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Beaumont

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Applicability Dearborn

Phlebotomy Mobile Heartbeat Phones - Dearborn

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

Mobile Heartbeat phones are provided to the phlebotomy department to increase communication between phlebotomists, laboratory, and nursing.

II. PROCEDURE:

A. Phlebotomy Use of Wireless Phones and Accessories:

1. Each Phlebotomist is required to select a fully charged Mobile Heartbeat phone and log into it at the beginning of each shift.
2. Switch out phone with a fully charged phone when needed.
3. Clean your device at the beginning and end of your shift with the Super Sani Cloth (purple wipes) only.
4. Return the wireless phone to the desktop charger at the end of the shift or when leaving the facility.
5. Use Mobile Heartbeat phones to receive calls from inside the Beaumont Health facility.
6. Do not access or change feature settings on the phone that are not instructed in the User Guide. The Lab Tech Support Lead or the Manager will make any necessary adjustments to the programming of the phones.
7. Additional training needs or troubleshooting issues must be brought to the attention of a Lab Support Tech Lead or the Manager upon discovery.
8. Do not send the Mobile Heartbeat phones through the pneumatic tube system.

9. Answer incoming calls or texts when received. If performing a draw, return the call or text as soon as the patient draw is complete.
10. Mobile Heartbeat phones that are not returned will be the responsibility of the employee last assigned to the phone.
11. Mobile Heartbeat phones are not to be used for personal phone calls.
12. Mobile Heartbeat phones should be used to contact the Lab Support Tech Lead when available if assistance is needed.
13. Mobile Heartbeat phones that leave the building must be returned within 8 hours.

B. Lost or Stolen Wireless Phones:

1. Report any lost or stolen phones immediately to your Lab Support Tech Lead, Department Manager, or Manager on duty. Security will be notified by management.
2. NOTE: Wireless phones will NOT work outside of the facility, and will alert you that you are leaving the system.

Approval Signatures

Step Description	Approver	Date
Medical Director	Jeremy Powers: Chief, Pathology	1/17/2024
Policy and Forms Steering Committee Approval (if needed)	Kimberly Cole: Spec, Operations	1/16/2024
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Applicability

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