

# **16. Pager Outage**

## ORGANIZATIONAL POLICIES/PROCEDURES

TITLE: Pager Outage -

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SUBMITTED/REVIEWED BY: J \_\_\_\_\_, Manager –Guest Services

LAST REVIEWED/REVISION DATE: 01/05

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### Policy Statement

To ensure that key staff are notified and provided a substitute pager in the event of either a scheduled or unscheduled \_\_\_\_\_ ge.

### Unscheduled Outage

- A. In the event of a pager outage, a \_\_\_\_\_ Representative will contact the \_\_\_\_\_ Operators/Central Page Operators \_\_\_\_\_, the TFC Helpdesk ( \_\_\_\_\_), the Anesthesia Department/ \_\_\_\_\_) to identify the problem causing the outage and the duration anticipated.
- B. Once TFC has been notified of this outage, the \_\_\_\_\_ Operators/Central Page Operators will contact the Nursing Office and provide them the option of using an 800 # pager during the time of the outage.
- C. Nursing Supervisor Note: Nursing Supervisor will advise \_\_\_\_\_ Operators/Central Page Operators as to who should be notified of the pager outage and offered 800# pagers, there are eleven (11) 800# pagers. The \_\_\_\_\_ Operators will contact Security to transport the 800# pagers to the Nursing Office on the main campus.
- D. Note: The Code Team does not use \_\_\_\_\_ pagers, so there will be no need to contact members.
- E. The \_\_\_\_\_ Operators/Central Page Operators will then page all 800 # pagers which were distributed, identifying that the outage is complete and that all 800 # pagers should be returned as soon as possible.
- F. Verizon will continue to follow-up with the \_\_\_\_\_ [ Operators/Central Page, TFC Helpdesk and the Anesthesia Department if the outage time exceeds the original estimated time to restore.
- G. Verizon will contact the \_\_\_\_\_ Operators/Central Page, TFC Helpdesk and the Anesthesia Department when paging service has been restored, testing is completed by \_\_\_\_\_ Engineering and the All Clear is received from \_\_\_\_\_ Engineering department.
- H. The \_\_\_\_\_ Operators/Central Page Operators will then page all 800 # pagers which were distributed, identifying that the outage is complete and that all 800 # pagers should be returned as soon as possible.

### Scheduled Outage

- A. \_\_\_\_\_ ensures that any attempts to utilize a person's pager during the outage will result in a busy signal in order that the caller will recognize the page was not sent. If the outage is a planned outage, TFC representatives should be provided a minimum of 2-week notice from \_\_\_\_\_ A  
Representative will contact the \_\_\_\_\_ Operators/Central Page Operators ( \_\_\_\_\_), the TFC Helpdesk \_\_\_\_\_, the Anesthesia Department/ \_\_\_\_\_ ( \_\_\_\_\_ with the outage date, time, duration, purpose and status of pages during outage immediately after notification is received from \_\_\_\_\_ Engineering.
- B. \_\_\_\_\_ will send a group page to the TFC Group with the outage date, time, duration, purpose and status of pages during outage.
- C. \_\_\_\_\_ will send a reminder page to the TFC Group the week of the outage/maintenance is scheduled to occur.
- D. \_\_\_\_\_ on will make a reminder call to contact the \_\_\_\_\_ [ Operators/Central Page Operators

- the TFC Helpdesk ( \_\_\_\_\_, the Anesthesia Department/; \_\_\_\_\_) during the week of the outage/maintenance.
- E. The I \_\_\_\_\_ Operators/Central Page Operators will overhead page that the scheduled outage will proceed and that staff should contact them if any problems arise. The \_\_\_\_\_ Operators/Central Page Operators will overhead page updates as to the status of the outage. An all clear announcement will be made at the conclusion of the outage.
  - F. Once TFC has been notified of this outage, the \_\_\_\_\_ Operators/Central Page Operators will contact the Nursing Office and provide them the option of using an 800 # pager during the time of the outage.
  - G. Nursing Supervisor Note: Nursing Supervisor will advise \_\_\_\_\_ Operators/Central Page Operators as to who should be notified of the pager outage and offered 800# pagers, there are eleven (11) 800# pagers. The \_\_\_\_\_ Operators will contact Security to transport the 800# pagers to the Nursing Office on the main campus.
  - H. Note: The Code Team does not use \_\_\_\_\_ pagers, so there will be no need to contact members.
  - I. The \_\_\_\_\_ Operators/Central Page Operators will then page all 800 # pagers which were distributed, identifying that the outage is complete and that all 800 # pagers should be returned as soon as possible.

Pager Number	Assigned	Signature
800-2		
800-2		
800-		
800-		
800-		
800-		
800-		
800-		
800-		
800-8		
800-		