Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Residential
Standard Title	Nursing Services On-Call
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Attachments	
Approved by: Paula Warika, Executive Director	Paula Wanka

Standard:
Catholic Charities Disabilities Services (CCDS) will provide 24/7 nursing support to its residential programs. CCDS will ensure on-call nursing support on evenings, weekends, and holidays. This service may be extended to provide coverage to all IRAs during daytime hours, as needed.

Procedure:

1) Between the hours of 8:30 AM and 5:00 PM Monday through Friday, excluding recognized holidays, if a Registered Nurse needs to be contacted because of an individual's illness or injury, staff will call the Registered Nurse assigned to that residence as the primary call.

2) In the event of the following medical emergencies, 911 should be called immediately to transport to the hospital for further care/evaluation. Please see Standard "Response to Medical Emergencies."

3) If the Registered Nurse assigned to their program is not available and/or does not return a phone call within fifteen minutes during regular business hours, staff are to call the Director of Residential Services, for non-emergent situations.

4) Between the hours of 5:00 PM and 8:30 AM Monday through Thursday, from 5:00 PM Friday until 8:30 AM Monday, and on agency observed holidays, if a Registered Nurse needs to be contacted because of an individual's illness or injury, staff are to call the on-call nurse at 518-807-2825.

5) All procedures for contacting Admin on-call in the case of an individual's illness or injury remain in place in addition to Nursing On-Call procedures. Please see Standard "On-Call Systems."

6) In the event that nursing on-call is contacted for an injury, the Registered Nurse assigned to that program should complete an assessment on the individual within 24 hours, or the next business day if on a weekend or holiday. During non-business hours, nursing on-call should be consulted and an assessment should be requested.

7) A General Event Report (GER) must be completed anytime an individual is sent to the hospital/emergency room/urgent care or receives care beyond first aid.

Standard: *Nursing Services On-Call, 2014.11.19.*