RECOGNIZED DEPARTMENT NAMES

If you would like to be connected to a department when using our voice-activated system, please use one of the department names listed below.

Department/ Area
Second floor
Third floor
Fourth floor
Activation
Clinical nutrition
Infection control
Occupational therapy
Patient flow
Pharmacy
Physiotherapy
Speech-language pathologist
Volunteer services

RUNNYMEDE HEALTHCARE CENTRE IS A RECOGNIZED LEADER IN HOSPITAL CARE AND HAS RECEIVED ACCREDITATION CANADA'S HIGHEST HONOUR.

OUR PATIENT-CENTRED MEDICALLY COMPLEX PROGRAM IS FOR PATIENTS WITH MULTIPLE MEDICAL NEEDS CAUSED BY CHRONIC ILLNESS OR DISABILITIES.

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RUNNYMEDE HEALTHCARE CENTRE



Using the Voice-Activated Phone System

MAKING IT EASY TO GET IN TOUCH WITH OUR CLINICAL STAFF

RUNNYMEDE HEALTHCARE CENTRE is committed to putting the needs of patients and families first. We understand that enabling timely access to members of our clinical staff is important for ensuring safe high-quality care.

To make contacting our clinical staff as convenient as possible by phone, Runnymede uses a communication system that responds to voice commands from patients and families. This brochure describes how patients and families can use the system to speak directly with a member of our clinical care team.

ACCESSING THE VOICE- ACTIVATED COMMUNICATION SYSTEM

There are two ways for patients and families to access the system:

- From a personal phone, call 416-762-7316 and select option 7
- From a Runnymede phone, dial extension 5999

The caller will then be prompted to contact a staff member in one of four ways:

- By extension
- By name
- By department or patient floor
- By assignment to a patient

CONTACTING STAFF BY EXTENSION

If you know the 4-digit extension, simply enter it on the keypad of your phone when prompted, and you will be connected.

CONTACTING STAFF BY NAME

If you know the staff member's name, say it slowly and clearly when prompted (first name followed by last name), and you will be connected.

Example: To reach staff member Janet Smith: Say **"Janet Smith"**

CONTACTING A DEPARTMENT OR PATIENT FLOOR

Say the department name or patient floor slowly and clearly.

For a list of department names that are recognized by our system, please refer to the back of this brochure.

Example: to contact the patient flow department: Say **"patient flow"**

Example: to contact the physiotherapy department: Say **"physiotherapy"**

Example: to contact the nursing unit on the second floor: Say **"second floor"**



CONTACTING THE NURSE ASSIGNED TO A PATIENT

Say the patient's room number and bed number slowly and clearly. Please ensure you say "E" for a room on the east wing and "W" for a room on the west wing, as shown below.

Example - to contact the nurse assigned to Room E390, bed 2:

- Say "room E three-nine-zero, bed two"

Example - to contact the nurse assigned to room W405, bed 1:

- Say "room W four-zero-five, bed one"