# Calling, Paging, and Messaging Overview

This section provides a basic overview of using Message Pro 3000 software to handle calls, pages, and messages. The tasks described in this section are the ones you will use most often as a hospital switchboard operator. After reading this general overview, continue on to the specific tasks for which you want step-by-step instructions.

The five most common tasks you perform as a hospital switchboard operator are:

♦ Answering an incoming call

♦ Connecting a call to a person

♦ Sending a pager message

♦ Putting a person on hold

♦ Finding telephone, pager, or department number

Most of the other tasks you perform are a combination of these five basic tasks. All of these tasks are done from the Message Pro 3000 Incoming Call window, which opens automatically whenever an incoming call is received.

Refer to the illustration and synopsis on the next two pages for an overview of the most common tasks you will perform as a hospital switchboard operator.
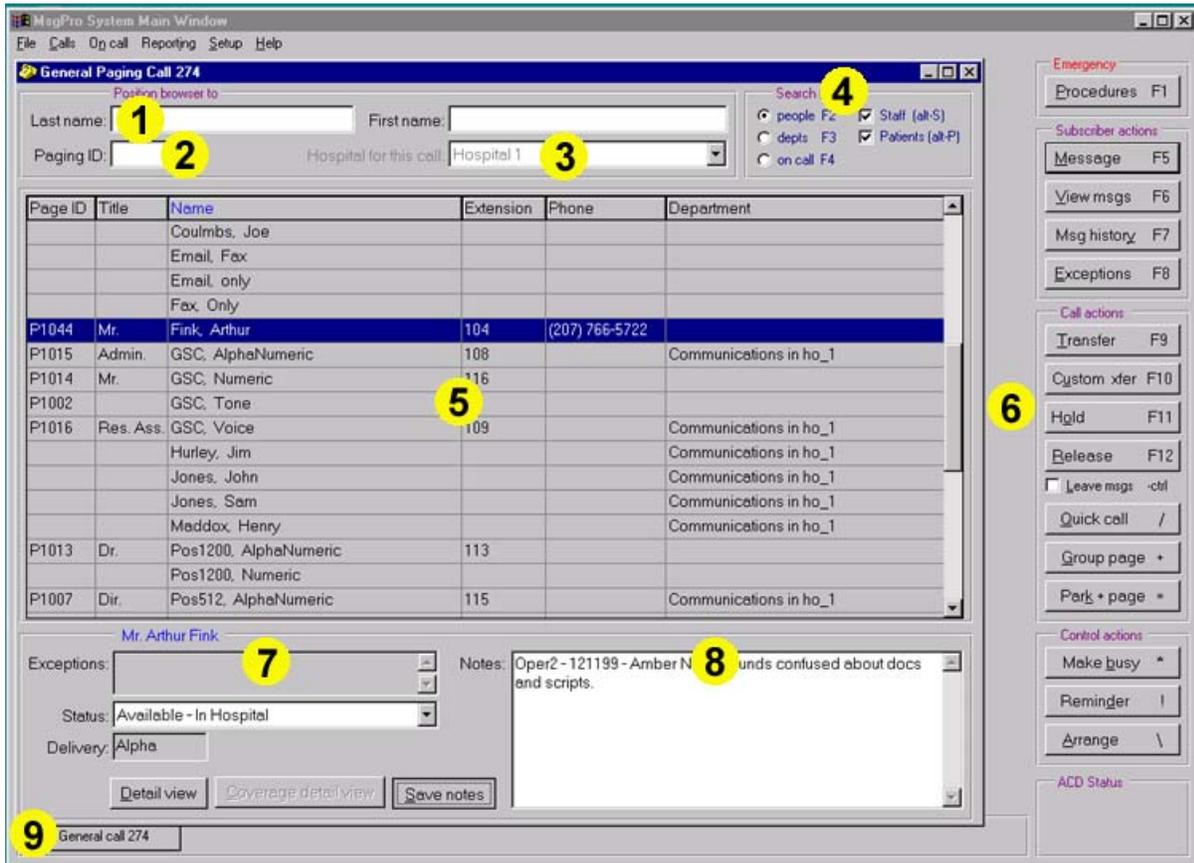
1	Name of the person being called or paged; directory list automatically jumps to name
2	Pager ID number of the person being paged
3	Hospital for which directory listing should be displayed
4	Show directory list for people, departments, or on-call staff
5	Directory listing
6	Action buttons; see facing page for descriptions
7	Special information (exceptions) about the status of the selected staff member
8	Optional operator notes about call; enter note if needed
9	Number of calls handled by operator's workgroup in current 24-hour period

	Calling, Paging, and Messaging Synopsis
1	Enter the name of the person being called or paged. As you type, the directory list automatically jumps to the names beginning with those letters. In most cases it is not even necessary to enter the person's first name.
2	Enter the Pager ID number, if desired, of the person being paged. This number is entered automatically when you select a name from the directory list.
3	Select the hospital for which directory listing should be displayed. In some cases, doctors work in more than one hospital. The telephone information displayed in the directory list may change depending on the hospital you select here.
4	Choose whether you want the directory list to display the names of people, hospital departments, on-call staff, or patients.
5	The directory list displays names, titles, telephone numbers, extensions, pager IDs, and department names for doctors, nurses, and other hospital staff.
6	Action buttons provide shortcuts to commonly used tools:

Procedures – Hospital emergency procedures	**Release** – Hang up; closes Incoming Call window
Message – Page someone	**Quick Call** – Displays Speed dial screen
View Msgs – Messages taken by you	**Group Page** – Page an entire department
Msg History – Messages for a person	**Park + Page** – Page answers directory to caller
Exceptions – When doctor cannot be reached, etc.	**Make Busy** – Send calls to other operators
Transfer – Send call through	**Reminder** – Sticky note; send message to yourself
Custom Xfer – Use number not in database	**Arrange** – Cascade open message windows
Hold – Place caller on hold	

7	Enter any special information (exceptions) about the status of the selected staff member; for example, when a doctor cannot be reached, is covering for someone, is on vacation, etc.
8	Enter any additional notes about the call, if desired. For example, you might want to note if the patient is nervous, or has called several times in a short period.
9	Shows the number of calls handled by your workgroup in the current 24-hour period.

Taking Answering Service Calls

This section provides step-by-step instructions for using Message Pro 3000 software to handle answering service calls.

Answering service calls are incoming calls routed to a hospital call center from a variety of sources. The people being called may be located in any number of departments, practices, or hospitals. Message Pro 3000 software automatically determines for whom a call is intended, and provides the information you need to handle the call effectively and quickly.

Answering Service Call Synopsis	
1	An incoming call comes into the call center, and a window opens automatically with information about the department or practice being called.
2	Greet the caller and provide information as needed.
3	Transfer the call, take a message, and/or send a page.

✓ *All the information you need to handle an answering service call is automatically displayed in the first window you see.*

1   *The call comes in, and the Answering Call Service window opens automatically…*
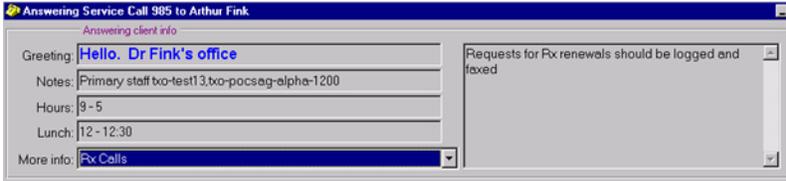
2   *The window displays the information you need most, including the greeting you should use…*

Greeting	Greeting for the practice or group being called
Notes	Information needed most often, like location
Lunch	Customary lunch hours
Hours	Customary hours department or practice is open
More Info	Changeable information, such flu shots

3   *Provide the caller with information as needed, or take notes about the call …*
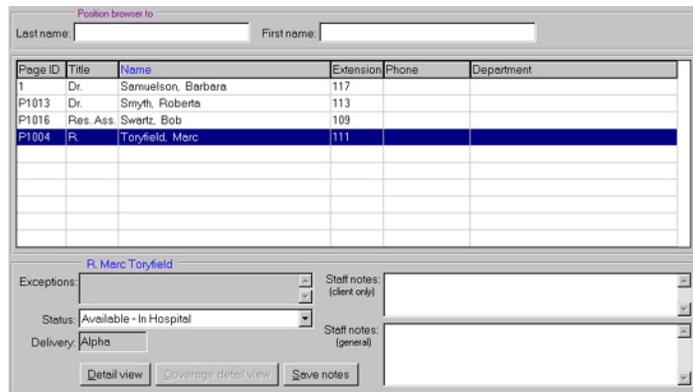
4   *Display more detailed information, if necessary…*
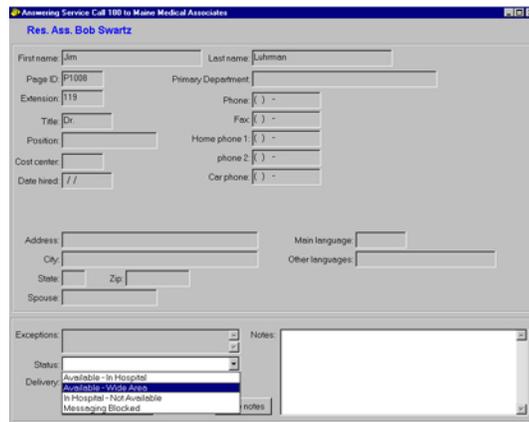
5   *Transfer the call, if necessary, otherwise just hang up!*
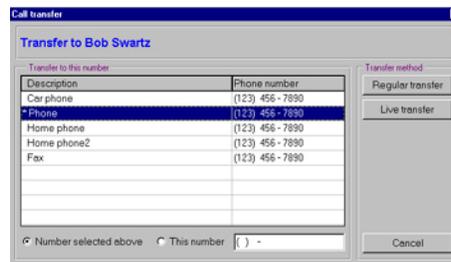
To take an answering service call

1. **A call comes into the call center, and the Answering Service Call window opens automatically with information about that department or practice being called.**

2. **Use the greeting in the top left of the window to answer the call, then scan the rest of the window for any other information you may need.**

   This window is organized to display the most frequently repeated information for the department or practice at the top. To see the details in the More Info list, click the black triangle, and then select the item for which you want more information.

3. **Advise the caller as needed with the displayed information.**

4. **If you have provided the caller with the all the information needed at this time, click OK to hang up the call.**

   There are two areas in the window for taking notes about the call, if necessary. If not, just click OK. You are ready for another incoming call.

   ✓ *If you hang up the phone here, you can skip the remainder of this procedure! Otherwise, continue with the steps below.*

5. **If the caller requires further information about a department member:**

   a. **Type the first few characters of that member's last name.**

   An alphabetized list of the members of the department with last names beginning with the characters you type is displayed. The first person in that list is highlighted, and the details about their availability and schedule are shown at the bottom of the window.

   b. **Click on the name of the person for whom you want to display information, and advise the caller as needed.**

   If further details are needed, click More Details.

   c. **If the caller wants to speak with that member of the department or practice, select that person's name and press Enter.**

   The Call Transfer window displays the numbers at which the person can be reached, and a box where another number can be entered.

   d. **Click Live Transfer or Regular Transfer to transfer the call.**

   e. **If the caller wants to leave a message or have that member of the department paged, click the Message button near the right side of the window.**

   f. **Enter the caller's name, callback number and, if the pager is alphanumeric, a text message.**

   The Incoming Call window closes and you are ready for the next call.

Taking Patient Calls

This section provides step-by-step instructions for using Message Pro 3000 software to take patient calls.

Patient calls are incoming calls for a patient in the hospital. In some cases, the patient may not be receiving calls during certain hours, or may be registered under a name other than their own.

	Patient Call Synopsis	
1	An incoming call comes into the call center, and a window opens automatically, from which you can display patient information.	
2	Find the patient's information and determine whether the patient is accepting calls.	
3	Transfer the call or take a message.	

✓ *All the information you need to handle patient call is displayed in the first window you see.*

1 *The call comes in, and the Patient Call window opens automatically…*

2 *Locate information about the patient being called…*

3 *Determine whether or how the patient is accepting calls…*

4 *Transfer the call, take a message, or call the patient to ask if they want to accept the transfer.*

To take a patient call

1. The call comes into the call center and the Patient Call window is displayed automatically.

The Patient box is checked in the upper right corner of the window.

2. The caller requests the patient's room number or extension.

3. Type the first few characters of the name of the patient.

The directory list automatically jumps to the names that match the letters you type. Keep typing until the name you want is selected. The patient's name is displayed along with their Pager ID, Title, Extension, Phone and Department.

4. Verify that the patient is available to be called.

Look in the Notes area in the bottom of the Patient Call window for any special requirements or restrictions on calls for this patient.

a. If the patient is available, select their name and click Transfer (F9).

The call is transferred to the patient's extension and the Patient Call window closes. You are ready for your next call.

b. If the patient is not available or requires other actions, follow the instructions in the Notes field.

♦ If the patient is not receiving calls, advise the caller and click Release (F12). You are ready for your next call.

♦ If the patient is receiving calls with restrictions, advise the caller and follow the instructions in the Notes area.

♦ If the patient is receiving calls, but with a live transfer only, click Custom xfer (F10). The call is connected to the patient's room with the caller on hold. Identify the caller to the patient and ask if the call can be transferred.

Taking Emergency Calls

This section provides step-by-step instructions for using Message Pro 3000 software to take emergency calls.

> ✓ *An emergency call usually comes from within the hospital, and is often termed a* **Code Blue Call** *or a* **Code Blue Emergency**.

Taking an emergency call involves answering a call that has been automatically identified with a red bordered window on your Message Pro 3000 screen. Your job is to note the location of the emergency and follow the appropriate hospital procedure, which usually includes a group page to the Code Blue team.

Occasionally, an emergency call may also come into the hospital switchboard from outside. Taking this type of emergency call involves answering the call, which is not automatically identified with a special Message Pro 3000 window. In that case, follow the instructions in your Message Pro 3000 Procedures section.
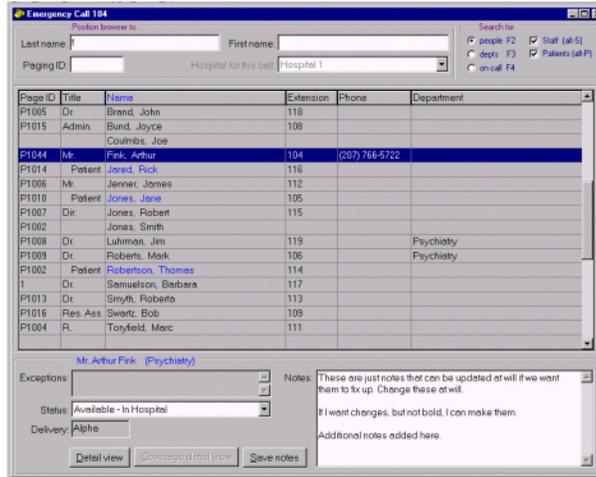
Emergency Call Synopsis	
CALLS FROM INSIDE THE HOSPITAL	
1	An emergency call from a room or department inside the hospital, and a special, red-bordered window opens automatically.
2	Note the emergency and follow the specified hospital procedure; usually a group page to the Code Blue team.
CALLS FROM OUTSIDE THE HOSPITAL	
1	An emergency call comes into the call center from somewhere outside the hospital, and a standard call answering window opens automatically.
2	Follow instructions in the Message Pro 3000 Procedures section for your hospital.

> ✓ *All the information you need to handle an emergency call is displayed in the first window you see.*

1 *The Code Blue emergency call comes in, and the Emergency call window opens automatically…*

2 *Get information about the emergency from the caller…*

3 *Check your hospital procedures for people to contact about the emergency…*

4 *Click Custom Xfer to transfer the call!*

Code Blue Emergency Calls

To take a Code Blue emergency call

1. **The call comes into the call center and the Emergency Call window opens automatically.**

   The caller states that it is a Code Blue emergency. The Emergency Call window displays a short list of group members to be paged, and Code Blue is highlighted.

2. **If this is a Code Blue emergency, click Code Blue or press the ***umpty key.**

   The Emergency Call window redisplays with Code Blue information in it.

3. **Ask the caller where the emergency is, enter the location of the emergency in the Text box, and then click OK.**

   The page is sent to all members of the Code Blue Team. The Incoming Call window opens automatically.

4. **Enter the details of the emergency in the Incoming Call window and click Save Notes.**

   A copy of this message is sent to all members of the Code Blue team.

5. **Check your hospital procedures for any additional people to contact about this emergency.**

6. **Click OK when you are finished.**

   You are ready for the next call.

   ✓ *See the next page for instructions on taking non-Code Blue emergency calls.*

Non-Code Blue Emergency Calls

To take a non-Code Blue emergency call

1. **If this is not a Code Blue emergency, but a call to <the Emergency Room or the Poison Control line or the Suicide Prevention line>, the Incoming Call window opens automatically.**

    The caller states that it is an emergency and that a specific person or group must be contacted immediately.

2. **If this person or group has a Quick Call number, click Quick Call or press the / key.**

    The Quick Call buttons are displayed.

3. **Click the appropriate button and the call is transferred immediately.**

    The caller remains on the line.

4. **Confirm that the call is connected and then, click OK. The call is released and you are ready for the next incoming call.**

    <Can we go back and enter notes at this point, too? If so, insert this text. Enter the details of the emergency in the umpty whatever window and press Save Notes button. Click OK. You are ready for the next call.>

5. **If this person or group does not have a Quick Call number, type the first few characters of the name of th eperson or group to be paged.**

    The directory list automatically jumps to the names that match the letters you type. Keep typing until the name you want is selected.

6. **Verify that the person to be contacted is available.**

    Check the Exceptions, Status, and Delivery areas at the bottom of the window for any special information about the person. Click Detail view button to display more information, if needed.

7. **Click Custom Xfer to transfer the call.**

    The Custom Xfer window displays the available numbers and a box to enter an additional number. Enter the number, if needed

8. **Click OK to transfer the call.**

    The window closes and you are returned to the Incoming Call window.

9. **Enter a note about the call in the Notes field, if desired, and then click Save notes.**

    Notes can be useful for your records. For example, if other persons or groups need to be notified about this emergency, these notes can be forwarded to them.

10. **Click Release (F12) to complete the call.**

    You are ready for the next call.