P017 - After Hours Emergency Coordination

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| Version | Approved: | Comments | Next review date |
| 1.0 | 01/09/2016  15/05/2020 | Review | 01/09/2019  15/05/2022 |

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| Applies to: |
| All staff |

# PURPOSE

The purpose of this policy is to ensure a stable line of communication at First Call at all hours to facilitate the efficient operation of First Call’s rostering, record keeping, billing and payroll systems.

# POLICY

It is the policy of First Call Nursing that all employees adhere to the following procedures.

# PROCEDURE

## Requirements

After hours mobile phone to be on and attended at all times

## Method

Immediate:

* All shifts are to be filled in the quickest possible timeframe from when the booking request is received.
* Match most suitable staff member to the booking request.
* Phone the chosen staff member to assess availability.
* Once the staff member has agreed to the shift and all details provided, phone the client and inform them of the staff member attending.

Next business day:

* As per co-ordination procedure.