

**ANNA JAQUES HOSPITAL
ADMINISTRATIVE POLICY AND PROCEDURE MANUAL**

Subject: Medical Staff On-Call Policy	Policy Number: M-20.6
Category: Medical Staff	Effective Date: 5/06
Page 1 of 3	Revised Dates: 01/08; 9/08; 03/10
Attachments: Call Coverage Form	Review Dates: 10/07; 03/10
References: Medical Staff Rules & Regulations	

POLICY:

STATEMENT: The medical staff at Anna Jaques Hospital is responsible for the oversight of the quality of care, treatment and services of patient care.

RESPONSIBILITY: Nursing, Medical Staff, Medical Staff Office and Department Chiefs.

PROCESS:

1. Biannually, and upon revision, members of the medical staff will provide, at a minimum, 3 sources of contact information for patient care needs.
2. The contact information will be maintained by the Medical Staff Office in the confidential credential files. This information, indicating the 3 sources of contact, will also be made available to the nursing supervisors and switchboard staff.
3. The physicians' primary contact preference number will be maintained by the Medical Staff Office on the Primary Physician Contact List posted on the hospital's intranet site

INITIAL CALL:

4. Nursing staff will contact the physician on-call via the number listed on the Primary Physician Contact List posted on the hospital's intranet site.
5. The physician is expected to respond to a call regarding a patient within a maximum of twenty (20) minutes, except for Emergency Department calls (see below).

SUBSEQUENT CALLS:

6. If there is no response within twenty (20) minutes, the nursing staff will contact the switchboard operator who will attempt to contact the physician via the alternative numbers available, in as short a period as possible.
7. After a total of thirty (30) minutes without a response (from the time of initial attempt) the Department Chief will be notified.
8. In the event that it is impossible for the Nursing Staff to contact the Attending Physician in any instance, the Department Chief or Assistant Chief or Chief Medical Officer shall assume responsibility for finding appropriate medical coverage for the patient.
9. Any Member of the Medical Staff may be required to provide emergency care for the patient.

EMERGENCY DEPARTMENT CALLS:

10. Physicians are expected to respond to a call from the Emergency Department within a maximum of ten (10) minutes.

FAILURE TO RESPOND:

11. Repeated failure to respond when on-call is defined as disruptive conduct, and will be addressed pursuant to the hospital's administrative code of conduct policy.

Authorizing Signatures	Name / Title	Date
Administration:	Delia O'Connor, President & CEO	
Medical Staff Exec:	Joe Hull, MD President Medical Staff	



MEDICAL STAFF COVERAGE FORM

Name: _____

Name of Group Practice: _____

Specialty: _____

CONTACT PHONE NUMBERS:

Please identify in the box the order in which you prefer to be contacted. (i.e., 1.office, 2 cell, 3. beeper)
List a minimum of two (2) alternative numbers in addition to your office number.

***Note: The Medical Staff Policy states that if there is no answer after 20 minutes you will be contacted via the alternative numbers on this preference list.*

Office: _____ Fax: _____

Cell Phone: _____ E-Mail: _____

Home: _____ Beeper: _____

COVERING PHYSICIANS WITH CONTACT INFORMATION:

Please document regularly scheduled time out of office. (i.e., Tuesday-off etc.)

cc: Switchboard

PLEASE RETURN TO THE MEDICAL STAFF OFFICE
FAX: 978-463-1215