

## Clerk Orientation QEI



Multitone Hospital Pagers

Who are We?

Karen Beaton, QEII Clinical Communications, Paging Administration

Voice Services is Locating, Switchboard and the Reception Desks.

We are located at the Abbie Lane Building, 2<sup>nd</sup> floor, room 2020.

Providers of in-house paging services (Multitone)

**Pagers:** Your pager will have a four digit number on the front case. This four digit number is your pager number for the QEII site. This number will remain the same for your clerkship.

**IWK:** When doing a rotation at the IWK Health Science Centre-Please contact Irene Barkhouse at 470-7314 to receive your IWK four digit pager number. This number will be programmed to your current pager.



## Acknowledge pages

To turn the pager on, press the triangular button on the front. When you receive a page, press the triangular button to silence the beeping and view the message on the screen of the number you are to dial to reach the person who paged you.



## Message Direction

Press the Triangular button on the side of the pager. The numbers will then display on the other side of the screen. This needs to be done while the pager is being sent page and is beeping.



## Turning the Pager OFF

To turn the pager off, press a pen into the circle and hold. The pager will then turn off.

To turn back on press triangle button of front.

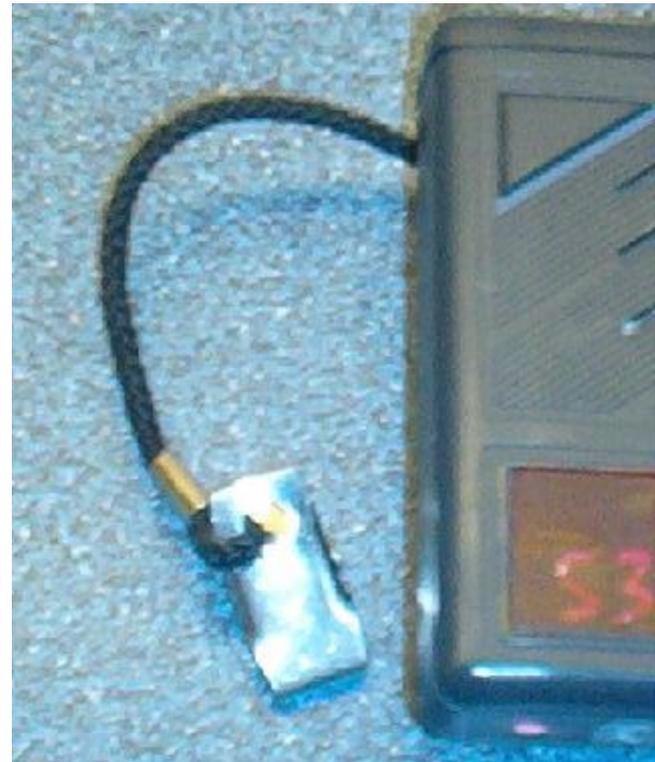
When turning off and back on, it will erase all messages.

Pager has a memory of only four pages.



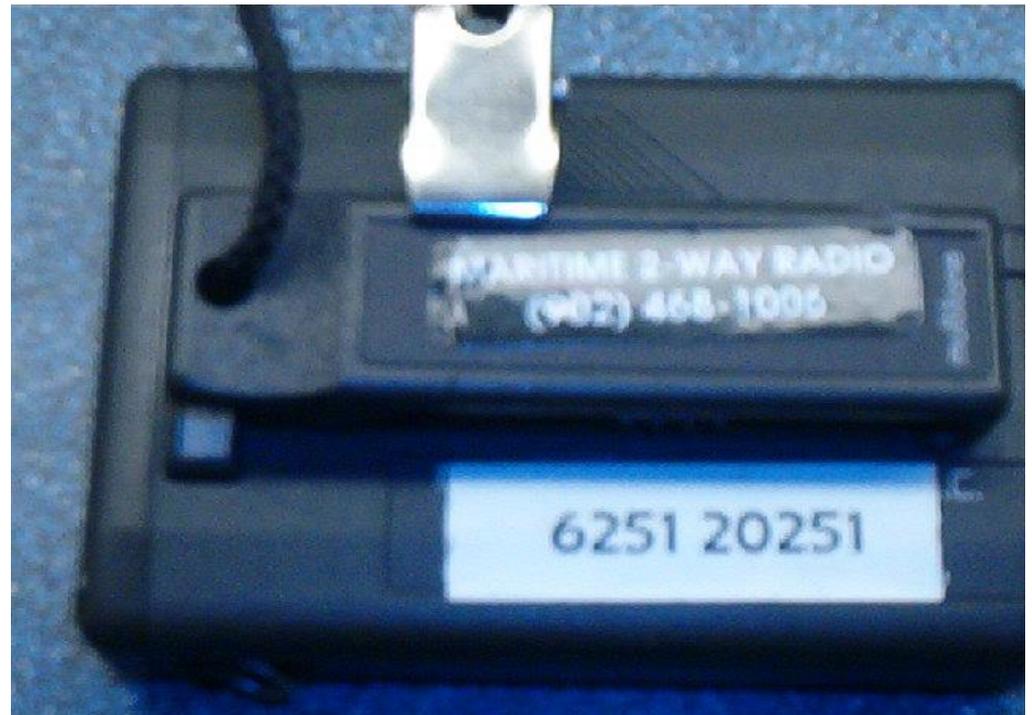
## Lanyard

The Lanyard can be clipped to your clothing and aids in keeping the pager from falling.



## Clip & Changing Battery

The clip is another added security feature. There is a small circle on the back of the pager near the battery door. Please put a pen in the hole to unlock the battery door and slide the door off. The pager takes one AA battery. To know when to change the battery, pager will make a funny sound and say 'low battery'.



## How to page a user

In house paging is accessed by dialing 67-1

Outside pages can be done through 473-1760  
or by calling QEII Locating(473-2220)

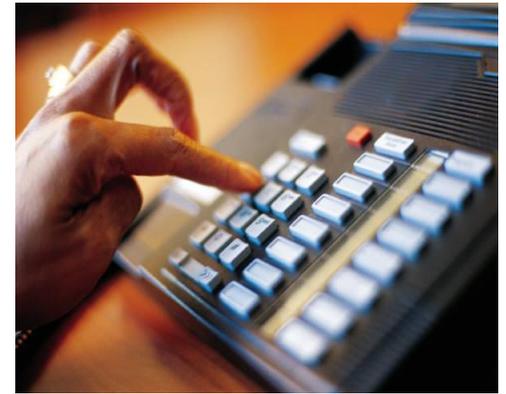


## Hospital Paging Instructions for Central Zone

### **To Dial A Routine Message into the System via Hospital Telephone:**

- Dial access code                    67
- Select option “1”                    1
- You will hear “Please enter user number.” (i.e. 2050)
- You will hear “Thank You”.
- Then, “Please enter message” (i.e. 473-2220)
- You will hear “Thank you, Goodbye.” Listen for the fast acceptance tone and hang up.

## Signing your pager In and Out



Call 473-2220 and ask the operator to sign your pager number in or out, this option allows you to advise the operator when to sign the pager number back in, or to transfer your pager to another pager.

- When paging calls are to be transferred to another staff member, call CDHA Locating at 473-2220 and provide details of the transfer such as recipient involved and duration of the transfer.



## Call Park Numbers

- Outside calls processed by QEII Locating are represented by 473-5350 to 473-5374. Just dial 473- and the call park number.
- When you receive an outside call your pager will display a number between 473-5350 and 473-5374. To answer the outside call, just dial the number from any internal or external phone. You will have 4 minutes to respond to the page. When answering a page, if the caller is no longer holding, you will be transferred to the hospital operator.

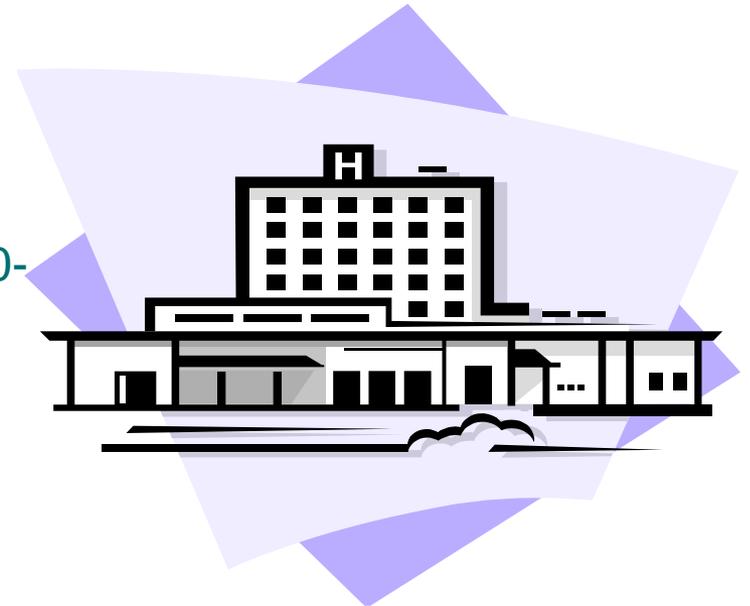
## Hospital Extensions

All DGH extensions begin with 465- or 460-

All NSH extensions begin with 464-

All QEII extensions begin with 473-

All IWK extensions begin with 470-



To Place a Page at the IWK

**To Dial A Routine Message into the System via Hospital Telephone:**

- Dial access code           62
- Select option “1”           1
- You will hear “Please enter user number.” (i.e. 2050)
- You will hear “Thank You”.
- Then, “Please enter message” (i.e. 902-470-xxxx)
- You will hear “Thank you, Goodbye.” Listen for the fast acceptance tone and hang up.

Note: prefix 3, 5, and 8 are no longer required before the phone number.

## IWK Call Park Feature

- There is a new process now in effect for physicians and staff answering pages. The call park feature is used in conjunction with the hospital paging system. The designated locals for this feature at the IWK Health Centre are: **4645000 to 4645026 inclusive**. Once paged to a 7 digit call park number, you can dial direct from within the hospital by dialing the 7 digit local (4645xxx), or, when calling from outside the Health Centre, **dial 902-470-7071** and then dial the 7 digit local (4645XXX) to be connected to the caller.
- You have **120 seconds** to retrieve your call. If you do not respond, the call will return to the switchboard (902-470-8888).  
The operator will ask if the caller would like to try again.
- From within the health centre, a busy tone indicates the caller has hung up. When dialing from outside the health centre, there will be silence if the caller has hung up.
- VOICEMAIL PAGING ACCESS FROM OUTSIDE 902-470-7981

## Important Phone Numbers



- 0 Patient and general inquiries
- 473-1510 Patient Line
- 473-1760 External paging line for Capital Health Hospitals
- 473-2220 Locating Department (24 Hour)
- 473-2700 QEII Health Sciences Centre Main Line
- 473-3333 Emergency Code Lines
- 473-7233 SAFE Line
- 67 -1 Internal Paging Access Number



## Final Information

**Broken Pagers:** If your pager isn't functioning properly, please take the pager to either the Centennial Information desk at the VG site or to the Locating department in the Abbie Lane, main floor, room 2020. You will be given a replacement pager and the broken pager will be sent for repair. Your pager number will remain the same.

**Code Pagers:** You may be required with certain services to carry a Code Pager when on-call. Please speak to your Senior Resident for further instructions.

**Batteries:** Can be picked up at Centennial Info. Desk, Level 1 Info. Desk & Locating (2<sup>nd</sup> floor, Abbie Lane, room 2020)

**For any questions or concerns, please contact:**

Karen Beaton

(902) 473-4989

karen.beaton@nshealth.ca