



Department of Facilities POLICY AND PROCEDURE

POLICY NUMBER: 267
VERSION: 1

SUBJECT: COMMUNICATION / NURSE CALL SYSTEM FAILURE

POLICY:

Facilities will implement a written management plan in the event of a communication system failure.

PURPOSE:

In the event of a system failure in the MACC, ASC, exam rooms and patient toilets, the appropriate agency will be notified as follows:

- Nurse - Call Facilities Division

The communication services are used on a continuing basis. Any discrepancies are to be immediately identified and reported to the Facilities Division.

PROCEDURE:

1. NURSE CALL

A Bio-med Technician or Electrician will respond to a system failure call. He will report to the head nurse and the Director of Facilities on the status and extent of the problem. If the system is to be out for one day or longer, Nursing may choose to change patient rooms.

2. TELEPHONE

The H.E.A.R. Redi-Net radio system is HDRHC's only source of outside communication in the event of a total telephone system failure.

3. PAGING SYSTEM

Upon report, a Bio-med Technician or Electrician will begin repair of paging system, and call for assistance if needed. Refer to policy regarding the use of The Internal Services Department (ISD).

Approved By: Anthony Corliss (MANAGER I, FACILITIES OPERATIONS AND CRAFTS)	
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