

# 24 Hour On-Call Assistance Guidelines

*Redi-Nurse's* regular business hours are Monday through Friday from 8:30 am to 5:00 pm, except on company holidays. Outside of regular business hours we have an on-call nurse available for medical issues and a coordinator for non-medical issues.

## After Hours Health Care

*Redi-Nurse's* is available 24 hours a day, 365 days a year. An on-call nurse is always available to accept patient calls, referrals for service and to arrange services for urgent patient issues.

## Weather Concerns

During inclement weather conditions, *Redi-Nurse* will do everything we can to meet our patient's and client's needs. When streets are unsafe for travel or the local authorities limit travel, we will notify patients of scheduling issues and develop an alternate plan for care. Through our Emergency preparedness plan for the agency all patients are prioritized by their level of skilled care needed and attended to by an acuity level.

## Basic On-Call Guidelines

*Redi-Nurse* is always available 24 hours a day, even after normal business hours. If a patient or client experiences a change in their medical condition, please contact your *Redi-Nurse* office so we can determine if further care or action is needed. *Redi-Nurse* professionals can be reached at 1-800-640-3255.

*Redi-Nurse* staff, do not carry medications nor can they administer treatment or medication not ordered by the patient's Florida licensed physician.

## Situations That Require Emergency Medical Attention: Call 911

- **Chest Pain**-Chest pain usually indicates that the patient requires immediate medical attention. Contact 911 and seek emergency medical care.
- **Respiratory Distress**- Respiratory distress usually indicates the patient requires immediate medical attention. Contact 911 and seek emergency medical care.
- **Falls or Injuries**-Contact 911 for immediate medical assistance.

## Call *Redi-Nurse* if These Situations Occur:

- **Elevated Temperature**-Contact the *Redi-Nurse* on-call nurse if the patient's temperature is above 100°. A home visit may be necessary.
- **Catheter Care**-Catheters usually are not an emergency unless the patient cannot urinate. If the catheter does not drain properly or comes out and the patient cannot urinate, call the *Redi-Nurse* on-call nurse. The nurse may need to make a home visit or schedule an early visit the next day.

- **Feeding Tubes**-Call the *Redi*-Nurse on-call nurse if a feeding tube comes out partially or completely. Do not try to replace it.
- **Any Change in Condition or Unusual Behaviors**-Call Redi-Nurse on-call nurse if you have any questions regarding your care.