



Telephone Procedure

Procedure Number

CHC-PG-0058

Version Nos:

4

1. Purpose

This Procedure outlines the process for the use of West Coast District Health Board (WCDHB) telephones by patients, visitors and staff members making personal calls.

2. Application

This Procedure is to be followed by all staff members, patients and visitors throughout WCDHB.

3. Definitions

There are no definitions associated with this Procedure.

4. Responsibilities

For the purposes of this Procedure:

all **WCDHB Staff Members** are required to:

- not make excessive use of WCDHB phones for personal calls

Visitors are required to:

- use pay phones for the making of phone calls

5. Resources Required

This Procedure requires:

- Pay phones
- Cordless phones

6. Process

- 1.00 Patients are encouraged to use pay phones. However, where these are not available, or the patient/consumer is unable to access a payphone they patients may use ward/unit phones, at no charge.
- 1.01 Where possible, Wards are to have cordless telephones which can be taken to patients who are unable to access other telephones.
- 1.02 Visitors are not to access WCDHB phones, but are to be directed to use pay phones.
- 1.02 WCDHB staff members are to notify the relevant Unit/Ward/Department Manager of any misuse of WCDHB phones by patients or visitors, or any suspected damage or vandalism.
- 1.03 The Contractor/Supplier of Pay Phones is responsible for the maintenance of the payphones.



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- 1.04 WCDHB staff members are prohibited. from using WCDHB phones for private, personal calls that result in the utilisation of excessive amounts of staff time, or result in excessive financial cost to the WCDHB.
- 1.05 WCDHB staff members are discouraged from using cellphones for private, personal calls during work hours that result in the utilisation of excessive amounts of staff time.
- 1.06 During working hours telephone faults are to be directed in the first instance to the IT Help Desk (03 768 0499 ext 2911). After hours faults are to be reported to the telephonist at Grey Hospital. (03 768 0499 ext 0).

7. Precautions And Considerations

- ➔ Staff members are not to make excessive use of CHC phones for personal calls
- ➔ Visitors are to use pay phones for the making of phone calls
- ➔ Patients may use WCDHB phones at no charge at the discretion of the relevant Manager

8. References

There are no references associated with this Procedure.

9. Related Documents

WCDHB Paging Procedure

WCDHB Cellphone Use Procedure

Revision History	Version:	4
	Developed By:	Quality Improvement Co-Ordinator
	Authorised By:	Chief Executive Officer
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	Date Last Reviewed:	January 2007
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