency red phones are not part of the PBX system and are therefore unaffected by problems at the switch.

Emergency red phones are for staff use only. Staff is prohibited from providing these numbers to the public and using these phones for reasons other than downtime emergencies. In the event of any disruption of telephone service, the staff is encouraged to use cellular phones when possible, to keep the limited number of emergency phone lines open for downtime instructions.

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