 Calling for Neck Pain?

OEHS Phone Ergonomics Recommendations

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Tulane OEHS Phone Ergonomics Recommendations

To minimize work related neck, shoulder, and arm strains when using the telephone at work, OEHS recommends the following:

Heavy Phone Users are encouraged to use phone headsets and to practice good posture while sitting to avoid neck and shoulder strains when multi-tasking.

1. There are several styles of headsets available to ensure comfort and fit. The employee using the phone should be involved in selecting the headset most comfortable for his/her use.

2. While there are many headset brands available, some are not compatible with Tulane’s phone system. To ensure that phones and headsets work together properly and are supported by Telecommunications, orders for this equipment should be made through Telecommunications. For more information, visit their website at Tulane.edu/tis/telecomm.

3. Headset users should take time to become familiar with their equipment by reading product usage and maintenance information.
   a. Maintenance:
      • Recharge or replace batteries as needed.
      • Check for wear and tear of inner ear piece, and replace damaged parts.
   b. Hygiene:
      • To avoid inner ear contamination, clean the ear piece frequently.
      • Never share your headset with others.

Moderate to Light Phone Users are encouraged to use phone shoulder rests.

Cell Phone Users Although cell phone usage at work should be kept to a minimum and discouraged except for emergencies, headsets are also available for cell phone users.

● Headsets - One size/style does not fit all! Pictures from various websites.