



# Paging Procedure

Procedure Number  
WCDHB-PG-0052

Version Nos:  
4

## 1. Purpose

This Procedure outlines the details for the operation of the West Coast District Health Board (WCDHB) Paging System.

## 2. Application

This Procedure is to be followed by all staff throughout WCDHB.

## 3. Definitions

There are no definitions associated with this Procedure.

## 4. Responsibilities

For the purposes of this Procedure:

The **Operations Support Co-Ordinator** is required to:

- oversee all aspects of this Procedure.

**WCDHB Staff Members** who have been issued a pager are required to:

- carry the pager with them when they are on-call
- respond promptly when paged
- notify the Biomedical Technician if the pager issued to them malfunctions in any way
- return the pager to the when it is no longer required

## 5. Resources Required

This Procedure requires:

- WCDHB Paging System
- WCDHB Internal Telephone System

## 6. Process

1.00 WCDHB Grey Hospital operates a paging system for key staff members who are required to respond without delay to patient care situations or facility/infrastructure situations.

- 1.01 The following staff members will be assigned a pager:
- Senior medical staff (SMOs) including Anaesthetists
  - House Surgeons
  - Duty Nurse Co-Ordinator (Grey Hospital)
  - Surgical P.S.D.
  - A&E Duty Nurse
  - Infection Control Advisor
  - Director of Nursing
  - Respirator Nurse Specialists
  - Medical/Biomedical Technicians
  - Dietitian
  - Social Worker
  - Trades Department Staff
  - Orderlies
  - Orthotics Department



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- 1.02 The Operations Support Co-Ordinator is responsible for overseeing the paging system.
- 1.03 The Biomedical Technician is responsibility for the maintenance of all technical aspects of the paging system.
- 1.04 The Manager of each staff member who are issued with a pager are responsible for ensuring that the staff member is made aware of their responsibilities associated with having a pager, in particular Sections 1.04 and 1.05 of this Procedure.
- 1.05 Staff members issued with a pager are required to:
- i). carry the pager with them when they are on-call
  - ii). respond promptly when paged
  - iii). notify the Biomedical Technician if the pager issued to them malfunctions in any way
  - iv). return the pager to the when it is no longer required
- 1.06 Staff members who are issued with a pager are to remember that the coverage of the paging system on the West Coast may be limited when they go off-site. Therefore they are to ensure they have an alternative means of being contacted and that this is provided to the Hospital Telephonist before the relevant staff members leaves the Grey Hospital site.
- 1.07 In situations where the issuing of a pager is unsuitable, a cellphone is to be issued. (See *WCDHB Cellphone Use Procedure*)
- 1.08 Staff members wishing to be issued with a pager (in addition to those listed in Section 1.01) are to request so to their Manager, who will discuss the request with the Operations Support Co-Ordinator. The decision to issue a pager will be based primarily on clinical need and safety.
- 1.09 Staff members wishing to page a staff member are to:
- i) Dial 2683 using the WCDHB Internal Phone System;
  - ii) At the voice prompt, key in the appropriate pager number
  - iii) Then enter the phone extension number the paged staff member is to call
- 1.10 Medical Administration will ensure that an updated list of all pager numbers is distributed throughout WCDHB on a regular basis.

## 7. Precautions And Considerations

- ➔ WCDHB Grey Hospital operates a paging system for key staff members who are required to respond without delay to patient care situations or facility/infrastructure situations.
- ➔ Staff members issued with a pager are required to respond promptly to a page
- ➔ Staff members who are issued with a pager are to remember that the coverage of the paging system on the West Coast may be limited when they go off-site. Therefore they are to ensure they have an alternative means of being contacted



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### 8. References

There are no references associated with this Procedure.

### 9. Related Documents

WCDHB Cellphone Use Procedure

<b>Revision History</b>	<b>Version:</b>	4
	<b>Developed By:</b>	Quality Improvement Co-Ordinator
	<b>Authorised By:</b>	Chief Executive Officer
	<b>Date Authorised:</b>	January 1998
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