

STANDARD OPERATING PROCEDURE- GUIDELINE

MIDWIFERY SICK CALL COVERAGE

SCOPE/APPLICABILITY:

This guideline applies to all OB-GYN Midwives.

PROCEDURES:

1. Midwifery Division Chief facilitates sick call unless a proxy is identified in Qgenda as “Sick Call Contact.”
2. CNM who needs coverage sends text message to Sick Call Contact
 - a. Can also call if no response within 30 minutes
3. Sick call contact:
 - a. Sends text message via Slack to group including PRNs asking for specific coverage.
 - i. PRN cannot cover clinic but could cover L&D. L&D or OBT CNM could be switched to clinic if PRN can cover L&D
 - b. Looks in Qgenda to see who is not already scheduled or on AL/PL/SL.
 - i. If no response from CNMs who are “off,” text or call them separately
 - c. While waiting for responses, considers who could be juggled from clinic/OBT/L&D
 - d. If need to cancel clinic, OBT, etc., contact Chief or Associate Chief to approve
4. Once coverage is facilitated, Sick call contact:
 - a. Emails Assoc Chief who will make changes in Qgenda at their earliest convenience.
 - i. If Qgenda changes are not made prior to covered L&D or OBT shift, person covering needs to opt in to role.
 - b. If a clinic change is necessary, emails Patricia Esquibel, Melanie Garcia (WHC Unit Director), and master scheduler (who will notify clinic to change template to provider covering the clinic schedule).
5. Informs folks that work is covered and thanks everyone.