

Switchboard Manual

Telecommunications Department

at

McLeod Health

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I. Alarms

All alarms should be reported to the party responsible as soon as the alarm signals. Listed below are the alarms the Switchboard monitors, what order to report signals, and to whom they should be reported.

Note: IF ANY ALARM SIGNALS A SECOND TIME AFTER BEING CLEARED, OR DOESN'T CLEAR, CALL ENGINEERING ON THE DIGITAL RADIO AND REPORT THE ALARM.

A. Gas

Call Engineering on the digital radio and report the signal. If you receive no response, call the director of Engineering.

B. Generator

Call Engineering on the digital radio and report the signal. If you receive no response, call the director of Engineering.

C. Refrigerators

- a. Nutrition Services - Call extension 7772129
- b. Blood Bank - Call extension 7772076.

II. Calls

The switchboard handles five basic types of calls. Each call needs to be handled appropriately and correctly.

A. Emergency (extension 7772020 & sometimes extension 0)

These calls come into the switchboard on the 2 Avaya digital phones. There is one on each side of the switchboard. They are to be answered with the following greeting: **"Operator, state your emergency!"**

- a. Handle the call promptly; do not take any other calls or handle any other business until the call is completed and everything the caller needed is accomplished.
- b. Conference any other needed parties in to insure everyone is connected.
- c. Report elevator emergencies using the digital radio including the elevator number or location to Engineering at 7772186.
- d. Log all emergency calls on the 2020 Log. You need to document your name, date, time, what type of emergency, and on which line the call came through (7772020 or through extension 0 – switchboard).

B. Employee (extension 0 / extension 7772000)

These calls are answered with the following pre-recorded greeting: **"This is Operator Name, McLeod Operator!"**

- a. Hand off calls for internal employees in the following order:
 - i. Secretary's number (One will be listed if the employee is an Associate Vice President or higher.)
 - ii. Work number, if one is listed
 - iii. Department number
- b. Hand off calls for employees and departments as a conference.
- c. Give out phone numbers listed under the employee's name *if requested* unless it is signified as a private number. Private numbers are written in blue and indicated with an X in the type column.
- d. Overhead page physicians only if the overhead column is designated with a yes.

C. International

Operators can make international calls for any patient-related needs.

- a. Dial 011 then the number to make the call.
- b. Obtain approval from the Telecommunications on-call person or the Nursing Supervisor.

D. Patient Information (extension 7772000)

These calls are answered with the following pre-recorded greeting: **"This is Operator Name, McLeod Operator!"** All callers should know the patient they are calling for. If they cannot give a full name or some other identifying information, **do not** volunteer information, as this is a HIPAA violation. If the patient is not listed in the computer system, inform the caller that the hospital does not have anyone admitted by that name. Never give out patient information. If the caller can give identifying information such as address or date of birth, the patient's room information can be given out. Never, **under any circumstances**, give out a selection of information to choose from. Never page a patient or their family member(s) overhead.

If an employee calls to ask for an overhead page for a patient, use the following script:

"May I have your attention please? Would the patient from room (room number) in the (Building) return to their room at this time?"

Note: IF A CALLER BEGINS TO BE HARASSING, CALL SECURITY AT EXTENSION 7280030. IF SECURITY DOES NOT HANDLE THE CALL PROMPTLY, CALL LT. CAPPS AT EXTENSION 6347 OR ON HIS CELL AT 319-1350.

E. Priority/Physician (extension 7772008)

These calls are answered with the following pre-recorded greeting: **"This is Operator Name, McLeod Operator!"** This phone number can be used when paging/texting to call back to the switchboard.

III. Codes

The MRMC switchboard handles the emergency calls for the Florence and Darlington campuses of McLeod Health. Each call should be handled according to the Switchboard Manual. All of these calls should come through extension 7772020.

All codes correlate to a button in Switchboard. Each button supplies a dialog box with fields for all necessary information. The fields will be different for each code, so pay very close attention to what the code specifically asks for. For those without fields listed, contact Michal Ferber or the Switchboard supervisor for further action.

Note: *When entering information in the fields, never use abbreviations (with the exception of units, i.e. CVICU, MICU, TSCU etc.).* For all units in the CIC tower, please remember to specify the entire room number. Example: MICU bed 5 is actually MICU room 505, CCU 5 is actually CCU bed 405, and TSCU bed 5 is actually TSCU room 305. The first number corresponds to the floor and the last 2 correspond to the room.

If any information is unknown or not given, specify that in the field rather than leave it blank.

A. Cath Team Emergency

- a. Click the Cath Team Emergency button.
- b. Fill out the fields for Cardiologist, Patient, Location and Call Back extension.
- c. Click Send when complete.
- d. Set a reminder for 10 minutes with the note of "Cath Team Callback".
- e. Verify the report after 10 minutes that the report shows that at least four members of the Cath Team have responded to the call.
- f. Notify the Cath Team supervisor if four people did not respond.

Note: If the dialog box does not give a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, manually call the individual listed on the on call schedule to deliver the message.

B. Chaplain

- a. Click the Chaplain Florence button.
- b. Fill out the fields.
- c. Click Send when complete.

Note: If the dialog box does not give a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, call the switchboard supervisor and she will notify the director.

C. Chest Pain

- a. Ask the caller for the specific location of the person with chest pain.
- b. Call the Emergency Department at extension 7776695 and notify them that someone with chest pain is *en route*. Also tell the Emergency Department employee of the location from which the person is arriving.

Note: If someone calls and reports that a person is unconscious ("passed out" or "isn't responding"), page a Code Blue to that area.

D. Code Adam (Child Abduction)

- a. Conference the caller to Security at extension 7280030.

E. Code Adam Junior (Infant Abduction)

- a. Conference the caller to Security at extension 7280030.

F. Code Blue (Adult Medical Emergency)

- a. Click the Code Blue button.
- b. Fill out the fields for Tower/Pavilion/CIC, Room Number and Anesthesia.
- c. Click Send when complete.

Note: If the dialog box does not give a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, page overhead 3 times, "Code Blue, *building and room number*".

G. Code Blue Junior (Pediatric Medical Emergency)

- a. Click the Code Blue Jr button.
- b. Fill out the fields for Tower/Pavilion/CIC, Room Number and Anesthesia.
- c. Click Send when complete.

Note: If the dialog box does not give you a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, page overhead 3 times, "Code Blue Junior, *building and room number*".

H. Code Gray (Combative Person without Weapon)

- a. Click Code Gray button.
- b. Fill out the fields for Tower/Pavilion/CIC, Room Number.
- c. Click Send when complete.

Note: If the dialog box does not give a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, page overhead 3 times, "Code Gray, *building and room number*".

I. Code Green (Bomb Threat)

Bomb threat calls are to be taken seriously and handled with the utmost care.

- a. Click the Code Green button to get the code instructions on your Switchboard screen.
- b. Listen carefully to the caller and note the precise time of the call.
- c. Let another operator know in some way that you have a bomb threat on the line. The operator notified will then immediately call the following personnel:
 - i. Security: extension 7280030.
 - ii. Lieutenant Capps: cell 843-319-1350
 - iii. Engineering: extension 7772186 ****Note: Remind them not to use any beepers or radios as to not alert the bomber if he or she is nearby.**
 - iv. Michal Ferber: 843-468-7811 or Switchboard Supervisor

Note: IF THE HOSPITAL ADMINISTRATOR REQUESTS IT, PAGE CODE GREEN OVERHEAD THREE TIMES WITH A PAUSE BETWEEN EACH PAGE.

- d. Ask the caller these questions:
 - i. When is the bomb going to explode?
 - ii. Where is the bomb right now?
 - iii. What does it look like?
 - iv. What kind of bomb is it?
 - v. What will cause it to explode?
 - vi. Did you place the bomb?
 - vii. Why?
 - viii. What is your address?
 - ix. What is your name?
- e. Document the exact wording of the threat.
- f. Refer to the Bomb Threat worksheet in the policy and procedures manual and fill out as much information as you can while you have the caller on the phone.
- g. Keep any information to yourself and speak to no one else as it may skew details from your story. Stay quiet and try to remember every detail you can from the call.

J. Code Orange (Hazardous Materials Spill)

- a. Call Michal Ferber: 843-468-7811 or the Switchboard supervisor

K. Code Red (Fire)

- a. Click the Code Red button.
- b. Follow the instructions given on the screen.
 - i. Conference the caller to Security at extension 7280030.
 - ii. Stay on the line until Security answers.
 - iii. Relay all given information to Security.
 - iv. Call the nursing supervisor, and advise them of the situation.

L. Code Silver (Armed Intruder/Hostage Situation)

- a. Conference the caller to Security at extension 7280030.

M. Code STEMI (999)

Note: The Transfer Center also has the ability to page a Code Stemi.

- a. Click the Code STEMI button.
- b. Fill out the fields for Cardiologist, Patient, Location and Call Back extension.
- c. Click Send when complete.
- d. Set a reminder for 10 minutes with the note of "Cath Team Callback".
- e. Verify after 10 minutes that the report shows that at least four members of the Cath Team have responded to the call.
- f. Notify the Cath Team supervisor if four people did not respond within 10 minutes.

Note: If the dialog box does not give a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, manually call the individual listed on the on call schedule to deliver the message.

N. Code Triage External (External Disaster involving possible multiple injuries)

- a. Call Michal Ferber: 468-7811 or the Switchboard supervisor.

O. Code Triage Internal (Internal Disaster involving possible multiple injuries)

- a. Call Michal Ferber: 468-7811 or the Switchboard supervisor.

P. Code Weather (All Natural Weather Disasters/Alerts)

- a. Call Michal Ferber: 468-7811 or the Switchboard supervisor.

Q. Code White (Radiological Event)

- a. Call Michal Ferber: 468-7811 or the Switchboard supervisor.

R. Rapid Response (METS)

- a. Click the Rapid Response button.
- b. Fill out the fields for Tower/Pavilion/CIC, Room Number, Area, and EKG.
- c. Click Send when complete.
If STAT EKG is needed:
 - i. Page EKG using the EKG button.
 - ii. Fill out the room number and location where the EKG STAT is needed.

Note: If the dialog box does not give you a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, page overhead 3 times "Rapid Response, *building and room number*".

S. Rapid Response Family (METS)

- a. Click the Rapid Response Family button.
- b. Fill out the fields for Tower/Pavilion/CIC, Room Number, Area, and EKG.
- c. Click Send when complete.
If STAT EKG is needed:
 - i. Page EKG using the EKG button.
 - ii. Fill out the room number and location where the EKG STAT is needed.

Note: If the dialog box does not give you a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, page overhead 3 times "Rapid Response, *building and room number*".

T. Stroke Alert

Note: The Emergency Department also has the ability to page a Stroke alert.

- a. Click Stroke Alert button.
- b. Fill out the fields for Tower/Pavilion/CIC, Room Number, Area, and EKG.
- c. Click send when complete.

Note: If the dialog box does not give a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, page overhead 3 times *"Code Stroke, building and room number"*.

U. Trauma (811/911)

- a. Click the Trauma button.
- b. Fill out the fields for 811/911 and Minutes.
- c. Click Send when complete.

Note: If the dialog box does not give a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, use the digital radio, change the channel to the ER channel and announce 3 times *"811/911 in time in minutes"*.

V. Utility Failure

- a. Click the Utility Failure button.
- b. Fill out the fields for Type of Outage, Campus/Hospital, Contact Name and Contact Number.
- c. Click Send when complete.

Note: If the dialog box does not give a message that the code was sent successfully or if the dialog box does not disappear, the code did not send. At that time, call Michal or the Switchboard supervisor and they will notify the appropriate personnel.

W. Suicidal Callers

Suicidal callers are to be taken very seriously and handled with the utmost care. Calls may come in at any time and be received by any operator in the McLeod Health Switchboard.

If the person calling alludes to being suicidal, follow the instructions below:

- a. Ask the caller to give their name, phone number or address.
- b. Ask the caller if they will speak to the Patient Care Supervisor or Charge Nurse.
- c. Keep the caller on the line whenever possible while locating someone to talk with him/her. Use the other operators or employees present to help.
- d. Conference the patient to the Behavioral Health nurse station at extension 4215.

The operator talking with the caller will assess for:

- a. Suicidal intent.
- b. A plan and its lethality.
- c. An available means to act.
- d. The presence of a support person.
- e. The ability to contract for no-harm (even if just for a few minutes to try to contact another resource person).

The Behavioral Health staff member talking with the caller will then take one of the following actions:

- a. Call police and/or ambulance, if danger is imminent, and give whatever information they have obtained.
- b. Discuss options for care with a responsible person, if he/she is present with the caller.
- c. Document the call in an email and send it to the Director so that the hospital is aware of the steps that were taken to insure the caller's safety.

IV. Language Line

All non-English speaking calls that come into the switchboard need to be handled by the switchboard operator and Language Line. The Switchboard operator must remain on the line for the duration of the call and process and/or contact any necessary departments for the translator. All Language Line calls must be logged.



Quick Reference Guide

ACCESSING INTERPRETING SERVICES

McLeod Health/Switchboard

HOW TO ACCESS AN INTERPRETER

From any phone follow the instructions below, if you have conference calling features be sure to use it before you place your call.

1. Dial **1-866-874-3972**
2. Provide your Client ID # **2 9 1 0 0 5**
3. Select the language you need
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need
 - c. Press 0 for assistance if you do not know the language

***Please Provide Your Cost Center Code (18318)**
***Please Provide Your 4 Digit Employee Number**

You will be connected to an interpreter who will provide his/her name and ID number, please document this information in the patient's chart or note.

V. Logs

The switchboard has several logs that need to be maintained for accurate documentation of departmental duties and policies.

A. Emergency Phone Log (7772020)

- a. Log all emergency calls on the 2020 Log.
- b. Document your name, date, time, what type of emergency, and on which line the call came through (7772020 or through extension 0 – switchboard).

B. Computer Downtime Log

- a. Call Michal or the Switchboard supervisor for direction or if I.S. needs to be notified.
- b. Log all computer downtime and issues on the Computer Downtime Log.
- c. Document the Date, Time Down, Operator & the Issue.

C. Interpreter Log

- a. Document all non-English calls that come into the switchboard.
- b. Document the date, time, operator name, caller's name (if able), language, and the reason for the call.

D. Running Log

- a. Log the nature of the business taking you away from the board whenever the Running status is used on the I3.
- b. Document your name, date, time, and reason for Running.

E. Telecommunications Loaned Equipment Log

- a. Log all devices loaned out by Telecommunications.
- b. Request/require the recipient to log their name, department, the patient's name, date and time they are logging the device out, and the type of device they are borrowing.

VI. On-Call Schedule

The switchboard receives many calls for on-call assistance for several departments in the hospital. Each call needs to be handled appropriately and correctly.

A. Hospitalists

- a. Make 4 copies of the daily Hospitalist assignment schedule that is faxed to the switchboard.
- b. Post at each station for Operator reference.
- c. Document any changes that are phoned or emailed in to the Switchboard supervisor.

B. On-Call Schedule Binder

There is a binder with on-call schedules for multiple practices and specialties throughout the hospital and MPA.

- a. Make copies daily of the schedules that are faxed and emailed to the department.
- b. Forward calls to the Transfer Center if there is not a schedule posted for a specific practice or specialty.

C. Access to On-Call Schedule on Compass

From the Compass home page:

- a. Click Telecommunications.
- b. Click On Call Schedule (Admin).
- c. Enter your Login and Password and click Submit.

To access schedules:

- a. Click On-Call.
- b. Select Schedule from drop down menu.
- c. Set the date range to the preferred setting and click the binoculars.

D. Missing Information in the On-Call Schedule

Departments that call the switchboard asking for a last-minute change to be made to the on-call schedule should be conferenced in with Kim Lloyd or Michal Ferber.

Note: DO NOT MAKE CHANGES TO THE ON-CALL SCHEDULE UNLESS MICHAL AND THE SWITCHBOARD SUPERVISOR ARE ALREADY GONE FOR THE DAY.

VII. Phone Equipment

The Telecommunications department handles all phone, pager, cellular, two-way radio and ham radio equipment. All equipment is to be used for business use only and to help fulfill the mission of McLeod Health.

For any broken equipment, a work order is to be put in the system by the user. The Telecommunications department uses these work orders to prioritize their work. *In rare cases*, the operator may be asked to put the work order in for the user.

A. Cell Phones (AT&T Wireless, HTC, Nextel, Sprint, Verizon Wireless)

Cell phones are used primarily by employees and physicians that work off-site. Corporate cell phone numbers will be in the switchboard for the employee that carries the phone. Corporate cell phone numbers can be given out **ONLY** if there is not an X in the Type column.

B. Downtime Phones (Sprint ERT/Verizon)

These phones are stored in four yellow boxes on wheels in the switchboard. Downtime phones have been assigned to the departments that need them. A listing of those departments is in the Switchboard program. Type the word "downtime" in the search bar and press F5 or click Misc F5. There is also a hard copy in the yellow boxes. If a department is missing or needs a downtime phone, they are to notify the Telecommunications on call person.

C. Desk Phones (Avaya)

Desk phones are used primarily by staff, but can be used by visitors. Desk phones should be used only to conduct hospital business.

D. Loaner Devices

All loaner equipment must be logged in the sign in/out book and notification must be made to the Director of Telecommunications. Loaner equipment is issued when a patient need is present or at night and on the weekends when the employee cannot be without their communication device.

Examples for necessary loaner devices are listed below:

- a. Special Needs
 - i. Amplified Volume (Hearing Impaired)
 - ii. Language Line (Interpreter)
 - iii. Large Button (Vision Impaired)
 - iv. Auto-Answer (Paraplegic)
 - v. TTY (Hearing Impaired)
 - vi. VIS Monitor (Hearing Impaired - Sign Language)
- b. Miscellaneous
 - vii. Pager (USA Mobility)
 - viii. Speaker Phone (Avaya)
 - ix. Wireless Phone (Ascom)

E. Patient Phones

Patient phones are kept in the top drawer of the filing cabinet with the wall and handset cords. They may be swapped out and left in the drop-off bin with a note attached to the phone. The note needs to have the room number it came from, extension number, and description of the problem to facilitate the phone technician's repair and replacement.

F. Pagers (USA Mobility)

Spare pagers are on top of the filing cabinet. One may be issued if the employee cannot wait until the next business day for their pager to be replaced.

G. Radios

McLeod uses two types of radios.

- a. Ham Radios:
 - i. are kept in the black box with wheels in the switchboard.
 - ii. can be issued to anyone who has a call sign listed under their name in the Switchboard program.
 - iii. do not have to be logged in any book.

- b. Two-Way Radios:
 - i. are used by Security, Engineering, Transporters, the Operating Room and Construction.
 - ii. include 2 spares that are kept in the black box with wheels in switchboard.

H. Wireless Phones (Ascom)

Spare wireless phones are in the filing cabinet. A spare wireless phone may be issued if the person cannot wait until the next business day for their phone to be replaced. You can forward the calls of the broken phone to the spare phone so they can continue to receive calls at their correct number.

VIII. Phone (I3)

The I3 phone system is employed by several departments at McLeod including the Switchboard. The following statuses are acceptable to use as an Operator.

- a. Available – Used when the operator is available to take calls from queue
- b. Meeting – Used only when the operator is in a meeting with or advised by Michal or the supervisor
- c. In Training – Used only when the operator is occupied in training (ex. CBT's or Annual Training)
- d. At Lunch – Used when the operator is at lunch/supper
- e. On Break – Used when the operator is taking breaks not related to lunch/supper
- f. Running – Used when the operator must assist a walk-in with logging or loaning a telecommunication device.

NOTE: This status must also be logged on the Running Log. You must document your name, date, time, and reason for Running.

- g. Gone Home – Used to designate when an operator's shift is over and will not return to the board until the next shift

IX. Miscellaneous Phone System Information

A. Call Park

Sometimes you will have a need to put a call on hold and still need to take calls from the queue. Use the Orbit Queue (Call Park) feature on the phone system for this need.

To use the Orbit Queue:

- a. Right click on the call, and click on "Park on Orbit".
- b. Enter a unique one or two digit number and click park. The call is now parked and you can take other calls from the queue.
- c. Highlight in the orbit queue the parked call you would like to answer, and click pickup to retrieve the parked call.

Note: If the orbit queue is not next to My Interactions, right click in the grey area to the right of my interactions and click pages. Select general pages in the left column and enter a check box next to orbit queue in the right column and click ok.

B. Operator Items

Operator items consist of the overhead paging speed dials for each hospital.

To add Operator Items, select speed dial in the left-hand column and enter a check box next to operator items in the right column and click ok. If Operator Items is not listed below the "my status bar" right click in the grey area to the right of the company directory, click pages.

C. Greeting Recording

In Interaction Client:

- a. Click **options**.
- b. Click **configuration**.
- c. Click **personal prompts**.
- d. Click **record agent greeting** and follow the instructions.
- e. Click the box that says **Activate Agent Greeting**.
- f. Click **Apply**.

X. Miscellaneous Switchboard Information

A. Adding Printers:

From the Start Menu in Windows:

- a. Click **Start**.
- b. Click **Printers and Faxes**.
- c. Click **Add a printer**.
- d. Click **Next**.
- e. Click the bubble for **A network printer** and click **next**.
- f. Ensure the radio button for **Find a network printer** is selected.
- g. Click **next**.
- h. Click **Browse**.
- i. Type **Switchboard** in the **Name field** and click **Find Now**.
- j. Highlight **Switchboard** and click **OK**.
- k. Click the radio button to **make this printer your default printer** and click **next**.
- l. Click **finish**.

B. How to dial a Patient's Room

Please see the **instruction sheet** on page 25 for instructions for dialing patient rooms.

XI. Emergisoft - Tracking Monitor

On the Tracking Monitor there are no features except scroll up or down. The Tracking Monitor shows the bed name, patient's name, sex, age, and discharge flag. The discharge flag is used for the Emergency Department as well as the colors associated with that column. The colors and their zones are in the table below.

COLOR	ZONE
RED	1
BLUE	2
YELLOW	3
GREEN	4

How to Dial a Patient's Room

Florence	McLeod Tower	Rooms					
			777 - 2 + Room Number				
		Heart & Vascular Days Hospital					
			777 - 48 + Room Number				
	McLeod Pavilion	ER		777 - 40 + Room Number			
		McLeod Pavilion	Rooms				
				777 - 8 + the last 3 digits of the Room Number			
			Day Hospital				
				777 - 6 + Room Number			
CVA Unit							
			<u>Room</u>	<u>Extension</u>	<u>Room</u>	<u>Extension</u>	
			1	777 - 8933	9	777 - 8941	
			2	777 - 8934	10	777 - 8942	
	3		777 - 8935	11	777 - 8943		
	4		777 - 8936	12	777 - 8944		
	5	777 - 8937	14	777 - 8945			
	6	777 - 8938	15	777 - 8946			
	7	777 - 8939	16	777 - 8947			
	8	777 - 8940	17	777 - 8948			
CIC Tower	Stepdown Areas						
	3rd Floor - SPC1 & SPC2						
	777 - 33 + Room Number						
	4th Floor - HVP1 & HVP2						
	777 - 34 + Room Number						
5th Floor - MPC1 & MPC2							
777 - 35 + Room Number							
Hospice	Rooms						
		777 - 47 + Room Number					
Dillon	West	Rooms					
			487 - 12 + Last 2 digits of room number				
Dillon	Other	Rooms					
			487 - 1 + Last 3 digits of room number				
Darl	Rooms						
		777 - 11 + Last 2 digits of room Number					
Loris	Rooms						
		716 - 7 + Room Number					
Seacoast	Rooms						
		390 - 7 + Room Number					