



Medical Staff Update

July 8, 2009

WakeMed Provider to Provider (P2P) Communication Service Now Available to All Medical Staff Members 350-4P2P (350-4727)

The WakeMed P2P service allows medical staff members who need to talk with an attending, consulting or on-call provider regarding a WakeMed patient to call a dedicated operator. The P2P operator will work to quickly connect the two providers either through a live call or a voicemail message service. P2P is available Monday through Friday from 7 am to 7 pm and will not operate on holidays.

How it Works:

- When a provider needs to speak with another provider or on-call provider, the provider calls the P2P service. (350-4P2P).
- The P2P communications representative asks for their name, the name of the requested provider or service, the priority of the request (routine or urgent), and how to return contact once the requested provider is reached.
- The P2P communications representative contacts the requested provider via pager or other preferred device and connects them to the requesting provider.

P2P Operators Can:

- Connect two providers for a person-to-person call
- Forward a provider to a P2P voicemail box and alert the recipient that a message is waiting
- Connect providers to a waiting P2P voicemail message
- Transfer calls
- Dial long distance calls
- Make local calls to mask the provider's number on caller ID

The P2P service is exclusively for physicians, mid-level providers and residents. Due to limited resources, the operators cannot accommodate requests from any providers who are not Medical Staff members (ie. nurses, respiratory therapists, secretaries, patients, etc.) The goal of the service is to streamline caregiver communication to improve and enhance our ability to deliver safe, efficient and quality care to our patients.

For additional information about the P2P service, please contact Lisa Forte, manager, Communications at ext. 07680.

###