Paging & Messaging at VCU Health
VCU Health Communications Center
AKA “Telepage”

Multiple Services, Multiple Call Centers

- Paging (Telepage)
- Patient Information
- Emergency Operator (Dial *500 for Codes, Fire – All Emergencies)
- Answering Service
- Transfer Center
- Psychiatric Admissions Call Center
- Service Response Center (Environmental Services / Plant Ops)

More Than 2 Million Calls Handled so far in FY 15-16
Telepage Communications

Amcom Messaging System

- More Than 4 Million Messages Processed/Sent to date FY 15-16
- Over 6500 Devices currently in use at VCU Health
- ~3500 of which are…

Why Pagers?

Cost Effective (Read: CHEAP)

Not that cheap, Housestaff Paging Bill >$10,000.00 per month
Paging System Basics

By utilizing a four digit Messaging ID, Users can have multiple devices (Cellphones or Pagers) With different phone numbers.

IMPORTANT !!
When paging someone with a call back number, Always use the full 7 digit number !!!
New for Incoming Housestaff in 2016:
Choose between getting a pager, or getting the Spōk Mobile Messaging App for your Smart Phone

Secure, Encrypted, HIPAA Compliant 2-Way Messaging For Your Android or iPhone

- Separate Inbox, Unique, Configurable Alert
- Access to the Paging Directory to look up & send to anyone
- Look up by Name or Department, see availability on screen
- Frequently messaged IDs are automatically stored in ‘Favorites’
- Pictures & Video can be sent to other Mobile Connect Users
- Data Charges Do Apply when not on Wi-Fi
VCU Health Communications Center

IMPORTANT NUMBERS:

EMERGENCY LINE:  *500 from a VCUMC phone, 628-2500 from any phone.

TELEPAGE:  828-0951 (Paging Operators) Limited Resource, Don’t Overuse !!

PAGING VRU:  *600 (VCUMC Phone), or 828-4999 to send a numeric message

PAGING STATUS VRU:  *611 (VCUMC Phone), 828-4994 from any phone.

LANGUAGE SERVICES:  Mon – Fri 8AM – 5PM: 628-1116, After Hours: 828-0951
Paging System Basics

Sending Pages by Telephone:

IF YOU KNOW THE PAGING ID OF THE PERSON YOU WISH TO PAGE:

Dial *600 from any hospital phone (828-4999 from any phone)

Follow the prompts to enter numeric message

Press ‘#’ to send message, Press ‘#’ to end call
Paging System Basics

Changing your Paging Status by Telephone

Paging Status determines if you can be paged

Dial *611 from any hospital phone or 628-4994 from any other phone

Enter your pager ID when prompted

The system will tell you your current status & prompt you for a new status code:

PRIMARY STATUS CODES:

2 = In Hospital on page
3 = In Hospital Page Emergency Only
5 = Out of Hospital On Page
7 = Out of Hospital unavailable

Enter your new status code and press “#”

If you are changing from a non-pageable code to a pageable code

Press “*” to see if you have any messages
Paging via the Web

Paging via the Web accounts for > 60% of all messages Sent at the VCU Health

Look for this icon

On the desktop of any VCU Health PC

Or, go to the hospital’s intranet homepage
And click on one of the pager icons
This is the VCU Health Paging Website

Search By:

- Name: NAME
- ID: MSG ID
- Department: DEPARTMENT

Recipient List

No recipients found

Compose Message
Clear
Personal Message Group
Save As

Personal Message Groups

Hit Statistics Today: 3229 Since 02-AUG-07: 4290282
Click the Pager Icon To Send a Message

Make sure the person has a ‘Pageable’ Status

DON’T CHANGE THE DEVICE TYPE
Enter message text here

Note the character limit below

Remaining Characters: 124
Common Messaging Type: Alpha
Maximum Characters Allowed: 124

Send Message  Clear  Cancel

Click "Send Message" When Done
SmartWeb: Personal Profile

- Check Your Messages
- Change Your Paging Status
- Change Coverage on your device
Click on the “Personal Profile” Tab

Checking Messages and Changing Your Paging Status
Click the Log In Button
Paging System Notes

Message Content –

Avoid Sending the following to **Pager Users**:
- Full Patient Names
- Medical Record Numbers

(It’s Ok to send the above to Spok Mobile Users)

Avoid Sending the following to **ALL USERS**:
- Inappropriate Language
- Threats or Intimidating Language

MESSAGES SENT VIA THE WEB ARE TRACEABLE
LOANER PAGERS

Available @ Telepage (West Hospital 5th Floor East)

- 48 hour Absolute Maximum Loan Duration

- Or, have your cell phone temporarily built into the system
  To receive your pages as SMS Messages
  (48 hour maximum, SMS Messaging is not HIPAA Compliant)
Paging System: On Call Module

- Linked to the Paging Website
- Look up and page from the same screen
- Ability to See Virtual Pager Coverage
- Printable On Call Schedules
Click on the "On Call" tab.
This is the Default View
For the On Call System
Department Coverage, at 6/6/2016 3:23:01 PM

Internal Medicine. Please Click on one of the Sub-Specialities

- Cardiology
- General Medicine and Primary Care
- Infectious Diseases
- Pulmonary Disease
- Endocrinology And Metabolism
- Geriatrics
- Medicine In-Patients Teams
- Rheumatology, Allergy and Immunology
- Gastroenterology
- Hematology/Oncology
- Nephrology

Maintained by Communication Center Webmaster

6/6/16 Hits: 906

Click on a Division
**VCU Health System**

### Hospital Coverage Schedule On-Line

**Date/Time:** 6/6/2016 3:26:36 PM

**Legend:**
- Internal Medicine
- Virtual Pager

#### Department Coverage, at 6/6/2016 3:26:36 PM

<table>
<thead>
<tr>
<th>Current Coverage for: Internal Medicine, Cardiology</th>
<th>All positions included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apoptosis Study v-9038</td>
<td>9038 is OUT OF HOSPITAL NOT AVAILABLE</td>
</tr>
<tr>
<td>ARCTIC Attending v-7672</td>
<td></td>
</tr>
<tr>
<td>Cardiology Hospitalist v-7541</td>
<td></td>
</tr>
<tr>
<td>TICA Pager v-9004</td>
<td></td>
</tr>
</tbody>
</table>

### All Active On Call Coverages

<table>
<thead>
<tr>
<th>Role Name</th>
<th>Start Time</th>
<th>End Time</th>
<th>Phone</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>MILLER, STEPHEN</td>
<td>3:00 PM</td>
<td>7:59 AM</td>
<td>1701</td>
<td></td>
</tr>
<tr>
<td>on pager 7541</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BHARDWAI, HEM L</td>
<td>8:00 AM</td>
<td>8:00 AM (6/7)</td>
<td>1062</td>
<td></td>
</tr>
<tr>
<td>ABOUZAKI, NAYEF</td>
<td>7:00 AM</td>
<td>6:59 AM (6/7)</td>
<td>6082</td>
<td></td>
</tr>
<tr>
<td>on pager 4879</td>
<td></td>
<td></td>
<td>4879</td>
<td></td>
</tr>
<tr>
<td>SCHATZ, AARON M</td>
<td>Activated Coverage 6:17 AM</td>
<td>8939</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARROWOOD, JAMES A.</td>
<td>8:00 AM</td>
<td>8:00 AM (6/7)</td>
<td>3010</td>
<td></td>
</tr>
<tr>
<td>MASTER, VIVAK</td>
<td>7:00 AM</td>
<td>7:00 PM</td>
<td>7419</td>
<td></td>
</tr>
<tr>
<td>KONTOS, MICHAEL C.</td>
<td>8:00 AM</td>
<td>5:00 PM</td>
<td>1219</td>
<td></td>
</tr>
<tr>
<td>YASSEN, ALI</td>
<td>7:40 AM (6/5) - 5:59 PM</td>
<td>1790</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCHMITT, AMANDA</td>
<td>Activated Coverage 6:23 AM</td>
<td>7478</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCHMITT, AMANDA</td>
<td>Activated Coverage 1:22 PM</td>
<td>7478</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCHMITT, AMANDA</td>
<td>Activated Coverage 6:23 AM</td>
<td>7478</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WEMPLE, SALLIE</td>
<td>Activated Coverage 7:06 AM</td>
<td>5377</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BALA, FARIN</td>
<td>Activated Coverage 8:10 AM</td>
<td>6058</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MASTER, VIVAK</td>
<td>Activated Coverage 7:23 AM</td>
<td>7419</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Consult Fellow Mon-Fri 7-5p v-9006**

- **VCU-ACH Floor Intern 1 v-9251**
- **VCU-ACH Floor Intern 2 v-9252**
- **VCU-ACH Floor Intern 3 v-9253**
- **VCU-ACH Floor Resident v-9254**
- **VCU-ACH Np-Pa Service v-9255**

**Cardiology Admitting Pager v-9256**

**Electrophysiology DAY Consult 828-7565, Shift Times 8:00a to 4:30p M-F**

- **Echo Attending**
- **Electrophysiology (EP) Team A**

**Contact Information**

- **Paulsen, Walter H. J.**
  - Phone: 3271
  - Time: 12:30 PM - 8:00 AM (6/7)

- **Shepard, Richard K.**
  - Phone: 3606
  - Time: 8:00 AM - 8:00 AM (6/7)

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**Instructions:**

- Click the On Call Role Name for a Printable Calendar
- Click the Button To Send a Message
- Click “Search” To see All Active On Call Coverages
This page displays an alphabetical listing of Scheduled Coverage

<table>
<thead>
<tr>
<th>On-Call Information</th>
<th>Name</th>
<th>Start Date/Time</th>
<th>End Date/Time</th>
<th>Send Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hematology Oncology After Hours Attending</td>
<td>ARROWOOD, JAMES A.</td>
<td>6/6/2016 8:00:00 AM</td>
<td>6/7/2016 8:00:00 AM</td>
<td>9889</td>
</tr>
<tr>
<td>ACE Attending</td>
<td>MASTER, VIVAK</td>
<td>6/6/2016 7:00:00 AM</td>
<td>6/6/2016 7:00:00 PM</td>
<td>3010</td>
</tr>
<tr>
<td>ACE Fellow</td>
<td>KIM, WOON C</td>
<td>6/6/2016 6:00:00 AM</td>
<td>6/6/2016 5:59:00 PM</td>
<td>7419</td>
</tr>
<tr>
<td>Acute General Surg Consult Resident 9889</td>
<td>JAYARAMAN, SUDHA</td>
<td>6/6/2016 7:00:00 AM</td>
<td>6/6/2016 5:00:00 PM</td>
<td>3573</td>
</tr>
<tr>
<td>Acute General Surgery Attending 7a-5p Consult + ED</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acute General Surgery Chief Resident</td>
<td>BROWN, JUSTIN</td>
<td>6/6/2016 6:00:00 AM</td>
<td>6/6/2016 6:00:00 PM</td>
<td>1289</td>
</tr>
<tr>
<td>Acute General Surgery Daytime Intern 2</td>
<td>MCWILLIAMS, ASHLEY</td>
<td>6/6/2016 6:00:00 AM</td>
<td>6/6/2016 6:00:00 PM</td>
<td>8169</td>
</tr>
<tr>
<td>Acute General Surgery Daytime Intern 9890</td>
<td>*1</td>
<td></td>
<td></td>
<td>9890</td>
</tr>
<tr>
<td>Acute General Surgery NP 6a-6p 9779</td>
<td></td>
<td></td>
<td></td>
<td>9779</td>
</tr>
<tr>
<td>Admin ED Administrator 2496</td>
<td>CREWE, CRYSTAL</td>
<td>3/30/2016 8:34:00 AM</td>
<td></td>
<td>2496</td>
</tr>
<tr>
<td>Admin ED Clinical Coordinator(Function Pager) 4152</td>
<td></td>
<td></td>
<td></td>
<td>4152</td>
</tr>
<tr>
<td>Admin Hospital Administrator (Function pager) 6119</td>
<td>POLLACK, RICHARD</td>
<td>5/23/2016 2:14:00 PM</td>
<td></td>
<td>6119</td>
</tr>
</tbody>
</table>
This is the Messaging Window
For the
On Call System
Long Distance Access Codes

“LDAC”

- “LDAC” is required for all Long Distance Calls
- LDAC will be emailed to you as soon as they are available
- Call Telepage 628-0951 if you forget your LDAC
- Dial 9 for an outside line, then dial 1 for Long Distance
- Then Country Code or Area Code and Phone Number
- Enter Code after the tone
- For VCU Health related calls only
- Personal Calls will be charged back to the individual
QUESTIONS

Email: donald.smith@vcuhealth.org
Or page ID 2877