Call Out and Shift Change Procedures

Just as in the hospital setting, you are expected to be on the floor, in enough time prior to your scheduled shift, to take report and then be able to start your shift on time.

This is no different in-home health. You must arrive in enough time to park, enter the home, settle your belongings, get a report from the off-going nurse or the caregiver and START your shift ON TIME.

OCCASIONALLY, things happen and people must call in.

YOU MUST COORDINATE WITH THE OFFICE AND THE FAMILY WHEN YOU CALL IN.

PROCEDURE

1. Tell the family first. Try to get a co-worker to fill the shift if possible.

2. Call the office (*automatically rolls over to the on-call after hours)* OR if no answer – Call the Scheduler.

However, calling the scheduler after hours needs to be the exception and **not** the normal.

You may not clock in until your scheduled shift starts. If you are scheduled at 0700, you may not put 0650 even if you arrived at that time.

If you are late, you may not make up the time at the end of your shift unless you have received permission from the parents and there is no other nurse relieving you.

Your first entry time and your last entry time on your progress notes, must match your clock in and out times from your assessment page.

Parents reserve the right to cancel or modify your shifts at any time for any reason.

They may also ask you to leave early without explanation.

The Case Managers will talk with families if this becomes frequent as we want to establish as much consistency in the schedule as possible for your benefit.

Be open with the Scheduler on issues that arise with the schedule and work with the office on resolving them.

YOU MUST CALL THE OFFICE TO NOTIFY US OF ALL CHANGES TO THE SCHEDULE. <u>YOU ALONE ARE REPONSIBLE FOR THE COORDINATION OF YOUR SCHEDULE WITH THE OFFICE.</u>

This means calls off for illness, car trouble, vacation, personal problems etc.

THE OFFICE **MUST BE NOTIFIED EVERY SINGLE TIME**!

You may not finalize your schedule or make any changes with only the parents.

The schedulers must approve <u>ALL</u> changes beforehand!