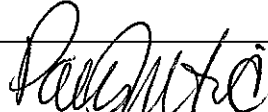


Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Residential
Standard Title	Nursing Services On-Call
Regulations	14 NYCRR 633
Original Issue Date	11/19/2014
Latest Revision Date	11/23/2022
Number of Pages	2
Attachments	
Approved by: Paula Jubic, Executive Director	

Standard:

Catholic Charities Disabilities Services will provide 24/7 nursing support to its residential programs. CCDS will ensure 24/7 nursing support using Virtual Medical Care, PC on evenings, weekends, and holidays. In nursing shortages, this service may be asked to provide coverage to some IRAs during daytime hours.

Procedure:

1. Between the hours of 8:00 AM and 4:00 PM Monday through Friday, excluding recognized holidays, if a Registered Nurse needs to be contacted because of an individual's illness or injury, staff will call the Registered Nurse assigned to that residence as the primary call.
2. If the Registered Nurse assigned to their program is not available and/or does not return a phone call within fifteen minutes, staff are to call the Nurse Manager.
3. Between the hours of 4:00 PM and 8:00 AM Monday through Thursday, from 4:00 PM Friday until 8:00 AM Monday, and on agency observed holidays, if a Registered Nurse needs to be contacted because of an individual's illness or injury staff are to call the on-call nursing service, Virtual Medical Care, PC at 1-716-395-3559.
4. All procedures for contacting Administration on-call in the case of an individual's illness or injury remain in place in addition to the Nursing On-Call procedures.
5. In the event that nursing on-call is contacted for an injury, the Registered Nurse assigned to that program should complete an assessment on the individual within 24 hours, or the next business day if on a weekend or holiday.

6. In the event of the following medical emergencies, 911 should be called immediately to transport to the hospital for further care/evaluation. Staff should then follow procedures for contacting Administration on-call.
 - a Unresponsiveness
 - b Choking
 - c Difficulty breathing
 - d Severe bleeding
 - e Chest pain
 - f Individual fell and hit their head
 - g Staff suspects the individual hit their head during a fall
 - h Poisoning
 - i Allergic reactions
 - j Unusual or new seizure activity
 - k Symptoms of a stroke
 - l Bloody vomiting or diarrhea
 - m Sudden change or loss of vision

7. A General Event Report (GER) must be completed anytime an individual is sent to the hospital/emergency room/urgent care or receives care beyond first aid.