

**HACKETTSTOWN REGIONAL MEDICAL CENTER
ADMINISTRATIVE POLICIES
TELEPHONE SYSTEM OUTAGE**

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Effective Date: April 2009
Cross Referenced:
Reviewed Date:
Revised Date: 4/09, 10/12, 11/14

Policy No: IS14
Origin: Information Systems
Authority: Chief Financial Officer
Page: 1 of 4

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SCOPE

To provide a hospital-wide policy for telephone system outage procedures.

PURPOSE

To provide information regarding the use of Hospital telephones and alternative communications during a power outage and/or internal telephone system malfunction.

POLICY

In the event of a telephone system outage/malfunction the following steps should be taken by the Switchboard telephone operator and staff on duty.

PROCEDURE

1. Initial determination to be made: can calls be made at all (system down) or is it a sporadic issue?

If the system is completely down, proceed to step 2 otherwise go to step 3.

2. The overhead back-up paging system is to be used to alert Hospital personnel that there is no telephone service. The paging system is also to be used for contacting Hospital personnel overhead and calling codes. The telephone operator is to pager overhead two times:

“Your attention please, the phone system is temporarily out of service. Please use the emergency back-up phones.”

3. The telephone operator on duty is to contact the Service Desk at 1-844-404-2273 and open a Critical ticket to have the On-call IT person contacted.
4. The telephone operator on duty contacts the following personnel by calling the phone numbers listed below and if no answer pages them with *911, following the number to call. For the Nursing Supervisor initial contact should be made through the Vocera system.

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Examples: 908-979-8761*911

James Ulanowski	Cell	908-763-0477	
Dorothy Cox	Cell	570-350-2901	
Nursing Supervisor	On-site at HRMC		Pager: 1-800-391-1079
Administrator On-Call	Consult On-Call Schedule		

5. The Nursing Supervisor is to contact Security to distribute portable radios as needed.

6. The On-call IT person will determine whether the issue is the PBX or the fiber T1 lines that provide the PBX its primary communication mode. In the event that the issue is with the fiber optic lines the on-call IT technician will open a Critical ticket for repair and confirm that our Power Fail circuits are operational. These copper phone lines will provide about 75 calls to be made at one time and will allow end user's to continue to use their normal phones. The On-Call IT technician will send an e-mail and have Switchboard make an overhead announcement that the phone system is working in limited capacity and to limit calls to only those that are actually needed.

7. If the On-call IT technician determines that the whole phone system is down the on-call IT technician will open a Critical ticket for repair and will send an e-mail and have Switchboard make an overhead announcement that the phone system is temporarily out of service.

8. In the event of a complete phone system failure, individuals may use personal cell phones if they are using ATT or Verizon as their wireless carrier.

9. The IT Analyst will implement the Switch Redirect/DTO from Windstream/Paetec for the main hospital number. They will contact Windstream/Paetec at **1-877-340-2555** to make the request to change the service to Option#2.

Option 1 – Normal everyday business. The main number will go to the main phone system and ring on the Switchboard telephone consoles.

Option 2 – This will redirect the mail number to the POTS lines (Emergency back-up phones) located next to the Switchboard in the Operators Room.

Option 3 - Not currently being used.

Approved at December 1, 2014, President's Council Meeting
month / year Committee Name

Format approved at President's Council 7/22/13

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After implementing the call redirect procedure, the main phone number 908-852-5100 will ring on the backup phone line 908-813-0947. This number is in a Circular Hunt Group with the following numbers: 908-852-0319 and 908-852-4363. In the event that all three lines are in use the caller will get a busy signal. The operator/operator's on duty will receive all incoming calls on these lines. The telephone operator will then make the necessary calls to get assistance in answering the incoming phone lines and 1 outgoing call line.

10. Once the phone service has been restored, the IT Analyst will redirect the main number back to Option 1, normal service.

11. Once the phone service has been restored the telephone operator will, page overhead two times:

“Your attention please, the phone system is now back in-service.”

Switchboard telephone operators are to record all pertinent information in their shift log documenting all events that occur.

Red Emergency Phones: located on s:/shared/common/Phone, Beeper & Fax Numbers/HCH Emergency Phones

REFERENCES

None

Windstream/Partec 24/7 Network Operations Center # 1-877-340-2555

Windstream/Paetech Customer Service # 877-340-2555

Account # 4362722

Account Name: PHNS Inc. – Hackettstown Regional Medical Center

Circuits:

24/HCGS/328605/130	Loop 13	DCH 15
LEC ID: /HCGS/387047//NJ		
24/HCGS/632187/137/PUA/DS1	Loop 19	DCH 12
LEC ID: /HCGS/809284//NJ		
24/HCGS/632188/137/PUA/DS1	Loop 18	DCH 11
LEC ID: /HCGS/809285//NJ		

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There should be 1 PRI w/NY 1 is outbound w/rollover to others
NY1 = circuit 387047 = Loop 13 DCH 15
There should be 2 PRI Newark,NJ 2 are inbound group.
Newark – circuit 632187 = Loop 19 DCH 12
Circuit 632188 = Loop 18 DCH 11

387047 is your primary outbound circuit. If it is full on the outbound calls the next call should go out 632188 in ascending order.
632187 then 632188 are your primary inbound circuits, with the calls descending/next available from 187 to 188.

DTO – Emergency Switch Redirect

HRMC

908-852-5100

 HRMC Main number

908-813-0947

 Switchboard
At
POTS bank

Switchboard