# Facts about lost paging equipment

We are sympathetic to the issue of misplaced/lost equipment it happens.

Considering that here are some facts about the paging system and the pager(s) themselves that come into play when they are being terminated from the system:

The normal procedure is for a paging termination form(s) to be filled out, and the form along with the pager(s) turned into our group.  We then “switch off” the turned in pager’s unique ID number in our paging system and terminate all billing for the pager.  The unique ID number can then be re-used on another pager being issued in the future.

When we don’t get the pager back and, we cannot be sure of what happened to it this causes the following issues:

The unique ID number we program into each pager that identifies it to the system is now invalid and we cannot reuse it. We cannot reuse an ID number from a pager we never got back because the missing pager could receive the messages and that could compromise patient safety, privacy rules and regulations.

An unreturned pager also represents equipment loss, and this is a direct cost to us. If the pager fails, we repair or replace it with no additional cost to the end user – unless misuse or otherwise inappropriate physical damage is done.

Therefore, when a pager’s location cannot be determined we do charge a lost equipment fee is charged to the last known user on record.