

# Beaumont

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Document Contact **Tracie Rusicka:**  
**Lab Quality**  
**Coord**  
  
Area **Laboratory**  
  
Applicability **Troy**

## Laboratory Procedures for On-Call Weekend & Holiday - Troy

Document Type: Procedure

### I. PURPOSE AND OBJECTIVE:

To provide adequate staff coverage on weekends and holidays, these procedures have been implemented for all shifts, both Inpatient and Outpatient. It applies to Phlebotomists, Lab Assistants and Medical Technologists.

### II. PROCEDURE:

- A. Phlebotomists, Lab Assistants, and Afternoon shift Medical Technologists will rotate weekends and holidays On-Call. Blood Bank Medical Technologists, day shift, will rotate holidays.  
On-Call hours are as follows:
  1. Day Shift, Phlebotomist & Blood Bank holiday: 3am – 8am
  2. Afternoons Shift Phlebotomist & Lab Assistant: 11am – 3pm
  3. Afternoon Shift Medical Technologist: 2pm – 7pm
  4. Midnight Shift Phlebotomist: 8pm – 12am
- B. The Lab staff receiving the call-in will note the appropriate information in the Call-In Logbook located in Specimen Reception. This communication must be given to the Shift Manager or Designate, so they can proceed with finding coverage for the shift.
- C. If the On-Call employee is unable to come in due to illness, they are expected to give 8 hours advance notice. This communication must be given to the Shift Manager or Designate, so they can proceed with finding coverage for the shift. Failure to do so may result in a No Call/No

Show occurrence of the Human Resources Attendance policy.

- D. If the On-Call employee is unavailable or unable to be contacted, it may result in a No Call/No Show occurrence of the [Human Resources Attendance](#) policy. The On-Call employee will then make up the on-call at the Manager's discretion.
- E. If the On-Call employee is notified at the expected start time, they must report to the appropriate area within one hour of being notified.
- F. The On-Call employee must report to the appropriate area, and is expected to work the entire shift of the scheduled person who called in. If the workload is low, with the approval of the Shift Manager or Designate, the employee may leave early.
- G. Please refer to the [On-Call Pay policy](#) for: General Information, Eligibility, Criteria, and Compensation.

### III. SHIFT MANAGER/LEAD/DESIGNATE RESPONSIBILITIES WHEN RECEIVING A CALL IN:

- A. Notify the shift/area on-call employee. The On-Call employee's phone number is listed on the Weekend Schedule posted on the Laboratory Administration bulletin board in the main hallway, and on the Weekend binder.
- B. Once the On-Call employee has confirmed that they will be in, the communication must be written on the Weekend/Holiday communication log on the weekend binder.
- C. If the On-Call employee does not respond, the Shift Manager or Designate will notify the Lab Supervisor On-Call or Phlebotomy Supervisor Designate On-Call regarding coverage and support. It will then become the Phlebotomy/Technical Manager's responsibility to find coverage, or to come into work themselves.
- D. The Shift Manager or Designate will evaluate the workload of the affected shift and assist in organizing a smooth effective operation.

### Approval Signatures

Step Description	Approver	Date
Lab Director	Elzbieta Wysteppek: Dir, Lab Operations B	4/26/2023
Policy and Forms Steering Committee (if needed)	Ilene Hirsch: Project Mgr Policy	4/20/2023
Policy and Forms Steering Committee (if needed)	Tracie Rusicka: Lab Quality Coord	4/20/2023

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