

## CORPORATE POLICY, STANDARDS and PROCEDURE

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<b><u>POLICY TITLE</u></b> <b>OVERHEAD PAGING</b>		<b><u>NUMBER</u></b> TBA
<b><u>AUTHORIZATION</u></b> Vice President, Corporate Services and Facilities	<b><u>DATE APPROVED</u></b> October 2003	<b><u>CURRENT VERSION</u></b> <b><u>DATE</u></b> October 2012

### **DATE(S) REVISED / REVIEWED SUMMARY**

Version	Date	Comments / Changes
1.0	October 2003	Initial Policy Released
2.0	October 2012	Policy Revised

### **POLICY**

1. To minimize the disruption to patients, residents, clients, visitors and staff.
2. To ensure patient confidentiality is maintained.
3. Overhead paging will be used for announcing specific emergent situations as follows:
  - All Code calls;
  - All Stat calls;
  - All unexpected major equipment downtime, for example, Meditech computer system, any telecommunication systems (voice mail, Switchboard), etc.;
  - All fixed equipment failures (fire alarms, power testing, generator testing, alarm testing, etc.);
  - Any extraordinary emergent conditions/situations.
4. To protect confidentiality, overhead paging of patients/residents/clients/visitors will be on an exception basis (STAT requirement) only.
5. Use of the overhead paging system is restricted for contact of Fraser Health employees and/or medical staff.
6. Staff/physician carrying a direct dial pager will have **ALL** callers instructed to make contact by that staff/physician's direct pager number or be redirected to their home department/telephone local.
7. All overhead pages will be brief (name, area or telephone local).

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8. Facilities with the ability to have staff directly access the overhead paging system are restricted to use this feature for Code calls only. Any other overhead paging will be forwarded to the Switchboard Operator.
9. Requests for overhead paging, other than those listed above, will need approval from the on-site Switchboard Supervisor and/or applicable Registration Services Co-ordinator.
10. Overhead paging is not supported in residential care facilities.

**DEFINITIONS**

Overhead Paging

The public address system audible throughout a Fraser Health facility.

Direct Dial Pager

Device issued and carried by Fraser Health staff/physicians who have a need to be contacted other than by telephone.

Code Pages

A page which necessitates a designated team to respond immediately to the paged destination, for example, "*Code Red - South Building - First Floor (fire)*", "*Code Blue - Name of Nursing Unit and Room Number (cardiac arrest)*", etc.

Stat Pages

A page which requires the immediate response of a Fraser Health staff member or members or a page which requires a family member, patient, resident, client or visitor to return to a specific area immediately.

**PROCEDURE**

1. The Switchboard Operator "0" will be contacted when an overhead page is required.

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2. The caller may have his/her request for an overhead page denied if it does not fall within the approved guidelines.
3. The caller will be instructed to contact the staff member via his/her pager, where applicable, and the Switchboard Operator will provide the pager number if necessary.
4. Calls coming in for staff without a direct dial pager will be redirected to the applicable department or direct telephone local.
5. If the overhead page involves a family member, patient, resident, client or visitor the Switchboard Operator will confirm that it is a "STAT" page.  
If not, the caller will be informed that the overhead page cannot be made due to a possible breach of confidentiality.
6. Any other types of overhead paging requests will be forwarded to the on-site Switchboard Supervisor and/or applicable Registration Services Co-ordinator.