



Clinical On-Call



BEACON
Specialized Living

When to contact Clinical On-Call?



- Resident is or has threatened to engage in self-injurious behaviors.
- A resident is expressing suicidal or homicidal ideations.
- Resident is physically out of control and CPI or PCM Interventions have been utilized.
- Elopement (or AWOL) from the home.
 - Should be contacted after 45 minutes of the resident being out of the home to approve non-emergency 911, unless resident is a danger to themselves or others or there is a BTP indicating otherwise.
- To conduct an emergency room sweep.
- For additional resources when all interventions from behavior plan or PCP have been utilized.

Clinical On-Call During Business Hours

- Staff should speak with HM/AHM and/or DD regarding concerns
- If it is an emergency, HM will give direction to contact clinical on-call.
- Staff will call the assigned Clinician for that home.
- If the Clinician does not answer, leave a voicemail and wait 15 minutes, then call again. Leave another message, wait 15 minutes. If there is still no answer, call the Clinical Director.
- Follow the same process for the Clinical Director. If unable to reach them, contact the regional VP.
- Follow instructions given by the clinical staff.
- Document and communicate all instructions in the progress notes and with other staff working

Clinical On-Call on Evenings and Weekends

- Staff should speak with HM/AHM and/or DD regarding concerns
- If it is an emergency, HM will give direction to contact clinical on-call.
- Staff will call the Clinical On-Call number that is automatically routed to the Clinician that is on-call. The On-Call number should be posted in the Med Room.
- If the Clinician does not answer, leave a voicemail and wait 15 minutes, then call again. Leave another message, wait 15 minutes. If there is still no answer, call the Clinical Director.
- Follow the same process for the Clinical Director. If unable to reach them, contact the regional VP.
- Follow instructions given by the clinical staff.
- Document and communicate all instructions in the Progress Notes and with other staff working