Rehabilitation Services Administrator-On-Call

Purpose and Scope

This document addresses operational procedures for providing Administrator-On-Call (AOC) coverage in the Department of Rehabilitation Services.

Audience

The information in this document is intended for all members of the Rehabilitation Services Department staff.

Policy

- The Department of Rehabilitation Services will ensure Administrative on-call coverage for Saturday/Sunday/holiday coverage of hospital/clinics.
- Any unusual occurrences or incidents involving patients, staff or students, problems in scheduling, etc., (whether or not they can be resolved by the charge therapist) should be communicated to the AOC as quickly as possible.
- The administrator-on-call pager number is 643-3186.
- The AOC will know in advance, weekend/holiday coverage assignments for PT/OT staff and will have a current listing of pager and cell/home numbers.

Administrator On-Call Response

- The AOC is available by beeper from 8:00am to 5:00pm on any weekend or holiday period.
- When the AOC is paged, he/she will respond and provide assistance, direction or support as needed.
- When the AOC is paged by a nursing unit or physician regarding a clinical issue, new consult, or need for PT/OT intervention, the AOC, if deemed appropriate will contact the PT/OT staff on call for weekend/holiday coverage for follow-up.

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Problems In Coverage On Weekends and Holidays

It is not the responsibility of the AOC to initiate locating coverage in an area. If an employee is unable to fulfill his/her shift obligation, he/she must contact the team leader or designee. After all opportunities for coverage have been exhausted, the team leader or designee must notify the AOC that coverage is a problem or that a change in the person providing coverage has taken place.

Time Keeping

Two hours of compensatory time are earned for each 8 hour day the AOC is on call.

If the AOC also provides clinical coverage concurrently with being on-call, he/she remains on call but no additional time is earned beyond what is worked. No more than 8 hours of earned time or 2 hours of compensatory time can be earned for one day of coverage.

Compensatory time can be utilized at the discretion of the individual with approval of the team leader.

Area Respon-sibilities

Each team leader is responsible for assuring adequate and appropriate clinical coverage for his/her clinical area. ***He/she is also responsible for notifying the AOC of any changes in coverage so that the AOC is aware of who is working in each area.***