

## PHONE COMMUNICATION: PATIENT ROOMS-TO-HALL PHONES

### COMMUNICATION BETWEEN THE ROOM AND HALL PHONE

In-room telephones can be used for health care providers to communicate between closed doors.

They can also be used (on speaker only) to allow families to talk to patients, to include family members in family meetings or to allow patients able to speak to talk to family members.

The following beds have in-room telephones.

#### ON THE WALL IN-ROOM PHONES

- All 5 negative pressure rooms (3D, E and F, and 1D and E).
- **These phones all have unique extensions** (you can find them on the phone display); the extension into the room is \* plus extension

#### ON THE ARTICULATING ARM WITH THE HEMODYNAMIC MONITOR

- All other patient rooms have phones on the articulating arm including:  
Bay 1(A-C), 2(A-F), 3(A-C), 4(A-F), 5(A-F) and 6(A-F)
- **The in-room extension for these phones are the same as the wall phone plus \*** (e.g. \* 54824)

**\*\*\*If any of the in-room phones that do not have a headset attached to not automatically go to speaker phone, it is likely that the tape on the flashhook has loosened. Retighten and it should go to speaker.**

#### DIALING INTO AN IN-ROOM PHONE

- You can call into any in-room phone by dialing \* plus room extension
- All phones EXCEPT 4A are programmed to autodial into the room by selecting the top left programming button. **Be sure you have the correct wall phone (A and F phones are adjacent to the main hallway)**
- **For Bay 4A: You must dial the extension \*54823 to call into Bay 4A as the wall phone does not have programmable buttons**
- The in-room phone will always automatically go to speaker phone; just start talking
- The hall phones do not have speaker mode capabilities (hall phones are analogue)



#### DIALING FROM ROOM TO HALL PHONE

- You can call from the room to the hall phone using autodial
- From the phone display, select “Caregiver Phone” (negative pressure rooms) or “Nurse Wall Phone” – do not pick up the receiver
- The in-room phone will automatically go to speaker phone mode and the call will ring to the hall phone

## TRANSFERRING CALLS USING THE HALL PHONE

Do not give family members the direct in-room extension; instead, transfer the call into the room when appropriate. Leave on speaker phone

- Answer the call on the hall phone
- Tap the flash hook (orange circle)
- Dial \* followed by room extension
- Tap the flash hook a second time (this will complete the transfer)



## PATIENT – FAMILY PHONES

Plug into the analog phone jack located halfway up the articulating arm on the hemodynamic side. THERE IS ONLY ONE PHONE EXTENSION PER BAY. The extension is the same for all rooms in the same Bay.



- Bay 1 53861
- Bay 2 53862
- Bay 3 53863
- Bay 4 53864
- Bay 5 53865
- Bay 6 53866

