

Promising Practices

The CMS Interpretive Guidelines and Creating Home

F 463 - Resident Call System

Below is the full text of the CMS Interpretive Guidelines changes for the tags that have some relationship to Promising Practices, with the CMS revisions in red italics.

The full revisions beyond the environment can be accessed at:

http://www.cms.hhs.gov/SurveyCertificationGenInfo/downloads/SCLetter09_31.pdf

§483.70(f) Resident Call System

The nurses' station must be equipped to receive resident calls through a communication system from--

- (1) Resident rooms; and**
- (2) Toilet and bathing facilities.**

Interpretive Guidelines: §483.70(f)

This requirement is met only if all portions of the system are functioning (e.g., system is not turned off at the nurses' station, the volume too low to be heard, the light above a room or rooms is not working), *and calls are being answered. For wireless systems, compliance is met only if staff who answer resident calls, have functioning devices in their possession, and are answering resident calls.*