

SUBJECT: Telephone Outage
APPROVED BY: VP Acute Care Services _____
EFFECTIVE DATE: February 2013
REVISED/REVIEW DATE:

Purpose:

To provide direction for employees in community clinics in the event of a telephone outage.

Policy/Standard:

- All employees are responsible to comply with Labrador-Grenfell Health policy and follow the appropriate procedure during a telephone outage.
- Satellite phones must be located in the receptionist area.
- Satellite phones are to be plugged in and charged at all times.
- Satellite phones must remain on during a telephone outage.
- Satellite phone operations will be reviewed with all new staff.

Materials Required:

- Iridium 9505A manual.
- Iridium 9505 satellite phone.
- Iridium quick start guide.

Related Policies:

Not Applicable

Outage Procedure:

1. The Regional Nurse (RN) II or designate will contact the switchboard at the appropriate hospital by satellite telephone to make them aware of the telephone outage.
2. The RNII or designate will contact the Clinical Manager.
3. The Clinical Manager will contact the Regional Director of Community Clinics, the Regional Director of Communications, the Regional Health Emergency Management Coordinator and the respective Chief Operating Officer.

4. The Regional Nurse on call will keep the satellite phone with them at all times during the telephone outage.
5. The RN II or designate will call the Clinical Manager and the switchboard at the appropriate hospital to provide daily updates.
6. The RN II or designate will inform the Clinical Manager upon restoration of telephone services.
7. The Clinical Manager will contact the Regional Director of Community Clinics, the Regional Director of Communications, the Regional Health Emergency Management Coordinator and the respective Chief Operating Officer to notify them of the restoration of telephone services.

Audit Procedure:

Maintenance personnel or designate will test the satellite phone monthly to check that it is charged and in good working order using the following procedure:

1. Assign a different staff member each month to make a call with the satellite telephone:
 - The test call will be made to the Emergency Regional Management Coordinator, Satellite to land line.
 - A second test call will be made from satellite to satellite.
2. Record the monthly checks in the satellite phone log book.

Clinical Managers will audit the Satellite Phone log books during site visits and will report results to the Regional Health Emergency Management Coordinator and the Regional Director of Community Clinics.

References:

Not Applicable.