

LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER

TELECOMMUNICATIONS OUTAGE PLAN

Purpose: To address the communication needs of the hospital during a telephone outage.

Policy: The Switchboard will be responsible for notifying the Hospital Administrator and House Manager of the type of outage.

The Hospital Administrator/Administrator on-call will evaluate the situation and determine if the outage warrants the distribution of the hand held radios and if the Hospital Incident Command Center should be activated.

The Hospital Administrator will notify the Environmental Services Department by overhead if runners are required.

- I. In the event of an internal or external telecommunications outage, the Switchboard Operator will overhead page,

**ATTENTION ALL PERSONNEL
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The Medical Center is experiencing a telecommunications outage.**

The Switchboard Operator will then notify the following:

Hospital Administration
House Manager (after hours, weekends, etc.)
Administrator-on-call
Telecommunications
University Police
Safety Office
Bell South

- II. Plan A: Internal Telecommunications System Outage

During an internal systems outage (**Red Phones**) dedicated lines in the Switchboard, Hospital Administration, and 24 hour care areas will be operative. (See chart for locations/numbers)

PHONE NUMBERS	HOSPITAL LOCATIONS
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676-7205	Switchboard Room A1-14
676-5362	Switchboard Room A1-14
676-5363	ED by D1-22 Nurse Station
676-5364	UPD Room B1-1
676-5365	Admitting Room B1-1A
676-5366	OR 3K Room K3-7on wall
676-5367	Labor/Delivery 4K Nurse Station K4-34
676-5368	NICU 5K inside NICU Unit by phones
676-5391	Oncology 6K Nurse Station K6-23
676-5394	Telemetry Nurse Station K7-23
676-5406	Surgery 8K Nurse Station 8K West
676-5519	Ortho/Med. 9K-26C between stations
676-5420	Neurology, 10K-26C between stations
676-5421	Burn Unit 1J Nurse Station J1-24
676-5428	SICU 3J Nurse Station J3-11
676-5448	OB/GYN 4J/G Nurse Station J4-06
676-5510	Peds/PICU Nurse Station 5H-17
676-5511	Peds 6J Nurse Station J6-6A
676-5512	Medicine 7G Nurse Station G7-9
676-5514	MICU 7J Nurse Station J7-07
676-5516	Psychiatry 10G/J Nurse Station H10-9
676-7206	Hospital Administrators Office

The following will be used for additional communication, beeper system, overhead paging system, e-mail, and cell phones. Telecommunications will provide assessment of system failure and report to Hospital Administrator or House Supervisor. State Office of Telecommunications can also be contacted at 225-342-7777 for additional information.

Distribution of hand held radios will be determined by the Hospital Administrator/Administrator -on-Call.

Priority areas for possible radio/communication deployment:

1. Nurse Manager
2. Hospital Administration/Command Center
3. Nursing Bed Control
4. Operating Room
5. Emergency Room
6. SICU
7. MICU
8. NICU
9. PICU
10. Labor & Delivery

The Environmental Services Department will be requested to provide runners to assist in the distribution of the radios and to serve as the communication carrier when there is an insufficient number of radios available for distribution. The Director of Environmental Services will dispatch an initial group of employees to the command post for further instructions.

Areas requiring runners/radios:

1. Radiology
2. Central Medical Supply
3. Pharmacy
4. Laboratory
5. Respiratory Therapy
6. Patient Processing

Physical Plant and UPD will deliver available radios to the Command Post.

III. Plan B: External Communication Outage:

In the event Bell South telephone system is interrupted and all telecommunication is lost, the hospital will be able to utilize the overhead paging system, hand held radios, beeper system, e-mail system, cell phones, and runners for internal communication. External communication will be handled by State-wide 800Mhz radios, Ham radio system, Red Phones, and cell phones.

When normal communications are unavailable, you must make contact with the Switchboard to send out a Beeper Page. This can be done by using the Red phone, e-mail, radio, cell phone, or runner.

Reference Plan A for Internal Instructions.

IV. Recovery

The plan will be terminated when all services have returned back to normal. The Switchboard Operator will announce that the telecommunications Outage is over and phone restored to normal.