LINEN SERVICES



Office: x8320

Main office: Selection 1 Make-Up Room: Selection 2

Linen Service Available Monday-Friday 4:00 a.m.-11:00 p.m.

Saturday and Sunday 4:00 a.m. - 4:00 p.m.

After hours, back-up linen supplies (iso gowns, blankets, towels, pink pads, ets) are located in H1232B (Rotunda cart-lift room, first floor).

Please, NEVER THROW LINEN AWAY.

No matter how soiled it is, or what it is soiled with, it can be cleaned. Just put it in the hamper.

Linen is placed in clean servers at each room:

Please, never take spare linen into a patient room. Once it enters a patient room, it must be washed whether used or not. This costs Penn State Hershey Medical Center \$100,000 annually.

BED MANAGEMENT



Bed Management x8856 Senior Assoc. Page #8011 Team Manager Page #0233 Clinical Liaison Pager #1052 24 Hours/7 Days

To request a parent access security badge or a customer service representative to complete patient information, text page #0042 with patient name and room number.

To request STAT clean provide <u>room</u> number and <u>bed</u> number with the reason

FOOD SERVICES



Diet Office: x8421 Kitchen: x6315

Nourishment Rm.: x 1030

For a late tray, snack, formula, or dietary supplement, between 6:30 a.m.-7:15 p.m.:

Complete a request using <u>Connected and it</u> <u>will be delivered</u>.

AFTER HOURS (7:15 p.m. -6:30 a.m.):

Come to the first floor Rotunda Cart Lift room (H1232B), to the service aide refrigerator, first door on the right as entering the East Hallway from the Rotunda.

If a patient is not satisfied with the food or the food doesn't arrive when expected, **DON'T WAIT.**Call the Diet Office immediately at x8421 and the issue will be resolved.

RESPIRATORY CARE SERVICES

Supervisor 24hrs/day: pager #0941 Equipment Technician: pager #0717



Respiratory Therapist coverage for respiratory care services:

- o SICU/HVICU/HVCU: pager #0627
- o NSICU/4IMC: pager #4003
- o MICU/MIMCU: pager #0381
- O NICU/PICU/seventh floor: pager #0879
- o ED/non-ICU areas: pager #1085

All pagers are capable of receiving text messages.

Dirty respiratory equipment can be picked up by contacting the equipment technician.

ENVIRONMENTAL HEALTH SERVICES



24-hour pager: x0889

Office: x8839 Supervisor: x6359

To call a dirty bed into bed tracker, call x2643, and the system prompts will ask for room/bed number and needed service (code 3 for a dirty room). A housekeeper will be paged to clean the room.

- For immediate assistance, locate the EHS staff member assigned to your area before sending a page.
- The shift supervisor can be paged on the 24-hour pager, #0889, at all times.
- Smart Web #0889 for issues such as overflowing trash, bed removal or bed delivery, or spill cleanups. Be sure to include name, extension, room number, floor, and building/clinic.
- **Contact EHS immediately** for spill cleanups to avoid a fall or permanent stain.

SUPPLY AND DISTRIBUTION



Monday-Friday 7:00 a.m-4:30 p.m. at **x8092**

To place a supply order: Monday-Friday: 7:00 a.m.-4:30 p.m.

Fill out a "Patient Charge Items" or "Dept. Charge Items" two-part slip (3"x8").

Send the order form via pneumatic tube to E7.

Evenings/Nights/Weekends

Fill out an 8"x11" form provided by your department. Fax the completed form to **x4695**.

PLEASE DO NOT FAX THE 3"X8" FORM.

Smart Web "Supply" with the Floor # and Product # for **emergency refills ONLY.**

Helpful Hints for Pyxis Machines

If you are in need of an item that is currently out at your station, please call **x8092.**

PATIENT TRANSPORT



Patient Transport Available 24 hours, 7 days a week **Use the Transport Tracking** System to request a transport Or call 287000, our interactive voice response line

To transport a patient, blood, specimen, or to make an appointment in the Transport **Tracking System:**

Click on Transport Tracking (RDE) icon on desktop.

Select the *Edit* menu

Select New

Select **Iob**

Select patient name or item, enter origin and destination, mode of transport, and other remarks.

For **appointments**, also enter date and time.

If you have any questions, call the dispatcher at x5010.

SECURITY



Call x 8888 for an emergency 24 hours, 7 days a week. Call x8711 for non-emergency services, 24 hours.

Patient assists: Security will help with unruly or combative patients, AT THE DIRECTION OF THE LICENSED MEDICAL STAFF. Please remember, the officer cannot take over the decision-making unless behavior has clearly become assaultive.

Unruly visitors/staff: Security staff is trained to help defuse tense situations, calling police when needed, and look into workplace violence complaints.

Code Pink/Code Adam- Abducted child.

Theft and other incidents: Security officers will respond to take reports and begin investigations.

Lockouts: Offices will be unlocked with proper ID. **Code Silver -** Armed or actively violent person!

Escorts: After-hours escorts provided to parking lots.

CLINICAL Engineering



Monday - Friday 7:00 a.m.- 4:30 p.m. at **x8410** Use InfoNet to request service

Routine service requests should be submitted via the InfoNet form page. Under Workplace Tools click on *Forms* and under the *Administrative* forms heading, select Clinical Engineering Medical Equipment Service Request.

After hours and weekends a technician is oncall. Call the Building Operations Center at $\mathbf{x}8096$ and leave the phone extension number where you can be reached.

UHS-ASSET MANAGEMENT



Available 24 Hours, 7 Days a week via Smart Web Office #284271

Need equipment? **Smart Web UHS** with:

- Patient's last name
- OOS number
- Room number
- Type and quantity of equipment needed
- Your name and return phone number

Deliveries are within thirty minutes fifteen if STAT

Equipment provided:

Alaris infusion pumps Syringe pumps PCA pumps Hypo/hyperthermia Blankets

Prisma Dialysis machines Feeding (Kangaroo) Pumps SCD pumps CPMs Foot pumps

PENN STATE MILTON S. HERSHEY MEDICAL CENTER

How To Access SUPPORT SERVICES



Easy Reference **Guide for Care Staff**

"It is the responsibility of this department to integrate all services related to supply chain and services related to the comfort, safety and security of the patients."

> James Rohacek Administrator jrohacek@hmc.psu.edu

http://infonet.hmc.psu.edu/ssi/