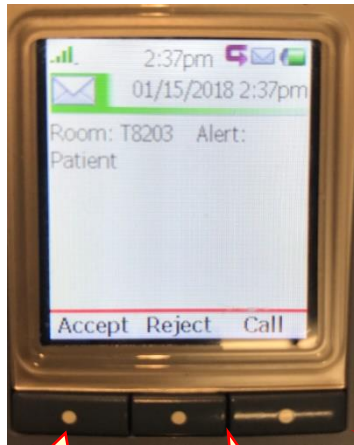


## ASCOM Phone and Patient Alerts

### Receiving Patient Alerts

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.



#### **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.

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

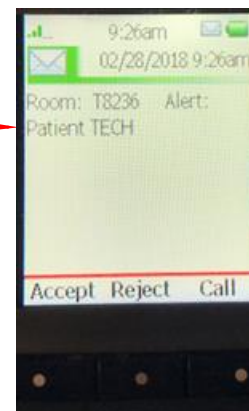
**Reject** -Sends the alert to the next staff in the call order.

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.



## Patient Alerts

At least two staff members' ASCOM phones will be assigned to each patient. In units with CTAs, three staff members will be assigned. When a unit wide emergency occurs such as Code Blue or Staff Assist, everyone's phone will alert immediately. Rules exist that dictate the order and timing of calls. 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 <u>Immediately</u>	Receives call <u>30 seconds</u> of no response or alert is Rejected	Receives call <u>60 seconds</u> after no response or alert is Rejected by first two recipients	<u>5 minute</u> Over-ring (OT)
<b>Patient Call</b> (When patient presses red button on pillow speaker)	Primary RN	CTA	Secondary RN	SLS/Supervisor 5 min OT
<b>Toilet</b>	CTA	Primary RN	Secondary RN	
<b>Water</b>	CTA	Primary RN	Secondary RN	
<b>In Pain</b>	Primary RN	Secondary RN		
<b>Bath Assist</b> (button near toilet)	CTA	Primary RN	Secondary RN	
<b>Bath Emergency</b> (cord on wall near toilet is pulled)	CTA	Primary RN	Secondary RN	
<b>Bed Exit</b>	Primary & Secondary RN CTA			
<b>Cord Out</b>	Primary & Secondary RN CTA Charge RN			
<b>Staff Assist</b>	Everybody			
<b>Code Blue</b>	Everybody			
<b>Respiratory</b>	Primary RN	Secondary RN		
<b>High Heart Rate</b>	Primary RN	Secondary RN		
<b>Low Heart Rate</b>	Primary RN	Secondary RN		
<b>Asystole</b>	Primary RN	Secondary RN	Primary & Secondary RN CTA Charge RN	
<b>V-Tach</b>	Primary RN	Primary & Secondary RN CTA Charge RN		
<b>V-Fib</b>	Primary RN	Primary & Secondary RN CTA Charge RN		
<b>Epileptic</b> NSICU, Neuro, Peds	Everybody			
<b>NEWS Score High (8-10)</b> General Floor	Supervisor Charge RN			
<b>NEWS Score Very High (11-20)</b> General Floor	Supervisor Charge RN Primary RN			
<b>NEWS Score Very High (11-20)</b> PCU	Supervisor Charge RN			

## Emergency Call Button

Staff have the capability to reach Emergency Services (1-1111) by pressing a single button on Ascom phone. The button is on the upper portion of the phone.

Press and hold button for ~ five seconds.  
Operator from Emergency Services (1-1111)  
will come on the line over speaker phone.

Provide all required details about  
emergency to operator

Be Mindful of audience, PHI will be audible  
to everyone within immediate radius.

