

TRAINING UPDATE

Lab Location: WAH **Date Implemented:** 10.29.2016
Department: Field Ops Staff **Due Date:** 11.15.2016

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Pager Communication
Description of change(s):
<ol style="list-style-type: none">1. This is a new procedure.2. Every phlebotomist will carry a pager during his/her shift.<ol style="list-style-type: none">a. Pagers will be worn on the person (not on the cart).b. Pagers must be "on" and have sufficient battery life.3. Pagers will be assigned by nursing area. Nursing staff will be provided a copy of the list and will page phlebotomists directly. The phlebotomist in charge will always carry the stroke pager.4. Lab can send text messages to the pager using the "Spok" program that is available on all lab computers.5. Phlebotomists must respond as soon as possible when paged. Phlebotomists are required to respond to a page before moving to the next patient.

Electronic Document Control System



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Title: Pager Communication

Owner: LESLIE BARRETT

Status: INWORKS

Effective Date: 27-Nov-2016

Next Review Date:

Non-Technical SOP

Title	Pager Communication	
Prepared by	Stephanie Codina	Date: 10/27/2016
Owner	Stephanie Codina	Date: 10/27/2016

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

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1. PURPOSE

To outline the process for paging phlebotomy staff which ensures client support by providing direct communication with phlebotomy staff on duty on each shift for blood collections.

2. SCOPE

This procedure applies to the proper use of pagers by phlebotomy staff.

3. RESPONSIBILITY

Phlebotomy Supervisor is responsible for ensuring staff members are trained to use Pagers.

Group Leads will utilize pagers and ensure continuous coverage is provided.

All Phlebotomy staff members are responsible for using pagers as described in this procedure and must ensure the assigned pager is always in service.

During breaks someone will be designated to cover the pager.

4. DEFINITIONS

Pager – a wireless one-way telecommunication device that receives and displays numeric or text messages

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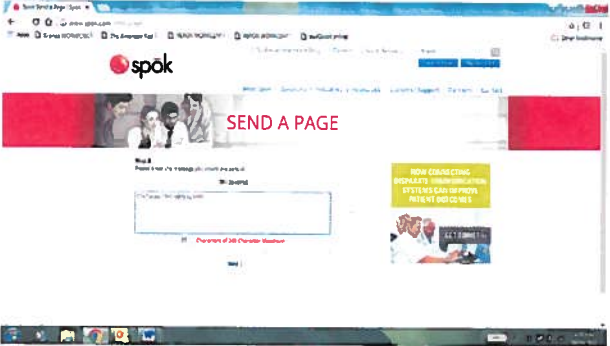
5. PROCEDURE

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Step	Action
1	<p>Each phlebotomy staff member must carry the pager for his/her assigned floors during the entire shift (refer to addendum A).</p> <ul style="list-style-type: none"> A. Pagers must remain on the “person” and should not be left unattended or placed on the phlebotomy cart. B. Pagers are transferred from one phlebotomist to the other during shift change. <ul style="list-style-type: none"> a. Pagers are never sent via pneumatic tube. b. Pagers must be removed from labcoats prior to returning to the labcoat machine. C. The incoming phlebotomist will verify battery charge at the time the pager is transferred. Battery charge status will display on the upper, right-hand corner of the display. <div data-bbox="548 751 889 884" data-label="Image"> </div> <ul style="list-style-type: none"> a. Batteries will be changed as needed to ensure the pager will remain active throughout the shift. b. Extra batteries are stored in the cabinet behind the front desk. D. Pagers will be set to “ringer” and not on “vibrate.” E. Extra pagers are stored in the phlebotomy area. F. The phlebotomist in charge on each shift will ensure all pagers are accounted for during change of shift. G. During breaks, pagers must be handed to another staff member for coverage.
2	<p>The stroke pager is carried by the phlebotomist in charge. It is imperative that this pager is carried at all times and is never left unattended.</p> <ul style="list-style-type: none"> A. The pager will go off during a BAT (brain attack team) activation. B. Phlebotomy staff must respond immediately to a page on the stroke pager by calling the floor and reporting immediately to the code location.
3	<p>To send a text page:</p> <ul style="list-style-type: none"> A. Access the “SPOK” website via the computer. B. Select the “Send a Page” option. C. At the “Step 1” prompt, enter the pager number to which you would like to send a message and click “Continue.” <div data-bbox="532 1667 1247 1950" data-label="Image"> </div>

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Step	Action
<p>3 Cont</p>	<p>D. Type the message you would like to send in the pop-up box then click "Send."</p>  <p>E. The pager will display the message that the sender typed. The phlebotomist will respond to STAT collections within 15 minutes.</p>
<p>4</p>	<p>To send a phone number page:</p> <ol style="list-style-type: none"> A. Dial 9 followed by the pager number. <i>For example: 93012240700</i> B. At the first beep, dial the extension that you wish the phlebotomist to call followed by the pound (#) key. <i>For example: 5142#</i> C. Document the page on the "Phlebotomy Stat Page Log." Record the time of the page, the phlebotomist's name, and tech code on the log. D. The pager will sound and display the number. E. The phlebotomist must return the call within 5 minutes. At that time, provide the relevant information to the phlebotomist (patient's first and last name, location, medical record number, and tests that need to be collected). The phlebotomist must readback the patient and test information to ensure accuracy of communication. F. Document the time the phlebotomist returned the call on the log.

6. RELATED DOCUMENTS

Stat, Timed and ASAP Draws, Phlebotomy procedure
 Phlebotomy Stat Page Log, WAH (AG.F310)

7. REFERENCES

None

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8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes WAH.L887.1		

9. ADDENDA AND APPENDICES

Addendum A: Phlebotomy Pager Assignments

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Addendum A

Phlebotomy Pager Assignments

Dayshift Assignments 4am to 12:30pm	
Pager Number	Nursing Floors Covered
301-224-0624	Stroke (BAT Activation) Pages
301-224-0782	ED, 1500, 2500, 3000, 3100, 3800, 5100
301-224-0700	Transcare, 2100, 2200, 3200, 5200, Same Day Surgery
301-224-0783	4100, 4200, 4300, PACU, Radiology, Wound Care

Evening Shift Assignments 12:30 to 9:00 pm	
Pager Number	Nursing Floors Covered
301-224-0624	Stroke (BAT Activation) Pages
301-224-0782	ED, 1500, 2500, 3000, 3100, 3300, 3800, 4300, 5100, Transcare, Operating Room
301-224-0783	2100, 2200, 3200, 4100, 4200, 5300, 5400, PACU, Radiology, Wound Care, Same Day Surgery

Night Shift Assignments 9:00 pm to 4:00 am	
Pager Number	Nursing Floors Covered
301-224-0624	Stroke (BAT Activation) Pages All nursing units

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