TRAINING UPDATE

Lab Location:	GEC, SGMC & WAH	Date Distributed:	3/2/2017
Department:	Core Lab	Due Date:	3/21/2017
		Implementation:	**3/21/2017**

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
On Call Policy   **SGAH.L947 v1**

Description of change(s):
Section 5: add requirement to check with GL/TIC before leaving This revised SOP will be implemented on March 21, 2017

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

Quest Diagnostics
Site: Shady Grove Medical Center, Washington Adventist Hospital.
     Germantown Emergency Center

Title: On Call Policy

Non-Technical SOP

Title	On Call Policy	
Prepared by	Leslie Barrett	Date: 12/6/2016
Owner	Robert SanLuis	Date: 12/6/2016

Laboratory Approval

Print Name and Title	Signature	Date
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review:

Print Name	Signature	Date

Form revised 3/31/00

SOP ID: SGAH.L947
SOP version # 1

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1.   PURPOSE

This policy provides guidelines for on-call staff.

2.   SCOPE

This policy applies to non-exempt employees in all areas of the laboratory.

3.   RESPONSIBILITY

All laboratory employees must comply with this policy.
Supervisors and managers are responsible for designating on-call staff using a rotating system.

4.   DEFINITIONS

On-Call: A period of time, designated by the employee's supervisor, that an employee is off the premises and the employee is able to use the time for their own purposes but the employee must be available to work when needed. This work may include intermittent business-related activities such as taking phone calls, performing computer work, and all related activities outside of scheduled working hours.

On-Call Pay: A rate of $1.50 per hour is paid for all hours On-Call. Shift differential is not applicable and on-call pay is not paid for actual hours worked (see Call Back Pay).

Call Back Pay: Normal hourly rate (plus differential, if applicable) for all hours worked plus time in transit, when employee is called back to work. Employees will be paid for a minimum of three hours if time actually worked plus time in transit does not equal three or more hours.

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5.   PROCEDURE

A. On-Call Process
1. On-call employees will be designated on the schedule.
2. On-call coverage period will be for 4 hours prior to and 4 hours after the scheduled shift or other period as determined by the supervisor in advance of the on-call shift.
3. The on-call employee must check with the group lead or tech-in-charge (TIC) before leaving the facility. The Call-Back section of this policy will apply if the on-call person is required to stay on-site.
4. The employee must 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 hours are not considered hours worked and are not included in the calculation of overtime hours.
6. If during an On-Call period an employee is required to travel to their work site or another work site, refer to the "Call-Back" section of this policy.

B. Call-Back Process
1. The supervisor, manager, group lead or TIC will determine if the on-call employee will be required to report / stay on-site.
2. Once contacted, the On-call employee will report to work within 2 hours, although extenuating circumstances may apply when appropriate (weather or traffic emergencies that impede the person's ability to get there on time).
3. The WFC Code that should be used for this entry is "Login". Please refer to the WFC training module for specific WFC entry details.
4. Shift differential, if applicable, will be paid only on hours actually worked.
5. Only the hours actually worked (including hours paid in transit) will count towards the calculation of overtime.
6. Reimbursement of mileage, round-trip from home to work, will be paid at the prevailing IRS mileage allowance.
7. If the employee is called back to work more than once during the period of time considered the three-hour minimum, it is regarded as part of the three-hour time frame.
8. An employee regularly scheduled for second or third shift that is called back to work for the first shift will receive their regularly scheduled shift differential for those hours as well.

6.   RELATED DOCUMENTS
Employee Handbook Compensation Policies, Quest Diagnostics

7.   REFERENCES
N/A

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Quest Diagnostics

Title: On Call Policy

Site: Shady Grove Medical Center, Washington Adventist Hospital.
       Germantown Emergency Center

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
1	2/28/17	Section 5: add requirement to check with GL/TIC before leaving	L Barrett	R San Luis

9. ADDENDA AND APPENDICES
None

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