

COMMUNICATIONS

In any of the emergency situations described in this manual, as well as in normal day-to-day operations, matters could possibly be more complicated if our telephone system happened to fail. Communications, both internal and external, are most vital to this hospital's effective operation. Thus, the following are alternative means of establishing communications in the event of in-house telephone failure:

1. Citizens Band Radio - This radio is located in the Hospital Director's Office and may be used by authorized personnel in an emergency situation. It should be noted that the primary use of this radio is designed for communication with volunteer drivers as described in the Snow/Ice Storm section of this manual; however, this radio may be utilized, as appropriate, to establish external communications.
2. Emergency Medical Services Radio - This radio is located in the Emergency Room and is used routinely in communications with ambulance personnel. This radio also may be used for communicating with the other five (5) hospitals in our area.
3. MAST Helicopter Radio - This radio is also located in the Emergency Room and is used in the communications with in-coming helicopters. This is the only authorized function of this particular radio.
4. Security Handie - Talkie FM Radio - These radios are used routinely by our Security Department in their daily jobs. The primary function is to allow for in-hospital communications between various Security personnel, but these radios do have the ability to reach up to a three (3) mile range externally. There are a minimum of 12 such radios in the Security Department. In the event of a telephone system failure in-house, these radios can be most valuable in communications being established between many vital areas of the hospital.
5. Pay Telephones - The following is a listing of pay telephones with number and location within the hospital. In the event our telephone system is out of operation, this listing can be utilized for limited emergency communications within and to and from the hospital:

NEW HANOVER MEMORIAL HOSPITAL LISTING OF PAY TELEPHONES

<u>Floor</u>	<u>Telephone Number</u>	<u>Location</u>
Service Floor	343-9052	Located beneath the stairs adjacent to Pharmacy/Central Service
1st Floor	343-9246 343-9103	Located in the lobby area near visitor elevators

Listing for Pay Telephones in New Hanover Memorial Hospital
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<u>Floor</u>	<u>Telephone Number</u>	<u>Location</u>
1st Floor	343-9045 343-9011 343-9050	Located off new South Lobby beside Outpatient Manager's Office
	763-9142	Located in Surgical Waiting Room
	343-9054	Located in ICU Waiting Room
	343-9051	Located in CCU Waiting Room
2nd Floor	343-9277	Located outside of visitor elevators
3rd Floor	763-9109	Located in lobby beside visitor elevator #5
4th Floor	763-9139	Located beside elevator #4
5th Floor	343-9177	Located in Waiting Room
	763-9108	Located near elevators
6th Floor	763-9234	Located in lobby beside elevators
7th Floor	763-9239	Located in lobby beside elevators
8th Floor	343-9118	Located in lobby beside elevators
9th Floor	343-9071	Located in lobby beside elevators