

**Erlanger Health System**  
Backup / Red Phone Directory

**COMMAND CENTER** 9100

**NURSING FLOORS / WINGS**

3000	7542
CH300 Nursing Station	3062
WW3	3068
4000	4003
CH400 Nursing Station	4015
CH PICU	6482
WW4	4082
5000	6274
Labor & Delivery	7725
Mother Baby	7722
CH NICU	6227
NW6 South	8043
NW6 North	8044
NW7 South	8045
NW7 North	8046
WW7	2085
NW8 South	8047
NW8 North	7596
NW9 South	8048
NW9 North	8049

**ICU NURSING STATIONS**

CCU	7310
CSICU	6294
MICU	7511
MSICU	5844
NNICU (Neuro)	7757
SICU	6295
STICU (Trauma)	7726

**TCTCH**

Administration	6655
Emergency Department	6534
300 Nursing Station	3062
400 Nursing Station	4015
NICU	6227
PICU	6482
Outpatient Surgery	2145
Radiology	6551
Surgery Front Desk	5680

**PLAZA**

Mamography Plaza Ground	6266
Mamography Plaza Ground	6760
Surgery	2486
Plaza GI	5126
Plaza Pre-Op / Recovery	8113

**CLINICAL / ADMIN AREAS**

Blood Bank	3139
Cath Lab	2147
Central Dispatch	2031
Central Sterile	7905
Dialysis	3178
Emergency Department 1	9247
Emergency Department 2	9527
Energy Operations	6359
Engineering	6013
Environmental Services	7748
Exec Office Conference Rm	7902
Infusion Center	4470
LIFE FORCE Communications	6347
Main Lab 1	6710
Main Lab 2	6714
Main Lab 3	3185
Medical Affairs	2037
MRI	6338
Pharmacy	5668
President's Office	7243
Radiation Oncology	7332
Respiratory Care	7408
Security Dispatch	8013
Surgery PreOp Holding	6620
Telemetry Monitoring EW3	5685
Transfer Center / Central Bed	5220
Wound Center / HBO	5137

**NORTH CAMPUS**

Emergency Department	3418
Lab	3426
Med Surg Nursing Station	3496
Pharmacy	3419
Radiology	3424
Seniors Unit	3521
Sleep Center	3584

**EAST CAMPUS**

Administration	8759
Mother / Baby	8524
PACU	8648
POH	8926
Urgent Care	8494
Registration	8690
Security	8733
Surgical Nursing Unit	8911
East Lab	8528

**PHNS HELP DESK DIRECT 877-424-8511 or 8324**

# Telecommunications System Backup Processes

## Primary Phones - Nortel System Phones

Employees and managers should be familiar with all phones in the work area. Be aware of which phones have the primary department inbound extension (which ones ring when the department is called) and which do not. Some may have additional numbers that will work, but which are not published or regularly used to contact the department.

## Nortel Phone Downtime Processes

Failure in a particular area does not necessarily indicate complete failure. Check all other Nortel phones in the area. The downtime process is designed not to directly impact all phones at once in any work area.

### Additional Nortel Phones

Scheduled downtimes (network maintenance) and certain network switch failures will cause some Nortel phones in a work area to go off line, while others remain functional. If one phone is dead, check ALL Nortel phones in the department to see which are working and which are not. Check to see if you can call out, call in, or both.

If you can call out, but not internally, try dialing outside using 19 and then the 778-xxxx number of the Erlanger line you are trying to reach.

Additionally, some areas have specific “downtime” Nortel phones. These phones will have the same primary number as the other phones, but will remain functional during large-scale network downtime situations. You may be able to dial 4-digits as usual, or you may have to dial 19778xxxx to reach the other extensions you are trying to call.

## RED Backup Phones

The Red Phones (Emergency Backup Lines) are the third layer of telecommunications redundancy. Once referred to as the “power-fail” phones, these analog red desk and wall phones are the last layer of wired communications if all other switches or systems are affected by the downtime.

These phones can be dialed using the Backup/Red Phone Directory numbers. Departmental numbers will not work if these are the only remaining functional telephones. These phones should not be hidden behind computer monitors or in cabinets, but rather placed in plain view and used regularly to insure they will function when needed. Any department having a Red Phone not included on the Backup/Red Phone Directory List should contact the Communications Office at x2077.

