

19. Telephone Outage Communication Plan

ORGANIZATIONAL POLICIES/PROCEDURES

TITLE: Telephone Outage Communication Plan

SUBMITTED/REVIEWED BY:]
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Policy Statement

In spite of our best planning and redundant communication systems, there may be a time when the hospital experiences an outage of the telephone system. This plan is intended to educate staff on what could occur and what options are available for emergency communication.

BJH Staff Procedure

- A. Personnel notice that no dial tone is received when picking up a telephone unit and/or no lights are lit on the multi-line telephone.
- B. Personnel report outages by calling the TFC Helpdesk from any pay phone or cellular phone at . It is necessary to be very specific about the location of the outage.
- C. Key personnel may call the Operators by dialing, () to obtain a calling card number that may be utilized to place calls from any pay phone.
- D. Once telephone services have been restored; dial tone will be obtained at the time the handset is lifted from the telephone cradle. The red lights on the multi-line telephone units will also be visible.

Telecommunications Staff Procedure

- A. Call is received from personnel or the Operators noticing that no dial tone is received when picking up the telephone handset.
- B. The Operators utilize the private outgoing line to contact the TFC Helpdesk (
- C. The Operators page the Nursing Supervisor and the ED staff to provide them with a calling card number.
- D. Telecom personnel contacts necessary vendors of outage and work towards problem resolution.
- E. Telecom personnel reroute main numbers to to alternate site (
- F. Telecom personnel contacts Security to deploy the mobile phones for emergency services. These mobile phones are to be deployed as follows:
 1. Security -
 2. ED -
 3. Nursing -
 - Security also has additional cell phones that can be distributed to critical areas if necessary.
- G. Telecom personnel issues Severity 1 Report, notifying IS/ TFC management of outage.
- I. Telecom personnel, will report to Command Center (if opened) and other critical areas to assist BJH personnel
- J. Telecom personnel will communicate with Administration to provide status regarding the outage.

Available Communications

A. Cardiac Arrest Service:

The main number can be reached by dialing from a Power Fail Transfer telephone, pay phone, or cellular telephone when a telephone outage has occurred. If you cannot get through to that line, please call the telephone operators at Report that this is a cardiac arrest. Operators will be able to utilize the overhead paging system as listed below.

B. Overhead Paging:

South: Primarily used for cardiac arrest services. When in need of cardiac arrest service from the telephone operators:

1. Primary: Dial from a pay phone or cellular phone. Indicate the emergency and have the operator utilize the manual paging system.
2. Secondary: An emergency microphone has also been installed in the telephone equipment room at the East Pavilion Ground Floor location. To utilize this equipment, depress the button on the microphone and talk.

C. Outside Lines:

In critical care areas and Command Centers, an outside line is provided.

D. North/ South Outage:

There are Power Fail Transfer phones located in key areas throughout the Medical Center. These phones are easily recognizable because they are red and marked with a sign, which indicates it is an emergency telephone or Power Fail Transfer Telephone. These phones can be utilized for incoming or outgoing purposes. A current list can be found on the TFC Web page at [\[redacted\]](#). Users can access this information through [\[redacted\]](#).

E. Pay Phones:

Pay phones may be utilized during emergency situations. (See [\[redacted\]](#) for a list of business lines and pay phones).