



# Mental Health Emergency Center

<b>Title:</b> On-Call Coverage		<b>Document Number:</b>
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<b>Scope:</b> <input checked="" type="checkbox"/> Mental Health Emergency Center (MHEC)		

## ON-CALL COVERAGE

### POLICY STATEMENT

To describe the responsibilities of Staff Members who provide on-site call coverage services to Medical Center patients. All capitalized terms not defined in this Policy shall have the meaning set forth in the Medical Staff Bylaws.

#### 1. ON-CALL COVERAGE

##### 1.1 Participating Staff Members.

As provided in the Medical Staff Bylaws: (a) all Active and Associate Medical Staff Members must participate in Emergency Department back-up and other specialty coverage in accordance with Medical Center policies and/or as requested by the Medical Executive Committee; and (b) the Medical Executive Committee may require the participation of Courtesy Medical Staff Members and Advanced Practice Clinician Staff Members in Emergency Department call coverage under certain circumstances, including but not limited to gaps in coverage related to a particular specialty. A Staff Member may be released from the obligation to participate in Emergency Department call coverage as set forth in the Medical Staff Bylaws or as otherwise provided by the Medical Executive Committee in its discretion.

##### 1.2 On-Site Coverage

The Medical Director or his/her designee shall coordinate a schedule that ensures at least one Medical Staff Member is on-site at the Medical Center to respond to calls for patients admitted to the Medical Center or presenting in the Medical Center's Emergency Department (the "On-Call Staff Member").

##### 1.3 Simultaneous Obligations.

The On-Call Staff Member may not assume other simultaneous on-call obligations or participate in activities (such as elective procedures) that may interfere with such Staff Member's obligation to respond in a timely manner.

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**1.4 Call Response Times.**

The On-Call Staff Member must respond in-person within thirty (30) minutes of receiving a page/call.

**1.5 Failure to Respond.**

If an On-Call Staff Member fails to respond to a page from Medical Center personnel, or fails to appear in-person to the Emergency Department as requested, Medical Center personnel will contact one or more of the following individuals (listed in order of priority): (a) the Staff Member's alternate if designated; (b) an available associate of the Staff Member who practices in the same specialty; and (c) the Medical Director. In the absence of an appropriately qualified alternate Staff Member, the Administrator, the Chief of Staff or the Medical Director has the authority to call any Medical Staff Member with the Clinical Privileges necessary to assume the care of a patient(s).

**2. FAILURE TO COMPLY**

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Failure to respond as provided in this Policy may result in remedial action under the Medical Staff Bylaws. In addition, the failure of an On-Call Staff Member to respond to a call or to come to the Emergency Department in person may expose the Staff Member to liability under EMTALA.<sup>1</sup>

**REFERENCES:**

**Federal Statutes**

- 42 U.S.C § 1395dd(d)(1)(c).

**Wisconsin Administrative Code**

- Wis. Admin. Code DHS §124.24 (2016).

**FORM(S):**

None

**MEDICAL EXECUTIVE COMMITTEE APPROVAL:**

**BOARD OF DIRECTORS APPROVAL:**

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<sup>1</sup> 42 U.S.C § 1395dd(d)(1)(C).