## Erlanger Health System
### Backup / Red Phone Directory

### COMMAND CENTER
- 9100

### NURSING FLOORS / WINGS
- **3000** 7542
- CH300 Nursing Station 3062
- WW3 3068
- 4000 4003
- CH400 Nursing Station 4015
- CH PICU 6482
- WW4 4082
- 5000 6274
- Labor & Delivery 7725
- Mother Baby 7722
- CH NICU 6227
- NW6 South 8043
- NW6 North 8044
- NW7 South 8045
- NW7 North 8046
- WW7 2085
- NW8 South 8047
- NW8 North 7596
- NW9 South 8048
- NW9 North 8049

### ICU NURSING STATIONS
- CCU 7310
- CSICU 6294
- MICU 7511
- MSICU 5844
- NNICU (Neuro) 7757
- SICU 6295
- STICU (Trauma) 7726

### TCTCH
- Administration 6655
- Emergency Department 6534
- 300 Nursing Station 3062
- 400 Nursing Station 4015
- NICU 6227
- PICU 6482
- Outpatient Surgery 2145
- Radiology 6551
- Surgery Front Desk 5680

### PLAZA
- Mamography Plaza Ground 6266
- Mamography Plaza Ground 6760
- Surgery 2486
- Plaza GI 5126
- Plaza Pre-Op / Recovery 8113

### CLINICAL / ADMIN AREAS
- **Blood Bank** 3139
- Cath Lab 2147
- Central Dispatch 2031
- Central Sterile 7905
- Dialysis 3178
- Emergency Department 1 9247
- Emergency Department 2 9527
- Energy Operations 6359
- Engineering 6013
- Environmental Services 7748
- Exec Office Conference Rm 7902
- Infusion Center 4470
- LIFE FORCE Communications 6347
- Main Lab 1 6710
- Main Lab 2 6714
- Main Lab 3 3185
- Medical Affairs 2037
- MRI 6338
- Pharmacy 5668
- President's Office 7243
- Radiation Oncology 7332
- Respiratory Care 7408
- Security Dispatch 8013
- Surgery PreOp Holding 6620
- Telemetry Monitoring EW3 5685
- Transfer Center / Central Bed 5220
- Wound Center / HBO 5137

### NORTH CAMPUS
- Emergency Department 3418
- Lab 3426
- Med Surg Nursing Station 3496
- Pharmacy 3419
- Radiology 3424
- Seniors Unit 3521
- Sleep Center 3584

### EAST CAMPUS
- Administration 8759
- Mother / Baby 8524
- PACU 8848
- POH 8926
- Urgent Care 8494
- Registration 8690
- Security 8733
- Surgical Nursing Unit 8911
- East Lab 8528

**PHNS HELP DESK DIRECT 877-424-8511 or 8324**
Telecommunications System Backup Processes

Primary Phones - Nortel System Phones

Employees and managers should be familiar with all phones in the work area. Be aware of which phones have the primary department inbound extension (which ones ring when the department is called) and which do not. Some may have additional numbers that will work, but which are not published or regularly used to contact the department.

Nortel Phone Downtime Processes

Failure in a particular area does not necessarily indicate complete failure. Check all other Nortel phones in the area. The downtime process is designed not to directly impact all phones at once in any work area.

Additional Nortel Phones

Scheduled downtimes (network maintenance) and certain network switch failures will cause some Nortel phones in a work area to go off line, while others remain functional. If one phone is dead, check ALL Nortel phones in the department to see which are working and which are not. Check to see if you can call out, call in, or both.

If you can call out, but not internally, try dialing outside using 19 and then the 778-xxxx number of the Erlanger line you are trying to reach.

Additionally, some areas have specific “downtime” Nortel phones. These phones will have the same primary number as the other phones, but will remain functional during large-scale network downtime situations. You may be able to dial 4-digits as usual, or you may have to dial 19778xxxx to reach the other extensions you are trying to call.

RED Backup Phones

The Red Phones (Emergency Backup Lines) are the third layer of telecommunications redundancy. Once referred to as the “power-fail” phones, these analog red desk and wall phones are the last layer of wired communications if all other switches or systems are affected by the downtime.

These phones can be dialed using the Backup/Red Phone Directory numbers. Departmental numbers will not work if these are the only remaining functional telephones. These phones should not be hidden behind computer monitors or in cabinets, but rather placed in plain view and used regularly to insure they will function when needed. Any department having a Red Phone not included on the Backup/Red Phone Directory List should contact the Communications Office at x2077.
Dial Tone?

NO

YES

Try Additional Phones until all phones, including Red Phones have been checked for Dial Tone

NO PHONES HAVE DIAL TONE

CAN YOU DIAL INTERNALLY (4-DIGIT EXTENSIONS)?

YES

CAN YOU DIAL EXTERNALLY 19 PLUS 7-DIGIT NUMBERS OUTSIDE ERLANGER?

YES

CAN YOU DIAL LONG DISTANCE 19 PLUS 1+10-DIGIT NUMBERS USING LD CODES? (TRY MORE THAN ONE PERSON'S CODE)

NO

CONTACT PHNS AT 8324 OR 198774248511

CONTACT HS AT 6168

NO

TRY 19778xxxx CAN YOU REACH DESIRED INTERNAL EXTENSION?

NO

CONTACT PHNS AT 197788324 OR 198774248511

CONTACT HS AT 197786168

YES

CONTACT PHNS AT 197788324 OR 198774248511

CONTACT HS AT 197786168

USE CELL PHONES & PREPARE TO SEND RUNNERS

ADDITIONAL CELLULAR PHONES AND/OR RADIOS MAY BE PROVIDED FOR BACKUP COMMUNICATIONS