### PURPOSE

To define the on-call system for addressing 24-hour coverage of services.

### POLICY

Patient care needs are the highest priority; therefore, weekend, evening, holiday staffing will be scheduled accordingly. Clinical Staff are expected to perform visits on an as-needed basis, including weekends.

There will be on-call staff available after office hours Monday through Friday, and 24 hours a day on weekends and holiday. Staff on-call will be:

1. Administrative call by a senior management staff member
2. Clinical call by a nurse

### PROCEDURE

1. On admission, each patient will be made aware of the organization’s 24-hour availability.
2. The on-call schedule will be developed on a monthly basis by the Clinical Supervisor or designee. The schedule will be forwarded to on-call staff and will be accessible to appropriate staff
3. The on-call staff can be reached by calling the home health number. After hours, this number will be forwarded to on-call personnel.
4. Clinical staff should respond within 15 minutes and be able to reach a patient within two (2) hours if a visit is required. However, there may be rare exceptions, depending on how far away the patient lives and if the staff member is with another patient at the time of the call. In the event, the on call nurse will call another appropriate staff member to assist the patient with the home visit or will continue frequent communications with the patient until a home visit can be made.
5. In the event that the patient has an emergent need, the on-call staff member may call 911 on behalf of the patient. The staff member should then call the emergency department and provide report. This may occur based on phone triage with the patient or during a home visit.
6. The on-call nurse will report his/her evening and/or weekend patient care activities to the Clinical Supervisor.
7. All on-call activities concerning a patient will be documented. If an on-call visit is necessary, the activities of the visit will be documented in the medical record.