CITY-WIDE HOSPITAL PAGER
REFERENCE CARD

The following documentation is for the pocket pager system at LHSC & SJHC

Important – Please Read

- Numeric and text messages sent to pagers on the hospital's paging system are sent in clear text over a radio frequency. Individuals with the right knowledge and equipment, e.g. scanners or receivers capable of searching for transmissions on thousands of frequencies very quickly, can intercept and eavesdrop on these messages.
- For that reason, staff and affiliates must not include identifiable patient information, or other confidential information in text pages.
- Exclude full patient names, or specific details about a patient in your messages.
- All pager messages and pager logs are property of the hospital and may be reviewed and monitored and are subject to disclosure during litigation proceedings.

How to Page a Pager

Using a touch-tone telephone you may page a pager to a call back number.

- **In hospital -** dial the 5-digit pager number from any hospital telephone.
- **Out of hospital -** dial the main hospital number; enter 5-digit pager number followed by [#] key.
- Listen to the personal greeting for this pager and note the pager status.
- After the tone, enter your call back number followed by the [#] key.
- A confirmation of your page will be heard.

Send STAT pages (hospital-wide standard for sending STAT pages)

- STAT pages are sent when an urgent call back is required. To symbolize a STAT page when sending your message, press [*999#] after entering the call back number.
- Example: STAT message entered 12345*999# will display 12345-999 on the pager.
- If you receive a page with "-999" following an extension, the call is urgent!

Correct a page before sending it

If you make a mistake while entering your call back number press [***]. The numbers you have entered will be erased and you will be prompted to re-enter your number.

Enter dashes and spaces

- To enter a dash while paging press [*].
- To enter a space while paging press [**].
- Note: phone numbers will automatically be formatted with a dash, e.g., 555-1234

How to Initiate a Personal Conference Call

If you wish to page someone and remain on hold until they answer.

- **In hospital -** dial the person's 5-digit pager number.
- **Out of hospital -** dial main hospital number, enter 5-digit pager number of the person you wish to reach followed by [#] key.
- During or after the personal greeting press [*4] to initiate a personal conference call.
- Speak your name when prompted followed by the [#] key.
- Remain on hold while the person you wish to speak with is paged.
- When the person you paged answers and accepts your call you will hear a tone and then you will be connected.

Note: While on hold, if you wish to stop waiting and enter a call back number for the person you have paged press [*].

How to Retrieve a Personal Conference Call

When you are paged for a personal conference call, someone is waiting on hold to speak with you.

Numeric pager displays: "U(your 5-digit pager number)" i.e. U12345
Alphanumeric pager displays: "PERSONAL CONFERENCE CALL:(your 5-digit pager number)"

- **In hospital** - immediately dial your 5-digit pager number.
- **Out of hospital** - immediately dial main hospital number, enter your 5-digit pager number followed by [#].
- During your personal greeting press [**].
- The caller is identified by their recorded name if the caller has recorded one.
- You may accept this call by pressing [3].
- Press [*] for more options.

How to Forward Your Pager to Another Pager

If you wish to redirect your pages to another pager.
- **In hospital –** dial your 5-digit pager number from any hospital telephone.
- **Out of hospital –** dial main hospital number, enter 5-digit pager number followed by [#].
- During your greeting press [**].
- Press [16] to enter page forwarding mode.
- Press [6] to forward your pager.
- Enter the 5-digit pager number that will be covering your pages followed by [#].
- Then re-enter the covering pager number followed by [#].

How to Cancel Pager Forwarding

If you wish to cancel your pager forwarding.
- **In hospital –** dial your 5-digit pager number from any hospital telephone.
- **Out of hospital –** dial main hospital number, enter 5-digit pager number followed by [#].
- During your greeting press [**].
- Press [16] to enter page forwarding mode.
- Press [3] to cancel current forwarding.

How to Disable Your Pager

This feature allows you to prevent your pager from receiving pages.
- **In hospital –** dial your 5-digit pager number from any hospital telephone.
- **Out of hospital –** dial main hospital number, enter 5-digit pager number followed by [#].
- During your greeting press [**].
- Press [8] to disable your pager.
- Press [123] to change your absent greeting (#2) to reflect your new status.

Note: If you forward your pager to another pager do not disable your pager or pages will *not be forwarded.*

How to Enable Your Pager

This feature reactivates your pager, allowing it to receive pages.
- **In hospital -** dial your 5-digit pager number from any hospital telephone.
- **Out of hospital -** dial main hospital number, enter 5-digit pager number followed by [#].
- During your greeting press [**].
- Press [8] to enable your pager.
- Your original greeting (#1) will now be heard and your pager will accept pages.
- To re-record your #1 greeting, press [113].

How to Send an E-Page

From any e-mail account send message to pager ID# + address
Example: 10xxx@pager.sjhc.london.on.ca   (small case only)
Example: 10xxx@pager.lhsc.on.ca   (small case only)

From St. Joseph's Hospital Intranet Home Page

- Select **Directories**.
- Select **SJHC E-Paging**.
- Follow the prompts.

From London Health Sciences Intranet Home Page

- Select **Paging System** from the Corporate Info box on the left-hand side
- Follow the prompts.

How to Refer Your Pager to a Telephone Number

This informs people who page your pager to hang up and dial a telephone number.
- **In hospital -** dial your 5-digit pager number from any hospital telephone.
- **Out of hospital -** dial main hospital number; enter 5-digit pager number followed by [#] key.
- During your greeting press [**].
- Record your absent greeting (#2) press [123].
- Re-record your greeting with the phone number you wish people to call.
- Press [#] when finished recording.
- Press [14] to exit pager greeting mode.
- Press [8] to disable your pager.

Note: To start accepting pages again, follow the steps under "How to enable your pager".

Pager Greeting Examples

The following examples are recommended greetings for hospital employees. Services that use pagers should create commonly used greetings that can be changed when needed.

Greeting #1: "You have reached John Doe, pager 12345 and I am in the hospital today."

Greeting #2 (absent greeting): "You have reached John Doe, pager 12345 and I am on vacation and I am not accepting pages."

Greeting #3: "You have reached John Doe, pager 12345 and I am away from the hospital today however Jane Doe is covering my pages."

Note: Always check to ensure you have selected the right greeting after making a change.

How to Listen to Your Last Few Numeric Pages

This feature allows you to retrieve your last few numeric pages.
- **In hospital** - dial your 5-digit pager number from any hospital telephone.
- **Out of hospital** - dial main hospital number, enter 5-digit pager number followed by [#].
- During your greeting press [**].
- You will be told how many pages/messages you have.
- Press [3] to retrieve your last page. (repeat this step to hear previous page)
- Press [7] to hear the date & time that the current page was sent.

Note: This feature is a history of the last 10 pages you have received. Most users will not have a need to delete pages from this log file as they are over -written as newer pages are received.

How to Forward a Hospital Telephone Extension to a Pager

This feature allows you to forward your telephone extension to your pager.
- Forward your telephone to your 5-digit pager number as you would normally to another telephone extension.

*** Press [*] for HELP at anytime while using the pager system. ***

How to Record Pager Greeting

Pager greetings are used to identify who is carrying the pager and their availability status.
- **In hospital** - dial your 5-digit pager number from any hospital telephone.
- **Out of hospital** - dial main hospital number, enter 5-digit pager number followed by [#].
- During your (system) greeting press [**].
- To record your pager greeting press 113.
- Press [#] when finished recording.
- Press [4] to listen to the greeting you have recorded.

Hint: Your pager should have a greeting recorded stating your name & pager number. It is recommended that you page yourself to test your greeting.