

Telecommunications Switchboard Operator Checklist

QA Reviewer: _____

Operator Name: _____

Date Completed: _____

Computer Basics

- Login to the computer.
- Login to iMail.
 - Read a message.
 - Reply to a message.
 - Forward a message.
 - Compose a new message.
 - Delete a message.
- Logout of iMail.
- Logoff the computer.
- Put in a telephone work order.
- Use directory assistance.
- Access the on-call system.
- Search the Compass calendar.

Switchboard

- Open the switchboard application.
- Demonstrate search filtering functionality.
 - Search a name with a comma at the end to retrieve just last names that match.
 - Search a name with a comma at the beginning to retrieve just first names that match.
 - Search a name with a comma in the middle to retrieve first and last names that match.
- Search patients.
- Search a unit and show all patients in that unit.
- Search employees.
- Search physicians.
- Search a physician and show all the patients associated with that physician.
- Search practice and show physicians in practice.
- Search departments.
- Search a department and show all employees in that department.
- Search miscellaneous.
- Set a reminder.
- Change from online to offline.
- Change from offline to online.
- Update local database.
- Add to popular list.

- Delete from popular list.
- Search on-call.
- Show employee on-call detail.
- Page an employee pager/cell/wireless.
- Page a physician pager/cell/wireless.
- Send an email to an employee.
- Report incorrect information.
 - Employee
 - Physician
- Close the switchboard application.

On the Phone System

- Login to the board.
- Change agent status.
- Put a call on hold.
- Transfer a call.
 - Consult
 - Blind
- Page overhead.
 - Florence
 - Darlington
 - Dillon
- Make a conference call.

Codes/Alarms

- Answer the emergency line.
- Process a Code Blue and Code Blue Jr.
- Process a Trauma Code. (811/911)
- Process a Rapid Response and Rapid Response Family.
- Process a EKG Critical Test.
- Process Chest Pain.
- Process Cath Team call back. (999)
- Process Psych Code.
- Process Code Weather
- Process Code Red. (Fire Alarm)
- Process Code Adam and Code Adam Jr.
- Process Heart Team.

Alarms

- Refrigerator
- Gas

Loaner Phones

- Distribute downtime phones.

- Distribute ham radios.
- Show correct procedures for checking out:
 - VIS.
 - TTY.
 - Paraplegic.
 - Speaker phones.
 - Amplified.
 - Large button.