



TOH Contact Centre Information for Residents

Contact Centre Mission:

Provide friendly, immediate and compassionate healthcare communication service to the healthcare sector 24/7 on behalf of The Ottawa Hospital, The Ottawa Regional Cancer Centre, The Rehabilitation Facility and The Ottawa Hospital Emergency Services.

The Contact Centre provides:

- Patient and staff directory services
- Physician locating services, on-call schedule information and paging
- Emergency Code/Stat calls throughout all campuses
- 10-311 One Number to Call for all Care Environment services
- Facilities repair requests and dispatch
- Paging device administration and support (pagers, Spok Mobile)
- Emergency equipment monitoring (Fire Alarm Panel, Code Blue, MediGas)

How to Reach Us:

CIVIC Campus

- Locating / Paging 14221 [613-761-4221]
- **STAT Calls / Codes 15555**
- Automated Attendant 613-798-5555 (if you know the extension you want to call)

GENERAL Campus

- Locating / Paging 78222 [613-737-8222]
- **STAT Calls / Codes 75555**
- Automated Attendant 613-737-8899 (if you know the extension you want to call)

RIVERSIDE Campus

- Locating / Paging 14221 [613-761-4221]
- **STAT Calls / Codes 85555**
- Automated Attendant 613-738-8400 (if you know the extension you want to call)

Do NOT dial "0" to reach the Contact Centre. Due to recent changes within the phone system these calls come in with a lower priority and should not be used.

Contact Centre Locations:

CIVIC Campus (24/7)

- 1053 Carling Avenue, B Main South – next to the information desk staff entrance

GENERAL Campus (24/7)

- 501 Smyth Road, SD Level – in front of elevators; accessible by stairs or service elevators

RIVERSIDE Campus (0700-1500)

- 1967 Riverside Drive, Main Entrance

The Contact Centre Processes:

- Regular pager service is available at the Civic Campus from 0700-1500, at the General Campus from 0700-1500 and the Riverside from 0700-1500. Outside of these hours emergency temporary pager service is available at the Civic and General Campuses . . but in very limited numbers. We encourage cell phone use when pagers are not available.
- The Contact Centre pages 5-digit call back numbers and they can be dialed from any phone within the hospital directly for in-house calls. Please be aware that when you are paged to a 7- or 10-digit call back number this references an outside caller trying to contact you. If we have a message to deliver to you directly, we will page you to a 5-digit number within the Contact Centre.
- When being paged for the Civic Campus the 5-digit call back number starts with a 1; when being paged for the General, Rehabilitation Centre and Cancer Centre the 5-digit call back number starts with a 7; and for the Riverside it starts with an 8.
- If at any time your 5-digit call back number is preceded by a “0” please note this is an emergency STAT page that requires an immediate response.
- When you are on-call, our policy is to page you when requested and if the requestor fails to obtain a response, they will notify us to repeat the procedure. After three unsuccessful attempts we will escalate to alternate methods of contacting you if possible, up to including an overhead announcement if the call is urgent. Please note it is your individual responsibility to notify Locating of any changes regarding your personal contact information. If, after all this is done and we still do not get a response from you we will notify your program coordinator of your failure to comply with TOH’s paging protocol.
- We page overhead for all Campus Codes and we also page overhead for STAT calls to specific physicians. All announcements are performed in both official languages.
- You will be assigned a personal pager number for the duration of your rotation at TOH for which you will be personally responsible. Batteries may be obtained from the Contact Centre for your pager use and should your pager prove defective or if you lose your pager, please go to the nearest Contact Centre to have it replaced within regular office hours. You will keep the same pager number.

*****Please note: if your pager is lost there is a \$57.00 charge for which you are responsible, but broken or defective pagers are free*****

****Upon completion of your residency program you are expected to return the pager that was issued to you to the nearest Contact Centre. This same rule applies if you are going on an extended Leave of Absence. Upon return from leave, a new pager will be issued to you.****

- Spok Mobile uses a smart phone to communicate via encrypted messaging with individuals who have the app installed on their mobile device and who are registered with the Contact Centre. It works over both WI-FI and cellular networks. One of the great selling points of the app is that it reduces the number of devices a clinician must carry in order to stay connected to the hospital.

When a user registers, we connect their mobile device with the corporate hospital directory. Pages can include specific text about the page that could help residents to determine the priority of the page, i.e. the page could say, URGENT, patient X is bleeding internally, or it could say Patient Y is complaining about constipation. The texting is secure and complies with legislation about health information.

Pages are audited. We can pull up records and determine if someone responded to the page or not. In fact, in the Contact Centre all Centre we have a protocol that sends a reminder to a Contact Centre Agent to check to see if a Contact Centre generated page that went to an Spok Mobile User was acknowledged. If not, we try an alternate method of contacting them.

Pages that are sent via WebXchange or via Spok Mobile can also show if the page was acknowledged. This helps close the loop on pages.

It would not work for pages that originate from Bruyere since they are not connected to the system.

Here are some features Spok Mobile has compared to a regular pager:

- Allows 3 different priority tones of your choice (High, medium and low priority)
- Allows Encrypted text messages
- The amount of rings one page would be allowed to do on your device
- Notifies if messages have been viewed, acknowledged or ignored from other Spok Mobile users
- Pages will be received to your device with 3G and/or Wi-Fi.
- You don't have to carry a pager

The process for enabling staff to install the application and be registered would have to begin by creating a profile in our database:

Name:

Email Address:

Cellular phone number:

Model of iPhone (iPhone 3, 4S or otherwise):

Service Provider (Rogers, Bell or otherwise): 4-digit Password:

Once that is complete, we will register the telephone to the Spok Mobile registration.

The resident will be sent an email from Spok Mobile with their registration username and password. They will then be given a quick training session along with a user guide.

This can be requested by emailing telecommunications@toh.ca or via phone at extension 17797.

- Anytime any physician becomes unavailable for contact (i.e.: being post call, on vacation, in the OR, on sick leave etc.) they need to contact Locating at ext. 14221 to provide instructions with a Contact Centre Agent to amend their paging availability.

Contact Centre personnel will contact any physician that has not had their status changed to unavailable.

Updated: March 2023