Infectious Disease Procedures

SUBJECT: PHN On-Call for C D	
TITLE: PHN on-call response procedures and expectations.	EFFECTIVE DATE:
REVIEW BY: Karen Steingart, M.D. Public health officer DATE:	PERIODIC REVIEW: Annually

Policy: It is the policy of Southwest Washington Health District to assure response to infectious disease and other public health emergencies 24 hours a day, 7 days a week.

Expectations of the PHN-call:

1. PHNs who have received training will rotate duties as PHN on-call throughout the year to assure coverage from a Friday at 5:00 PM through Monday at 7:00 AM and all holidays from the preceding day at 5:00 PM through the holiday to the day following at 7:00 AM. Administrator on-call is available during normal business hours as well as weekends and holidays.
2. Contact administrator on-call when notified of an event outside the PHN duties, infectious disease training or need for additional support and services.
3. PHN on-call must have the following:
   a) understanding of response expectations for public health emergencies;
   b) training in case investigations; and
   c) knowledge of current policies and procedures affecting infectious disease investigation
4. Work with your supervisor to assure coverage when you need to change your assigned on-call schedule or cannot perform expected duties.
5. PHN is responsible to assure the on-call pager and cell phone are turned on and operational during on-call period and have PHN on-call box available.
6. Access to Health District 2000 Fort Vancouver Way Building and Communicable Disease office.

Procedure

Prepare for On-call:

1. Pick up PHN on-call box and pager Friday or first day you are on-call by 5:00 PM from communicable disease office (Fran Cappa's room).

2. Review the books, forms and on-call list.

3. Confirm that PHN on-call red cell phone and pager is in box and in working order.

4. Review instructions for pager and cell phone.

5. Determine who the administrator on-call is for the time period.

6. Contact ID staff for a report of anything pending or needing work over the on-call period.

7. Contact TB staff for a report of anything pending or needing work over the on-call period.

8. IF DOT SCHEDULED FOR CLIENTS DURING ON-CALL PERIOD REVIEW WITH TB PHN APPROPRIATE MEDICATIONS TO BE DISPENSED TO CLIENTS.

During Call:

1. Carry the pager and phone with you at all times.

2. Have pager turned on at all times.

3. Respond to any calls or pages from staff, health care providers or other agencies.

4. Check reporting line in the following manner:

- Check every four hours or more often if needed
- Dial 397-8408 then press 1 (TB reporting) enter pass code (*147147) listen to messages
- Hang up
- Dial 397-8408 then press 3 (CD reporting) enter pass code (*147147) listen to messages
- Respond to or save messages

5. Document reporting line check-ins and any messages.

6. DOT or field activities:

   a) Call answering service and have them contact administrator on-call that you are leaving to do DOT and/or field activities
   b) Call answering service and have them contact administrator on-call that you are done with DOT and/or field activities.

7. Notify the Administrator on-call, Health Officer, Emergency Response coordinator and/or State epidemiologist when needed. (Refer to Attachment A).

8. Document all calls and activities.

Post-Call:

1. Return on-call box, phone and pager to ID office.

2. Debrief TB and ID PHN staff as necessary.

3. Debrief the Health Officer, ID supervisor, EHS or EPICS division directors as necessary.

4. Chart any medications administered.

Resources:

Pickering, LK, ed. 2000 Red Book: Report of the Committee on Infectious Diseases. 25th ed. Elk Grove Village, IL. American Academy of Pediatrics.

Chin, James, M.D., M.P.H., Control of Communicable Disease Manual. 17th ed. Wa. D.C. American Public Health Association.

Bryan, Frank, Ph.D., M.P.H., Procedures to Investigate Foodborne Illness. 5th ed. Lithonia, GA. International Association of Milk, Food and environmental Sanitarians, Inc.

Kortepeter, Mark, LTC. USAMRIID'S Medical Management of Biological Casualties Handbook. 4th ed. Fort Detrick Frederick, Maryland. U.S. Army Medical Research Institute of Infectious Diseases.