

Emergency and On Call Duties

During rotations on the MTU and on certain inpatient subspecialty rotations, you will be required to participate in both emergency room care and ward coverage. Sometimes you may have a junior resident working with you. **Up to one night in four will be spent “on call.”**

Unless you have no resident staff working with you, the Medicine Clerkship Committee asks that clinical clerks do not call staff physicians between 2300 and 0730 hours. Calls during those hours are by definition of an urgent or emergent nature. Consequently, such contact is more appropriately made by resident staff. That individual will be better able to summarise the problem at hand in a succinct and relevant manner. The resident, being more experienced than the clinical clerk, will also be able to answer critical questions in an unequivocal manner. This request is not meant to denigrate the enthusiasm or the skills of the clinical clerks. Rather, it is made in response to the observation that many clinical clerks have been unfairly asked to be the “messenger” when discussing acutely ill patients or those with whom critical developments had occurred. Such a role goes beyond that which can be reasonably expected of a third-year medical student.

Pregnancy and Call

We will adhere to the PARA rules.

Clerk on-call responsibilities

- 1) MTU rotations (4 weeks)
 - The student is expected to be on-call approximately 1/4 nights in their 28 days on the MTUs.
 - This will include one Friday, Saturday and Sunday (usually as a Friday/Sunday and Saturday combination).
 - Due to the complexity of the MTU call schedule, specific requests to work (or to be off) certain days for personal preference cannot be accommodated. Any **special requests (i.e. no call on specific weekends) must be provided to Arsh a minimum of 8 weeks in advance.** The MTU schedule is distributed with a deadline date to give clerks an opportunity to arrange their own call switches with another clerk from their own team. Only 2-way switches are allowed, so as not to affect anyone else’s call but the 2 people who are switching. **Once clerks arrange a switch, they have to have the call changes approved by the scheduler.** Arsh Hansra (ArshpreetKaur.Hansra@albertahealthservices.ca) is the scheduler for FMC/PLC/SHC.
 - Monica Horne (Monica.Horne@albertahealthservices.ca) makes the MTU clerk call schedule for RGH, which you will be provided with when you begin that rotation. Any **special requests (i.e. no call on specific weekends) must be**

provided to Monica a minimum of 8 weeks in advance. Please read RGH MTU Resident Orientation Pamphlet on OSLER prior to start, particularly the section on patient confidentiality.

- If your first day of MTU falls on a Monday Stat holiday only those scheduled on call need to come to MTU. If you work the STAT you will be scheduled a day in lieu.
- a) Additional guidelines particular to the call schedule while on MTU
- Once the call schedule is made, you can only switch nights with a clerk on your own team.
 - There can never be a weekend day that has no team coverage (either junior or clerk). There are no exceptions to this rule, for example, if there is a junior from Yellow and no one from Blue, there must be a Blue clerk on. This is for continuity of patient care – someone needs to know the team. Staff and seniors are often cross covering and do not know the team well.
 - Depending on clerk numbers there may be some nights that are double covered by clerks.
 - There is only one clerk call room at each site. If there is no call room for the designated second clerk, they may be able to use an empty junior call room (check with your team). If no call room is available, they may be excused from call at 11 pm but will be expected for a full day of clinical work the following day (i.e. no post-call day).

2) Inpatient subspecialty care

- The student may be expected to be on-call up to 1/4 nights in their 28 days on these services.
- Unless a call room can be provided by the service, the expectation is that the clerk be available to the service until 11 pm.
- This will include at least one Friday, Saturday and Sunday.

***** Failure to comply with on-call responsibilities will be viewed as a serious breach of professional behaviour and may result in an unsatisfactory evaluation.**

The so-called “26 Hour PARA Rule” whereby residents may leave the hospital following a night of in-house call **does** apply in principle to clinical clerks, appropriate sign-over is expected to occur prior to departure and it is expected that any new admissions are reviewed with the MTU staff physician prior to your departure.

Clerks working on a statutory holiday will be allowed to take a day off in lieu. This must be taken on the same rotation i.e. if you worked a holiday on MTU, the day-in-lieu must be taken during your MTU rotation. This day in lieu may be scheduled for you. If not, please talk to your preceptor or resident to pick an appropriate day. **Clerks who are not on call during statutory holidays are NOT expected to come in to work.**

As per the clerkship work hours policy:

“If a student is assigned call on a statutory holiday, an in lieu day (or one less weekend call day) will also be assigned in order to assure fair scheduling for students. The in lieu day will be assigned taking into account needs for patient care and educational activities. It must be assigned during the rotation that includes the statutory holiday. If a student is “post-call” on a statutory holiday, NO in lieu day will be assigned.”

Clerks cannot be on call, evenings, or nights the day before the final examination. Students should be relieved by 1700 hours.

If on call the last Sunday of any Internal Medicine Rotation (MTU or selective), prior to starting a new block (peds, family, etc.), the clerk should be relieved by **2300 hours**.

“On Call” Rooms for the MTU rotation (FMC, PLC, RGH, SHC):

PLC - There are 5 call rooms for Internal Medicine at the PLC. They are on the basement level in the northwest corner of the hospital (below Second Cup). They can be accessed by taking the elevator down one floor; again just past the Second Cup. You may also get there from the basement level by taking a somewhat circular route (get one of the juniors or seniors to show you).

Your ID access card will get you in the main door. Once in the "call room area" there is no further card access needed. The rooms are officially unlocked and can be locked from the inside. There is one shared bathroom/shower per 2 call rooms. Each call room has a phone and a computer. There is a lounge area with a fridge/food/TV.

The call rooms are:

1. Senior - 0729
2. Junior #1 - 0728
3. Junior #2 - 0711
4. Junior #3 - 0721
5. Clerk - 0725

The Junior #3 room is given to the clerk if there are 2 clerks and only 2 juniors on call.

FMC – There is a call room for clerks in G17A in the main building. The lockbox number is 9876. Please remember to return the key when no longer using the room. If the room is in use due to 2 clerks being on call overnight, 1 of you should go home at 11pm, we do not want you sleeping in your car or some other unsafe space. Just let your team and attending know. FMC Security can let clerks into call room if they show their ID badge, but this is a last resort only to be used in an emergency situation.

Junior Resident call rooms can be used by clerks if one is free. The junior resident call rooms are Main EG 19D and 19E (info on wall in U36 teaching room). Clerks should have access via their swipe cards.

RGH- Call Room Information for clerks:

Clinical Clerk Call room 4596 is in the Residents' Lounge on the second floor. The access code to the call rooms is 1234*

Amber Call Room: Medical Education – 4594

Purple Call Room: Medical Education – 4586

The Amber and Purple call rooms can be used by either a resident or a clerk. Call rooms for clerks/residents are located on the 2nd Floor of the Mobile Units at RGH. Contact: Monica Horne.

SOUTH HEALTH CAMPUS - UNASSIGNED CALL ROOM USAGE GUIDELINES

ASSIGNED call rooms are: 670117 and 670118 – 6th floor, adjacent to the ward; 570118 – 5th floor, but still convenient to the ward. First come first serve, not specifically assigned to Jr, Sr, Clerk, Clinical Assistant, etc.

PLEASE NOTE: one of the call rooms will be for a clinical assistant EVERY night.

Therefore, only TWO rooms are available for MTU house staff. In the event MTU has three house staff, e.g. Sr, Jr, and Clerk, one of those three trainees will have to use one of the unassigned call rooms on the second floor. If your access card does not get you into the 2nd level call rooms at night n call security to let you in and out as needed. Access cards can be updated at the card access office during weekday hours.

The following 8 call rooms have been designated as UNASSIGNED call rooms - 260137, 260138, 260139, 260140, 260141, 260142, 260143 (located on the 2nd floor)

1. Unassigned Call Rooms (UCRs) can be accessed for the following uses:
 - a. For sleep when coming off of night call.
 - b. As drop-down office space if users need a quiet place to study.
 - c. If all beds have been used, there is a linen cart in the hall, with extra linens available.
2. UCRs are not intended for extended use and cannot be reserved in advance. If a room is unoccupied, any approved user can access the room.
3. Please sign in on the “Sign Up” Sheet before using the Call Room. Please print clearly. This will signal to other users that the room is in use. In addition, to prevent unwanted entries while the room is in use, the deadbolt has been equipped with an “occupied/unoccupied” indicator that is engaged when the deadbolt is used (please see on OSLER - SHC Sleep Rooms Sign Up Sheet Room # Template).
4. Sign Out on “Sign Up” Sheet when you are finished using the Call Room. Please do not leave personal belongings in the UCRs as you would a dedicated call room.
5. Log any issues, concerns or feedback on the Issues Log on the bottom of the Sign-Up Sheets.
6. Requests to assign a particular UCR to a specific department will not be considered at this time. Utilization of all UCRs will be monitored and tracked to help assess whether or not future requests for a dedicated call room are appropriate.

CALL GUIDELINES FOR NON-MTU ROTATIONS

Updated April 2019

Rotation: Cardiology **Site: FMC**

Weeknight call expectations: 2 weeknights until midnight

Weekend call expectations: 1 weekend day

Call room details: None Available (Clerk leaves at midnight)

There is no formal call schedule. Meet with the other clerks at the beginning of the rotation to pick your call nights (there should not be more than one clerk on call at a time). Let the Cardiology resident/fellow know at evening sign-over when you are staying.

Rotation: Cardiology **Site: PLC**

Weeknight call expectations: 2 weeknights until midnight

Weekend call expectations: 1 weekend day

Call room details: None Available (Clerk leaves at midnight)

There is no formal call schedule. Meet with the other clerks at the beginning of the rotation to pick your call nights (there should not be more than one clerk on call at a time). Let the Cardiology resident/fellow know at evening sign-over when you are staying.

Rotation: Neurology **Site: FMC/SHC**

Weeknight call expectations: 2 weeknights per 2-week block

Weekend call expectations: 1 weekend day per 2-week block

Call room details: No call room, clerks leave at 11pm

Your call schedule will be provided to you by Cher Mitchell

(cher.mitchell@albertahealthservices.ca)

Rotation: ICU **Site: FMC/PLC/SHC/RGH**

Weeknight call expectations: 1 in 4 nights (In-house 24 hours)

Call room details: yes, one at each site

Students will create their own call schedule and submit their nights of call to Marcia Allen prior to the start of the rotation. They are responsible for choosing 6 nights of call: 3 weeknight calls and 1 Friday/Sunday and 1 Saturday. Marcia can be reached at marciajacqueline.allen@ahs.ca or by phone at the PLC ICU administration offices 403- 943-4308.

- The Clinical clerks room @ FMC is located on the main floor of the **ICU # 15103**. The resident's/clerks room computer ID is **~residents**. The punch code for the resident /clerks room is **18215** and the code for the resident/clerks computer will be **9725 star**
- PLC clinical clerks room is located near Unit 28
- Only one clerk should be on each night so that you can remain in-house (only one call room available)

Rotation: ICU
Site: RGH

Weeknight call expectations: 6 nights during the rotation: 3 weeknights and a Friday/Sunday and a Saturday (3 weekend nights). The call room is used by more than one service so call nights must be scheduled in advance to ensure availability. Clerks must submit nights that they are NOT available for call to 6 weeks prior to the start of the rotation.

RGH Call Rooms

There is an assigned **call room 4596** for Clinical Clerks in the Residents' Lounge. Follow signage to medical education and take stairs to second floor. Go up the stairs to the second floor. There will be a door with a keypad. The access code to the call rooms is 1234*. Other call rooms are room 4586 when on purple team. 4594 when on amber team.

RGH Lockers

Assigned lockers are located on the basement level between Ambulatory Care Holy Cross building and the Fisher Building across from Health Records. Please note that Clinical Clerks are not permitted to use the lockers in the Medical Education trailer and personal effects should not be stored on the unit.

****note that when post-call you are expected to come to the ICU at 0800 to hand over your patients from the previous night and can then leave at 1000. This is important for continuity of patient care.**

Rotation: Hematology
Site: FMC/PLC

Weeknight call expectations: 3 call days in a 2-week block

Weekend call expectations: No Call Expectations

Call room details: No call room available, sleeping in hospital rarely required.

It is your responsibility to organize your call days and report them to the Administrator Jeanne Sheldon at 944-1993 or (Jeanne.sheldon@albertahealthservices.ca).

Rotations: Endocrinology, GI, GIM Consult, Geriatrics, Infectious Disease, Nephrology, Oncology, Rheumatology, Respiriology: No call expectations.