

Vermont Catholic Charities, Inc.
Residential Care Homes Policies and Procedures

SUBJECT: Automated Time and Shift Differential Standards/Policy – APPENDIX D	Policy Number HR 0003
	Section: Salary Administration
	Sub-Section: Compensation
	Approved Date: March 1, 2010 Updated: August 21, 2012; October 1, 2017; December 15, 2020

APPENDIX D: Reasons to Contact Triage Nurse (On-Call)

Notification Procedure for Triage Phone Calls

To identify the level of *urgency/response time* on when you should contact the Triage On-Call Nurse, please see the table below. There are two levels identified to assist you in determining if a call should be made. Any time you are unsure, a call should be made. The two levels are:

- Immediate
- Next Business Day (Tell DON/LPN next day)

IMMEDIATE	NEXT BUSINESS DAY (Tell DON/LPN Next Day)
All falls with injury	Fall without injury
Admission issues	Resident / family concerns or inquiries
Any acute illness or distress	Missing items
Death	Resident issues - nonemergency
Missing person(s)	Employee issues
Inappropriate or unsafe behavior of resident, staff or visitor	After hours request for time-off or schedule changes
Criminal Activity	Request for supplies that can wait until the next business day
Order Clarification	Call related to social activities of residents and staff that does not affect their care or employment
Med error with harm or injury to resident	Potential admission
Med error with no apparent harm or injury to resident	Time-off requests
Incorrect narcotic count	Anything not listed in Column 1
Injury on the job (non-emergency)	
Safety issues	
Natural disaster	
Scheduling conflicts (on weekends)	
Resident on resident altercation- Any form of abuse	
Hospital admissions	
Unexpected discharge	
Staff emergencies	

ANY TIME YOU ARE UNSURE, A CALL SHOULD BE MADE.

Approved by:	Original Effective Date: 3/1/2010	Revision no: 1 (Added breaks and Triage On-Call) 2 (On call pay, Short call and Triage On-Call Update)	Page:1 of 1
--------------	--------------------------------------	--	-------------