**HILL-ROM NURSE CALL INTERRUPTION NOTICE FOR UNIVERSITY HOSPITAL DOWNTOWN CAMPUS**

TO: All Departments in University Hospital Downtown with Hill-Rom Nurse Call System

FROM: Larry Blanchard, Assistant Director of Facilities

SUBJECT: Hill-Rom Nurse Call System Interruption for all units with Hill-Rom Nurse Call System

DATE: April 2024

On **Wednesday,** **April 17, 2024**, from 5:30AM until 7:00AM there will be an IMT server maintenance for the Hill-Rom nurse call system. It is critical to note that during this update that **ALL tones and lights will continue to operate as usual on each nursing unit; however, there will be the following impact/interruptions:**

* **CODE BLUE/ CODE WHITE alarms will NOT be delivered to Connexall, will NOT annunciate on VOCERA badges, and will NOT report to the operator.**
* **Other Hill-Rom alarms (bed exit or patient request/nurse call) will NOT alert VOCERA badges.**
* **At nurses’ stations, the following alarms will appear; “Lost Central Server” and “Lost VoIP Server”. These alarms will clear once the update is complete. If the alarms do not clear, contact the Maintenance Operations Center at 4-4230.**

**\*\*\* As a reminder to staff, it is standard policy (CME-15/ CM P-77) to call the operator**

**(4-4444) for ALL CODE BLUE/CODE WHITE events in addition to pulling the code lever. It is especially important to do so during this interruption. \*\*\***

This update only affects the Hill-Rom nurse call system.

If you have any questions or require clarification of this notice, please contact Stewart Hatzinger at extension 4-8923.