UCLA Health

Care Extender Internship Program
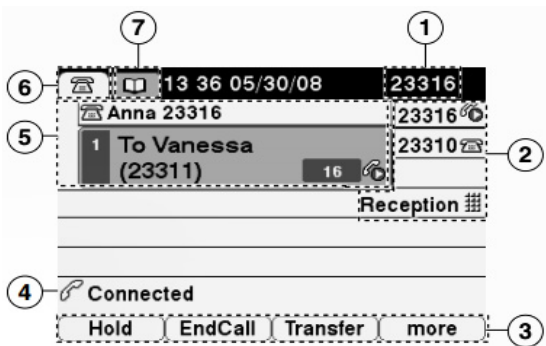
Department Unit Phone Use Reference Guide

Answering Phones
Always identify the department and your position: "Good Morning/Afternoon/Evening, Thank you for calling [Department], this is the Care Extender [your name], how may I help you?"
You should never take orders from a physician or discuss any patient information over the phone.

Understanding Phone Screen Features
This is what your main phone screen might look like with active calls.

1	Primary phone line	Displays the phone number (directory number) for your primary phone line. When several feature tabs are open, the phone number and the time and date alternate display in this area.
2	Programmable button indicators	Programmable buttons ⬤ can serve as phone line buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured.
3	Softkey labels	Each displays a softkey function. To activate a softkey, press the softkey button ⬭ .
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view).
6	Phone tab	Indicates call activity.
7	Feature tabs	Each indicates an open feature menu.

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Transferring Calls

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to…	Then…
Transfer a call without talking to the transfer recipient	1. From an active call, press Transfer. 2. Enter the target number. 3. Press Transfer again to complete the transfer or End Call to cancel.
Talk to the transfer recipient before transferring a call (consult transfer)	1. From an active call, press Transfer. 2. Enter the target number. 3. Wait for the transfer recipient to answer. 4. Press Transfer again to complete the transfer or EndCall to cancel.
Transfer two current calls to each other (direct transfer) without staying on the link	1. Scroll to highlight any call on the line. 2. Press Select. 3. Repeat this process for the second call. 4. With one of the selected calls highlighted, press DirTrfr (to display DirTrfr, you might need to press more).
*You cannot use Transfer to redirect a call on hold. Press Resume to remove the call from hold before transferring it.	

Using Hold and Resume

When you put a call on hold, the Hold icon appears on the right in the call information area and the corresponding line button flashes green. With a shared line, when you place a call on hold, the line button flashes green and the phone displays the hold icon. When another phone places a call on hold, the line button flashes red and the phone displays the remote hold icon.

If you want to…	Then…
Put a call on hold	1. Make sure the call you want to put on hold is highlighted. 2. Press Hold.
Remove a call from hold on the current line	1. Make sure that the appropriate call is highlighted. 2. Press Resume.
Remove a call from hold on a different line	1. Press the appropriate line button. Doing so might cause a held call to resume automatically. 2. If necessary, scroll to the appropriate call and press Resume.
*Engaging the Hold feature typically generates music or a beeping tone.	