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

Calls within the hospital can be made by dialing the last four digits of the hospital phone # (e.g., ext #7442 is the Office of Graduate Medical Education, so a resident does not have to dial 778-7442 when calling from an Erlanger phone).

Outside calls made from Erlanger phones require that a *9 (or 19) be dialed first. Then the local seven (7) digit phone number can be dialed.

Erlanger phones should not be used for excessive personal calls (local or long distance). However, occasionally, due to the long hours worked by residents, this can be permitted. To place a personal long distance call:

1. Dial 18, then 0, then the area code, and then the phone number.
2. Give the operator a home # or credit card # to which the call should be billed.

Erlanger has a special watts line rate for its long distance calls. This is a discounted rate but does not mean that the calls are "charge free." If patient care requires a resident to place a long distance, a special authorization code is needed. Each resident is assigned a special code as he begins training. To place the call:

1. Dial *9 (or 19), then 1, plus the area code and phone number desired.
2. Wait to hear three short beeps and then a dial tone.
3. Enter the five digit authorization code number assigned to you by the Office of Graduate Medical Education.

If the charges are excessive for a given month, the resident will be sent a computer printout detailing all long distance calls charged to that authorization code. The resident will need to verify that he/she made the calls and return to the Office of Graduate and Undergraduate Medical Education. Long distance calls made by the resident should be restricted to patient care or educational matters. Residents will be asked to pay for any personal calls charged to the authorization code.

Medical students who need to place long distance calls should ask the department office to help place the call or the Office of Graduate Medical Education.