


**UNIVERSITY OF TOLEDO  
FACILITIES AND CONSTRUCTION**

<b>Section:</b>	<b>Administrative</b>	<b>Procedure Number:</b>	<b>ADM-34</b>
<b>Subject:</b>	<b>Loss of Nurse Call System</b>	<b>Effective Date:</b>	<b>May 1993</b>
		<b>Revised Date:</b>	<b>December 2019</b>
<b>Facilities Officer:</b>		<b>Reviewed Date:</b>	<b>February 2023</b>

**Standard Operating Procedure**

In the event of a total or partial loss of the nurse call system, immediate steps will be taken to minimize the down time of this system.

**Purpose**

To provide an approach that will minimize the time necessary to make the appropriate repairs to regain patient communication.

**Procedure**

1. Any nursing station experiencing problems will notify Work Control at extension 5353 or 4298.
2. Work Control will print a work order and notify the electrical systems director or designate.
3. Electrical systems director or designate will assign task to appropriate personnel, who will make every attempt to repair unit in given time.
4. After 3:30 p.m. on weekdays and all day weekends and holidays, the Operating Engineers will notify the Electrical Systems Director, who will start the necessary call in procedures.
5. If repairs cannot be facilitated by our personnel, outside vendors will be called by the Manager, Electrical Maintenance.

KST Healthcare  
Rich Respondek  
Cell: 248-321-7873  
Phone: 248-952-8934

Rauland Nurse Call  
Torrence Sound  
Phone: 419-661-0678

6. If the system is to remain down for an extended time, Nursing Service has hand-held bells that they distribute to patients.