PAGING VIA THE TELEPHONE

Paging can be done both internally and externally from any telephone.

- ➤ You will need to know the Pager ID of the individual you wish to page.
- ➤ Only numeric messages may be sent.

Prompted paging – Will provide verbal instruction.

1. Dial 947-522-4011 (then option 1)
2. Enter the pager ID of the person you wish to page.
3. Press the # (pound) key.
4. Enter the call back number.
5. Press the # (pound) key.
6. Hang up.

Non-prompted paging – No verbal instruction but you will hear a tone when the pager ID & call back number are to be entered.

1. Dial 947-522-4013 (then option 1)
2. Enter the pager ID of the person you wish to page.
3. Press the # (pound) key.
4. Enter the call back number.
5. Press the # (pound) key.
6. Hang up.

PAGING VIA EMAIL

Paging can be done both internally and externally using *Email*

- ➤ You will need to know the Pager ID of the individual you wish to page.
- ➤ Paging via email has the lowest priority and can be delayed.
- ➤ It is for this reason that this method should not be used for paging critical information.

1. Open email
2. New Email
3. In the To: field enter to PagerID@spok.beaumont.org
   - ▪ 123456@spok.beaumont.org
   - ▪ 59291@spok.beaumont.org
4. Subject can be entered but is not necessary.
5. In the body of the email type your message.

NOTE:
- ▪ Character limit for a pager is 240 characters, including Subject line. Most routine messages do not utilize this many but be aware.
- ▪ DO NOT INCLUDE A SIGNATURE OR CONFIDENTIALITY STATEMENT. The large number of characters in these additions will cause the page to fail.
- ▪ If the Individual has a "Referral" on their pager, you will receive this delivery error in your email:

  Delivery has failed to the recipients or groups:

  59192@spok.beaumont.org
  A problem occurred during the delivery of this message to this e-mail address.
  Try sending this message again. If the problem continues, please contact your helpdesk.
  In the body of the email, the reason is noted: *User could not be paged at this time. Type=REFERRAL*

WHY THE 10-DIGIT PAGER NUMBER IS NOT PROVIDED

Dialing the 10-digit pager number allows the user to send a page directly to the device, bypassing the Corewell Health paging system. Issues and concerns regarding the distribution and use of the 10-digit pager number include but are not limited to the following:

- Pages sent via the 10-digit pager number are not logged.
  - Page logs are used throughout the organization when investigating communication and patient care concerns.

- Pager coverage does not follow, nor is the sender alerted of any coverage.
  - When the 10-digit number is dialed, pager coverage does not follow.
  - No alert of pager coverage is provided to the sender.
  - Senders have no way of knowing that the individual they are paging is not available.

- Cannot identify where the page comes from or who sent the page.
  - Threatening/harassing pages cannot be tracked.

- Many users now receive their messages via their smart devices.
  - Users do not want their smart device numbers published.
  - Sending a text message cannot be done by dialing their numbers.

After much consideration, the decision was made to no longer provide the 10-digit pager numbers assigned to our staff and physicians.

Understanding the need for communication from outside the Corewell Health network, the methods noted above can be provided and used for that purpose.