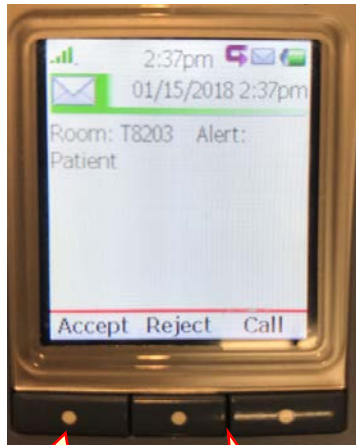# ASCOM Phone: Actions available with Patient Alert

When a patient pushes a call button, the call gets routed to the appropriate ASCOM phone based on established call order rules. There are 3 options available when you receive the alert.

Call Answers call. You can now hear the patient and your voice is transmitted into their room.

Accept

Ends the alert on the phone
This does NOT connect you to the patient

This does NOT end the alert in the patient's room

Use when you are or will be taking care of the request or alert in person.

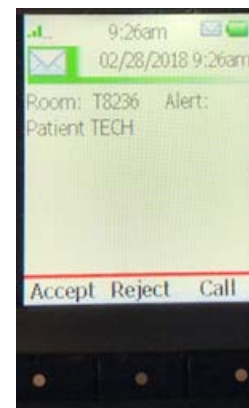**Reject** -Sends the alert to the next staff in the call order.

Use when you are not available to assist the patient.

Example: the primary nurse rejects the alert, the CTA or secondary nurse receives alert immediately.

While speaking with the patient, you may decide to forward the call to the CTA or secondary nurse. If so, press the numeral 1 on the keypad, and then end the call. The CTA will immediately receive an alert. If the CTA receives the call first, and decides to route the alert to the nurse while speaking to patient, press the numeral 2 on keypad and end call.

Forwarded call If you receive a call with the word TECH or NURSE on the screen, this means that your teammate has already spoken to the patient.

At least two staff members' ASCOM phones will be assigned to each patient. In units with CTAs, three staff members will be assigned. In some cases the primary nurse will get the calls first with the option of transferring to a CTA or secondary nurse, and in others the CTA's phone will ring first. When a unit wide emergency occurs such as Code Blue or Staff Assist, everyones' phone will alert immediately.

Rules exist that dictate the order and timing of calls. If a call goes to the primary nurse first, if that person does not respond within 30 seconds, it goes to the CTA or secondary staff member. If that person does not respond within 30 more seconds, it goes to a third line staff member.

The list below shows the order in which staff receive calls. The next person in line will be alerted only if the prior recipient does not respond or the previous person pressed *Reject* on the phone.

Type of Alert	Receives Call Immediately	Receives call 30 seconds of no response or alert is Rejected	Receives call 60 seconds after no response or alert is Rejected by first two recipients	5 minute Over-ring (OT)
Patient Call (When patient presses red button on pillow speaker)	Primary RN	CTA	Secondary RN	SLS/Supervisor 5 min OT
Toilet	CTA	Primary RN	Secondary RN	
Water	CTA	Primary RN	Secondary RN	
In Pain	Primary RN	Secondary RN		
Bath Assist (button near toilet)	CTA	Primary RN	Secondary RN	
Bath Emergency (cord on wall near toilet is pulled)	CTA	Primary RN	Secondary RN	
Bed Exit	Primary RN, Secondary RN, CTA			
Cord Out	Everybody			
Staff Assist	Everybody			
Code Blue	Everybody			
High Heart Rate	Primary RN	Secondary RN		
Low Heart Rate	Primary RN	Secondary RN		
Asystole	Primary RN	Secondary RN	Everyone	
V-Tach	Primary RN	Secondary RN		
V-Fib	Primary RN	Secondary RN		