

Vermont Psychiatric Care Hospital Procedure

Two-Way Radios and Cell Phones

Revised: X

Date: 07/31/18

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

VPCH uses three different models of 2-way radios.

- **PKT 23-** These radios are the smallest, most portable option and are intended to be utilized by direct care staff for activities, groups and yard time. This radio will only operate on one channel and cannot be placed in a stand-by “silent” mode.
- **TK3360** – These radios are the medium sized handhelds which have the orange button on the side located above the “push to talk” (PTT) button. The orange button can be held for three continuous seconds to activate the 3-click paging system (see 3-Click Paging System below) These radios are intended to be used by the Charge RN on each unit, so they are able to use the orange button to initiate an emergency notification to all radios in the hospital. These radios can be placed in “stand-by” mode by utilizing the Channel 2.
- **TK3302U-** These radios are the largest radio model used at VPCH and are equivalent to the TK3360 minus the orange button feature.

The Facility Operations Coordinator is responsible for the overall management of VPCH-provided two-way radios and cell phones. The cell phones and radios shall be inspected annually, and the results shall be documented in the Emergency Management Inventory.

Two-Way Radios

Two-way radios shall be stored in a docking station.

Proper Use of a Two-Way Radio:

1. Ensure the radio is functioning properly
 - a. Conduct a radio check with a co-worker 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 with a co-worker
 - c. Two-way radios shall be tested for functionality each time they are used.
2. 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 seconds, then release
3. Prior to responding to a transmission, give a brief pause and then repeat step two above.

Medical and psychiatric emergencies shall immediately be announced over the two-way radio prior to using the 3-click paging system. State the location and type of emergency using step two of “Proper Use of a Two-Way Radio.” State the location and type of emergency twice to ensure that your transmission is understood.

3-Click Paging System

VPCH radios have a 3-click paging system that can be initiated from any radio at any location in the hospital. When the 3-click system is activated it will “wake-up” the TK3360’s and the TK3302U’s that are on the standby channel. Those radios will then begin to receive all radio transmissions until placed back into standby mode. This system immediately delivers an emergency notification to multiple areas throughout VPCH.

To activate the 3-click paging system press the PTT button 3 times in a row with a slight pause in between each press. It may be helpful say to yourself, “**one and two and three**” as you press the button when you say each number. The paging system must receive 3 PTT clicks within a 5 second period to activate a successful alert tone.

If the system receives more than 3 PTT attempts in a 5 second period, it will activate a tone of increasing pitch for 3-4 seconds that informs the user that the 3-click entry was unsuccessful and other radios were not “awakened from stand-by mode.” If the system does not activate the alert tone the user should make another attempt. When successful, page tones will sound on all radios.

The Emergency line 828-6777 can be used in conjunction with the 3-click paging system as needed to notify Admissions staff any time there is an emergency at VPCH.

Cell Phones

Cell phones shall be issued to the following staff members when on duty:

- a) Nursing Supervisors
- b) Charge Nurses
- c) Staff members escorting patients into the community

Before providing a phone to a staff member escorting a patient into the community, a member of the Admissions staff shall test each cell phone for battery charge and functionality and document the results on a white board in Admissions.

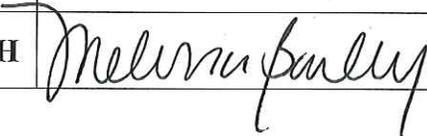
Each Nursing Supervisor and Charge Nurse shall ensure that their cell phone is charged and functioning while on duty.

Addressing Concerns or Problems

Problems or concerns regarding two-way radios and cell phones shall be documented on an Environmental Variance Report Form and reported immediately to the Nursing Supervisor on duty. If available, notify the Facilities Operations Coordinator as well.

Repair and Routine Maintenance

Two-way radios and cell phones shall be maintained consistent with the manufacturer’s recommendations and replaced as necessary.

Approved by	Signature	Date
Melissa Bailey, Commissioner of DMH		7/31/18