



**NEPHROLOGY PROGRAM
DEPARTMENT POLICIES AND PROCEDURES**

**Biomed Neph - Section 02 - Administrative Policies - Neph Tech 2-01
On Call Standards**

No.: 01062 (TOH Standardized Policy Number)

ISSUED BY:

Nephrology Technical Practice Committee

DATE OF APPROVAL:

N/A

APPROVED BY:

Program Clinical Director and Division
Head

LAST REVIEW/REVISION DATE:

2017/01

CATEGORY:

Administrative Policies

IMPLEMENTATION DATE:

2008/07

POLICY STATEMENT:

- On-call standards for the Biomedical Nephrology Technologists at The Ottawa Hospital (within the Regional Nephrology Program)

PURPOSE:

- To identify the expectations of the Biomedical Nephrology Technologists assuming on-call responsibilities for the Nephrology Program
- To identify the training process that is put in place to prepare a Technologist to assume on-call responsibility
- To provide guidelines to the Technologist to ensure that his/her technical skill and ability related to on-call is maintained
- To confirm the process for submitting call back hours to the Technical Manager

DEFINITION(S): N/A

ALERTS: N/A

PROCEDURE:

1. EXPECTATIONS:

- All Biomedical Nephrology Technologists, who are either full time or part time are expected to assume and fulfill their equal share of on-call assignment for the Nephrology Program
- Biomedical Nephrology Technologists will be assigned on-call after working in dialysis for 3 months and after completion of on-call training
- The first on call assignment occurs once approved by the Technical Manager

2. ON CALL TRAINING:

- Each Technologist preparing to assume on- call for the first time will participate in an orientation session. Orientation sessions will typically run for 7.5 hrs. Orientation may be extended as deemed necessary by the Technical Manager
- On-call training shall consist of but not limited to:
 1. Performing a variety of off-unit set-ups under the supervision of an experienced Technologist at the Civic and General Campuses
 2. Must be capable of performing off-unit set-ups without supervision for at least one month
 3. Becoming familiar with technologies used by home Hemodialysis patients as well as guidelines for after-hours support under the supervision of an experienced Technologist

3. MAINTAINING TECHNICAL SKILLS AND ABILITIES:

- It is the responsibility of each Technologist to maintain his/her technical skill and ability and to identify any learning needs
- It is permissible to swap the on-call shifts. Such swaps must be submitted 24 hours in advance to the Technical Manager (or his delegate) so that the paging system roster can be updated
- It is not permissible to give away on-call assignment unless required due to a sick call or emergency leave pre-approved by the Technical Manager

4. ON CALL ASSIGNMENT:

- The on-call assignment is posted with each new rotation in the TECHNICAL FOLDER on the “V” drive
- On call assignment is from 18:30 to 06:30 the next day as:
 1. Seven (7) days a week to respond to breakdowns with the main water treatment systems and distribution loop (when preventing Hemodialysis treatments from taking place)
 2. Saturday evening to Monday morning to support the nursing staff with off-unit treatments at the Civic and General Campuses

3. Seven (7) days a week (until 23:00) to provide phone support to the Home Dialysis Unit nursing staff (and home patients)
 - It is the responsibility of the RN or the CAOS (Clinical Administrator on Site) to contact the Technologist to come in to complete the machine set up (connecting the equipment, setting-up the dialyzer and bloodlines as well as completing the self-test) for off-unit treatments
 - The Technologist does not come in to set up the circuit if the machine is already installed at the patient's bedside for off-unit treatments
 - The Technologist will stay until the RN has connected the patient to the equipment and for the first half hour of the treatment to ensure that all is working properly for off-unit treatments

DOCUMENTATION:

- Following the completion of the work, the Technologist shall enter all required information on the "Call Back Payment Request Form" and send it by e-mail to the Technical Manager (or his delegate as indicated by the Technical Manager)
- The form must be sent out before leaving the work location on the same day
- The NephroCare work order number must be entered on the submission form
- The Technologist must indicate if the hours are to be paid or to be banked

RELATED POLICIES / LEGISLATION: N/A

1. Nephrology Policies and Procedures – Policy # 01060 - Equipment Maintenance - [Biomed Neph - Section 01 - Equipment Maintenance - Neph Tech 1-07 NephroCare Work Orders](#)

REFERENCES:

1. Call Back Payment Request Form, Revised March 12, 2013. [Click here](#) to access Form
2. OPSEU Collective Agreement

COMMENTS / SIGNIFICANT REVISIONS: N/A