BEACON Specialized Living

Clinical/ Medical On-Call Policy

On-Call Policy

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When to use the on-call procedures

Which department to contact for when

When to call?

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- Clinical/ Medical On-call
  - Monday-Friday-5pm-8am,
  - Saturday-Sunday, Holidays-24/7

Basics

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- 911 should be your first point of contact-then on-call
    - Life threatening, Actual suicide attempt not threat of.
- Non-emergency-On-call home staff
    - Physical/verbal aggression, minor physical injury
- On-call sheet should be completed and submitted by home staff

Revised: 3/30/18

Clinical On Call Sheet

Resident's Name: _____ Staff Calling Name: _____

Date: _____ Time: _____

Manager Contacted: _____

Permission Given to Call Clinical?: ☐ Yes ☐ No Name of Clinician Reached: _____

Reason for Call: ☐ Suicide Threat ☐ Self Harm ☐ Aggression with CPI ☐ Police Contact

☐ Elopement ☐ Unable to Successfully Deescalate Resident Deescalate

☐ Permission to Conduct Health and Safety Room Search ☐ Other (explain below):

Action Directed/Guidance Given:

When to contact

Medical On-call:

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- Serious medical concerns that warrants 911 being contacted
- Death of a resident
- Medication needed to be given outside of timeframe
- Serious injury or illness
- Serious medication error that warrants 911 being contacted
- Changes in vital or functioning that warrants concern

When to contact Clinical On-call:

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- Resident is or has threatened to engage in self-injurious behaviors
- Resident is physically out of control and CPI has been utilized
- Elopement from the home
  - Should be contacted after 45 mins to approve non-emergency 911 unless resident is a danger to themselves or others.
- To conduct an emergency room sweep
- For additional resources when all interventions from behavior plan or PCP have been utilized