

# Paging Etiquette Standards

Begin each text page with one of the following phrases to convey appropriate urgency:

**FYI**

*Information sharing, does not necessarily require a callback.*

**Need Action**

*Something needs to be done or a question needs to be answered.*

**Urgent**

*Immediate return phone call is required.*

**Come Now**

*Requires immediate presence at a patient bedside.*

These additional guidelines will help us achieve our ultimate goal of team member and patient safety:

- Numerical-only pages are for medical emergencies and require an immediate call-back; for non-emergencies, text-page.
- All pages require a phone number to call back, not just a PIC number.
- If a return call is expected from a page, be available at the phone for at least 3 minutes.
- If you receive a page that is not meant for you, do not ignore it. Call back and inform the team member that they have paged the wrong person.
- When possible, use the Provider Team PIC for conveying patient care issues to the primary team rather than a personal physician PIC number.
- It is the responsibility of the Primary Team to make sure the Provider Team PIC is correctly assigned in EPIC.
- When these Standards are not followed, please contact your Unit Based Leadership help chain for assistance.