

Classification: General	EMERGENCY DEPARTMENT POLICIES & PROCEDURES		
Yale-New Haven Hospital			
Title: Administration On-Call			Policy Number: A-3
Date Originated: 02/86		Approved by: ED Combined Leadership Committee	
Date Reviewed: 10/2015			Date Revised: 01/09, 10/14
Distribution: YNHH Emergency Services			Policy Type:
Supersedes:			

POLICY

Administration On-Call Schedule:

The purpose of the Administrator On-Call will be to assist physician and nursing staff in the emergency department in resolving difficult operational problems that cannot wait for the retrospective attention of appropriate staff members or working groups. While many routine administrative problems will be solved utilizing the staff present in the emergency department this process can be used if additional support is required

PROCEDURE:

General Guidelines:

- A. Concerns regarding medical providers or medical care issues should be directed to the site medical director
- B. Concerns regarding daily operations or nursing staff should be directed to the PSM.
- C. Some examples of when the medical director/PSM should be involved are:
 - a. Request for advice concerning unique situations.
 - b. When the Emergency Preparedness Plan (Disaster Plan) is activated.
 - c. When a Level I Security Access Plan is activated.
 - d. When a critical incident has been declared as called for in the protocol.
 - e. Any event involving the arrival of external media.

After Hours and Weekends

- A. During normal business hours and weekdays only, every effort should be made to contact onsite management to assist in problem resolution.
 - a. If onsite management is not available then the following process should be followed:
 - b. For medical provider/care issues:

- i. contact the site medical director, if no answer after two attempts or if urgent;
 - ii. contact the Vice Chair of Clinical Operations, if no answer after two attempts or if urgent;
 - iii. contact the Chair of Emergency Medicine
 - c. For nursing and/or operational issues:
 - i. contact the site PSM, if no answer after two attempts or if urgent;
 - ii. contact the Director of Nursing, if no answer after two attempts or if urgent;
 - iii. contact the Off-Shift Nurse Leader (OSNL)
- B. A list of contacts (Addendum A) will be kept at each site and staff will be educated on the location of the list.

Addendum A

Administrative Contact List

SITE	ROLE	NAME	TELEPHONE
SMC	Medical Director	Harry Moscovitz	203-376-9534
	PSM	Annie Figoras	860-306-7550
	OSNL		203-430-8204
SRC	Medical Director	Marc Shapiro	203-909-5806
	PSM	Kevin Sigovitch	203-506-9773
	OSNL		203-500-6627
YSC	Medical Director	Vic Parwani	203-627-2122
	PSM	Thom Saxa	203-868-6448
	OSNL		203-430-8204
Psychiatric Services	Medical Director	Matt Goldenberg	203-779-9671
	PSM	Rebecca Stanley	203-915-6006
	OSNL (SRC)		203-500-6627
	OSNL (YSC)		203-430-8204
All Sites	Chair	Gail D'Onofrio	203-858-5582
	Vice-Chair	Andy Ulrich	617-908-5623
	Nursing Director	Mark Sevilla	203-974-2564