

# Patient Education

Patient and Family Centered Care



The phone in your room has a voice mail feature. This handout explains how it works and how to retrieve your messages. Instructions are also found in the drawer in your bedside table.

## How to Listen to Your Messages

1. Press the ON key.
2. Pick up the phone and listen for the dial tone.
3. Dial 8-5550.
4. To play your current messages, press 2.
5. To hear the previous message, press 4.
6. To skip to the next message, press 6.

## How to Delete a Message

- To delete a message, press 7-6 while it is playing or right after it finishes.
- Messages are deleted 24 hours after they are recorded.

# Voice Mail in Your Room

*A service for our patients*

## About the Phone in Your Room

- **Voice mail** – The phone in your room has a voice mail feature. It will record messages from callers when you are not available to answer the phone.
- **Long distance** – You will need a phone card to call long distance. Phone cards may be purchased in the Gift Shop on the 3rd floor of the medical center.
- **Volume** – There is a volume knob on the back of the phone.
- **Hearing aid accommodation** – All phones at the medical center are equipped with a T-coil that can be used by persons who wear hearing aids. Ask your nurse for help, if needed.

## Voice Mail Features

- You do not need a code or password to access messages.
- If you have a message, the dial tone will “pulse” when you pick up the phone.
- The voice mail greeting is very general. The caller will hear: “*The person at extension XXXX is not available. Please leave a message.*”
- Voice mail will activate after the fourth ring.
- If you are on the phone, callers will be directed to voice mail.
- Messages are limited to 5 minutes in length.
- Messages are deleted 24 hours after they are recorded.
- Your messages can be accessed only from the phone in your room.

