



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Nursing		
Document:	Departmental Policy and Procedure		
Title:	Nursing On – Call Assignment		
Applies To:	All Nursing Staff		
Preparation Date:	January 08, 2025	Index No:	NR-DPP-064
Approval Date:	January 22, 2025	Version :	2
Effective Date:	February 22, 2025	Replacement No.:	NR-DPP-064(1)
Review Date:	February 22, 2028	No. of Pages:	02

1. PURPOSE:

- 1.1 To meet patient needs with the same quality care.
- 1.2 To provide coverage in times of need for staff.

2. DEFINITONS:

- 2.1 Nurse On-call is attuned to the needs of both patient and their physician, and the goal at all times is to provide the highest level of care possible. A designated period of time, outside of designated hours of operation, during which staff nurse are available to respond to patient care needs for unplanned circumstances or urgent or emergent procedure.
- 2.2 On-call hours worked is the actual time the on-call nurse is called in the facility as needed.

3. POLICY:

- 3.1 The work unit has an established rotation where different staff nurse share responsibility for being ready to return to work for a specified period of time when called. On-call status in a work group must be regularly shared by more than one staff nurse on a rotating basis.
- 3.2 On-call staff will be scheduled monthly by Head Nurse and the schedule will be available in Nursing Office and in the unit.
- 3.3 Off duty staff will be considered as on-call for 24 hours as scheduled. Label as "O" in the on-call schedule form for 24 hours on-call.
- 3.4 In cases where no off duty staff scheduled on a particular day, head nurse will schedule the on-call per shift. Label as "A" for Morning, "P" for evening or "N" for Night on-call.
- 3.5 During administrative duty hours, the head nurse will coordinate with the nursing supervisor to inform the on-call staff.
- 3.6 During Evening, night and weekend duties, the charge nurse will coordinate with the rotating nursing supervisor to inform the on-call staff.
- 3.7 The staff nurse must acknowledge the mobile call within a fairly short period of time (such as 15 minutes) or as designated by the department.
- 3.8 If called back, the staff nurse is obligated to report to work capable of performing normal duties and other duties as may be reasonable under the criteria.
- 3.9 Staff nurse who receives call is expected to arrive to work within 20-30 minutes of the time called.
- 3.10 Inform the Supervisor once arrived in the hospital.
- 3.11 Number of hours stayed in hospital will be recorded.
 - 3.11.1 The number of hours will be compute, once it reached 8 hours it will be converted to extra day off.
- 3.12 On-Call time duty hours shall not be counted as time worked for the purposes to determining eligibility of overtime.
- 3.13 Nursing Administration maintain records which document the hours each staff nurse was on-call.

4. PROCEDURE:

- 4.1 The staff nurse on-call will inform the Supervisor on duty the time he/she arrives the proceeds to the ward/ unit of emergency.
- 4.2 After the procedure completed, the staff nurse will inform Supervisor on duty the time it finished.
- 4.3 The supervisor will record the time it finished.
- 4.4 The supervisor will arrange for the transportation of the on-call staff nurse.

5. MATERIALS AND EQUIPMENT:

- 5.1 N/A

6. RESPONSIBILITIES:

- 6.1 Nurse

7. APPENDICES:

- 7.1 N/A

8. REFERENCES:

- 8.1 Kingdom of Saudi Arabia, General Directorate of Health Affairs (AL – JOUF) Maternity and Children's Hospital [JF - MCH], 1437
- 8.2 Prince Mutaib Bin Abulaziz Hospital, Kingdom of Saudi Arabia 2018

9. APPROVALS:

	Name	Title	Signature	Date
Prepared by:	Ms. Manal Maseer Alshammari	Nursing Quality Member		January 08, 2025
Reviewed by:	Ms. Rasha Anwar	Nursing QM&PS Supervisor		January 13, 2025
Reviewed by:	Mr. Sabah Turayhib Al Harbi	Director of Nursing		January 15, 2025
Reviewed by:	Mr. Abdulelah Ayed Almutairi	QM&PS Director		January 16, 2025
Approved by:	Mr. Fahad Hezam Al - Shammari	Hospital Director		January 22, 2025