

TRAINING UPDATE

Lab Location: GEC, SGAH & WAH
Department: All staff

Date Distributed: 8/29/13
Due Date: 9/30/13
Implementation: 10/1/13

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:	
On Call Schedule	GEC.L18, SGAH.L20, WAH.L20 v002
Description of change(s):	
Section 5: <ul style="list-style-type: none">○ Update posting process○ Add tech in charge○ Update alternate number process	
This revised SOP will be implemented on October 1, 2013	

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training all sites (version 002)

Non-Technical SOP

Title	On Call Schedule	
Prepared by	Leslie Barrett	Date: 2/23/2009
Owner	Lori Loffredo	Date: 3/23/2011

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

TABLE OF CONTENTS

1. PURPOSE.....	3
2. SCOPE	3
3. RESPONSIBILITY.....	3
4. DEFINITIONS.....	3
5. PROCEDURE.....	3
6. RELATED DOCUMENTS	5
7. REFERENCES	5
8. REVISION HISTORY.....	5
9. ADDENDA AND APPENDICES.....	5

1. PURPOSE

To provide technical and administrative support to the Laboratory on weekends, holidays, and after hours.

2. SCOPE

Responsible staff is assigned to be on call in the event administrative, technical or staffing support is necessary.

3. RESPONSIBILITY

The Laboratory Operations Director is responsible for content and review of this procedure.

Laboratory Operations Directors, Managers, Supervisors and LIS staff are responsible for performing this procedure.

All Laboratory staff must have knowledge of and comply with this procedure.

4. DEFINITIONS

None

5. PROCEDURE

A. General Information

1. A pathologist is available 24 hours a day, 7 days per week. After working hours or on holidays and weekends, one pathologist will be designated “on call”. The on call pathologist is contacted in the event of a frozen section, a critical problem needing physician intervention or advice, or at the request of a staff physician.

2. The Laboratory Administrator on call staff includes Laboratory Operations Directors, Managers and Supervisors.

3. Laboratory Information Service (LIS) staff are on call after working hours, weekends and on holidays to resolve computer related issues.
4. On call personnel are required to be available via telephone or pager. Calls and/or pages should be answered within 10 minutes; response should never exceed 30 minutes.
5. On call staff may be required to report to the laboratory.

B. Process

1. The Pathology Assistant will provide an updated call schedule every Tuesday by 1500. This schedule is e-mailed to all Laboratory directors, managers and supervisors.
2. The schedule is posted [by the Laboratory Administrative Assistant \(on the Lab Alert bulletin board at SGAH and at the laboratory Front Desk at WAH.\)](#) This duty may be delegated as appropriate.
3. Additional copies may be posted elsewhere in the laboratory by laboratory supervisors.
4. On call is assigned for various areas of the laboratory:

Pathologist –

Evenings, nights and weekends, rotation begins on Wednesday

Physician Assistants –

Saturday & Sunday, all shifts

Lab Information Service (LIS) –

Monday through the following Sunday

Laboratory Administrator, (all sites) –

Monday through the following Sunday

5. The Group Lead [or Tech in Charge](#) determines if and when the appropriate on call personnel needs to be notified based on the current situation.
6. A phone call is placed to the assigned person's [designated](#) phone number first. If no answer or an answering machine picks up, the caller is to then [use the alternate number \(cell or pager\)](#) posted on the call schedule.

NOTE: A response to a page is expected within 10 minutes and no later than 30 minutes (only in extenuating circumstances).

7. All supervisors are to have effective staffing in place. The purpose of the administrator on call is to manage physician or administrative concerns, not to make staffing adjustments.

6. RELATED DOCUMENTS
N/A

7. REFERENCES
None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L025.01		
000	3/23/2011	Update owner Sections 3,5: Update position titles	L. Barrett	L. Loffredo
001	8/27/2013	Section 5: Update posting process, add tech in charge, update alternate number process	L. Barrett	L. Loffredo

9. ADDENDA AND APPENDICES
None