



Department:	Provision of Care		
Document:	Multidisciplinary Policy and Procedure		
Title:	How to Call a Physician		
Applies To:	All Healthcare Provider		
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1. PURPOSE:

- 1.1 To clarify positions and reporting relationship for everyone in the organization.
- 1.2 To help nursing managers track growth and changes in the organizational structure.

2. DEFINITIONS:

- 2.1 **Chain of Command** – is the line of authority that extends from the highest to the lowest level of the organization. It could be long or short. Broken line holds advisory or staff position.

3. POLICY:

- 3.1 The policy states that all health care team must follow the organizational chain of command, if physician is unable to respond immediately.
- 3.2 It is the responsibility of the physician (Resident/Specialist) to contact the consultant.

4. PROCEDURE:

- 4.1 Inform the physician when there are changes in patient's condition and/or there is a need for immediate intervention.
- 4.2 If the staff is not able to contact the person within three (3) attempts, he/she may contact the operator to call the physician through his/her mobile.
- 4.3 If the physician still did not respond, the nursing staff should follow hierarchy of chain of command until there is a solution to the problems:
 - 4.3.1 One: Junior/Senior Resident
 - 4.3.2 Two: Consultant
 - 4.3.3 Three: Head of Department/Section
- 4.4 Follow the nursing chain of command until the problem is resolved if there is lack of physician response to patient care needs or the physician is unavailable, does no respond to pager, or refuses to see the patient when called:
 - 4.4.1 One: Charge Nurse/Head Nurse
 - 4.4.2 Two: Nursing Supervisor
 - 4.4.3 Three: Nursing Director
- 4.5 Seek appropriate administrative support as outlined above to ensure that patient care needs are met in all emergency situations.
- 4.6 Document on the Nurse's Progress Notes the date, time, name of physician informed and the witness with an interval of 5 minutes to a maximum of 15 minutes. If no response, follow the chain of command to call the responsible person.

5. MATERIAL AND EQUIPMENT:

- 5.1 Telephone
- 5.2 Paging system

- 5.3 Mobile phone
- 5.4 Beeper
- 5.5 Organizational chart

6. RESPONSIBILITIES:

- 6.1 Nurse




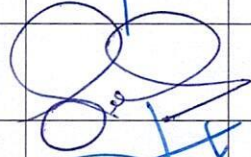


7. APPENDICES:

N/A

8. REFERENCES:

- 8.1 Lippincott Williams and Wilkins , The Lippincott Manual of Nursing Practice, 8th edition.

9. APPROVALS:

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