

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

<b>Subject:</b> Chain of Command	<b>Policy Number:</b> P-8.7
<b>Category:</b> Patient Care	<b>Effective Date:</b> 11/2004
<b>Page:</b> 1 of 1	<b>Revised Dates:</b> 08/2007
<b>Attachments:</b>	<b>Review Dates:</b> 01/2011
<b>References:</b>	

**POLICY**

**STATEMENT:**

To facilitate prompt safe, quality care, the “Chain of Command” outlines the process in the event that a physician

- Fails to respond within a reasonable length of time and the nurse regards the patient to be at risk due to sudden or serious change in health status  
OR
- If after notification of a serious change in the patient’s condition the physician fails to see the patient within a reasonable length of time; OR
- After being asked to clarify a specific order, insists the order be implemented, and the registered nurse or technician perceives that implementation would be potentially harmful to the patient. In that case, resolution should be achieved by the process below before the order is implemented.
- If a nurse declines to implement an order because she/he feels there is a safety (or competency) concern for any reason, she will fill out an occurrence report and follow the process below before the order is implemented.

**RESPONSIBILITY:** All Staff

**PROCESS:**

1. Notify the Department Director or Nursing Supervisor of the situation.
2. The Department Director or Nursing Supervisor shall notify the Department Chief.
3. If the Department Chief cannot be reached the Chief Medical Officer shall be notified.
4. If the Chief Medical Officer cannot be contacted the Administrator on Call is notified.
5. Documentation in the Medical Record shall reflect all RN assessments, attempts made to contact Physicians (including dates and times) and orders obtained.
6. An Occurrence Report shall be completed.

<b>Authorizing Signatures</b>	<b>Name / Title</b>	<b>Date</b>
Administration: SIGNED ORIGINAL IN ADMINISTRATION	Delia O’Connor President & CEO	
Medical Staff Exec:	Joe Hull, MD President, Medical Staff	