

Telecommunications Emergency Procedures and Contingency Plans

PURPOSE: To establish a procedure for response to a failure of the Telecommunications systems

PROCEDURE:

Partial Telecommunication Failure:

If the Clinical Center telecommunications systems fail, the operator will use the back up phone lines located throughout the medical center. **(See appendix for the number and location of these phones)**. These lines bypass the Hospital PBX and allow communication outside the medical center. The main hospital number (718-270-1000) will be forwarded to the Switch Board operators via one of the non-PBX lines located in the switchboard room.

Assignments are as follows to inform the Hospital to use the backup system:

Hospital Operator will page

- Administrator of telecommunications or his designee
- AOD
- Nursing Supervisor
- University Police
- ED clerk and Attending in the ED

The ED Clerk will page the following

- Medical Director of ED
- Senior Administrator of ED
- Dept of EM Disaster Coordinator

The AOD will notify

- Senior Administrator on-call
- The AOD is also to open the Command Center

The Nursing Supervisor is to notify the nursing units

When the primary system is restored, the operator will overhead page the following message. "The main telephone system is now in service, please return to normal procedures".

Total Telecommunication Failure

If there is a failure of both the primary and the emergency back-up systems, in the Hospital the operator will then notify the Campus Police by informing the officer stationed at the nearest exit, in person. The campus police will notify the Administrator of Telecommunications by cellular or public pay phone.

1. Notification of the complete telecommunications failure will be made by paging the same people in plan A either through cellular phones or payphones. Each will then act as they did during a partial telecommunications failure.

2. University Police will initiate their protocols to:

- Deploy an officer to the following key departments to provide emergency communications (handheld radio transmission) at the command center and the following locations:

• Locations:	• CCU
• ED	• CTICU
• OR	• L&D
• MICU	• PICU

- Advise each nursing station to inform a medical house officer to remain on the station in the event of a code blue or other patient care emergency.
- The command center will establish a personnel pool in Conference rooms 1 & 2 for runners to supplement handheld radios.
- All unassigned personnel are to be instructed to report to this pool for assignment as in the MCI plan.
- Following restoration of the telecommunications system the operator will overhead page the following message. "The main telephone system is now in service, please return to normal telephone procedures."

TELEPHONE OPERATORS' EMERGENCY FIRE AND DISASTER PROCEDURES

A. Emergency Fire Procedure

1. Immediately upon receiving notice of fire by telephone, notify the University Police at extension 2626 and give the exact location of fire. If a fire is reported to the telephone operator over the hospital telephone system, the telephone operator will instruct the caller to pull the nearest institution fire alarm box and the telephone operator will immediately notify the University Police exact location of fire to direct NYC fire department personnel without any loss of time. If notice of fire is by the fire alarm system, contact University Police at extension 2626 to seek status.
2. Immediately upon receiving a call from University Police informing the operator of a fire, and/or upon hearing the alarm bells, the operator will announce the following over the overhead page system (the message is repeated three times).

"Code red nursing station _____ room _____."

"Code red nursing station _____ room _____."

"Code red nursing station _____ room _____."

If the location is other than at a nursing station, give the proper location of the fire by announcing (the message is repeated three times):

"Code red location _____."
"Code red location _____."
"Code red location _____."

All subsequent overhead announcements for fire emergencies will be originated from the hospital administration office.

3. Notify the Hospital Administrator, giving location of fire and other information received relating to the fire emergency.

Note 1: The fire alarm system is tested every day at 12:00pm (noon) by FM&D. There is no need to send an "all clear" signal after a routine fire alarm test.

Note 2: The University Hospital fire alarm boxes are not connected to the FDNY, or any other outside fire department. It is an internal alarm only. The FDNY and NYPD must be alerted separately of a fire or emergency condition. Notification of the FDNY and NYPD is usually done by the University Police, but operators should be aware of the need, and be prepared to make emergency 911 calls.

B. Disaster procedure

If an internal disaster should strike University Hospital, follow the emergency fire procedure and the disaster signal sounded via the fire alarm system: 4-4-4-4 (See Fire Alarm Chart, Appendix B)

Upon hearing this signal all personnel should consult the university hospital disaster plan. The operators will make the following initial announcement notifying all personnel of the disaster situation: (Repeat three times)

"Code D all personnel please respond to your assigned area."
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Telephone operators must seek guidance from the hospital administrator on duty about establishment of the Command Center and activation of the Crisis Line, referring calls regarding the incident to extension 2261. Notify the Telecommunications Administrator immediately, either in person, at home, page or cellular phone, upon institution of the disaster procedure plan.

C. "All Clear" Signal Procedure

Upon receiving notification from University Police that the fire or disaster condition is over (except daily) test, the operator will sound the "All Clear" by pressing the fire alarm bell four times, once every 10 seconds, 1-1-1-1, and announce on the overhead paging system. (See Fire Alarm Chart)

The alarm is located in the telephone room on the wall under the fire bell.