

**DEPARTMENT: Emergency Operations**

**PROCEDURE: EOC-270**

**SUBJECT:** Telephone System Emergency Use

**PURPOSE:** The following procedure is intended to provide guidance to all staff in the event that FMDH experiences a telephone communication failure due to a catastrophic failure of their main phone switch.

**RESPONSIBILITY:**

- Information Services
- All Staff

**PROCEDURE:**

1. In the event that our main phone switch, located in the datacom closet of the basement in the main hospital's mechanical area, fails due to internal equipment failure, the following list of extensions will fail over to a secondary backup phone switch located in the datacom area of the nursing equipment storage area on operate in survivability mode.

2.

<u>Station</u>	<u>Extension Name</u>	<u>Location</u>
• 3223	Nursing Station	Hospital Nurses' Station
• 3499	Bat Phone	Clinic Nurses' Station
• 3411	Check Out Desk	Glasgow Clinic
• 3601	Amber Kennedy	Administration Office
• 3288	OB Dept Brandi Knierim	Nursing Coordinators' Office
• 3280	Nurses' Desk	ER Front Desk
• 3224	Nursing Station	Hospital Nurses' Station
• 3583	Boiler Room	Outside Boiler Plant

3. These telephone stations are further distinguished by a red cord which attaches the handset to the base.
4. The following information applies to these stations while operating in survivability mode:
  - a. An outside call can be made by dialing "9".
  - b. Long distance access codes will not be required.
  - c. These stations may call and/or forward to the other stations operating in survivability mode.
  - d. The following outside phone numbers will ring all of these stations:
    - i. 406.228.4354
    - ii. 406.228.4355
    - iii. 406.228.4356
5. Depending on the length of time the outage is expected to be, more phones may be added to operate in survivability mode.

**REVIEW PROCESS:**

- This procedure will be reviewed in accordance with organizational policy and procedure.