

Friendly Reminders about the After-Hours Call Line

- Please circulate widely -

PURPOSE OF THE CALL LINE:

- ✓ The after-hours call line is for **emergencies and urgent issues**; please keep that in mind particularly for calls placed after 11pm. Call group members are sleeping in the middle of the night—to prevent burn out we want to make sure calls they receive are urgent!
- ✓ Unless the resident's MRP (Most Responsible Physician) has requested to be called, e.g. in a palliative situation, please use the LTCI After-Hours line rather than calling the MRP after hours.

ANTICIPATING & PRIORITIZING ISSUES:

- ✓ Please anticipate any potential calls to the on-call physician, by **prioritizing any urgent issues** to be dealt with during the day, but especially before 10 pm, if possible. Please ask your colleague at shift change.
- ✓ Prior to making a call, in addition to completing the SBAR form, **please ask**: Could the call/issue wait until the next day to be dealt with by the MRP?

PALLIATIVE ORDERS:

- ✓ **The most common reason for calls between 11pm and 7am is for palliative orders.** If you suspect that the **resident may become palliative**, please obtain palliative orders in advance, to be activated when required. Please ask your colleague at shift change.

PRONOUNCING DEATH:

- ✓ **It is within RN and LPN scope of practice to pronounce death without a doctor's order** (as per CRNBC¹ and CLPNBC²)—even for an unexpected death. However, your facility may have specific rules governing who can pronounce death under what circumstances. Therefore, if the circumstances of the death do need to be discussed with the physician-on-call, please use your best judgement as to when to place the call (i.e. could it wait until the morning to inform the on-call physician, or the MRP?)
- ✓ We encourage facility staff teams to discuss any relevant, site-specific policies relating to the pronouncement of death.

ER TRANSFERS:

- ✓ Please call the after-hours line **prior to transferring a resident** to emergency, when possible. LTCI physicians are committed to attending on-site when required, which may help prevent an avoidable transfer.

COMPLETED SBAR FORMS:

- ✓ Please remember to fax completed SBAR forms to the MRP **AND** the on-call physician for their records.

THANK YOU for your ongoing support of the LTCI and the after-hours call system!

Questions and feedback are always welcome: VictoriaSouthIsland.LTCI@divisionsbc.ca

¹ www.crnbc.ca/Standards/FAQs/Pages/ClientCare.aspx

² [https://www.clpnbc.org/Documents/Practice-Support-Documents/Entry-to-Practice-Competencies-\(EPTC\)-LPNs.aspx](https://www.clpnbc.org/Documents/Practice-Support-Documents/Entry-to-Practice-Competencies-(EPTC)-LPNs.aspx)