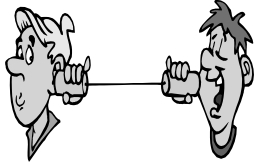


COMMUNICATION DEVICES AND THEIR USES

HUC Chapter 4





TELEPHONE



How can our familiarity with the telephone affect our professional manner in the workplace?

- First impression
- Visualize caller
- How do you feel when a business doesn't answer the phone until after many rings?
- How do you feel when someone says, "Will you hold?" and not give you time to answer.

Each time you use the telephone for communication, you are creating an image of your nursing unit for your customers!

- Who are your customers?
 - Physicians
 - Patients
 - Visitors
 - Nursing personnel
 - All other departments



Telephone Etiquette

- Answer promptly, preferably after 2nd ring.
- Identify yourself properly:
 - unit, name, title
- Speak into mouthpiece, lips 1 1/2 in. away
- Give caller undivided attention
- Speak distinctly, clearly
- Be courteous
- Don't say, "I don't know" Get someone who can answer a question.



Telephone Etiquette

- Putting a call on hold:
 - Ask, "May I put you on hold?" or "Do you have time to hold?"
 - Wait for an answer
 - Always use hold when leaving caller
 - Blinking light usually means a line is holding.
 - Incoming call is usually a steady light.
 - Maximum hold time 1 minute (take a message and return call
 - Obtain name of caller
 - Nature of call
 - Identify & note which line
 - Never lay the receiver on the desk without using the hold button. Conversation at the nurses' station will be heard by the caller.



When Communicating a message concerning a call on hold:

- Include the name of the caller
- The nature of the call
- Which line it is on
- Example: "Mr. Barry, Dr. Harrison is on line 1 regarding Mr. Mark's medication order."
- To practice answering the telephone and placing a caller on hold, complete Activities 4-1 and 4-2 in skills Practice Manual.

Taking messages

- **Record:**
 - Who message is for
 - Caller's name
 - Date & time of call
 - Purpose of call
 - Is return call expected? If so, the number to call
 - Your name
- **To practice recording messages, complete activity 4-5 in Skills Manual.**



While You Were Out	
date: -	_____
time: -	_____
name: -	_____
company: -	_____
phone #: -	_____
message: -	_____

Placing a call...

- **Plan the call**
- **Have chart or other necessary information at hand**
- **Write down the purpose of the call, have the facts**
- **Write down who requested call to be made.**



Other communication devices...

- **Voice mail**
 - speak slowly & clearly
 - repeat any numbers twice (labs, phone #'s) give first and last names, spell them.
 - Always leave your name and number twice
- **Intercom: between nurse's station/patient's rms.**
 - identify self & location
 - ask client to identify themselves
 - may use it to locate nursing personnel
 - be selective - confidentiality, don't reveal pt. information
- **Pneumatic tube: air pressure transports tubes**
 - medications that will not spill or break is ok.
 - don't place specimens in tubes



Other Communication Devices (con't)

- **The pocket pager - voice**
 - all have pager numbers, 4-7digits
 - Dial the number on a regular hospital phone
 - After the beep, state who, where to call + ext. number
 - The paged person is alerted by a beeping sound, your message follows. They go to telephone and dial ext.
- **The pocket pager - digital**
 - dial pager number, will hear ring followed by beeps
 - dial your telephone number, followed by # sign
 - will hear a series of fast beeps, indicates completed page
 - The number appears on pager display, receiver calls back for the message.

Other communication devices...

- **Computer: Never share password or ID**
 - Quick transmission, updating & retrieval of information - census, patient assignments, et
 - May use while transcribing Dr's orders
 - May view stored information
 - May request &/or schedule:
 - diagnostic studies / obtain results
 - treatments
 - medications
 - supplies
 - diets
 - admit, transfer or discharge patients



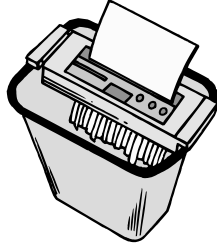
Voice Paging System

- Hospital switchboard operator pages on a speaker heard throughout hospital.
- Dial hospital switchboard operator, indicate who you want paged and the telephone extension number of your unit.
- Doctors may ask you to listen for their pages. You may contact the operator, obtain the message for the doctor, and deliver it to them.



Shredder Machines

- Patient forms containing confidential information can't be thrown in wastebasket.
- Even forms without any documentation on them must be shredded if the patient identification is on them.
- Shredder machines or boxes for materials to be picked up are placed on nursing units.



The Computer (con't)

- The Computer Terminal = keyboard, viewing screen (monitor, CRT or VDT) and printer.
- Be alert to printed material being sent via the printer. Remove printed documents ASAP.
- Bedside computers- nursing records care/ txs. Records printed q24hrs and put in MR
- Downtimes- paper method- feed into computer when service returns.

Other communication devices...

- **Voice Paging- dial hospital operator, indicate name and extension to call. May be asked to listen for doctor's pages, contact operator and and receive/deliver page for Dr.**
- **Fax - Transports copies of written material over a telephone line. Insert sheet of paper, dial the destination number, push send. The document prints on a receiving machine. Don't forget area codes.**



Miscellaneous Communication Devices

- Conveyor Belt or Dumbwaiter- transport supplies or food from one area of hospital to another. A phone call may alert you to retrieve supplies.
- Nursing Unit Boards -small chalkboard/whiteboard
 - surgery, pts./staff off unit, census, patient assignments
- The Bulletin Board - post material in an attractive manner, keep it current. Examples include
 - employment policies, schedules of classes, on-call dr's, daily nursing assignment sheets. Indicate the date posted

More About Communicating

- Copy Machine- Most nursing units have a copy machine available for making copies to distribute.



Summary

- Your ability to use the communication devices efficiently, accurately, and effectively contributes to the smooth operation of your nursing unit.

