



**COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE**

Policy No. 7460	Date Issued:	January 10, 2000
7400 – Operations Policies –		
Section: Miscellaneous	Date Revised:	April 21, 2010
Accreditation Standards:		
SUBJECT: PROPER USE OF HOLD, PARK AND INTERCOM		
APPROVED: 		
Scotty A. Douglass, General Manager		

1.0 Purpose

- 1.1 To provide direction for the proper use of hold, park, and intercom phone features.
- 1.2 To direct efficient practices for the answering of multiple phone calls by several on-duty employees.

2.0 Use of Hold

- 2.1 Incoming calls will be placed on hold only after the call has been determined to be a non-emergency call.
- 2.2 Incoming calls will be placed on hold only if the employee answering the call is too busy, or is otherwise restricted, to handle the call him/herself.
- 2.3 Any employee eligible to handle calls on the line that is on hold will pick up the holding line as soon as his/her workload allows.
- 2.4 It will be assumed, when picking up a holding line, that only enough information to determine the call is non-emergent has been obtained and the call-taking process must start from the beginning.
- 2.5 When an employee has begun the call-taking process and is interrupted, s/he will not place the in-progress call on hold if s/he intends to complete the call-taking process.

3.0 Use of Park

3.1 Park will be used when an employee is interrupted and must temporarily suspend the call-taking process, assuming the employee intends to return to the call and complete the call-taking process.

3.2 Other employees will not pick up calls that have been parked.

4.0 Use of Intercom

4.1 The intercom line will be reserved for communications between on-duty dispatchers.