



After Hours Remote Clinic Call Out Procedure

Effective: 20 April 2016

1. Guiding Principles

The One Arm Point, Lombadina, Looma, Warmun and Kalumburu Clinics are designated remote area nursing posts that provides primary health care and emergency care service during business hours. Outside of business hours, remote area nurses are required to provide an on-call after hour's emergency service to the remote community.

The Kimberley Population Health Unit has a zero tolerance to workplace aggression and violence, and staff safety is paramount.

2. Procedure

- 2.1 **Personal safety is always the highest priority:** if staff feels that safety is threatened, leave, call police and / or community contacts immediately; and await support. Notify the Executive on call immediately and complete a [Safety Risk Report Form](#) and [Violence and Aggression Form](#) which are returned to the Remote Clinic Coordinator (RCC) once completed.
- 2.2 After hours calls are to be triaged through the phone/intercom and monitored via the security monitors.
- 2.3 The client is to be directed to attend the clinic the following day in usual working hours if deemed not an emergency.
- 2.4 A responsible person who is not under the influence of drugs or alcohol and with whom staff feels their safety is guaranteed, must be present throughout the consultation.
- 2.5 **Groups of people are not to be admitted to the clinic after hours.**
- 2.6 RANs are **NOT** to visit clients outside the clinic or in their home after hours unless the client's condition warrants that they not be moved e.g. spinal injury. **A lack of transport is not a valid reason for a community / home visit.**
- 2.7 In the event of aggressive or violent behaviour, implement LASSIE (see WACHS [Aggression Management](#) package.)
 - Listen and hear
 - Acknowledge the feelings of the person
 - Separate the person from others
 - Sit the person down
 - Indicate the options the person has
 - Encourage the person to choose a safe plan of action
- 2.8 When de-escalation doesn't work, retreat to a safe area; call for assistance from the police, other staff or community resources; utilise duress alarm to alert the community; Notify the Executive on call immediately on 1800 669 229.

3. Definitions

RAN	Remote Area Nurse
RCC	Remote Clinic Coordinator
EOC	Executive on call
After Hours	A period not encompassed by usual working hours
After Hours Emergency	A medical illness or complaint requiring immediate attention
Usual Working Hours	Monday to Friday 0800hrs to 1630hrs
Responsible Community Member	Warden, Police, Councillor, Chairperson or nominated escort that enable staff to feel assured of their own safety while attending to a client
Aggression	Verbal or physical abuse, threats, assaults or injury directed at staff, other clients, visitors as well as building or property

4. Roles and Responsibilities of the Remote Area Nurse

- 4.1 Triage and treat after hours emergencies at the clinic when it is safe to do so.
- 4.2 Do not admit groups of people into the clinic at night.
- 4.3 If de-escalation does not work, retreat to a safe area, call for assistance from the police, other staff or other community resources, then notify the Executive on Call. Complete a WACHS [Safety Risk Report Form](#) and / or a [Violence and Aggression Incident form](#) and send it to the RCC.

All Staff

All staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

5. Compliance

Depending on the circumstances, non-compliance with this procedure may constitute a breach of employment or contractual obligations, misconduct (under the Department of Health [Misconduct and Discipline Policy](#)), sexual harassment, discrimination, or some other contravention of the law.

Those who fail to comply with this procedure may face disciplinary action and, in serious cases, termination of their employment or engagement.

6. Evaluation

Monitoring of compliance with this document is to be carried out by RCC / Kimberley Population Health Unit, every two years using the following means / tools:

- Sentinel Events and/or CIMS reporting
- Safety Risk Reports
- Regional Clinical and Corporate Risk Committee
- Complaints Management System.

7. Legislation

[Occupational Safety and Health Act 1984 – Occupational Safety and Health Regulations 1996](#)

- This document is to put in place safety measures in order to comply with the Occupational Safety and Health Regulations 1996, Division 1

8. References

Department of Commerce, WorkSafe Guidance Note 2009 – Working Alone
[Occupational Safety and Health Regulations 1996](#)
[Workplace Violence or Aggression](#)

9. Related Forms

[Violence and Aggression Incident form](#)

WACHS [Safety Risk Report Form](#)

Datix Clinical Incident Management System ([Datix CIMS](#)) form

10. Related Policy Documents

Home and Community Visits Procedure

[Code Black – Personal Threat Response at Remote Area Clinics Procedure.](#)

[Emergency Escalation and Support for Remote Area Clinics Procedure](#)

11. Related Policies

Department of Health [Operational Circular OP 1821/04 Prevention of Workplace Aggression and Violence](#)

**This document can be made available in alternative formats
on request for a person with a disability**

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