

**DEPARTMENT OF HEALTH SERVICES**  
**COUNTY OF LOS ANGELES****SUBJECT:** TELEPHONES IN PATIENT ROOMS**POLICY NO.** 861.1

---

**PURPOSE::** To limit County expenditures for calls placed from telephones in patient rooms.**POLICY::** Where telephones are found in patient rooms, the use of such instruments shall be restricted to incoming calls. Outgoing calls will be allowed only through telephone company operators, as charge-to, credit card, or collect calls, or when a patient arranges for private service directly with the telephone company.

Exceptions to this policy are outside calls by patients in:

1. Rehabilitation programs where outgoing calls are part of the retraining process.
2. Skilled Nursing Facilities where outside calls are necessary to ease the patient's extended stay.

**GUIDE::** Hospitals shall comply with State licensing regulations by providing a public coin-operated telephone on each floor of the hospital for patient use. Such telephones shall be readily accessible to patients who are limited to wheelchairs or stretchers.

Each hospital will take action to restrict the County payment for outside calls by working with the Department of Communications to obtain restrictors or other devices on instruments.

**AUTHORITY::** California Public Utilities Commission Rules and Regulations, Schedule 13T, 6/14/76.

California Administrative Code, Title 22, Sec. 70821.

---

**EFFECTIVE DATE:** Jan 03, 1978**SUPERCEDES:****APPROVED:** Signature on File