SIDDHARTH SERVICES, INC.

In pursuit of overall well being

After-Hours On- Call Incident and Emergency Reporting Protocol For HCP/Provider Designees

On Call PM Phone Number: 603-303-0917 **On Call NT Phone Number:** 603-416-5339

For medical related issues/concerns: If a true emergency, you have the responsibility to call 911 or immediately take your client to the Emergency Room. This is any situation which requires immediate response from Police, Fire, or Ambulance services. Otherwise, please ensure that your first point of contact for urgent medical questions/concerns is the On Call Nurse Trainer who will give you assistance/guidance. As good practice you should call both On Call PM and On Call NT when in doubt please call the On Call PM who will provide you with further guidance

When to use On Call?: During off-business hours only: 5:00pm-9:00am Monday-Friday, Saturday/Sunday, and any major holidays when the office is closed. You will call the On-Call Program Manager and On-Call Nurse Trainer instead of your assigned Program Manager or your Nurse Trainer for any Incident Reporting of Medical, Behavioral, or Urgent/Emergency matters which require immediate assistance.

The On-Call PM and The On-Call NT will ask you a series of questions to gather information and to give you guidance as to the next steps in communication.

What questions will be asked?:

1. Who is the client?
2. Who is the staff supporting the client?
3. What time did the incident happen?
4. Where did the incident happen (include address if residential)?
5. Who was involved in the incident?
6. What happened (details)?
7. What are the next steps (what guidance was given)?

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