



Type: Procedure	Northumbria Blood Bikes Definition: Hospital Hotline (Virtually Local) Procedure		
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Approved:	Aug 2022	By:	Executive Committee
Doc Ref	Rota015	Version	1.3

#### **A. Why do we need this procedure**

This document provides new or existing controllers and committee on call members with a basic overview and operating instruction for the Hospital Hotline/Committee on call facility currently provided via 'Virtually Local'.

#### **B. Who is responsible for this procedure**

The Rota Manager of the group is responsible for the maintenance of this procedure.

The Executive Committee is responsible for approving this procedure.

All members of NBB Controller roles and Committee Members should be familiar with the information in this procedure.

#### **C. When will this procedure be reviewed**

The procedure will be reviewed a maximum of Two years following its approval or following any significant changes by the online provider.

#### **D. How will changes be notified**

The latest version of the procedure will be made available via the members' library on the group website. New versions will be announced via email to all members of the executive committee and relevant NBB personnel.

## 1. Aim of the User guide

- 1.1. To provide basic instruction for the operation of the Hospital Hotline & Committee on Call online software.
- 1.2. Whilst this user guide is intended primarily for new controllers and committee members, it is available for all relevant personnel to refer to as required.
- 1.3. The User guide has been written to provide the minimum assistance for accessing and operating this software.

## 2. Access and Logins

- 2.1. The shortcut link is available within the shift guide (for shift controllers) with the web address and login details available on the NBB Confidential Page.

## 3. What is Virtually Local

- 3.1. Virtually Local is an online program that allows multiple locations (e.g. hospitals, care homes etc) to contact NBB via a dedicated hospital hotline number (HHL) which can then be re-directed to any landline and/or mobile phone as required by the On Duty Shift Controller.
- 3.2. Committee members will also use this system to re-direct the Committee on Call number to the respective committee members' personal number.
- 3.3. The software also allows for the recording of calls (stored in 'Call History' of the main page or Dashboard as its known - see 4.8). This provides a replay facility of all calls placed on the hospital line for verification of call information where necessary. To comply with the Telecommunications Regulations, all users of the hospital hotline are aware of our need to record calls and this is the setup that NBB operates to use for any verification purposes.
- 3.4. Once the hospital hotline is setup, the web page can be closed down as it's no longer required. It is the incoming controller, committee on call or Vocare (our week nightshift provider) who will re-direct the number to their respective locations hence there is no need to log off Virtually Local at the end of your shift or on call period unless there is no controller taking over (e.g. after a bank holiday Monday), in which case the line would need to be re-directed back to the committee on call number (see section 5.1 for further instructions).

## 4. Setting up Virtually Local

- 4.1. Login to 'MyVirtually local' using the URL:

<https://my.virtuallylocal.co.uk> (or via the link 'Manage Hospital Hotline' in Shift Guide)

**\*\*Note there is no 'WWW' in the url\*\***

- 4.2. Passwords can be found on the 'NBB Confidential' page.
- 4.3. Under no circumstances should you change any settings, other than indicated within these pages. Doing so is likely to cause real issues for you and subsequent users of this service.

**If you have any problems with the password, DO NOT select any links to request or reset the password. Contact the 'Committee On Call' on 0191 3643036.**

4.4. Important: If there is a message on the login screen that asks:

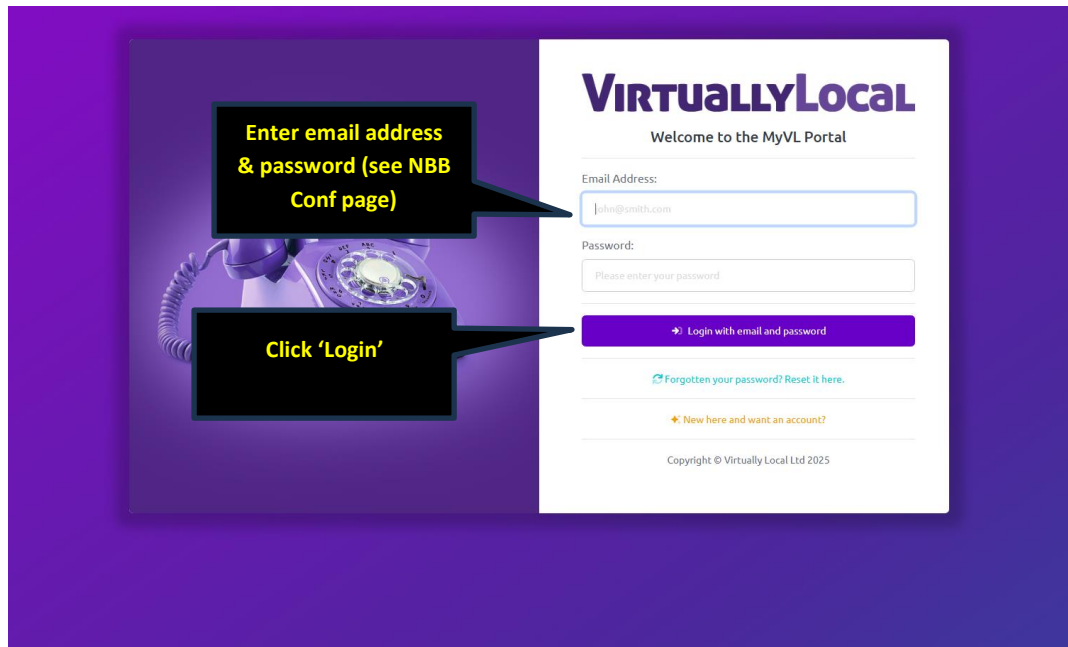
**First time on our new site?**

**DO NOT** follow the link to reset the account, just login as indicated below.

4.5. The username and the password will be requested on 2 separate pages

4.6. Enter the username: **hospitalhotline@northumbriabloodbikes.org.uk**

(This will be recognised when you next log into the system, simply click to apply it)

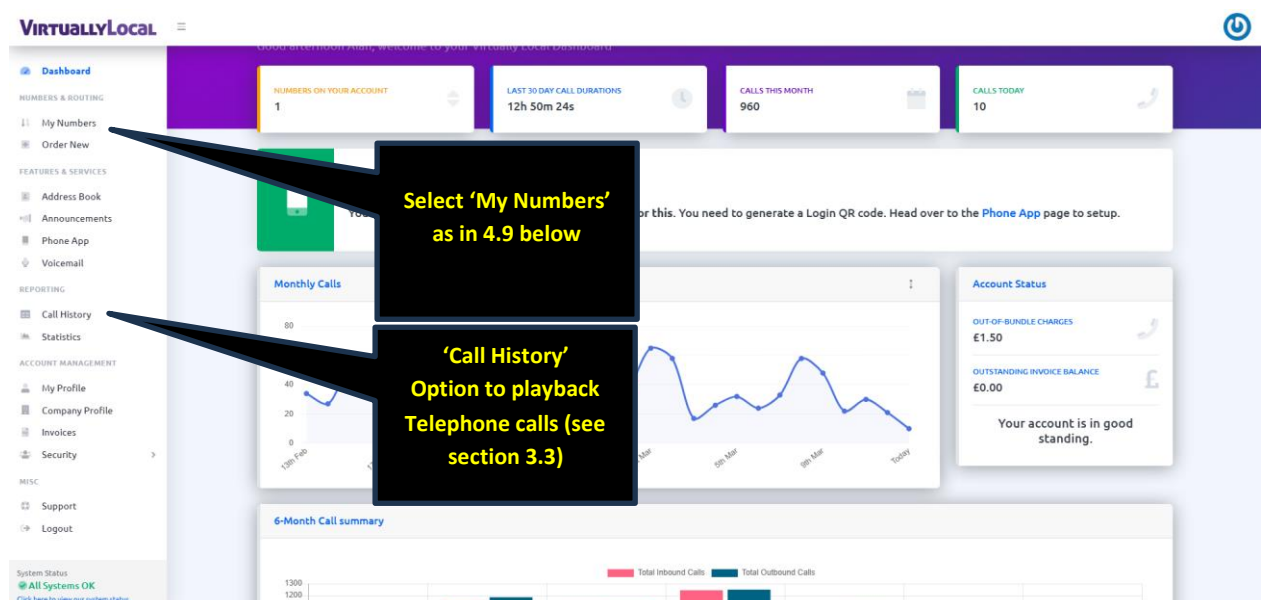


4.7. Insert password as found on 'NBB Confidential' page and Click 'Login'

**Warning** : Any issues, contact 'Committee on Call' but '**DO NOT RESET PASSWORD**'

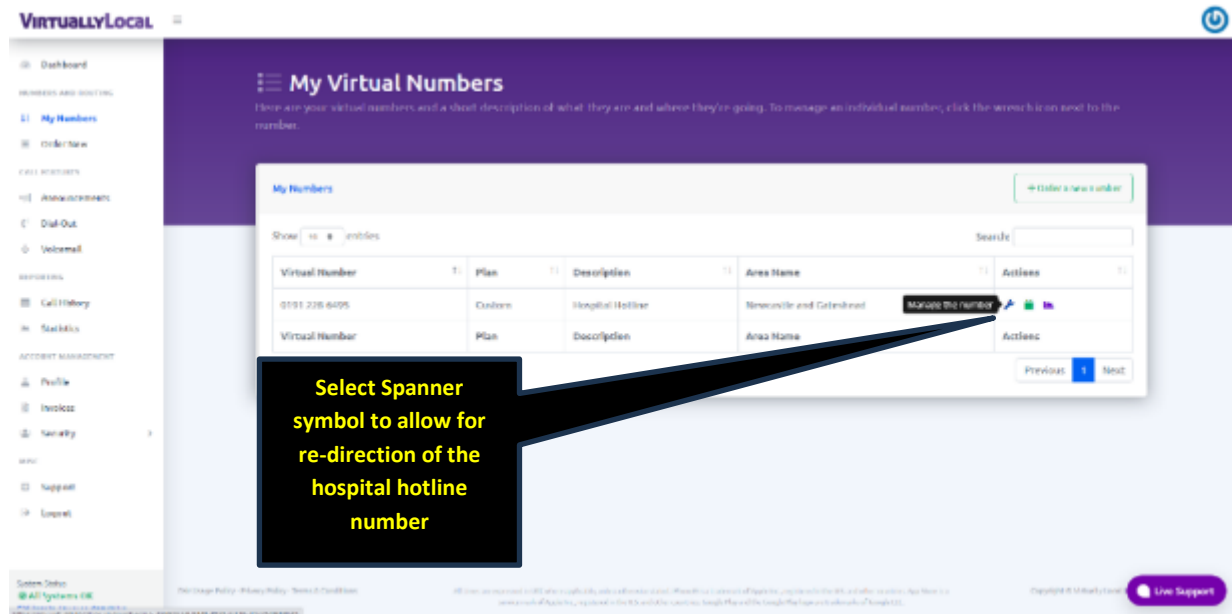
4.8. When successfully logged on, the 'Virtually Local' Dashboard will appear.

The 'Call History' is for reference only and not part of the setup process - see 3.3.

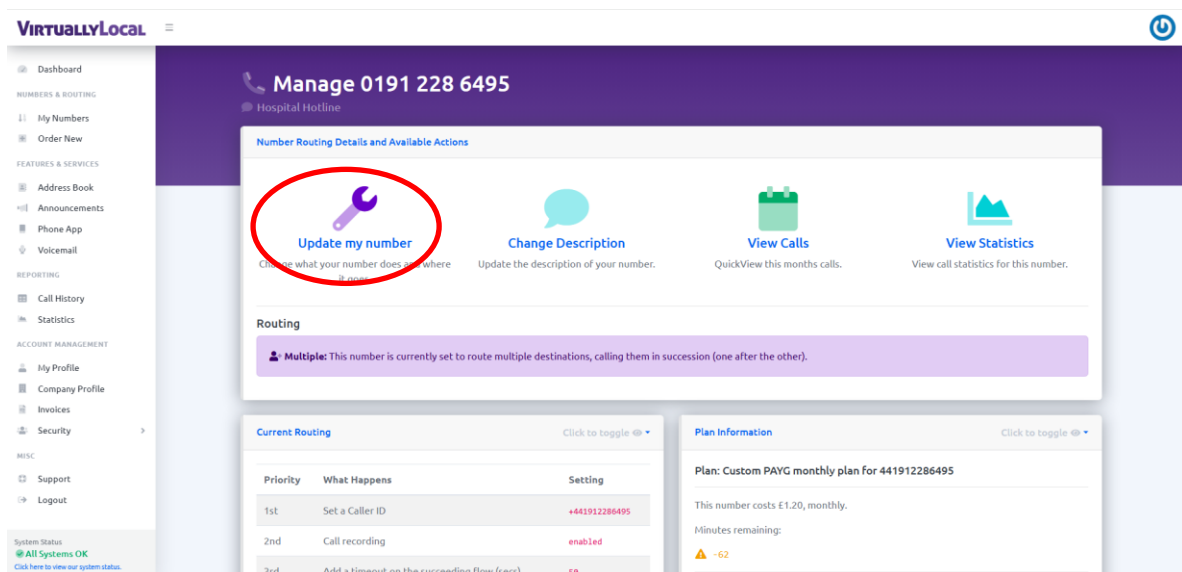


4.9. Select 'My Numbers' as indicated above. This will take you to the number re-direct screen as below.

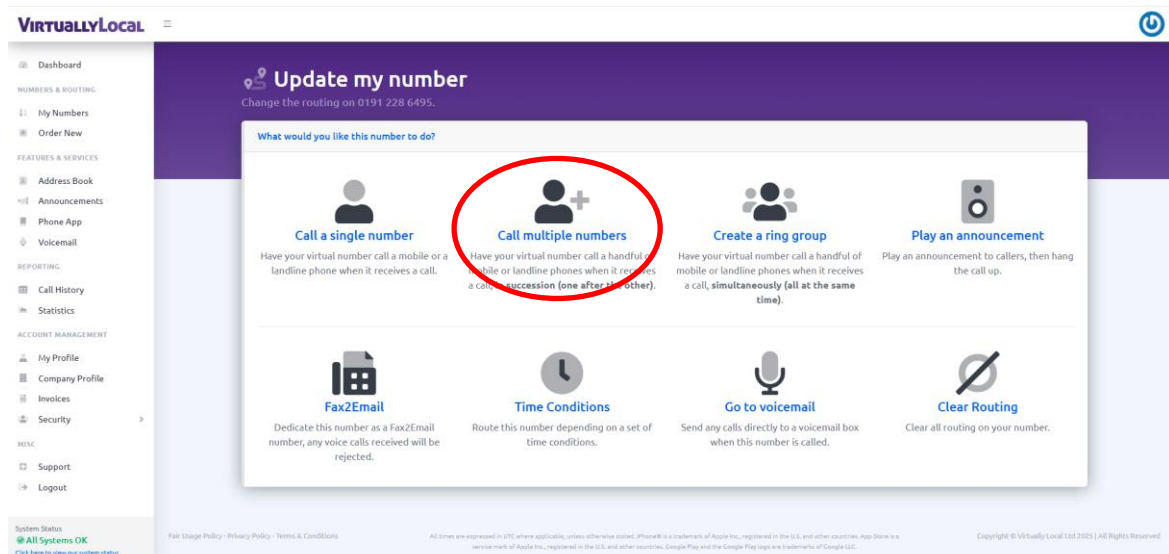
#### 4.10. Selecting the 'Spanner' symbol will open the 'Update Routing' page



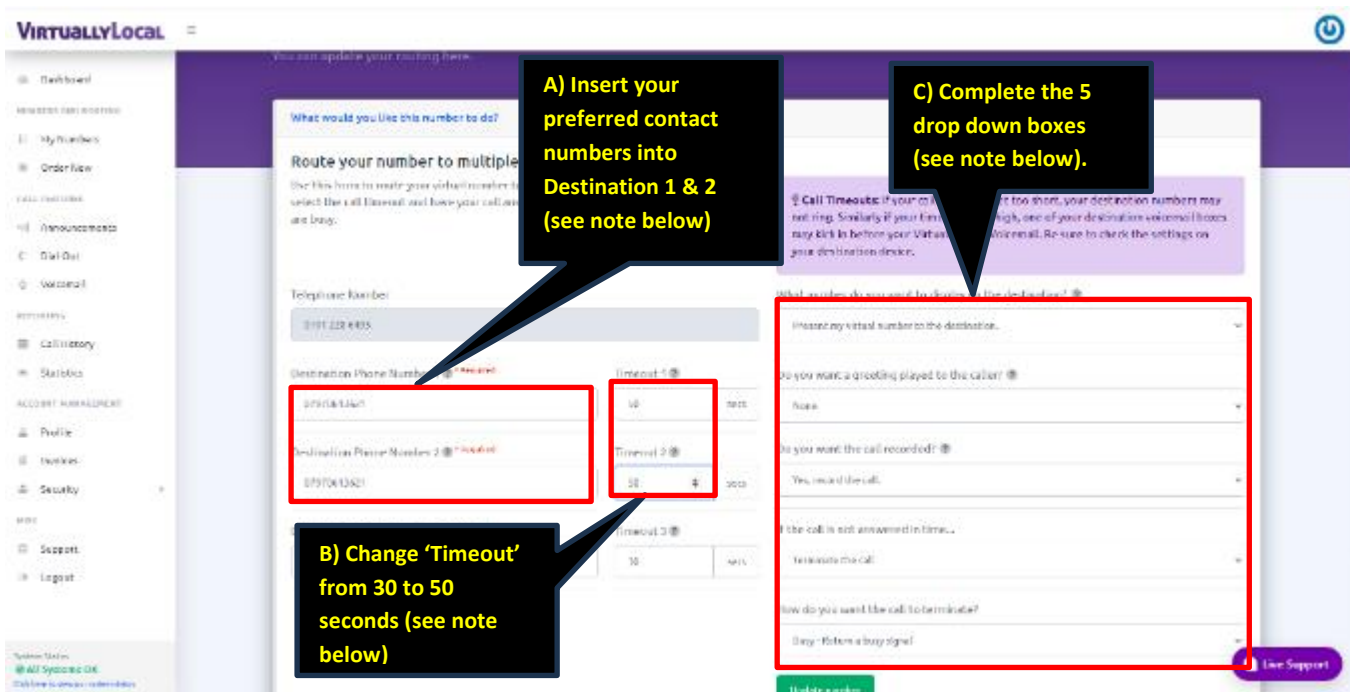
#### 4.11. Select 'Update my number' to move onto next screen



#### 4.12. Select 'Call multiple numbers' to move onto next screen



**4.13.** You should then see the re-routing screen as below. Please read the further guidance in Boxes A-C



Box A) Insert your own numbers in 'Destination 1 & 2' This can be the same number i.e. your landline number or mobile number or both (see explanation of options available below) *The 'Destination 1' number will always ring first unless engaged. If you have a different 'Destination 2' number entered, the call will be immediately redirected to this one so you could have both phones in use simultaneously so be aware of this.*

*If you enter the same phone number into both destinations, then this will not happen. There is no mandatory set up, it is for the controller to decide how they wish to manage the virtual phone line. Hospitals will usually ring back if hotline number is initially engaged so don't worry about it.*

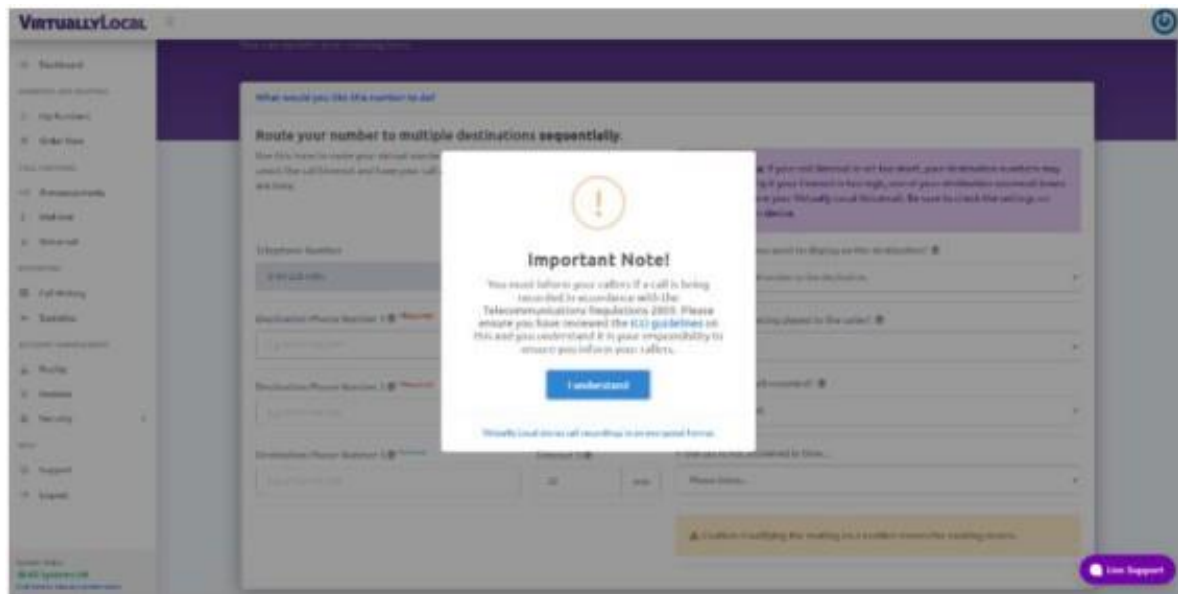
Box B) Change the 'Timeout' from 30 to 50 seconds allowing the phone to ring a little longer in case you're busy with other duties'

***Important: Either disable your Voicemail or Answering machine or set to longer than 50 seconds to avoid it cutting in before your second selected destination number is attempted by Virtual local***

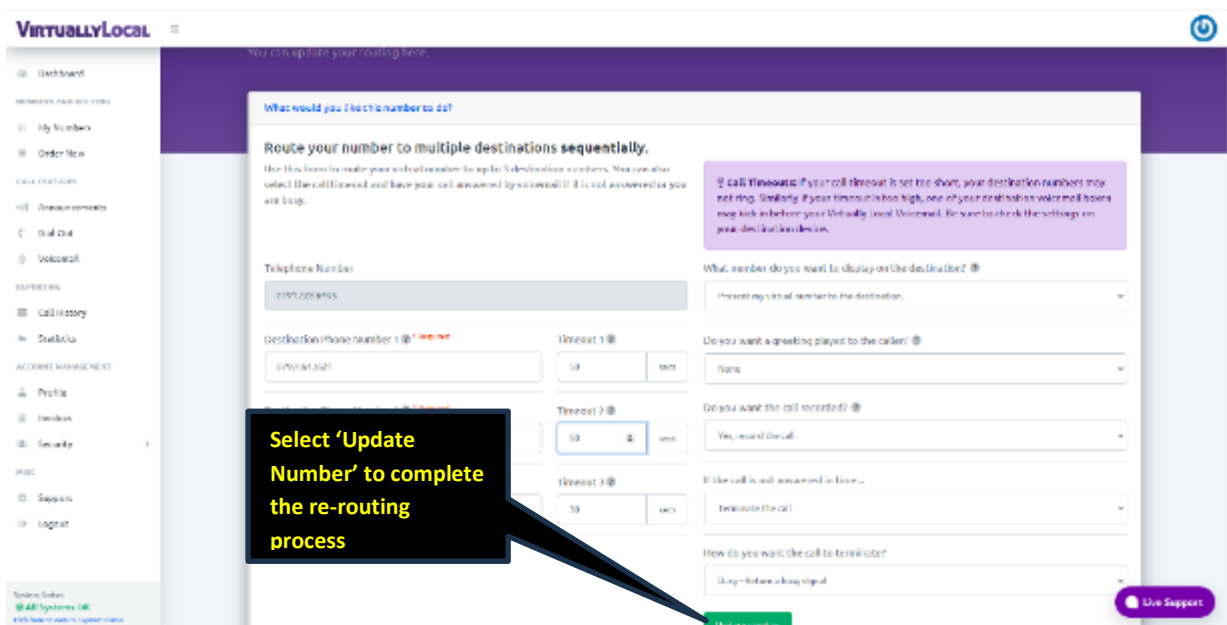
Box C) In the drop down boxes to the right, set them up as follows:-

- 'Number presented to Destination' - Enter: **'Present my virtual number to destination'**
- 'Do you want a greeting played' - Enter: **'None'**
- 'Do you want the call recorded' - Enter: **'Yes, record the call'** (see 4.14)
- 'If the call is not answered in time' - Enter: **'Terminate the call'**
- 'How to terminate the call' - Enter: **'Return a busy signal'**

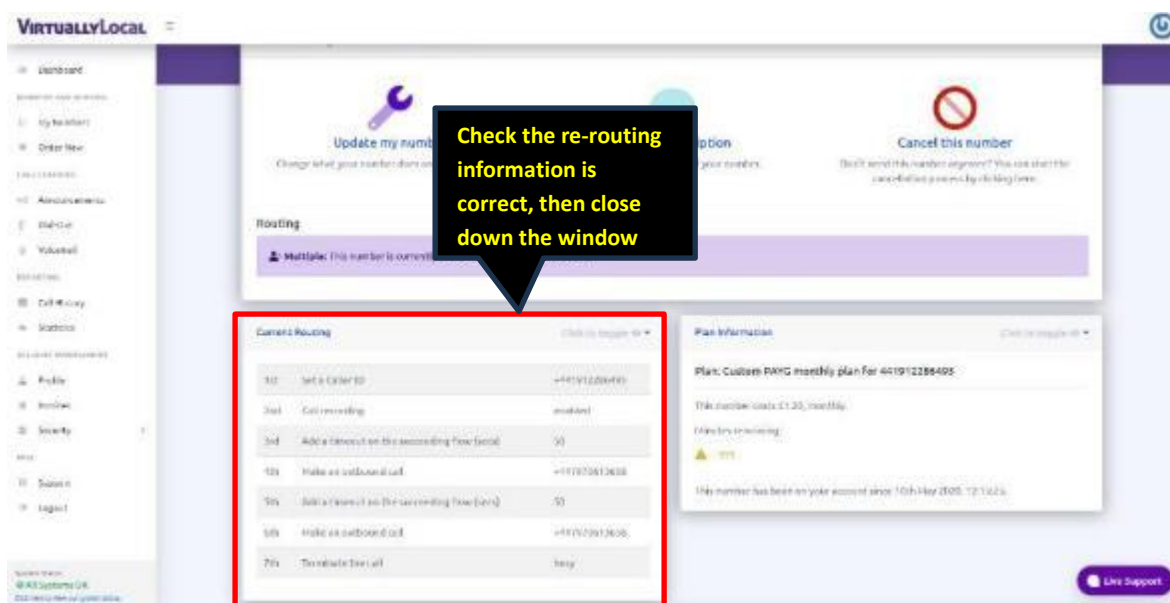
**4.14.** When selecting to 'Record the call' in Box C) above, a warning box will indicate the regulations surrounding call recording. All the hospitals using the virtual number are aware we record calls for verification purposes therefore select 'I understand' to move onto next box'



**4.15.** When all numbers and boxes are complete, check that the re-routing information is correct and then select 'Update Number' to complete hotline number handover'



**4.16.** A final confirmation page will now display listing the switching details where it will display your numbers entered to confirm correct handover.



**4.17.** You can now close down the 'Virtual Local' window as it is no longer required

**4.18.** In order to test you have completed this operation successfully, you can ring the virtual hotline number 0191 2286495 (controllers) or 0191 3643036 (Committee on Call) from a different phone to that entered into Destination 1 and it should ring to verify it is re-routed to yourself.

## 5. End of shift procedure

**5.1.** At the end of your shift there are two options to disconnect your number(s) from the virtual hospital hotline:

- If you are relieved by a new controller (either NBB or Vocare), they will reset the number to their preferred contact hence there is nothing for you to do in this instance. This is the process in the vast majority of occasions. This also applies to Committee on Call.
- If the outgoing controller is not being relieved by an incoming controller (i.e. following a Monday Bank Holiday), the hotline number must be changed back to the committee on call number in Destination 1 & 2 (0191 3643036). Just follow the same procedure again as laid out in section 4.

**Remember to not test the hotline number after changing over to the Committee on Call number at 0700 to avoid disturbing the on-call committee member**

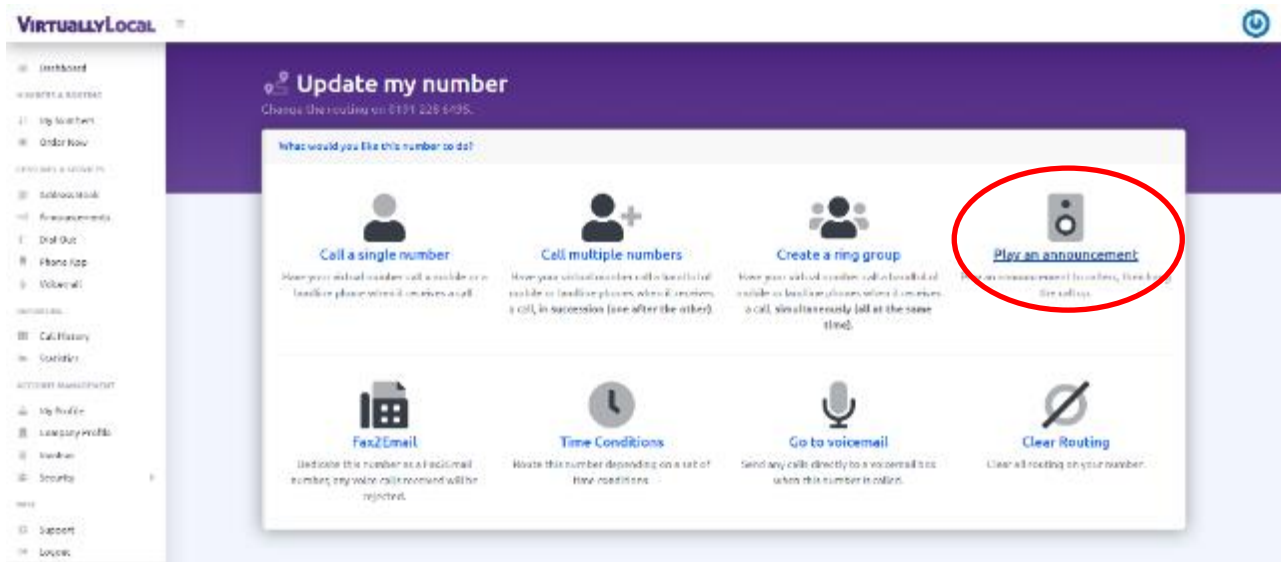
**5.2.** Once again if you have any issues setting this up, then in the first instance ring the 'Committee on Call' number above who will arrange for it to be investigated.

## 6. Full Suspension of Service

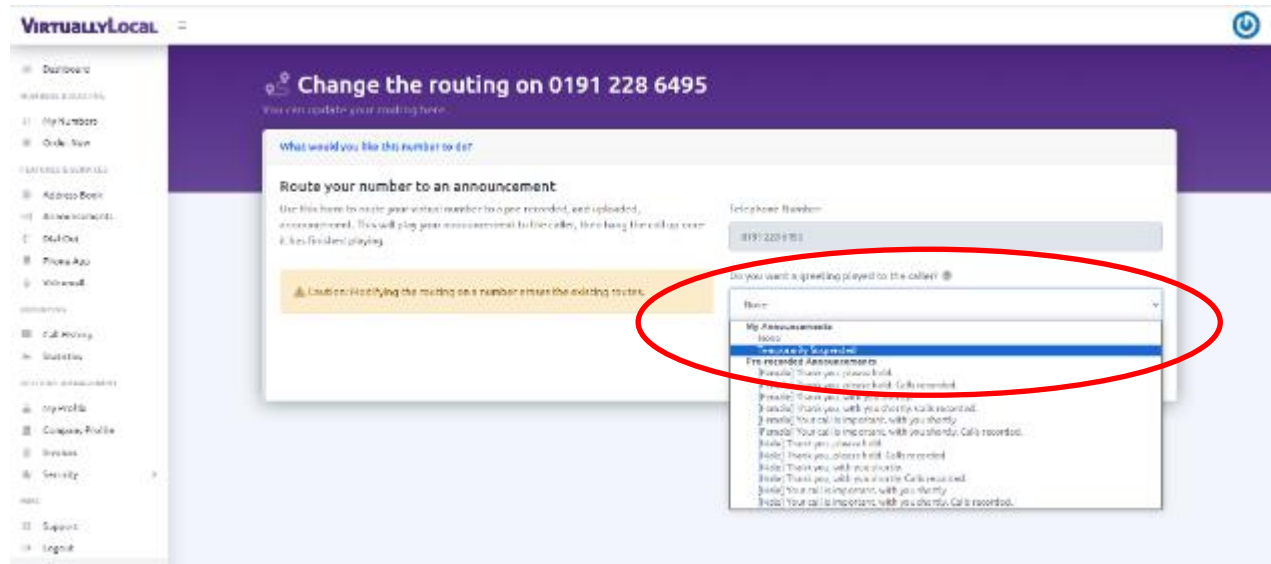
**6.1** When a 'Full Suspension of Service' is announced either prior to and during an operational shift, the hospital hotline will be diverted to a pre-recorded announcement contained within Virtual Local. This prevents Committee on Call being disturbed should all hospital staff not be aware of our suspension. The responsibility for changing over to this message will be:-

- Prior to shift commencing – Committee on Call
- During an operational shift – on duty Shift Controller

**6.2** Access Virtual Local in the same way as beginning a shift (4.1 – 4.11 above) but when reaching the 'Update my Number' page, select the 'Play an announcement' tab



**6.3** In the 'My announcements' drop down menu to the right, select 'Temporarily Suspended'



**6.4** Then select 'Update my number' and the recording will now play when the hospital hotline number is rang. To return to normal service, access Virtual Local and enter details as described in section 4 above.

**Northumbria Blood Bikes Definition  
Hospital Hotline Procedure**

**Version Control and History**

<b>Date</b>	<b>Version</b>	<b>Author:</b>	<b>Reason For Change</b>
August 2020	1.0	<b>Paul Curran/Mick Redpath</b>	First Version
August 2023	1.1	<b>Paul Curran</b>	Periodic Review – converted doc type from a guide to procedure
January 2024	1.2	<b>Ria Burnett/Paul Curran</b>	Added section 6 – Full Suspension of Service
March 2025	1.3	<b>Paul Curran</b>	Replaced old graphics with new