

*VALLEYCARE*  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS  
POLICY & PROCEDURE**

**NUMBER: 5709  
VERSION: 1**

**SUBJECT/TITLE: OVERHEAD (VOICE) PAGING**

**POLICY:** In an effort to reduce noise levels within the hospital setting, overhead paging should be used only when other means of contact or communication are unavailable. Olive View – UCLA Medical Center will make every effort to decrease the number of overhead voice pages and/or overhead announcements.

During the hours of 8:00 PM – 6:00 AM (Hospital Quiet Hours); overhead pages and announcements shall be restricted to emergent, hospital-wide communications (e.g., Code Blue, etc.).

Use of department and/or hospital-wide text paging systems (AMION, ePageMD) for all non-emergent communications is strongly encouraged. **Please refer to Department of Nursing policy #5378 – Text Paging the MDs for additional information.**

**PURPOSE:** Olive View-UCLA Medical Center is committed to providing a quiet environment to facilitate patient healing. Reducing the use of overhead paging after business hours is one aspect of this effort.

**DEPARTMENTS: ALL**

**DEFINITIONS:**

**PROCEDURE:** The following procedure(s) are recommended for all overhead page and announcement requests.

**OVERHEAD PAGING**

- Overhead page requests will be received by the Hospital Operator, at extension 3055.
- Overhead page requests are accepted from internal callers only; requests from external or outside callers will be directed to the appropriate office.
- Overhead page requests should include both the requestor's name and justification for request (e.g., ePageMD system down, etc.)
- Repeat requests will be made no more frequently than every five minutes.

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### **OVERHEAD ANNOUNCEMENTS**

Overhead announcement requests (e.g., hospital-sanctioned events) shall be submitted in writing to Hospital Administration, Room 2C155 for approval prior to submission to the Hospital Operator for broadcast (Addendum A).

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References:	
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