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| Vermont Psychiatric Care Hospital Policy and Procedure | | |
| Two-Way Radios and Cell Phones | | |
| Effective: July 2018 | Revised: January 2023 | Due to Review: January 2025 |

POLICY

Two-way radios and cellphones are provided for staff communication at the Vermont Psychiatric Care Hospital (VPCH).

PROCEDURETwo-Way Radios

1. Unit personnel are responsible for ensuring they obtain a radio at the start of shift. Generally, unit personnel shall have a radio on their person at all times while on-duty.
2. Ensure the radio is functioning properly.
 - a. Conduct a radio check with a coworker by pressing the push to talk (PTT) button on the side or front of the radio.
 - b. Only use the radio if it successfully transmits and receives a transmission via the radio check.
 - c. Two-way radios shall be tested for functionality each time they are used.
3. To send a transmission, press firmly on the PTT button and wait a moment before speaking.
 - a. Hold the radio 6-10 inches away from your mouth and speak clearly.
 - b. After you finish speaking, hold the PTT button for a few moments, then release.
4. Prior to responding to a transmission, give a brief pause, then repeat step 3 above.
5. Two-way radios shall be stored in a docking/charging station when not in use. It is preferable to have charging radios powered off.
6. At the end of each shift, the assigned unit-lead is responsible for two-way radio accountability for their assigned unit.

Medical and psychiatric emergency circumstances shall immediately be announced over the two-way radio. State the location and type of emergency using steps outlined above. State the location and type of emergency twice to ensure that your transmission is understood. It is preferable to utilize wayfinding titles when identifying a caller's location versus a letter identifier:

- Snowflake (A Unit)
- Maple Leaf (B Unit)
- Monarch (C Unit)
- Red Clover (D Unit)

Announcements over two-way radio should include only the information needed to garner the needed response. The Health Insurance Privacy and Portability Act (HIPPA) guidelines apply to information communicated via two-way radio communication.

The emergency line 828-6777 shall be called in conjunction with two-way radio communication as needed to notify Admissions personnel any time there is an emergency at VPCH.

Cellphones

State-issued cellphones shall be distributed to the following personnel when on duty:

- Covering Nurse Supervisors
- Charge Nurses
- Personnel escorting individuals to unsecure locations and/or off hospital campus.

Before providing a cellphone to escorting personnel, a member of the Admissions staff shall test the cellphone for battery charge and functionality.


Each Nursing Supervisor and charge nurse shall ensure that their cellphone is charged and functioning while on duty.

Addressing Concerns or Problems

Problems or concerns regarding two-way radios and cellphone functionality shall be documented on an Environmental Variance Form and reported immediately to the on-duty Nurse Supervisor. If available, notify the Facility Operations Administrator as well.

Repair and Routine Maintenance

Two-way radios and cellphones shall be maintained consistent with the manufacturers recommendations and replaced as necessary. The Facility Operations Administrator is responsible for the overall management of VPCH-provided two-way radios and cellphones, reviewing Environmental Variance Forms, and tests their functioning.

| Approved by | Signature | Date |
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| Emily Hawes Commissioner Vermont Department of Mental Health |  <p>DocuSigned by: <i>Emily Hawes</i> C50275615A62462...</p> | 1/24/2023 |