SUBJECT/TITLE: ON CALL REQUIREMENTS AND PROCEDURE FOR CALL BACK - DIAGNOSTIC DIVISION

PURPOSE: Identify call responsibilities and mechanism for calling a technologist.

DEFINITION: None

POLICY:

1. Employees who are on call are required to restrict their whereabouts in order to be immediately available by pager or telephone and if requested, able to return to the hospital and ready to work within 30 minutes.

2. Staff members schedule in an “on call” status and who fail to respond to the initial pager/telephone contact, or violate the 30 minute return to work limitation, will be subject to prevailing disciplinary policy.

3. If an employee scheduled “on call” status must remove themselves from such “on call” status when illness or other extenuating circumstances intervene, the employee shall notify the supervisor prior to the onset of the scheduled “on call” period and obtain expressed approval or as soon as ability to work is discovered.

4. Travel time to and from work shall not be considered as time worked.

5. On-call status and pay is to end 30 minutes before the start of the clinical day.

PROCEDURE:

1. Contact the on-call technologist by telephone. If phone contact does not occur, initiate a page based on the information listed in smart web.

2. As a back-up, technologists are to leave the pager “ON” and within hearing distance at all times during an on-call timeframe.

3. If problems are experienced during the call back process, the Clinical Supervisor of the service should be contacted.

On Call Requirements and Procedure for Callback – Diagnostic Division:
10/88, 4/92, 2/97, 10/05, 7/07, 1/10, 1/14, 6/19
4. As a second back-up, should the on-call technologist not be reached, there are technologist home phone number listings at all of the reception desks, and in the resident call room. The listing can be utilized by the resident or a department staff to locate another technologist on the service, who would be requested to come in.

5. If the call back problem is not resolved, contact the supervisor.