

# Enhanced Communications Pilot: GIM Housestaff Paging Manual

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## OVERVIEW & TIMELINES

The paging process on GIM is in transition. Starting July 1, residents will be asked to use their personal smartphones, equipped with a free paging application (Amcom Mobile Connect), to receive text pages.

**July 1 2011** – Residents will have the technology installed and the ability to text page each other and their staff. Residents will still be required to carry their numeric pager for pages originating from 14CC.

Residents will also have the ability to use a free “softphone” on their smartphone – this app allows them to send and receive calls to a unique hospital extension through the WiFi network.

For example –page Orthopedics to your softphone extension 55555. That way you don't have to wait by a landline, and you don't waste your cellular minutes when they do call back.

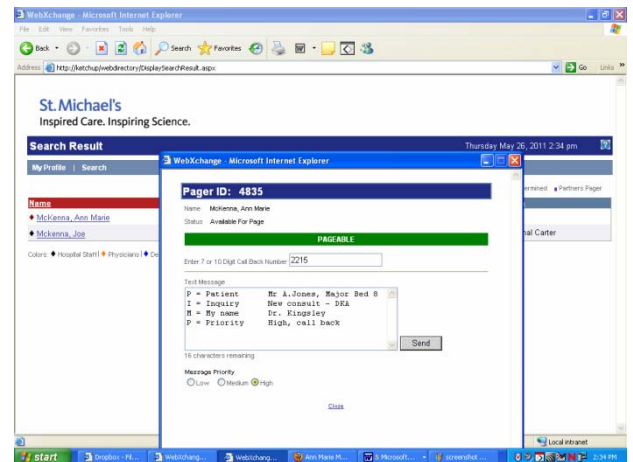
**August 2 2011** – All ED pages will be sent to the Team blackberries and individual resident smartphones. Residents can text ED back for urgent or non-urgent pages. They must call back immediately for emergent or new consults.

**August 29<sup>th</sup> 2011** – All 14CC pages will be sent as text messages to Amcom Mobile Connect users. Residents will be able to text or call back depending on the message urgency.

**INSTRUCTIONS** : full details can be found at <http://www.stmichaelshospital.com/education/postgraduate/guides.php>

### 1) Sending a Page:

- Go to WebExchange (available on your smartphone browser or any SMH desktop)
  - LOGIN (top right corner of homepage)
  - Search for the person you want to page
    - NOTE you can page your “entire team” at once by selecting “GIM Team X ALL Pagers”
  - Enter your callback # and message
- Track your pages by logging in and viewing messages to see if they have been delivered or if there are any replies



### 2) Receiving a Page on your smartphone:

A) Acknowledge you've read it

B) Reply to Sender



**"IGNORE" button = do not use**  
(Instead reply to say message sent to the wrong person.)

- Pages from SMH locating – all pages sent through locating will be numeric pages only, ending in – Locating (ex) 2215 – Locating
  - Call extension 2215. The “Locating” suffix indicates that this page was sent through locating.
  - All calls via locating will be treated as **EMERGENT** calls, requiring immediate callback
  - **Do not text reply** (locating is not liable for your patient care)

### 3) Priority Guidelines

- Your smartphone preferences will be set to ring differently for high, medium or low priority pages.
  - HIGH PRIORITY = Emergency → Immediate call back
  - MEDIUM PRIORITY = Urgent → Text or call back within 10 minutes
  - LOW PRIORITY = Routine → Text back within 1 hour

If you do not respond within the above timeframes, the messages will be resent to the Team phone or your staff
- Ringtones for priority pages are set as follows. Please do not change these settings on your phone. All volumes should be “HIGH” to avoid missing a page.
  - HIGH PRIORITY =Arp\_Ring
  - MEDIUM PRIORITY =Ring\_Echo
  - LOW PRIORITY = Ring\_Echo

### 4) Forwarding your pager when leaving for the day, post-call or out of hospital (eg academic ½ days), vacation

FIRST, identify who will be covering your pages

- In 99% of cases, you should be forwarding your personal smartphone pager to the TEAM BLACKBERRY
- **“When you handover your patients, handover your pager!”**

SECOND, **email locating** to notify them of **WHO** you are forwarding to and **WHEN** you’ll be back:

TO: [locating@smh.ca](mailto:locating@smh.ca)

Subject: **Forward my Pager**

***Please forward my pager to the Team B Blackberry until 8am tomorrow July 18<sup>th</sup>.***

If you do not indicate when you are back at work, forwarding will default until 8am the next morning.

### 5) Charging Stations

Blackberry charging stations : morning report room (14CC Large Conference), North and South Nursing Stations, ED.

iPhone charging stations: morning report room, ED and available for signout from the 14CC Charge RN or SMH locating.

### 6) Texting & Privacy

Remember that your messages via Amcom Mobile Connect will be logged forever on the Amcom server, are considered part of the medical record, and will be audited for purposes of evaluating this pilot. Treat the messages with the same professionalism as you would your consult and progress notes.

## Smartphone Etiquette

**Patients first!** Your patients might think you are BBM-ing your BFF and having a LOL at their expense. Non-emergent messages can be deferred until your bedside encounter is over.

**Learning second!** Your staff are aware that urgent pages require a response within 10 minutes. **Do not “text during teaching” unless for urgent matters.**

Morning report (8-9) and Noon Rounds (12-1) are protected times when only urgent or emergent pages should be sent by 14CC nurses.

Please notify the CMR if you find these paging guidelines are being violated or if you have any other problems with the paging process: [mckennaa@smh.ca](mailto:mckennaa@smh.ca)