

PHONE COMMUNICATION: ISOLATION ROOMS-TO-HALL PHONES

COMMUNICATION BETWEEN THE ROOM AND HALL PHONE

In-room telephones are available in the 5 isolation rooms only. They 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. Do not give family members the in-room extension as patient's cannot speak directly or interact with the phone. You can transfer calls into the room in a planned manner.

ON THE WALL IN-ROOM PHONES

- All 5 negative pressure rooms (3D, E and F, and 1D and E).
- **These phones all have unique extension numbers that are listed on the room phone. To dial into the room, you need to press * followed by the extension:**

1D – 75996 (dial *75996)

1E – 75995 (dial *75995)

3D – 75991 (dial *75991)

3E – 75992 (dial *75992)

3F – 75993 (dial *75993)

When you dial into the room, the phone will automatically answer in speaker phone mode.

DIALING INTO AN IN-ROOM PHONE

- You can call into any in-room phone by dialing * plus room extension
- 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 by dialing normally or selecting the autodial
- From the phone display, select "Caregiver Phone" (negative pressure rooms); 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 (the receiver must be picked up in the hall, there is no speaker option on 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 or ensure telephone is wiped down after patient contact.

To transfer a call from a hall phone (analogue 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

