

# Nurse in Charge Mobile Phone Utilisation Guidelines

Updated 28 June 2021



Western Health

COVID - 19

Be Safe -- Be Smart -- Be Kind

Timely and efficient communication is fundamental to ensure the provision of Best Care at Western Health. Concise and relevant patient information must be communicated between the Nurse/Midwife in Charge and the Bed Management team in a timely and respectful manner.

Western Health have implemented the utilisation of a designated phone for the Nurse/Midwife in Charge (NIC/MIC) for most clinical wards and this phone is the dedicated contact point for the Nurse/Midwife In Charge. The mobile phones have been issued and assigned to the Nurse/Midwife Unit Manager on each ward. The phone must be carried by the NIC/MIC of each shift at all times and is only be used by the NIC/MIC and must not be shared with other staff or patients.

## Business Rules

The following outlines the key business rules to be followed at all times:

- The Western Health mobile phone has been allocated to NUM/MUMs for WH Business purposes only, specifically for the Nurse/Midwife in Charge of the ward.
- The phone must only be used for verbal or texted communication between the Bed Management team and Nurse/Midwife in Charge of the ward or between Nurse/Midwife in Charge and Nurse/Midwife in Charge.
- The device MUST NOT be used as a camera under any circumstances.
- It is imperative that the mobile phone does not leave the Western Health ward/campus and is under the governance/responsibility of the Nurse/Midwife Unit Manager.
- When using text messaging, please be respectful and use courteous and commonly known language, avoiding acronyms.
- Avoid the use of patient names or other identifying details.
- Area specific messages must be responded to within 15 minutes to ensure the message has been received.
- If the sender has not received the message within 15 minutes they are to make contact via a direct phone call.
- A Text Message must NOT be sent for URGENT information.
- If you cannot connect to the person required via a phone call, text "Please Call ASAP"
- If no response, escalate to Access Manager.
- The mobile phone is for the Nurse/Midwife in Charge only and is not to be handed to others at any time.
- Ensure the phone is charged at all times and the charger must be kept in a secure place.
- Ensure the mobile phone is handed-over to the incoming Nurse/Midwife in Charge and not taken home.
- Ensure the device is Clinell cleaned between staff.

## Types of Messages

### Ward specific messages

The following outlines the types of messages deemed appropriate between staff:

- Bed Manager to Ward (and vice versa)
- Bed Manager to Operations Manager (and vice versa)
- ED to Ward (and vice versa)
- ICU to Ward (and vice versa)
- Ward to Ward

Types of messages sent to specific areas may include:

- “Bed is ready for patient, please call asap if any delay”
- “Have had 2 failed discharges, please contact me regarding a direct admit”

### Group Messages

These shall be sent to all mobiles from the Bed Management Team and may include:

- 12:30 pm update
- Advice/alerts for all staff