

CLINICAL UPDATE

Sentara Emergency Departments and Nightingale Dispatch
EMS to ED Radio Communication Standardization Implementation

Go-Live – September 9, 2022

Impacted Parties: [SNGH ED Staff/Providers & Nightingale Staff/dispatch]

S **SITUATION:**
The Sentara Norfolk General Emergency Department CAREpoint Radio Console unit has been disrupted with non-dispatch related calls.

B **BACKGROUND:**
A publication was distributed with the CAREpoint Radio Console unit phone numbers in error leading to concierge related calls.

A **ASSESSMENT:**
There will be no changes to your existing process with the exception of a change to the back up process to telephone if there is any momentary issue with the CAREpoint Radio Console.

R **RECOMMENDATION:**
Please update records and notify necessary personell with the following changes:

Name	Old Ext	New Ext
EMS Radio 1	757-388-8281	757-388-8916
EMS Radio 2	757-388-8282	757-388-8917

