PAGER/BEEPER SYSTEM

Purpose:
To provide a communication system that establishes immediate one-way communication.

Policy:

1. All pagers/beepers shall be answered within ten minutes of a message being received. If a pager/beeper is not answered within this prescribed time frame, the individual initiating the page/beep will follow the chain of command until contact has been made with an appropriate staff member. A variance report shall be completed by the individual initiating the page/beep when response is not within the ten-minute time frame.

2. The pager/beeper system is owned and operated by LSU Health Sciences Center and is solely for the use of its staff. It provides a mechanism that allows for immediate access to staff facilitated by the Hospital Switchboard.

3. The Hospital Switchboard is responsible for the procurement and distribution of local pagers/beepers. To obtain local pagers/beepers – (25 mile radius) – requesting department submits an Internal Transaction (SN 1247) to the Hospital Switchboard A-1-14. The IT shall include the name of the person to whom the pager/beeper will be assigned and their office/contact telephone number. If the person will at any time be required to be on-call, a home or cellular contact number is required.

4. Telecommunications is responsible for the procurement and distribution of long range pagers/beepers. To obtain long range pagers/beepers – requesting department submits a memo indicating the type of pager/beeper requested and name of employee who will utilize it to Telecommunications Office G-112.

5. Funding for pagers/beepers and any repairs is the responsibility of the user department. User departments shall pay for replacement of pagers/beepers found to be obsolete or beyond economical repair. There is no monthly expense to the departments for local pager/beeper service. If the pager/beeper is lost or shows abuse other than normal wear and tear, the individual to whom it has been assigned will be responsible for reimbursing the user department for the replacement cost.

6. Long range pagers/beepers incur a monthly charge which is billed to the user department by Telecommunications.
7. The Hospital Switchboard is responsible for facilitating the repair of local pagers/beepers.

8. Telecommunications is responsible for facilitating the repair of long range pagers/beepers.

9. To access the LSU local pager/beeper system, dial 675-7007 and follow the recorded prompts. A current pager/beeper list is maintained by the Switchboard and is available on the LSUHSC-S website (Navigation: Administration, Other Campus Services, Campus Directory).

10. Staff who have obtained pagers/beepers outside the institution are responsible for notifying the Switchboard by memo or email of their pager/beeper number.

11. Departments reassigning a previously issued pager/beeper to another person shall notify the Hospital Switchboard immediately of the reassignment by memo or email. The memo or email shall contain the pager/beeper number, the persons’ name and office/contact telephone number. If the person will at any time be required to be on-call, a home or cellular contact number is required.

12. Personal cell phones may be used in lieu of hospital issued pagers contingent upon the following:
   a. Approval by the department director/hospital administrator for the area; upon approval, employee shall turn in the hospital issued pager.
   b. Cell phone number is provided to the Hospital Switchboard and is kept current. Failure to notify immediately, in writing, the switchboard manager of a change in phone number shall result in disciplinary action.
   c. Cell phone numbers shall be included on distribution list through the Hospital Switchboard as a primary means of contacting the employee.
   d. Employee is full responsible for any cost of the cell phone, service, or repairs.
   e. Employees utilizing cell phones shall be held to the same standard of availability and response as outlined for pager use.

13. Cell phones shall not be used for special response individuals/groups, including code team, trauma stat, START, etc.

14. Physicians who elect to utilized their personal cell phone as a contact method must notify the Medical Staff Office, provide and maintain current phone number(s).
Hospital Policy Manual
Hospital Policy Number: 7.5
Effective Date: 12/01/11

Approved by Clinical Board: 2/17/04, 9/21/04, 8/16/05, 11/18/08, 11/15/11
Written: 9/94
Revised: 3/97, 6/97, 2/00, 5/03, 2/04, 8/05, 10/08, 11/11