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**University of Tennessee College of Medicine Chattanooga  
Online Handbooks  
GME, Medical Students, and Erlanger Policies  
Pagers**

Residents and medical students are issued pagers during their training at Erlanger so they will be available for patient care as assigned on the schedule. These are issued from the Office of Graduate Medical Education during orientation. Digital alpha-numeric pagers are issued to all residents based at Erlanger. All departments have at least one staff member who can access the Erlanger Wireless Paging System and thus can send alpha messages to residents. However, anyone can access the pagers by dialing the numeric pager # and entering a phone number to which the resident is to respond. If someone does not know a resident's pager #, that individual can call the Erlanger paging operator (778-7616) and ask that he/she page the resident.

Problems with the pagers should be reported to Tammy Fite during regular business hours, 8 AM - 4 PM (Monday through Friday) by calling her at ext. 7442. Ms. Fite is located in the Office of Graduate Medical Education on the first floor of the Whitehall Building, just across from Erlanger, in Suite 104. Ms. Fite has a supply of batteries (AA) for the pagers; however, we recommend that residents and students keep their own supply at home and in call rooms.

Heather Marsh, in the Erlanger Communications Office, works with Ms. Fite to manage pagers for residents and medical students. Her hours are 7 AM – 4 PM, Monday through Friday. She keeps batteries for the pagers, too.

After hours, on holidays or weekends, problems should be reported to the Erlanger Communications Office (ext. 2077).

Erlanger's paging system is computerized and has the capacity of "re-keying" a replacement pager to respond when the original pager # is dialed. A resident or student should not have to change his/her pager number once the number is assigned at the beginning of training. Spare pagers are available in the GME Office, as well as after hours in Life Force. Again, if there is a problem after hours or weekends, contact ext. 2077 and follow the instructions to obtain a replacement.

As soon as a resident is assigned a pager, it becomes that resident's responsibility. The resident will be asked to pay for a replacement if the pager is lost or stolen.

To access the paging system by phone (within the hospital), dial ext. 2121. Follow the directions given by the computer voice ("Enter pager number, ...").