

Nurse Call System Operation Procedures

System Operating Procedures

Patient Calls

When a patient calls from an audio/visual or visual Patient Station, the lamp on the patient's station, corridor Dome-light, Duty Stations, and corresponding room number on the Nurse Station Master/Annunciator will illuminate. A tone at the Nurse Station Master/Annunciator will also indicate the patient's call. When using an audio/visual system, the call may be answered at the Nurse Station Master or at the Patient Station. If using a visual only system, the nurse must physically go to patient's room to inquire of the patient's needs.

1. Answering via the Master Nurse Station

- A. When the room numbered lamp illuminates and the tone indicates an incoming call, the nurse answers the call by pushing the illuminated room button. By using the talk/listen button, the nurse may communicate with the patient through the panel speaker. Nurse Station Masters are also equipped with handsets, which allows for a private conversation between nurse and patient.**
- B. If the Patient Station is set in remote call cancel (RCC) mode, push the illuminated button a second time to conclude the call. If station is not in RCC mode, patient's call will continue until reset at the Patient Station.**

2. Answering via the Patient Station:

- A. When a patient calls from a Patient Station, the nurse may go to the patient's room, indicated by the illuminated room number on the Nurse Station Master/Annunciator and associated corridor-Dome light. The call may be cleared by pushing the reset button on the Patient Station.**

Monitoring

The nurse may initiate a call to speak to a patient or monitor a room by simply pushing the desired room numbered button. Communication is the same as for answering a call. The monitor lamp on the Patient Station will illuminate to indicate the Station is connected to the Master.

Emergency Calls

Emergency calls will cause the lamp on the station from which the call is placed, the corridor-Dome light, and the numbered room button on the Nurse Station Master/Annunciator to illuminate and flash. Also, a tone at the Nurse Station will sound repeatedly at a fast rate to alert staff. An Emergency call will override any routine call previously placed.

1. Emergency Calls:

- A. A call can be initiated from an Emergency Station by pulling the “Pull for Help” cord or pushing the “Push for Help” button.**
- B. The nurse must go to the source of the call to clear the emergency call from the system. This step is done by lifting the switch to the upper position of the pull stations or by pulling the button of the push type stations.**

Unit Description of Operation:

1. Nurse Stations:

- A. Audio/Visual Master provides two-way communication.**
- B. Visual Annunciator provides tone and visual signals only.**

2. Patient Station:

The Patient Station is located near the patient’s bed and is accompanied by either a Call Cord or Pillow Speaker. The patient calls the nurse by pushing the button on the Call Cord or the call button on the entertainment Pillow Speaker. This registers the call on the Patient Station, Nurse Station Master/Annunciator, all Duty Stations, and the associated corridor-Dome light.

3. Duty Station:

Duty stations are used in storerooms, utility rooms, kitchens, and other places where it is necessary to have notification of calls to nurses while away from the Nurse Station. Duty stations provide no voice communication. Calls are indicated by light and tone signals.

4. Staff Stations:

Staff Stations provide two-way communication for staff members and are used in conjunction with a Nurse Station Master only. The calling staff member presses the call button, which registers the call at the Nurse Station Master and causes the call indicator lamp on the Staff Station to illuminate. The call is answered the same as previously stated for a Patient Station.

5. Staff/Duty Stations:

Staff/Duty Stations perform all the functions in one unit as Staff stations and Duty stations do individually. Refer to each section for operation procedures.

6. Fail Safe:

All Patient Stations, which use Call Cords or Pillow Speakers, are equipped with a fail-safe feature. Should a Call Cord become unplugged for any reason, a call will be placed and the call cannot be reset until the Call Cord is properly re-installed into the Patient station.