OBJECTIVE
To provide guidelines for the usage of the Cyracom (blue) phone.

SCOPE
All MCG Health, Inc. (MCGHI) workforce members, including employees, volunteers, medical staff members and housestaff, are responsible for adhering to these guidelines when using the Cyracom (blue) phone in their interactions with patients, families and visitors or any individual who comes to the MCGHI facilities and patient care areas who may require Culturally and Linguistically Appropriate Services (CLAS).

POLICY
MCGHI recognizes and supports the needs of Limited English Proficient, deaf and hard-of-hearing patients who may require assistance in communicating with hospital and clinic staff. CLAS will facilitate access to medical interpreters and coordinate service with American Sign Language (ASL) interpreters and other foreign languages as needed. CLAS also facilitates the Cyracom (blue) phone and authorizes its usage.

PROVISIONS
1. The CLAS office provides the Cyracom (blue) phone to each floor in the hospital.
2. A number is assigned to each phone per floor (i.e. CLAS003 for 3rd floor).
3. The Vice President of Patient Care Services assigns a Nurse Manager on each hospital floor as the designated responsible person for tracking the location and usage of the phone at all times on that particular floor (list attached).
4. CLAS provides a form to help Nurse Managers keep track of the phone (enclosed).
5. CLAS personnel must approve usage of the phone and provide the authorization code upon request. If the Cyracom (blue) phone is used without proper authorization, this will be classified as improper usage and the Patient Care Services office will be invoiced for the unauthorized minutes used.

Requesting Cyracom (Blue) Phone Authorization Code:
Contact the CLAS department during business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., at 721-6929 or the interpreter “On Call”. After hours, holidays, and weekends, contact the paging operator at 721-3893 or access the on-line On Call system for the interpreter “On Call”. You may be asked the following information:
   a) Language needed
   b) Name and MRN number of patient
   c) Department/Unit requesting authorization code
   d) Name and phone number of staff member requesting authorization code

Other hospital staff must contact the CLAS department during business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. at 721-6929 or the interpreter “On Call” for after hours, holidays and weekends to request access to the Cyracom (blue) phone as needed.

RESPONSIBILITY
All MCGHI employees are responsible for adhering to these guidelines when using the Cyracom (blue) phones in every patient/family interaction. The CLAS Department is administratively responsible for the upkeep of this guideline.