

On-Call Phone Chart

*The on-call person is there for the assurance that help is available in emergencies.

Don't abuse the on-call phone and call for questions that can be answered during normal office hours.

Updated 3/3/2022
G:HR Info-HR Item / HR Info / On-call Phone Chart

Scheduling On-call Phone (717) 818-4609 ONLY FOR OUTSIDE REGULAR OFFICE HRS	Jodi 887-9292 Abby 434-4147 Cathy 855-3890 Rhonda 586-7140 Venessa 324-1563 Dana 586-0603 Julia 887-9290	IM On-call Phone (717) 434-3707 ALL INCIDENTS ARE TO BE REPORTED WITHIN 24 HRS	Maintenance On-call Phone (717) 881-1013 ONLY FOR OUTSIDE REGULAR OFFICE HRS	AD On-Call (717) 818-4607	911 Emergencies Call 911 Immediately Follow Emergency Guidelines	Senior IT Manager On-call Phone (717) 683-0190	
USE FOR:	USE FOR:	USE FOR:	USE FOR:	USE FOR:	USE FOR:	USE FOR:	
Calling off a shift or if you will be late	Call for any changes in medications before administering. the nurse must approve all MAR changes	Reporting death, suicide attempt, hospitalization including psychiatric, serious injury, and fire	Home issues related to maintenance that must be fixed right away, or emergency (example: fire)	Car/house concerns that are not maintenance related (water damage, relocation) or closure of a facility	<ul style="list-style-type: none"> - fast heartbeat (more than 120-150) at rest - allergic reaction, especially if there is any difficulty breathing (anaphylactic shock) - bleeding from any wound that won't stop - bleeding from the mouth, nose, vagina or rectum that won't stop - broken bones visible through an open wound, or a broken leg - chest or upper abdominal pain or pressure lasting 2 minutes or more - choking - confusion or changes in mental status, unusual behavior, difficulty waking, lethargy - coughing or vomiting blood - difficulty breathing, shortness of breath - drowning - drug overdose or poisoning - extremely hot or cold skin/body temperature - fainting, sudden dizziness, weakness - neck or back injury - new severe headache - numbness, or weakness of any part of the body - seizures that are new or uncontrolled - severe burns - severe or persistent vomiting or diarrhea - severe or sudden pain - someone is unresponsive or unconscious - speech changes including slurred speech or difficulty speaking - sudden blindness or vision changes - suicidal or homicidal feelings or statements - unusual abdominal pain <p>When calling, remain calm:</p> <ul style="list-style-type: none"> - Call 911 prior to calling supervisor or other agency staff members - Answer all questions & be sure to provide your name, phone number and location - Stay on the phone until dispatcher tells you to hang up 	<i>Emergencies only constitute if this is for Incident Management or Compliance purposes</i>	
If you have unapproved overtime and will need adjusted that day	Call before any OTC meds are given. The nurse must approve the MAR for any OTC meds given before they are administered.	Reporting rights violations, neglect, missing individuals, exploitation	If the air conditioner/heat stops working	individual issues/illnesses that results in an urgent care/emergency room visit or death		- chocking	Issues with any of the following: Printer/Scanner
Staff illnesses that cannot be called in during office hours	Call to report a medication error. You must call IM to report but the nurse needs to be informed	Reporting medication errors	If the roof is leaking, toilet running and overflowing, etc.	Behavioral outburst of an individual that is severe enough to cause resident/others harm or cause SEVERE property damage		- confusion or changes in mental status, unusual behavior, difficulty waking, lethargy	SetWorks/ChartMeds/EMAR
Contact on-call phone to see if needed at another program prior to leaving program you were doubled staffed at but not needed	Call LPN for all urgent care matters, Urgent care visits, ER & hospital admissions, and discharges. Copies of all paperwork from any appointment will be scanned to the nurses.	Reporting law enforcement activity or emergency closures Abuse/suspected abuse or Individual to individual abuse	If damage occurs to home or appliances that cannot wait to be fixed, such as a tree branch through the roof, etc.	Car accidents		- difficulty breathing, shortness of breath	Internet
				Elopement or missing individuals		- drug overdose or poisoning	
				Alleged staff working while under the influence		- extremely hot or cold skin/body temperature	
				When discharged from hospital, and it is after pharmacy hours, and need to go to a different pharmacy and need someone to pick up the med.		- fainting, sudden dizziness, weakness	
				If someone is sick after pharmacy hours and needs new med and needs them to be picked up.		- neck or back injury	
				If family has questions about minor illnesses & staff don't feel comfortable talking about it		- new severe headache	
				If the house key or key to meds is missing		- numbness, or weakness of any part of the body	
DO NOT:	DO NOT:	DO NOT:	DO NOT:				
Call to find out the schedule or who is working with you	Assume or diagnose anything! Ask questions so you can come to an appropriate conclusion. If you are unsure, contact their family doctor.	Forget to notify family members. Family must be notified for ALL incidents.	Call for light bulb changes, broken microwave, etc., outside of office hrs		- seizure that are new or uncontrolled	SwipeClock	
Call to get approval for out of county trips (this must be planned in advance)	Do not call nurse before you call 911 for any symptoms listed on the emergency guidelines document	Forget to complete IM report via SetWorks.	Call for a dripping shower/faucet, a clog that can be fixed with the plunger, etc.		- severe or sudden pain	Any other general IT problems	
Call to find out who is relieving you or for approval for visitors	Forget to notify family members of emergencies and medication errors (if they want notified)	Call IM before calling 911 for any symptoms listed on emergency guidelines.	Forget to report what program you are at & your name!		- someone is unresponsive or unconscious		
	Call for suspected abuse/abuse. This goes to the IM phone!	Call the Tremont St. Office or Pattison St. Office to report IM concerns.			- speech changes including slurred speech or difficulty speaking		