

TRAINING UPDATE

Lab Location: SGMC & WAH
Department: Client Service

Date Distributed: 1/19/2017
Due Date: 1/31/2017
Implementation: 2/1/2017

DESCRIPTION OF PROCEDURE REVISION

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| Name of procedure: |
| Pager Genius Paging System SGAH.CS951 v0 |
| Description of change(s): |
| <p>This is a new system SOP that describes the process for using a paging device to ‘call’ outpatients for phlebotomy service.</p> <p>This SOP will be implemented on February 1, 2017</p> |

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

| | | |
|--------------------|-----------------------------------|-----------------|
| Title | Pager Genius Paging System | |
| Prepared by | Stephanie Codina | Date: 1.12.2017 |
| Owner | Stephanie Codina | Date: 1.12.2017 |

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

| Review: | | |
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| Print Name | Signature | Date |
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1. PURPOSE

We make all attempts to protect patient privacy and will not call patient names in public waiting areas. This procedure outlines the process for using the Pager Genius Paging System to call patients in the outpatient phlebotomy area.

2. SCOPE

All client services staff members must use the Pager Genius Paging System to call patients for outpatient phlebotomy procedures.


3. RESPONSIBILITY

All client services staff members must understand and adhere to this procedure for calling patients in the outpatient laboratory.


4. DEFINITIONS

N/A

5. PROCEDURE

| Step | Action |
|------|--|
| 1 | <p>When a patient presents to the outpatient laboratory, he/she will be given a pager to be used to call the patient into the phlebotomy area.</p> <p>A. Obtain a pager from the charger.</p> <p>B. Identify the pager number. Each pager will have a unique number assigned. The number will display on the flat side of the pager.</p>  <p>C. Document the pager number on the patient's face sheet.</p> <p>D. Hand the pager to the patient and tell them it will buzz and light when we are ready for them.</p> |

Form revised 3/31/00

| Step | Action |
|------|---|
| 2 | Activate the pager when it is time to call the patient. A. Type the pager number into the transmitter. B. Press the enter key.  |
| 3 | To cancel the page, A. Type the pager number into the transmitter. B. Press the "Cancel" button. |
| 4 | Disinfect the pager using a hospital-approved disinfectant wipe PRIOR to returning the pager to the charger. |
| 5 | Always store the pagers in the charger when not in use. If a pager displays the message "LOBT," the battery is low and the pager must be charged prior to use. |

6. RELATED DOCUMENTS

None

7. REFERENCES

Pager Genius Paging System T9005/P2000 User Manual, Pager Genius, Inc. Anaheim, CA.

8. REVISION HISTORY

| Version | Date | Reason for Revision | Revised By | Approved By |
|---------|------|---------------------|------------|-------------|
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9. ADDENDA AND APPENDICES

None