

Richmond RCI Call Group

Call Shifts

- Weekly call shifts from Friday 1700 to the following Friday 0900:
 - After-hours from 1700-0900 Monday to Thursday
 - Weekends from 1700-0900 from Friday to Monday
 - All day on statutory holidays
- Call response time: maximum 2 hours
- On call physicians are expected to be located within Metro Vancouver while on call, as they are required to be able to visit a facility on site if needed

Call Schedule

- A 6-month call schedule will be coordinated by the Division twice a year
- Each RCI Physician will be required to take call, which will be equally allocated amongst the physicians, including long weekends and the Christmas holiday season
- Physicians are responsible for arranging trades/ coverage with another RCI physician, notifying the answering service of the switch and emailing Nerissa Tai at ntai@divisionsbc.ca with any changes in the schedule

Answering service:

- All facilities in our community will call *Personal Touch* answering service to be connected with the on-call physician; no cell phone numbers will be given out to facilities.
- The answering service will effort to connect with the on-call physician every 15 minutes for 45 minutes.
- It is best to take incoming calls from the answering service the first time as they will keep the caller on the line and patch them through directly to you.
- If the answering service is unable to reach you, it is your responsibility to call them to get the message information.
- **Call 604 527 8601 to reach the answering service**
- Any technical issues with the service, please call 604.525.8661 and ask for Dayna
- If the on-call physician does not respond to the call service, they will contact the RCI Physician Lead. If unavailable, the call service will work through the list of physicians in the call schedule.

Facility Staff Communication

- Facility staff will be asked to utilize SBAR as a guide before calling the RCI Call Group.

Documentation and Post Call Responsibilities

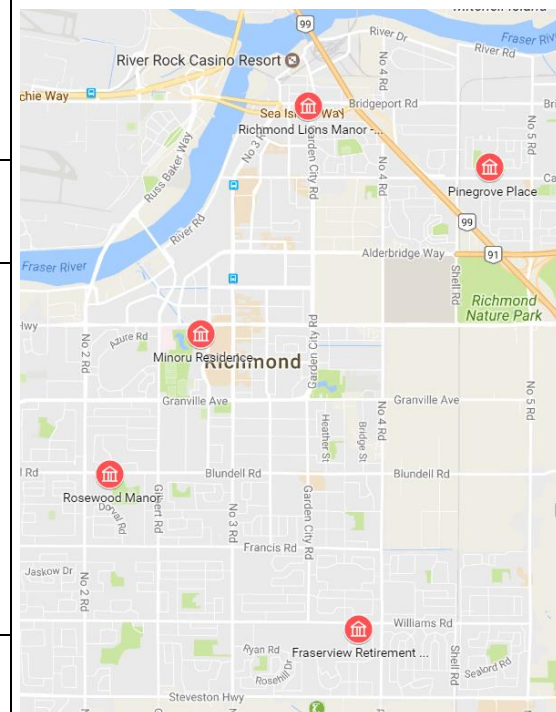
- Document the in-person visit outcomes as medically required and as per College standards
- On-call physicians are expected to discuss any major medical events with the residents' MRP the next business day (Tip: Remember to bill a 14077 conference code).

For administrative questions, contact:

Nerissa Tai
ntai@divisionsbc.ca
778.822.8278

Contact Information of Richmond Facilities

Name	Phone Number	Parking	After-hours access requirements
Fraserview	Public: 604.274.3510 Administrator/DoC: ext. 229 Nursing Desk 1 st Floor: ext. 224 Nursing Desk 2 nd Floor: ext. 225 A Wing Nurse: ext. 266 B Wing Nurse: ext. 251 C Wing Nurse: ext. 265	At front of building	Doors locked after 5PM After hours, let nurse know beforehand of arrival and ring to enter or use key code 9850
Lions Manor	Public: 604.675.2590 ext. 21850 RCC Cell Phone: 604.366.3786	At front and in parkade	Access swipe card which will provide access to building and parkade
Minoru	Public: 604.244.5300 1 West: Cell: 604.562.7694 or 604.244.5309 1 East: Cell: 604.506.6258 or 604.244.5319 2 West: Cell: 604.603.3749 or 604.244.5329 2 East: Cell: 604.562.4953 or 604.244.5339 3 West: Cell: 604.603.5214 or 604.244.5364	One RCI GP designated stall for the on call physician. Daytime use for RCI GPs on a first come first serve basis.	Ring buzzer, staff will release lock
Pinegrove	Public: 604.278.1296 Nursing Desk 1 st Floor: ext. 223	At front of building	Key code for front door is 1296* and/or ring the doorbell and the nurse will unlock the door
Rosewood	Public: 604.271.3590 Private: 604.614.9827	East parking lot is for families and visitors	Door buzzer at east, west and south entrances. Staff will release lock. Doors locked from 6 p.m. to 8:30 am.



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Nerissa Tai
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 778.822.8278