

ALLEN PARISH HOSPITAL	Policy Number	AS-001-006
Hospital Wide Policy Name: Point Of Contact Individual	Effective Date	9/7/2016
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Approved by Administration: Approved by Board of Directors:	Approved Date	9/7/2016
Revised/Reviewed by:	Date	

Purpose: The purpose of the point of contact individual is to assure that hospital staff has someone specifically assigned to consult regarding issues/ concerns within the hospital during the hours as follows:

1900 P.M. - 0700 A.M. ----- Monday- Friday

0700 A.M. - 0700 A.M. ----- Saturday- Monday

Policy: It is the policy of Allen Parish Hospital that a Registered Nurse from the ED department, Acute Care Unit and the Recovery unit will alternately be considered Point Of Contact for the hospital during the hours stated above.

Procedure: The point of contact individual(s) will be assigned on a monthly schedule prepared and coordinated by the managers of each nursing unit. This schedule is to be posted on each unit for hospital-wide accessibility. The P.O.C. individual may be contacted directly by anyone in the hospital regarding issues/concerns.

- 1) The point of contact individual will assess the situation at hand and, if possible, make efforts to resolve the issue to the best of their ability.
- 2) If this issue is in a specific department and cannot be resolved by the point of contact, he/she will contact the manager for that particular department to request assistance with the issue at hand.
- 3) A decision regarding the appropriate method of resolving the issue will occur after a discussion between the manager and point of contact is completed.

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- 4) If a decision cannot be reached at that time, the point of contact will request further assistance and direction from the administrator on call.
- 5) If a decision cannot be reached at this point, the CEO of the hospital is to be contacted for assistance.
- 6) The point of contact report sheet is to be filled with complete details of the issue including persons contacted and resolution.