

VA Nephrology Consult Functional Pager

Policy:

1. Duke fellow who is on VA Renal Consult is expected to carry the PHYSICAL DEVICE for the VA Renal Consult functional pager from 7AM to 5 PM Monday-Friday and ensure that during those hours on VA SPOK app the Pager1 is set to **"Alpha Pager"** and status is set to **"on page"**, as per instruction starting on page 2 below.

The screenshot shows the Spok interface for a user named 'VA RENAL CONSULTS'. The search bar contains 'VA RENAL CONSULTS'. The table below shows the user's details:

LN	FN	Dept	Ext	Pager
VA RENAL CONSULTS	VA RENAL CONSULTS	FUNCTIONAL		9194050100

The right-hand pane shows the user's profile details:

- VA RENAL CONSULTS VA RENAL CONSULTS**
- Title: Inpatient Consults
- Ext: Not Available
- AltExt: Not Available
- Status: On Page - 3/17/2025 5:00 PM
- Notes: 7a-5p M-F, NOT Holidays. Page 970-7746 other times
- Pager1: Alpha Pager
- Pager #: 9194050100
- Work Cell: Not Available

Red arrows point from the text 'Alpha Pager' and 'on page' in the policy to the corresponding fields in the screenshot.

- o Please note the following: If using Spok Mobile at Duke (without a physical pager device) then the VA functional pager will not work if you forward it to your Duke SPOK Mobile or to the Duke SPIN pager, as our VA Spok paging server does not "talk" or interface with Duke's Spok mobile paging network directly.
2. The VA functional pager status should be set to "No Pager/Call Duke" from 5PM-7AM every night and on weekends; the VA staff trying to page VA Renal during such hours would see in the "Notes" instructions that ask them to page 9707746.

The screenshot shows the Spok interface for a user named 'VA RENAL CONSULTS'. The search bar contains 'VA RENAL CONSULTS'. The table below shows the user's details:

LN	FN	Dept	Ext	Pager
VA RENAL CONSULTS	VA RENAL CONSULTS	FUNCTIONAL		9194050100

The right-hand pane shows the user's profile details:

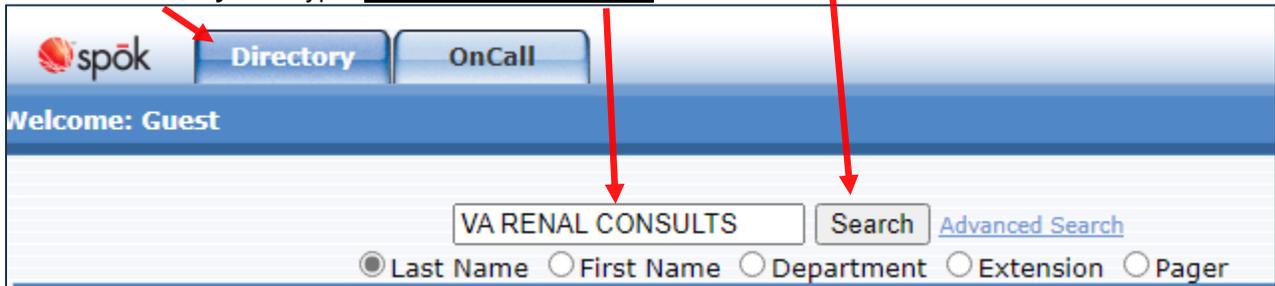
- VA RENAL CONSULTS VA RENAL CONSULTS**
- Title: Inpatient Consults
- Ext: Not Available
- AltExt: Not Available
- Status: No Pager/Call Duke 684-8111 - 7/5/2024 10:30 AM
- Notes: 7am-5pm M-F, NOT Holidays. page 9707746 other times
- Pager1: Not Pageable
- Pager #: 9194050100

A red arrow points from the text 'No Pager/Call Duke' in the policy to the Status field in the screenshot.

Setup with a Physical Pager device:

1. On your first morning at the VA, sign onto the “**VA RENAL CONSULTS**” Functional Pager (VA SPOK pager number **4050100**), per the following instructions:

1. Open **VA SPOK website** (from the desktop: **VA shortcuts (star folder) > DUR shortcuts > VA SPOK Web Paging**)
2. Click on “**Directory**” and type “**VA RENAL CONSULTS**” and click **Search** Button.



spok Directory OnCall

Welcome: Guest

VA RENAL CONSULTS Search Advanced Search

Last Name First Name Department Extension Pager

3. Login (top right), then enter user (**renal**) and password: (**renal**).



spok Directory OnCall

Welcome: Guest

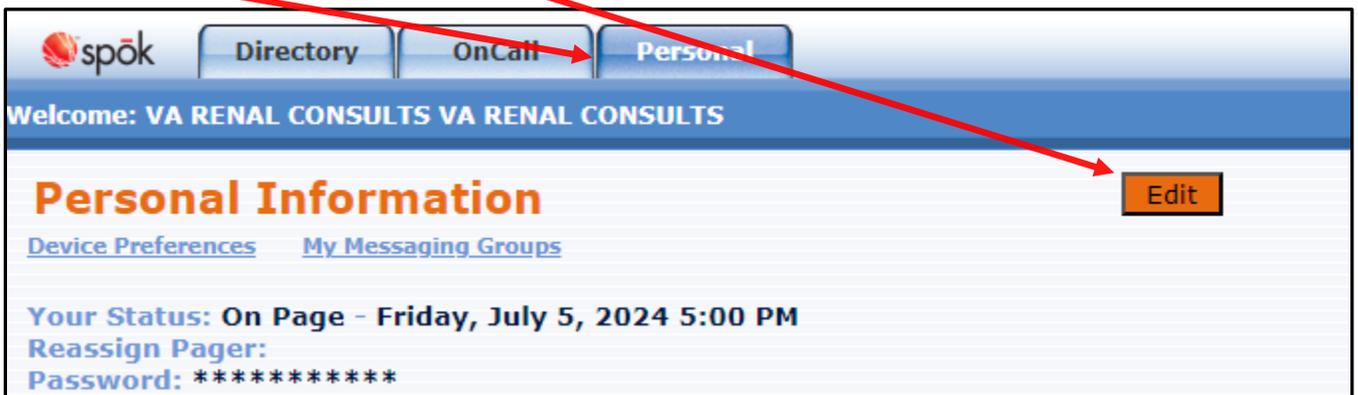
Hel - Login

User Name: renal

Password: ****

Login Cancel

4. Click on **Personal** (top left) and **Edit**.



spok Directory OnCall Personal

Welcome: VA RENAL CONSULTS VA RENAL CONSULTS

Personal Information Edit

[Device Preferences](#) [My Messaging Groups](#)

Your Status: On Page - Friday, July 5, 2024 5:00 PM

Reassign Pager:

Password: *****

5. Click on button "ReAssign"

The screenshot shows the Spok web interface. At the top, there are navigation tabs for "Directory", "OnCall", and "Personal". Below the tabs, a welcome message reads "Welcome: VA RENAL CONSULTS VA RENAL CONSULTS". The main heading is "Personal Information" with "Save" and "Cancel" buttons to the right. Underneath, there are links for "Device Preferences" and "My Messaging Groups". The "Your Status:" section shows a dropdown menu set to "Status" and a text field containing "On Page" and "3/17/2025 5:00 PM". The "Reassign Pager:" section has a dropdown menu with "ReAssign" selected, highlighted by a red box and a red arrow. Below this are fields for "Password:" and "Verify Password:" (both masked with dots), a "Clear Text" link, and empty fields for "Work Cell:" and "Email:".

6. Make sure that the selection shows blank entry or "Select a Beeper", as shown in the screenshot below. If not, click the "Clear" button and then click "Save".

The first screenshot shows a "Pager Reassign" dialog box. The title is "Pager Reassign" and the subtitle is "Currently Not Reassigned". Below the subtitle is a "Reassign To" dropdown menu with "Select a Beeper" selected. The dialog also contains "Scheduling" options for "Start" and "End" times, each with a time picker and a "<None>" dropdown. There is a checked checkbox for "Starting Now". At the bottom of the dialog are "Save", "Cancel", and "Clear" buttons. Red arrows point from the "Clear" button to the "Reassign" button in the second screenshot and from the "Select a Beeper" dropdown to the "ReAssign" button in the second screenshot.

The second screenshot shows the "Personal Information" page from the Spok interface. The "Reassign Pager:" dropdown menu is highlighted with a red box and a red arrow, showing "ReAssign" selected. The "Save" and "Cancel" buttons are visible at the top right of the page.

7. Click on **Status** and make it "**On Page**". Uncheck "starting now" then individually enter start at 7am and end at 5pm for every day Monday-Friday that you're at the VA. After every entry you'll have to click "**Save**" then again unclick "starting now" before making a new entry.

Select Status

Current Status: On Page Until 7/5/2024 5:00 PM

New Status

Default Status Descriptions

<input type="button" value="On Page"/>	<input type="button" value="*****"/>
<input type="button" value="Not on Page"/>	<input type="button" value="In Surgery/Call Operating Room"/>
<input type="button" value="*****"/>	<input type="button" value="Available Emergency Only"/>
<input type="button" value="Out/Phone page only"/>	<input type="button" value="Not on Page/Call Office"/>
<input type="button" value="No Pager/Call Duke 684-8111"/>	<input type="button" value="No Pager Call/Text Cell Phone"/>

Scheduling

Start

End

Starting Now

8. Click on **Status** again and click "**No pager/Call duke 684-8111**". Uncheck "starting now" then individually enter start 5:00 pm and end 7:00 am the next day for every day Monday through Thursday and enter 5:00PM Friday to 7:00 AM Monday of the subsequent week. After every entry you'll have to click "**save**" then again unclick "starting now" before making a new entry. **Note: DO NOT ALTER THE TEXT OR FREE TEXT ANY OTHER NUMBERS OR INFORMATION UNDER "No pager/Call duke 684-8111" AS THIS WILL MESS UP THE PAGING PROCESS.**

Select Status

Current Status: On Page Until 7/5/2024 5:00 PM

New Status

Default Status Descriptions

<input type="button" value="On Page"/>	<input type="button" value="*****"/>
<input type="button" value="Not on Page"/>	<input type="button" value="In Surgery/Call Operating Room"/>
<input type="button" value="*****"/>	<input type="button" value="Available Emergency Only"/>
<input type="button" value="Out/Phone page only"/>	<input type="button" value="Not on Page/Call Office"/>
<input type="button" value="No Pager/Call Duke 684-8111"/>	<input type="button" value="No Pager Call/Text Cell Phone"/>

Scheduling

Start

End

Starting Now

9. Your final entry should be "On Page" from 7AM-5PM for M-F of the week, and "No pager/Call duke 684-8111" for other entries. Below is a picture of what it should look like under scheduled events:

Select Status

Current Status: On Page Until 7/5/2024 5:00 PM

New Status

Default Status Descriptions

<input type="button" value="On Page"/>	<input type="button" value="*****"/>
<input type="button" value="Not on Page"/>	<input type="button" value="In Surgery/Call Operating Room"/>
<input type="button" value="*****"/>	<input type="button" value="Available Emergency Only"/>
<input type="button" value="Out/Phone page only"/>	<input type="button" value="Not on Page/Call Office"/>
<input type="button" value="No Pager/Call Duke 684-8111"/>	<input type="button" value="No Pager Call/Text Cell Phone"/>

Scheduling

Start <None> ▾ **Starting Now**

End 5:00 PM ▾

Scheduled Events

Start	End	Status Description	Entered By
7/8/2024 7:00 AM	7/8/2024 5:00 PM	On Page	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/8/2024 5:00 PM	7/9/2024 7:00 AM	No Pager/Call Duke 684-8111	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/9/2024 7:00 AM	7/9/2024 5:00 PM	On Page	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/9/2024 5:00 PM	7/10/2024 7:00 AM	No Pager/Call Duke 684-8111	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/10/2024 7:00 AM	7/10/2024 5:00 PM	On Page	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/10/2024 5:00 PM	7/11/2024 7:00 AM	No Pager/Call Duke 684-8111	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/11/2024 7:00 AM	7/11/2024 5:00 PM	On Page	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/11/2024 5:00 PM	7/12/2024 7:00 AM	No Pager/Call Duke 684-8111	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/12/2024 7:00 AM	7/12/2024 5:00 PM	On Page	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/12/2024 5:00 PM	7/15/2024 7:00 AM	No Pager/Call Duke 684-8111	Web - VA RENAL CONSULTS VA RENAL CONSULTS

The following is what people would see if they try to page you 7AM—5PM M-F (under Pager1: it should say “Alpha Pager”, and should not say “Alpha Pager Reassign”).

The screenshot shows the Spok Web Paging interface. At the top, there are tabs for 'Directory', 'OnCall', and 'Personal'. Below the tabs, there is a search bar with 'VA RENAL CONSULTS' entered. A table lists directory entries with columns for LN, FN, Dept, Ext, and Pager. The entry for 'VA RENAL CONSULTS' has a pager number of 9194050100. To the right, a detailed view for this pager is shown, including fields for Title, Ext, AltExt, Status, Notes, Pager1, Pager #, and Work Cell. A red arrow points from the text above to the 'Alpha Pager' link in the Pager1 field.

LN	FN	Dept	Ext	Pager
VA RENAL CONSULTS	VA RENAL CONSULTS	FUNCTIONAL		9194050100

VA RENAL CONSULTS VA RENAL CONSULTS
 Title: Inpatient Consults
 Ext: Not Available
 AltExt: Not Available
 Status: On Page - 3/17/2025 5:00 PM
 Notes: 7a-5p M-F, NOT Holidays. Page 970-7746 other times
 Pager1: [Alpha Pager](#)
 Pager #: 9194050100
 Work Cell: Not Available

Test the pager by sending a page to it (click on “Alpha Pager” and send yourself a test text message):

The screenshot shows the Spok Web Paging interface with a 'Spok Web Paging - VA RENAL CONSULTS VA RENAL CONSULTS' dialog box open. The dialog box contains fields for 'Device' (Alpha Pager) and 'Pager1'. It also displays 'Device Information' including Provider, Status, Type, Message Max, and Address. A red arrow points from the text above to the 'Alpha Pager' link in the background interface.

Spok Web Paging - VA RENAL CONSULTS VA RENAL CONSULTS

Device: Alpha Pager
 Pager1: -VA RENAL CONSULTS VA RENAL CONSULTS
 Characters Remaining: 163

Device Information
 Provider: SPOK WCTP
 Status: Up
 Type: Alpha Pager
 Message Max: 200
 Address: 9194050100

STOP Remember to include your name location and call back number in the page message.

Buttons: Send, Cancel

The following is what people would see if they try to page afterhours (“Pager 1 Not Pageable”):

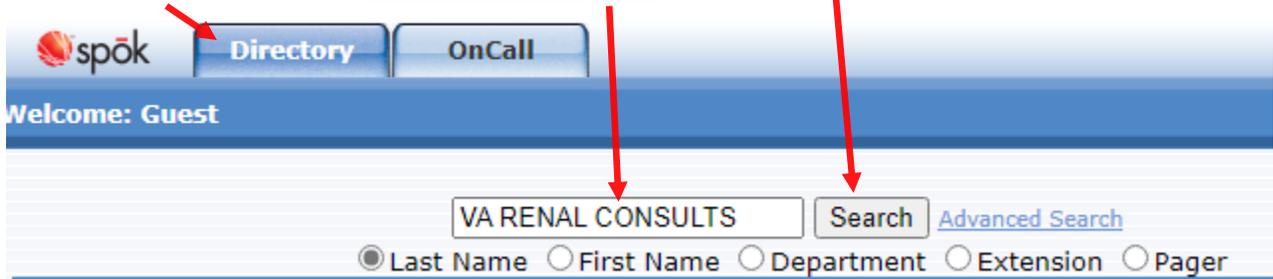
The screenshot shows the Spok Web Paging interface. At the top, there are tabs for 'Directory', 'OnCall', and 'Personal'. Below the tabs, there is a search bar with 'VA RENAL CONSULTS' entered. A table lists directory entries with columns for LN, FN, Dept, Ext, and Pager. The entry for 'VA RENAL CONSULTS' has a pager number of 9194050100. To the right, a detailed view for this pager is shown, including fields for Title, Ext, AltExt, Status, Notes, Pager1, Pager #, and Work Cell. A red arrow points from the text above to the 'Pager1: Not Pageable' field.

LN	FN	Dept	Ext	Pager
VA RENAL CONSULTS	VA RENAL CONSULTS	FUNCTIONAL		9194050100

VA RENAL CONSULTS VA RENAL CONSULTS
 Title: Inpatient Consults
 Ext: Not Available
 AltExt: Not Available
 Status: No Pager/Call Duke 684-8111 - 7/5/2024 10:30 AM
 Notes: 7am-5pm M-F, NOT Holidays. page 9707746 other times
 Pager1: Not Pageable
 Pager #: 9194050100
 Work Cell: Not Available

Setup without a Physical Pager:

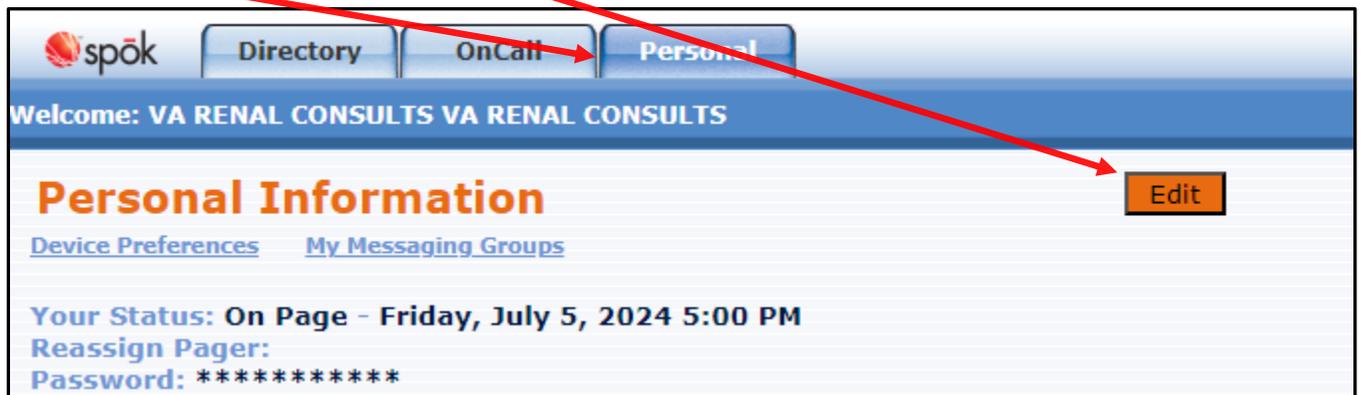
1. Open **VA SPOK website** (from the desktop: **VA shortcuts (star folder) > DUR shortcuts > VA SPOK Web Paging**)
2. Click on **“Directory”** and type **“VA RENAL CONSULTS”** and click **Search** Button.



3. Login (top right), then enter user (**renal**) and password: (**renal**).



4. Click on **Personal** (top left) and **Edit**.



5. Type your Duke Pager number under “Work Cell”

spok Directory OnCall Personal

Welcome: VA RENAL CONSULTS VA RENAL CONSULTS

Personal Information

Save Cancel

Device Preferences My Messaging Groups

Your Status: Status On Page 7/5/2024 10:15 AM

Reassign Pager: ReAssign Non-Expiring

Password:

Verify Password: Clear Text

Work Cell: 919-970

Email:

6. Click on button “ReAssign” and make sure that the selection shows blank entry or “Select a Beeper”, as shown in the screenshot below. If not, click the “Clear” button and then click “Save”.

spok Directory OnCall Personal

Welcome: VA RENAL CONSULTS VA RENAL CONSULTS

Pager Reassign

Currently Not Reassigned

Reassign To

Select a Beeper

Scheduling

Start <None> Starting Now

End <None>

Save Cancel Clear

spok Directory OnCall Personal

Welcome: VA RENAL CONSULTS VA RENAL CONSULTS

Personal Information

Save Cancel

Device Preferences My Messaging Groups

Your Status: Status On Page 7/8/2024 5:00 PM

Reassign Pager: ReAssign

Password:

Verify Password: Clear Text

- Click on **Status** and make it **"No Pager Call/Text Cell Phone"**. Uncheck "starting now" then individually enter start at 7am and end at 5pm for every day Monday-Friday that you're at the VA. After every entry you'll have to click **"Save"** then again unclick "starting now" before making a new entry. Note: **DO NOT ALTER THE TEXT OR FREE TEXT ANY OTHER NUMBERS OR INFORMATION UNDER "No Pager Call/Text Cell Phone" AS THIS WILL MESS UP THE PAGING PROCESS.**

Select Status

Current Status: On Page Until 7/5/2024 5:00 PM

New Status:

Default Status Descriptions

On Page	*****
Not on Page	In Surgery/Call Operating Room
*****	Available Emergency Only
Out/Phone page only	Not on Page/Call Office
No Pager/Call Duke 684-8111	No Pager Call/Text Cell Phone

Scheduling

Start: Starting Now

End:

- Click on **Status** again and click **"No pager/Call duke 684-8111"**. Uncheck "starting now" then individually enter start 5:00 pm and end 7:00 am the next day for every day Monday through Thursday and enter 5:00PM Friday to 7:00 AM Monday of the subsequent week. After every entry you'll have to click **"save"** then again unclick "starting now" before making a new entry. Note: **DO NOT ALTER THE TEXT OR FREE TEXT ANY OTHER NUMBERS OR INFORMATION UNDER "No pager/Call duke 684-8111" AS THIS WILL MESS UP THE PAGING PROCESS.**

Select Status

Current Status: On Page Until 7/5/2024 5:00 PM

New Status:

Default Status Descriptions

On Page	*****
Not on Page	In Surgery/Call Operating Room
*****	Available Emergency Only
Out/Phone page only	Not on Page/Call Office
No Pager/Call Duke 684-8111	No Pager Call/Text Cell Phone

Scheduling

Start: Starting Now

End:

9. Your final entry should be "No Pager Call/Text Cell Phone" (with your Duke Mobile pager number listed under the "Work cell") from 7AM-5PM for M-F of the week, and "No pager/Call duke 684-8111" for other entries. Below is a picture of what it should look like under scheduled events:

Scheduled Events			
Start	End	Status Description	Entered By
7/15/2024 7:00 AM	7/15/2024 5:00 PM	No Pager Call/Text Cell Phone	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/15/2024 5:00 PM	7/16/2024 7:00 AM	No Pager/Call Duke 684-8111	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/16/2024 7:00 AM	7/16/2024 5:00 PM	No Pager Call/Text Cell Phone	Web - VA RENAL CONSULTS VA RENAL CONSULTS
7/16/2024 5:00 PM	7/17/2024 7:00 AM	No Pager/Call Duke 684-8111	Web - VA RENAL CONSULTS VA RENAL CONSULTS