

Changes to How You Dial Your Phone

“Dial 10” FAQs

We are changing how we dial our phones at BJC St. Louis-area hospitals and Washington University School of Medicine. When the change is implemented at your location, you will need to dial the area code plus the full phone number (10-digits) for all internal and external calls. Washington University’s Danforth Campus will continue to use five-digit numbers when dialing Danforth numbers, but when dialing the 362- and 747- exchanges on the Medical Campus, Danforth callers will use eight digits to reach such numbers (9-362-xxxx or 9-747-xxxx).

See the frequently asked questions (FAQs) below to learn more about what is changing and how it affects you.

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GENERAL FAQs

WHAT IS CHANGING ABOUT OUR DIAL PLAN?

- Everyone at BJC and Washington University School of Medicine (WUSM) will need to dial an area code plus the full phone number for all calls, including internal calls. For example, 314-362-1234.
- Your phone number will not change, but your extension will now match your phone number. For example, 2-1234 becomes 314-362-1234.
- You no longer will need to dial “9” for an outside line or “9-1” for a long-distance call.
- For international calls, dial the international call prefix, country code, and the number. For example, 011-44-870-333-1234.

WHY ARE WE MAKING THESE CHANGES?

- Transitioning to 10-digit dialing resolves an immediate critical capacity issue because we are running out of new extensions and will fully exhaust all available numbers by December 2015.
- 10-digit dialing will provide phone number capacity for future growth.
- We will be better able to address technical issues by maintaining and upgrading old hardware and software.
- A 10-digit dialing system will create a consistent process across all BJC and Washington University School of Medicine facilities.

WHAT DO I NEED TO DO BEFORE THE SWITCH?

- Your phone will be switched over for you on the date scheduled.
- Your outgoing Caller ID will not be affected.
- On the day of the switch, you will need to reprogram your fax machine or fax-capable printer so that it will not dial “9” or “9-1.”
- Reprogram credit card authorization machines, as necessary.
- Reprogram alarm systems that use the phone system to notify of an alert situation.
- Update locally managed directories or information cards that are programmed to dial internal five-digit numbers.
- See the [quick reference guide](#) for more information.

WHEN SHOULD WE START DIALING THE NEW NUMBERS?

The dates and schedule for each location are being finalized, and we will post a schedule soon. Right now, we anticipate:

Location	Targeted Date for Change
<ul style="list-style-type: none">• Alton Memorial Hospital• Eunice Smith Home	September 15, 2015

Location	Targeted Date for Change
<ul style="list-style-type: none"> • Barnes-Jewish St. Peters Hospital • BJC Behavioral Health – Kirkwood • BJC Behavioral Health – McKelvey • Progress West Hospital • BJC Data Center at Progress West • BJC Home Care Services – Beltway • O'Fallon Convenient Care (BJC Medical Group) • O'Fallon Family Medicine (BJC Medical Group) 	
<ul style="list-style-type: none"> • Barnes-Jewish Hospital Campus – All buildings • Barnes-Jewish West County Hospital • St. Louis Children's Hospital • Washington University School of Medicine Campus – All buildings • BJC @ The Commons • BJC – Highlands • BJC Learning Institute • BJC – Meridian • Siteman – South County • Orthopedic Center • St. Louis Children's Specialty Care Center 	November 3, 2015
<ul style="list-style-type: none"> • Washington University Danforth Campus 	November 3, 2015
<ul style="list-style-type: none"> • Missouri Baptist Medical Center Campus • Missouri Baptist – Sovereign Court • Missouri Baptist – Sunset Hills • Christian Hospital Campus • Northwest HealthCare • Parkland Health Center – Bonne Terre, Farmington and Weber Road • BJC Medical Group – Mason Road 	2016 – 2019 TBA

WHY ARE WE OPTING TO CHANGE EVERYTHING FOR EVERYONE, RATHER THAN SIMPLY INTRODUCING 10-DIGIT DIALING FOR NEW ADDITIONS?

Changing to a 10-digit dial plan allows us to adopt new technologies and ensure consistency in the process. It also ensures we have a system that is set up to address future needs. Most major metropolitan areas use a 10-digit dialing plan that includes area codes.

SINCE WE NOW WILL ENTER A 10-DIGIT NUMBER TO DIAL WITHIN BJC/WUSM/WU, DOES THIS MEAN THOSE CALLS ARE ROUTED OUTSIDE OUR SYSTEM AND THEN BACK IN?

No, the system will automatically route those calls over our private circuits.

HOW DOES THIS IMPACT PATIENT-ROOM PHONES?

There will be no impact to patient-room phones aside from the elimination of five-digit dialing. Changes will be made to signage, patient guides and other materials accordingly.

WHAT'S THE IMPACT ON OUR PAGING SYSTEMS AND ASSOCIATED DIRECTORIES?

The paging system and directories already generally display the area code plus the number. All listings are being reviewed, however, and any five-digit extensions will be updated to 10 digits.

WHERE CAN I FIND MORE INFORMATION OR ASK QUESTIONS?

- We invite you to ask questions via our dedicated email address [Dial Plan Project@bjc.org](mailto:Dial_Plan_Project@bjc.org) (Dial_Plan_Project@bjc.org) or via phone at 314-362-2888.

PHONE FAQs

HOW DO I DIAL SOMEONE'S EXTENSION?

- You will need to dial the full 10-digit number for all calls. Instead of dialing the 5-digit extension, you will need to dial the area code and full number. For example, 2-1234 becomes 314-362-1234.
- You will need to dial the area code and the full number for all calls, including calls within your area code. For example, 314-362-1234.
- You will no longer need to dial **"9"** for an outside line or **"9-1"** for a long-distance call.
- For emergencies, continue to dial **911**.
- For international calls, dial the international call prefix, country code, and the number. For example, 011-44-870-333-1234.

WHY NOT USE SIX- OR SEVEN-DIGIT DIALING?

- We have numbers that we cannot use because even though our numbers have different area codes, the prefixes are the same.
- A new St. Louis area code, in addition to the existing 314 area code, is anticipated before the end of the year 2020. When this occurs, moving to 10-digit dialing will become necessary.
- Moving to 10-digit dialing now will alleviate the need for another dial plan change in four to five years.

WHY DO WE NEED TO DIAL THE AREA CODE WITHIN THE SAME AREA CODE?

The combined WUSM/TFC/BJC telephone system serves four (4) area codes currently. Using 10-digit dialing will create consistent behavior across all campuses and facilities. Most major metropolitan areas use a 10-digit dialing plan that include area codes.

WILL THE PHONE SYSTEM BE DOWN OR VOICEMAIL UNAVAILABLE?

- The phone system will be down temporarily for approximately 30 minutes on the scheduled switchover day for your location.
- Voicemail will not be accessible during the half-hour changeover.

WILL VOICEMAIL CHANGE?

- Your mailbox number will now be 10 digits – the area code plus the number. For example, 314-362-1234.
- If a five-digit extension is used for outcall notification, it will need to be changed to a 10-digit extension.
- There also will be an upgrade to the voicemail system for community hospitals, which will be transparent to users.

WILL THERE BE ANY IMPACT ON VOCERA?

No, there will be no impact to Vocera aside from the change to 10-digit dialing.

LONG DISTANCE FAQs

WHAT IS NOW CONSIDERED LONG DISTANCE?

Generally, long-distance calling is outside your immediate vicinity. The phone system automatically will recognize a long-distance call and prompt you for your code if needed.

WHEN I DIAL LONG DISTANCE I NEED TO ENTER “8” AND A CODE. WHEN DO I NEED TO USE THE LONG-DISTANCE DIALING CODE?

- Long-distance dialing codes will still be needed for calls outside local area codes just as they are today.
- When you enter the 10-digit number, the system will recognize if you are dialing a long-distance number and will provide the usual three (3) beep audio tone to prompt you to enter your code.

HOW DO I DIAL TO CALL OUTSIDE MY FACILITY OR MAKE A LONG-DISTANCE CALL?

- You will need to dial the area code and the full number, including for calls within your area code. For example, 314-362-1234.
- If the call is identified as long distance by the system, you will be prompted for your long-distance code.
- You no longer will need to dial “9” for an outside line or “9-1” for a long-distance call.
- For emergencies, continue to dial 911.
- For international calls, dial the international call prefix, country code and the number. For example, 011-44-870-333-1234.

LOCATION-SPECIFIC FAQs

WHAT ABOUT BOONE HOSPITAL CENTER?

Boone Hospital Center is not part of the dial plan change at this time.

WHAT ABOUT BEHAVIORAL HEALTH, HOME CARE, BARNES-JEWISH EXTENDED CARE AND BJC MEDICAL GROUP?

These locations will transition according to the schedule based on their physical locations. See the [schedule](#) for more information.

WHY ARE SOME COMMUNITY HOSPITALS NOT AFFECTED UNTIL 2019?

The dial plan change also includes significant equipment upgrades. As part of the BJC capital budget process, the upgrades are planned and scheduled accordingly over the next five years.

WHY ARE PROGRESS WEST, BARNES-JEWISH ST. PETERS AND ALTON MEMORIAL THE FIRST TO TRANSITION?

Even though the hospitals are located in different communities, they share one telecommunications system so they will be upgraded at the same time. They are also smaller locations with fewer integrated applications. Transitioning these hospitals first will help us prepare for the larger and more complex installation on the Washington University Medical Center campus, which borders Kingshighway, and related institutions that share the same system.

DOES THE DANFORTH CAMPUS NEED TO MAKE SIMILAR CHANGES TO ITS SYSTEMS AT THE SAME TIME CHANGES ARE MADE ON THE MEDICAL CAMPUS?

The only change affecting Washington University's Danforth Campus is in using the 362- and 747- exchanges to dial the Medical Campus. Currently, Danforth callers only have to dial five digits when using numbers with the 362- and 747- exchanges. When the changeover occurs on the Medical Campus, Danforth callers will use 8 digits to reach such numbers (9-362-xxxx or 9-747-xxxx).

DOES THE CHANGE AFFECT OUR CALL CENTERS?

There will be no impact to the Call Centers for customers.