

Paging System Update General Instructions

For the **day team**:

- 1) Please **search "surgery"** on NMH web paging and familiarize yourself with the new structure. Notice that there are two pagers for every service (floor and consult) except for transplant surgery, which only has a consult pager
- 2) Sign into your **2** service pagers (floor and consult) after AM sign out
- 3) Forward your **2** service pagers (floor and consult) to the respective **night surgery service** (floor and consult) after PM sign out. Notice there are **only four night surgery pagers** - General floor and consult, Specialty floor and consult. The vascular, thoracic, and transplant day pagers are signed into the "night surgical special" pagers, while the remaining services are signed into the "night general surgery" pagers

***Note:** On Fridays, please extend the coverage on the consult pagers **to end on the following Monday**, so that the on call residents may use the night pagers as a consolidated consult pager

For the **night team**:

- 1) Please **search "surgery"** on NMH web paging and familiarize yourself with the new structure.
- 2) Sign into your **1-2** night service pagers (floor and/or consult) after PM sign out, ensuring **all four night pagers** are covered by the team
- 3) Update the paging status to **"not available"** on your **1-2** night service pagers (floor and/or consult) after AM sign out (except on weekends/holidays)

For the **trauma day and overnight chiefs**:

- 1) Please exchange signing into 17134 "Acute Care/General Chief Resident" after your AM and PM sign outs.
- 2) Similarly exchange the red trauma pager

For the **weekend rounding and call residents**:

- 1) If you're **rounding**, sign into you respective floor pager. Keep the consult pager logged into the general or specialty night pager
- 2) If you're **on call and taking consults**, sign into the respective night consult pager. This should be covering all of the individual consult pagers and will receive trauma alerts
- 3) If you're on **general surgery floor call**, sign into **Acute Care/Trauma Intern 3**. This will allow you to get trauma pages in addition to your trauma pages
- 4) If you're the **chief on call**, sign into the general surgery chief pager
- 5) **All on call residents** (including the chief) should take their respective **red pager** from the preceding overnight team

***Note:** On call residents in charge of the consult pagers should periodically ensure that they're indeed covering all of pagers. Do so by simply searching "surgery" on NMH web paging and scrolling through the list. Please be vigilant while we all grow accustomed to the new system.

Paging System Update

FAQs for the red trauma pagers:

Q: How many new red trauma pagers are there?

A: 14 total. There are 3 for the trauma interns, 1 for the trauma junior, 1 for the trauma chief/night/on call chief (which will also receive airways and codes), 2 for the trauma midlevel providers (1 of which is extra right now), 2 for the trauma students, 2 for the SICU, and 3 for the night float interns. They are all labeled on back, so **please pick the appropriate pager.**

Q: Why do we need these pagers?

A: Per **risk management**, we are required to wear these. These pagers are intended for all first responders in the hospital. They are short range, i.e. they work on a specific local frequency that is broadcast only within the confines of the major pavilions. They function independent of our long range paging system, which is routed via satellite. In the event our long range system is down or delayed (not infrequent), the subsequent pages could be delayed from seconds to minutes. Hence, we have an internal, short range system for traumas, airways, and codes.

Q: Are we still receiving long range trauma pages on the trauma/SICU/select night float pagers (e.g. the trauma consult and floor pagers)?

A: Yes. The short range pagers are unreliable in Arkes, so the system is necessarily fully redundant. The following pagers receive trauma pages via the long range system and serve as a back up: Trauma consult/floor and all team members, SICU pagers, and the Specialty Consult pager

Q: Can I forward my pager to the red pager, to consolidate?

A: No. These are intended to work as old fashioned pagers passed from person to person. Also, see the preceding question . Do not log into them. Do not forward them or cover them with short or long range pagers.

Q: What should I do with my pager on off hours?

A1: If you are a member of the trauma team, they are yours for the month, save for the chief. Feel free to turn them off and/or leave them in your locker on off hours. **Please do not take them home.**

A2: If you are a member of the SICU team or a chief, please pass them off between providers

A3: If you are a member of the Night Float team, feel free to hold on to the pagers during the week. **Be sure to pass them off to the on call residents on Saturday morning/holidays.** They will pass them to each other over the calls, and you will reclaim them Sunday night.

Thank you very much!