

TRAINING FOR NEW CARDIAC ARREST CALL

You are very welcome to this mandatory training on
**“How to activate new CARDIAC ARREST CALL
in the Smurfit Building”**.

When introduced, the “call out” will be completely automated.
You will **NO LONGER** dial **2222** to activate
CARDIAC ARREST CALL
after the go live date TBC.

PRINTROOM/CARDIAC ARREST TELEPH-0910

Thank you for attending today's training on the DECT phone system.

DECT stands for Digital Enhanced Cordless Telecommunications.

You may be aware that the DECT Phone system was installed in the Smurfit Building within the last few months. You may also have noticed that all phones have been updated with a cardiac arrest button.

Beaumont Hospital implemented the DECT system last year (2012). To ensure that we continue to have full access to the Beaumont Hospital resuscitation team, the DECT system will also be implemented in the Smurfit Building.

In the Smurfit Building the current procedure in the event of a cardiac arrest is that we call 2222 for the resuscitation team. The aim of this mandatory training is to inform staff of the changes to the cardiac arrest call and give staff the opportunity to practise prior to the system going live on 30th April 2013.

WHY CHANGE?-

➤ FASTER RESPONSE TIME

(as the middle man, i.e. telephonist will be cut out,)

➤ MORE EFFICIENT

(less chance for error in location of arrest)

The following Overview will demonstrate the new **CARDIAC ARREST CALL, where the Arrest Team will use DECT PHONES.**

**ALL CARDIAC ARREST CALLS WILL BE RECORDED,
GIVING THE TIME, DATE AND LOCATION OF THE CALL .**

*Thank you,
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What are the benefits of the DECT system over the current system?

With the current system, when you call 2222 the call goes through to the hospital switchboard who takes the location and notifies the resuscitation team.

With the DECT system the call goes straight through to the resuscitation team.

The location is identified by the extension number of the telephone used to make the call.

The resuscitation team carry individual DECT phones. They will receive a call stating cardiac arrest and the location.

The following slides will show how to make a cardiac arrest call from an internal phone and from a DECT phone. You will also have the opportunity to practise using the desk phone at the end of the presentation.

CARDIAC ARREST

To activate a **CARDIAC ARREST CALL** from an INTERNAL phone

Lift the handset



Press the button
marked **Cardiac Arrest**



Press the **#** key
(under digit 9) which gives the
location of the arrest automatically



Hang up, call is now activatedplease repeat the process

If instructed to call the resuscitation team:

Lift the handset and ensure there is a dial tone.

Press the button marked cardiac arrest. Listen to the voice prompt. Press the # button.

The cardiac arrest call is now activated and goes directly through to the resuscitation team members.

Repeating the process provides confirmation to the resuscitation team on the location.

Confirmation

You will receive a confirmation call :-,

1. If you are in the CRC Ward, the confirmation call will ring the phone at the nurse station.
2. If you are in an Administration/Laboratory area where there is more than one phone, the confirmation call will ring any *one* of the phones in the room.
3. If there is only one phone in the room, the confirmation call will ring that phone.
4. If your phone is busy during a Cardiac Arrest Call , you will hear a recording saying **“PLEASE FINISH YOUR CONVERSATION FOR AN URGENT MESSAGE”**

Once you have made the call and replaced the handset you will receive a call confirming cardiac arrest and the location.

The location of the telephone used to make the cardiac arrest call will determine which telephone receives the confirmation call,

i.e:

If the call was made anywhere within the Clinical Research Centre, the confirmation call will be received at one of the phones at the nurses station.


If the call was made in an administration or laboratory area which has multiple phones, the confirmation call will be received at any one of the phones in this area.

If there is only one phone in a room the confirmation call will be received at that phone.

Should the phone be in use, the call will be interrupted and a recording will be heard instructing the user to 'please finish your conversation for an urgent message'.

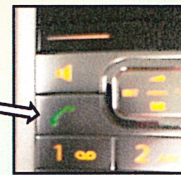
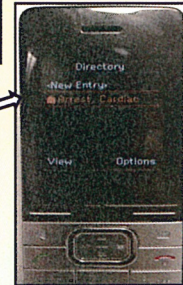
CARDIAC ARREST DECT HOLDERS ONLY

To activate a **CARDIAC ARREST CALL** from a **DECT** phone (I)

Press the button under the phone book  icon. This will open the phone directory

Locate cardiac arrest under 'C' in the phone directory

Select cardiac arrest by pressing the green phone icon



There are three DECT phones in the Smurfit building.

Two are located at the reception desk and are used by the porters. The third DECT phone is located at the nurses station in the Clinical Research Centre.

To make a cardiac arrest call using the DECT phone:

Press the button under the phone book to open the phone directory.

Locate 'cardiac arrest' by selecting the letter 'C' in the phone directory.

Select the 'cardiac arrest' option by pressing the green phone icon.

CARDIAC ARREST DECT HOLDERS ONLY

To activate a **CARDIAC ARREST CALL**
from a DECT phone (II)

**listen to voice prompt,
then say "Cardiac Arrest" give the
location after "Beep, Beep" tone.**

Press * (under digit 7)
(You will now hear your message repeated)

Hang up, call is now activated



You will then hear a voice prompt asking you to state 'cardiac arrest' and give the location after the beep beep tone.

Then press the star button to hear your message.

Hang up the call is now activated

WHAT THE ARREST TEAM RECEIVE:-

Their DECT PHONES will ring

Team will Press GREEN BUTTON

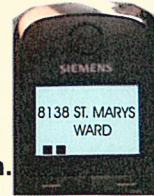
They will hear a recording giving the location of the Cardiac Arrest.

- a. If the call is from an internal phone, the display will show the **number** the call was activated from and the **location**.
- b. If the call was activated from a DECT phone the display will show the **number** the call was activated from and **Cardiac Arrest**.

This will be REPEATED.

TEAM ARRIVE ON SCENE

A staff member using a DECT phone can activate a Cardiac Arrest Call from any location within the hospital or the Smurfit Building as per above demonstration.
ALL CARDIAC ARREST CALLS WILL BE RECORDED, GIVING THE TIME, DATE AND LOCATION OF THE CALL .



What does the cardiac arrest team receive when a call is made:

If the call is made from an internal desk phone, the screen will show the extension number and location from where the call was activated. The resus team will hear the same message you received as a confirmation call.

If the call was made from a DECT phone, the screen will show the number the call was activated from and the words cardiac arrest. The resus team will hear the message you recorded stating cardiac arrest and the location.

The cardiac arrest team will receive a second call as you make the second call from your phone.

WHO IS ON THE ARREST TEAM

- Anaesthetist
- Senior Medical Doctor
- Senior House Officer – Medical
- Intern
- Resuscitation Officer (possible)

Who will attend the cardiac arrest:

An anaesthetist

A registrar

Medical SHO

Junior doctor

Possibly a resuscitation officer.

QUESTIONS ?

Thank you again for your time

Please feel free to ask any questions