

Pager/Paging Services Termination Policy

Abstract:

This policy sets the methods that subscribers to UAB's Radio Paging systems must follow to return unneeded paging devices and properly request termination of paging services from their billing accounts. It ensures the correct record-keeping processes for billing and ensures the security and integrity of the paging system.

Effective Date: 11/14/2024

Review/Revised Date: 11/14/2024

Category: Safety

Policy Owner: Assoc Vice Pres – Public Safety and Chief of Police

Policy Contact: Assoc Vice Pres – Public Safety and Chief of Police

BACKGROUND

This policy specifies the methods and requirements subscribers to UAB's In-House paging system must follow and execute when terminating services from our department.

SCOPE

This policy applies to all UAB campus and hospital personnel, and students as well as employees of outside organizations under legal contract with UAB for RF based paging messages. This policy does not address paging message services provided by outside vendors that may provide similar messaging supplemental services for expanded regional range.

DEFINITIONS

PAGES: Messages delivered over UAB's Department of Radio Paging UHF and 900MHz Radio Frequency (RF) network to a dedicated receiving device provided to a subscriber by the Department of Radio Paging.

E-PAGING: Messages delivered through the In-House paging systems to a subscriber's authorized LTE device and/or official UAB email address.

PAGER: Dedicated RF receiving device with specific identification protocols assigned to a subscriber for receiving messages from the paging system.

RF: Radio Frequency references those frequencies that are a part of the Radio spectrum and in our case the specific frequencies licensed and assigned to UAB by the FCC for message delivery.

POLICY STATEMENT

UAB is committed to protecting the delivery of any and all critical messaging involving patient care and status, campus, and hospital infrastructure messages. Properly securing terminated paging devices and returning them through the proper methods is critical to this process.

General Principles

The purpose of UAB's In-House paging system is to deliver critical patient status/care data, campus safety and other important messages to UAB personnel, students, and outside agencies contracted with us for messaging.

Information is a key factor in the world today. It offers a form of knowledge and power that can be abused and cause harm to individuals and institutions. Proper tracking of devices that receive and transmit this information in the format that our paging system does, must be tracked and accounted for. Modern communications are an ever evolving and changing field and environment, new threats can arise at any time. Therefore, this policy in its present form is subject to alteration and modification to keep pace with changing technology, rules and guidelines.

Any UAB Department or contracted outside organization needing to terminate paging services from our department is required to turn the physical pager in directly to our offices along with a completed Pager Termination form. If the pager's assigned user is no longer an employee of UAB or the outside contracted organization, then it is the responsibility of Supervisory personnel or their delegates to return the pager(s) and form(s) to our offices. The pager form can have up to (5) individual pager numbers listed on and is available on the UAB Medicine employees web site www.oneuabmedicine.org our web site www.paging.uab.edu. A copy can also be requested via email to paging@uab.edu.

If the physical pager cannot be found or located, then a \$100 lost equipment fee for each missing unit will be charged to the subscribers billing account at the time of termination. If the pager is lost the Pager Termination form can be completed and emailed or FAXED to our offices, the lost equipment fee still applies. If the pager is found later, it can be turned into us along with a revised Pager Termination form and we can refund the lost equipment fee to the subscribers billing account. Terminated pagers with extreme damage that results in them no longer being functional are subject to the \$50 damaged equipment fee applied to the subscribers billing account at the time of termination.

Office Location

Our offices are in Suite 101 of the UAB Medical Towers building at 1717 11th Avenue South, Birmingham, Alabama 35205. Main Office Number 205-934-2599, FAX 205-975-6214, email paging@uab.edu.

Operational Hours

Monday through Friday excluding official UAB Holidays 8:30 AM to 5:00 PM

Responsibilities

Division of UAB Police and Public Safety/Department of Radio Paging

Under the direct supervision of the director of Physical Security/ONE Card/Radio Paging and Associate Vice President – Public safety and Chief of Police. The UAB Department of Radio Paging is tasked with the administration, maintenance, and upkeep of the In-House paging system. Issuance, tracking and management of end user devices (**PAGERS**), message forwarding to authorized LTE devices and authorized email addresses. It manages message databases and records involved with the messages and their delivery to subscribers. Its staff under the supervision of the Department Manager will provide transcripts, message delivery information and tracking of devices as requested by its subscribers.

IMPLEMENTATION

The Director of Physical Security/ONE Card/Radio Paging and the Vice President/Chief of Police and Public Safety are responsible for procedures to implement this policy.