



Use of Hand Held Radio Procedure

Effective: 27 November 2017

1. Guiding Principles

Correct use of hand held radio will provide a method for staff communication when staff are outside of the hospital building and remain on the hospital campus.

2. Procedure

Test radio with responder (Care Staff = Wing Coordinator, Security = ED Clerk/Switch Clerk) before leaving ward/Emergency Department (ED).

Should communication be required, press the button on the handset and clearly communicate; ensure the following is relayed:

- Caller's name.
- Exact location of the incident.
- Details of incident e.g. absconding patient, aggression etc.
- If the incident is still in progress.
- Confirmation as to whether Police assistance is required.



3. Roles and Responsibilities

3.1 Security

Evening cover only - Monday to Thursday 20:00 hours – 06:00 hours.

Continuous cover from Friday 20:00 hours to Monday 06:00 hours.

- Whenever an onsite security patrol is to be conducted the security employee is required to maintain communication with staff members inside the Geraldton Hospital.
- In order to achieve communication, the security employee is to collect a charged hand held radio handset, inform the ED Clerk/Switch Clerk where the patrol is going, establish ED Clerk/Switch clerk is able to use the base station to maintain contact (response and alerting) with the patrolling security employee and to test devices are working.
- In addition the security employee is to inform the ED Clerk of any planned timeframes for check in and when to initiate contact or alert if there has been no contact from the security employee.

3.2 ED Clerk

20:00 hours – 08:00 hours

- Become proficient in the use of the base station for radio communications.
- Monitor radio for duration of external security patrol.
- If required check location of the external security patrol.
- If required escalate to the Hospital Coordinator the external security patrol has not returned in the agreed time frame.
- If requested by the external security patrol, escalate notification to Hospital Coordinator/Police.
- Should you need to leave work station you must inform a staff member to monitor the radio.

(If you hear communication from ward staff and no acknowledgement noted from the ward please respond to the caller).

3.3 Switch

Saturday and Sunday 0800 – 2000

- Become proficient in the use of the base station for radio communications.
- Monitor radio for duration of external security patrol.
- If required check location of the external security patrol.
- If required escalate to the Hospital Coordinator the external security patrol has not returned in the agreed time frame.
- If requested by the external security patrol, escalate notification to Hospital Coordinator/Police.
- Should you need to leave work station you must inform a staff member to monitor the radio.

(If you hear communication from ward staff and no acknowledgement noted from the ward please respond to the caller).

3.4 One to One Care Staff

- After a decision is made to facilitate a patient, who requires one to one care, access to the hospital grounds the ability for the staff providing the one to one care to communicate with the wing coordinator is required.
- In order to achieve communication between a staff member within the hospital grounds and the wing coordinator hand held radio is used. The decision to facilitate a patient access to the hospital grounds needs to be made in the context of the risk the access will support.
- In order to achieve communication the One to One Care Staff member is to collect a charged hand held radio handset, inform the Wing coordinator where the patient is going to be within the grounds, establish Wing Coordinator is able to use the base station to maintain contact (response and alerting) with the external One to One Care Staff and to test devices are working.
- In addition the One to One Care Staff member is to inform the Ward Coordinator of any planned timeframes for check in and when to initiate contact or alert if there has been no contact from the One to One Care Staff member.

3.5 Wing Coordinator General Ward

- Become proficient in the use of the base station for radio communications.
- Monitor radio for duration of patient access to hospital grounds.
- If required, check location of the One to One Care Staff Member.
- If required escalate to the Hospital Coordinator the One to One Care Staff Member has not returned in the agreed time frame.
- If requested by the One to One Care Staff Member escalate notification to Hospital Coordinator/ Police.

If you are not available to monitor communication an alternative must be in place.

4. Compliance

Failure to comply with this policy document may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Employment Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (HSA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

5. Evaluation

Review of this document is to be carried out by the Geraldton Hospital Management Team every two (2) years or earlier if new policies are published by WA Health.

6. Standards

[National Safety and Quality Health Care Standards: 1.5.2](#)

[EQuIPNational Standards: 15.12.1](#)

1. Policy Framework

[Communications Policy Framework](#)

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on request for a person with a disability**

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