

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...

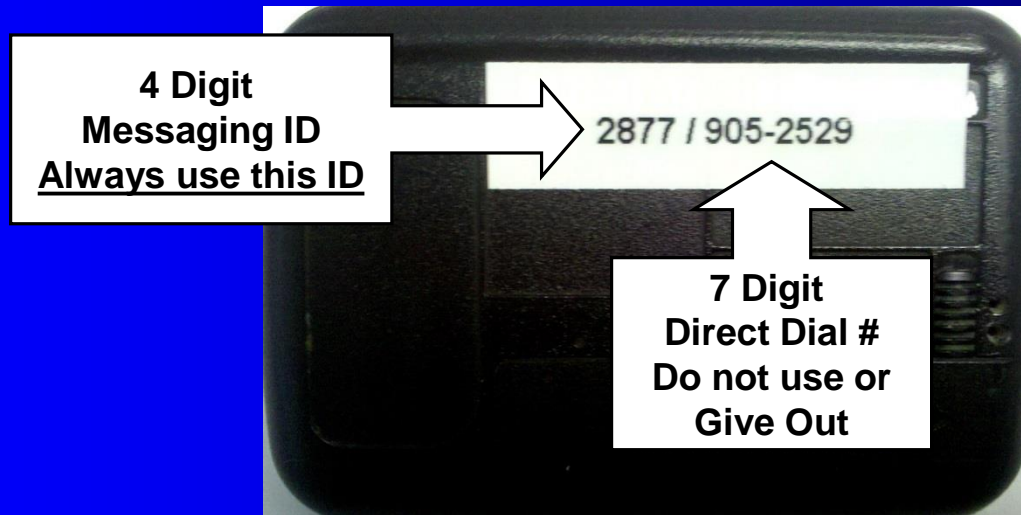


Why Pagers ?

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 !!

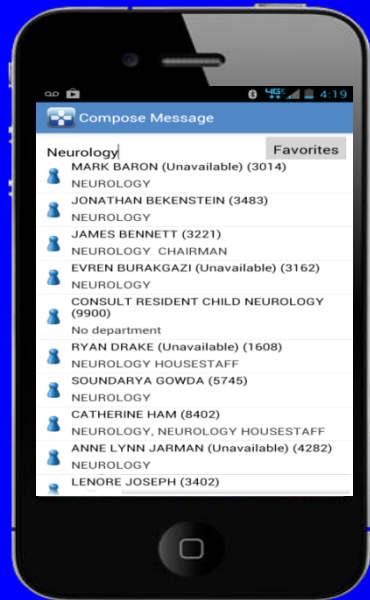
When paging someone with a call back number,
Always use the full 7 digit number !!!

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

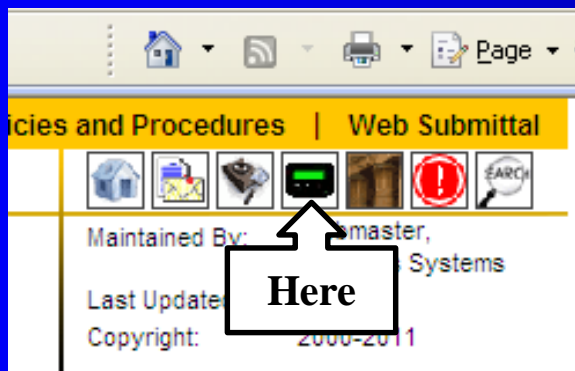
Paging via the Web accounts for > 60% of all messages
Sent at the VCU Health

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



Smart Web

[Home](#) | [Login](#) | [Help](#)

Directory Search

Paging

Personal Profile

Scrolling Roster

On Call

Search By:

Messaging Search

Name: ID: Department:

Messaging ID	Name	Department	Status	Device Types

Recipient List

No recipients found

Personal Message Group

Personal Message Groups





Smart Web

[Home](#) | [Login](#) | [Help](#)

- Directory Search
- Paging**
- Personal Profile
- Scrolling Roster
- On Call

Messaging Search

Name: ID: Department:

	Messaging ID	Name	Department	Status	Device Types
	2740	SMITH, ALEX	ENVIRONMENTAL SERVICES HUMAN RESOURCES	IN HOSPITAL ON PAGE	ARCH_SNPP (Alpha)
	6444	SMITH, BARBARA T.	PATIENT ACCT		ARCH_SNPP (Numeric)
	PAGEBDS	SMITH, BRITTANY			Message Only
	8266	SMITH, CAMERON			METROCALL SNPP (Alpha)
	4381	SMITH, CAMILLE	EMERGENCY MEDICINE	IN HOSPITAL ON PAGE	AQUISSNPP (Alpha)
		SMITH	ENVIRONMENTAL		PCV (Alpha)

Click the Pager Icon To Send a Message

Make sure the person has a 'Pageable' Status

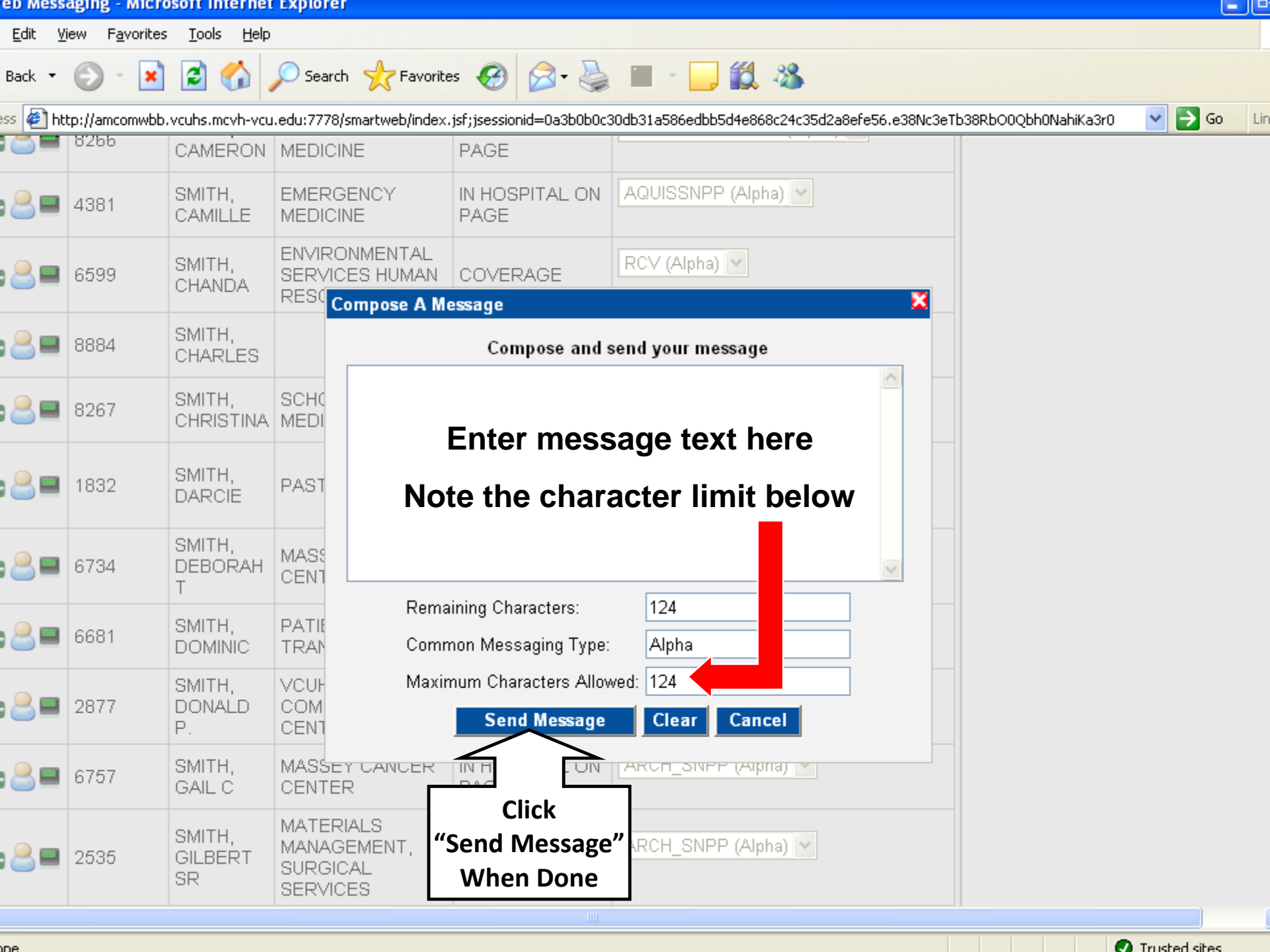
DON'T CHANGE THE DEVICE TYPE

Recipient List

No recipients found

Personal Message Group

Personal Message Groups



8266	CAMERON	MEDICINE	PAGE	
4381	SMITH, CAMILLE	EMERGENCY MEDICINE	IN HOSPITAL ON PAGE	AQUISSNPP (Alpha)
6599	SMITH, CHANDA	ENVIRONMENTAL SERVICES HUMAN RESO	COVERAGE	RCV (Alpha)
8884	SMITH, CHARLES			
8267	SMITH, CHRISTINA	SCHO	MEDI	
1832	SMITH, DARCI	PAST		
6734	SMITH, DEBORAH T	MASS	CENT	
6681	SMITH, DOMINIC	PATIE	TRAN	
2877	SMITH, DONALD P.	VCUH	COM	CENT
6757	SMITH, GAIL C	MASSEY CANCER CENTER	IN H	ON
2535	SMITH, GILBERT SR	MATERIALS MANAGEMENT, SURGICAL SERVICES		

Compose A Message

Compose and send your message

Enter message text here

Note the character limit below

Remaining Characters:

Common Messaging Type:

Maximum Characters Allowed:

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

Recipient List

No recipients found

[Compose Message](#) [Clear](#)

Personal Message Group [Save As](#)

Personal Message Groups



Smart Web

[Home](#) | [Login](#) | [Help](#)

Directory Search | Paging | **Personal Profile** | Scrolling Roster | On Call

Directory | Status | Exception | Active Messages | Archived Messages | Email

Login

User Id:

Password:







Click the
Log In
Button

Check Messages Here

Change Coverage Here

Change Password Here

Search Active Messages
Send [] Start Date: [] End Date: []
set Select All  Archive...  Excel  Word  Print

Displaying 1 - 1 of 1

Archive	Sender	Message	Date Entered
<input type="checkbox"/>	SUPERDPS	Test message for web demo !!!	19-Jun-2013 09:41 AM

Displaying 1 - 1 of 1

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**

Paging System Notes

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

Messaging Search

: ID: Department:

**Click On The
"On Call"
Tab**

Messaging ID	Name	Dept	Device Types
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Recipient List

No recipients found

Personal Message Gro

Personal Message Groups

Department Coverage, at 6/6/2016 3:14:25 PM

- | | | | |
|--|-----------------------------------|--------------------------------------|---|
| Administration and Miscellaneous | Family Practice | OB/GYN | Physical Medicine and Rehab |
| Anesthesiology | Internal Medicine | Ophthalmology | Psychiatry |
| Care Coordination | Neurology | Orthopedics | Radiation Oncology |
| Dentistry | Neurosurgery | Otolaryngology (ENT) | Radiology |
| Dermatology | Nursing | Pathology | Respiratory Care |
| Emergency Medicine | Nutrition | Pediatrics | Surgery |



**Click on a Department
To See Who's On Call**

Maintained by: [Communication Center Webmaster](#)

Revised: Nov 21, 2013

**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

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

Internal Medicine (select)

Back to Departments

Legend Virtual Pager

Click "Search" To see All Active On Call Coverages

Current Coverage for: Internal Medicine, Cardiology All positions included

Apoptosis Study v-9038	--	--	9038 is OUT OF HOSPITAL NOT AVAILABLE
ARCTIC Attending v-7672	MILLER, STEPHEN	3:00 PM - 7:59 AM(6/7)	1701
Cardiology Hospitalist v-7541	on pager 7541	--	7541
TICA Pager v-9004	--	--	9004 is IN HOSPITAL NOT AVAILABLE

Adult Cardiology Attending-Fellow Schedules

CICU Attending	BHARDWAJ, HEM L	8:00 AM - 8:00 AM(6/7)	1052
CICU Fellow 9002 7a-5p and Consult After Hours	ABOUZAKI, NAYEF	7:00 AM - 6:59 AM(6/7)	5082
CICU Fellow 9006	--	--	2916 is IN HOSPITAL NOT AVAILABLE
	on pager 4879	--	4879
	SCHATZ, AARON M	Activated Coverage 6:17 AM	8939
	ARROWOOD, JAMES A.	8:00 AM - 8:00 AM(6/7)	3010
	MASTER, VIVAK	7:00 AM - 7:00 PM	7419
	KONTOS, MICHAEL C.	8:00 AM - 5:00 PM	1219
Consult Fellow Mon-Fri 7a-5p v-9006	YASSEN, ALI	7:40 AM(6/5) - 5:59 PM	1790
VCU-ACE Floor Intern 1 9251	SCHMITT, AMANDA	Activated Coverage 6:23 AM	7478
VCU-ACE Floor Intern 2 9252	SCHMITT, AMANDA	Activated Coverage 1:22 PM	7478
VCU-ACE Floor Intern 3 9253	SCHMITT, AMANDA	Activated Coverage 6:23 AM	7478
VCU-ACE Floor Resident 9254	WEMPLE, SALLIE	Activated Coverage 7:06 AM	5377
VCU-ACE Np-Pa Service 9255	BALA, FARIN	Activated Coverage 8:10 AM	6058
Cardiology Admitting Pager 9256	MASTER, VIVAK	Activated Coverage 7:23 AM	7419

Click the On Call Role Name for a Printable Calendar

Click the Button To Send a Message

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

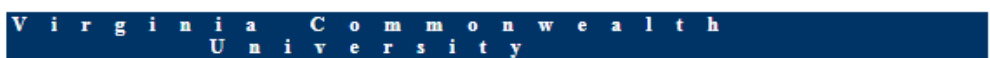
Echo Attending	PAULSEN, WALTER H J.	12:30 PM - 8:00 AM(6/7)	3271
Electrophysiology (EP) Team A	SHEPARD, RICHARD K.	8:00 AM - 8:00 AM(6/7)	3606



VCU Health System Hospital Coverage

Date/Time: 6/6/2016
3:34:18 PM

Schedule On-Line



- [Home](#)
- [Coverage by Department](#)
- [Clinician Coverage](#)
- [Search](#)
- [Page](#)
- [More](#)
- [\[Login\]](#)

Clicking "Search" Brings You Here
This is a searchable list of all of
The Active On Call Coverages

This page displays an alphabetical listing of Scheduled Coverage

Search For The On-Call Role:

On-Call Information	Name	Start Date/Time	End Date/Time	Send Page
Hematology Oncology After Hours Attending 9899				<input type="button" value="9899"/>
ACE Attending	ARROWOOD, JAMES A.	6/6/2016 8:00:00 AM	6/7/2016 8:00:00 AM	<input type="button" value="3010"/>
ACE Fellow	MASTER, VIVAK	6/6/2016 7:00:00 AM	6/6/2016 7:00:00 PM	<input type="button" value="7419"/>
Acute General Surg Consult Resident 9889	KIM, WOON C	6/6/2016 6:00:00 AM	6/6/2016 5:59:00 PM	<input type="button" value="9889"/>
Acute General Surgery Attending 7a-5p Consult + ED	JAYARAMAN, SUDHA	6/6/2016 7:00:00 AM	6/6/2016 5:00:00 PM	<input type="button" value="3573"/>
Acute General Surgery Chief Resident	BROWN, JUSTIN	6/6/2016 6:00:00 AM	6/6/2016 6:00:00 PM	<input type="button" value="1289"/>
Acute General Surgery Daytime Intern 2	MCWILLIAMS, ASHLEY	6/6/2016 6:00:00 AM	6/6/2016 6:00:00 PM	<input type="button" value="8169"/>
Acute General Surgery Daytime Intern 9890	*1			<input type="button" value="9890"/>
Acute General Surgery NP 6a-6p 9779				<input type="button" value="9779"/>
Admin ED Administrator 2496	CREWE, CRYSTAL	3/30/2016 8:34:00 AM		<input type="button" value="2496"/>
Admin ED Clinical Coordinator(Function Pager) 4152				<input type="button" value="4152"/>
Admin Hospital Administrator (Function pgr) 6119	POLLACK, RICHARD	5/23/2016 2:14:00 PM		<input type="button" value="6119"/>

Page: Card CICU Attending

Compose and send your message Below .

Do not use "/" in message.

Maximum number of characters for this text box is 125.

Message Text Goes here, note the Character Limit Below

You have 125 characters remaining for your description...

Maximum Characters Allowed: 125

Send Page Clear Cancel

**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