MEMO

TO: Charge Nurses

CC: Jessica Broussard, LCSW/COO; Connie Amy, RN/DON

FROM: Kali Babineaux, HR Coordinator

DATE: 7/30/2019

RE: Documentation of a Call In and Finding Replacement Procedures

Per policy HR 21: Attendance and Punctuality, all call in's must be submitted electronically by the immediate supervisor who took the call. The documentation of the call in should include date and time of the call in and the reason for the call in. The immediate supervisor will review the schedule and attempt to find coverage for that employee. Administrator on call will be contacted if attempts to find coverage are unsuccessful.

When attempting to contact employees, the timeclock systems will have the most accurate details of contact information as well as which employees are eligible to provide coverage. If an employee is not able to be pulled up in the electronic timeclock manager system, this is because they are out of compliance and should not be scheduled to work.

Please see attachments for the policy referenced as well as instructions on how to use the electronic manager timeclock system.

If you have any questions, do not hesitate to reach out to me. Thanks for all you do!

![Genesis Behavioral Hospital logo]	Policy Number: HR 21	Page 2 of 3
	Effective Date: 11/2010	
	Revision Date: 01/2018, 08/2018, 12/2018	

| Department: | Human Resources |
| Title/Subject: | Attendance and Punctuality |

E. Time off is subject to supervisory approval, department staffing needs and established departmental procedures. Supervisors should give approval or disapproval to the employee as soon as possible.

F. Employees are considered tardy when they fail to report to the assigned work site at the scheduled time. This includes returning late from breaks and lunch periods. Employees who expect to be late are to notify their supervisor. A late arrival of 30 minutes or more should be documented as a call-in.

G. Employees who are absent even after finding their own replacement for their scheduled shift without their supervisor's acknowledgement will be subject to disciplinary action.

H. Employees who are unable to report to work for their scheduled shift will need to contact their supervisor as soon as possible. Time requirements will be as follows:

1. Inpatient unit employees must give four hours notice (as a minimum) prior to scheduled start of work.

2. All other departments, the employee must give a minimum of two hours notice prior to scheduled start of work.

I. A Call In is submitted electronically by the immediate supervisor who took the call. The documentation of the call in should include date and time of and reason for call in.

J. The immediate supervisor will review schedules and attempt to find coverage for that employee. Administrator on-call will be contacted if attempts to find coverage are unsuccessful.

The timeclock system will have the most accurate details of which employees are eligible to provide coverage. If an employee is not able to be pulled up in the electronic manager timeclock system, this is because they are out of compliance and should not be working.

K. Employees who call in for a scheduled shift before and/or after a holiday or vacation must submit proof of illness, Physician's statement, or proof of emergency. Failure to submit documentation may result in disciplinary action.

Charge Nurse: How to submit a call in.

1. Use the ipad

2. User ID is Chargenurse, password is 606Latiolais!

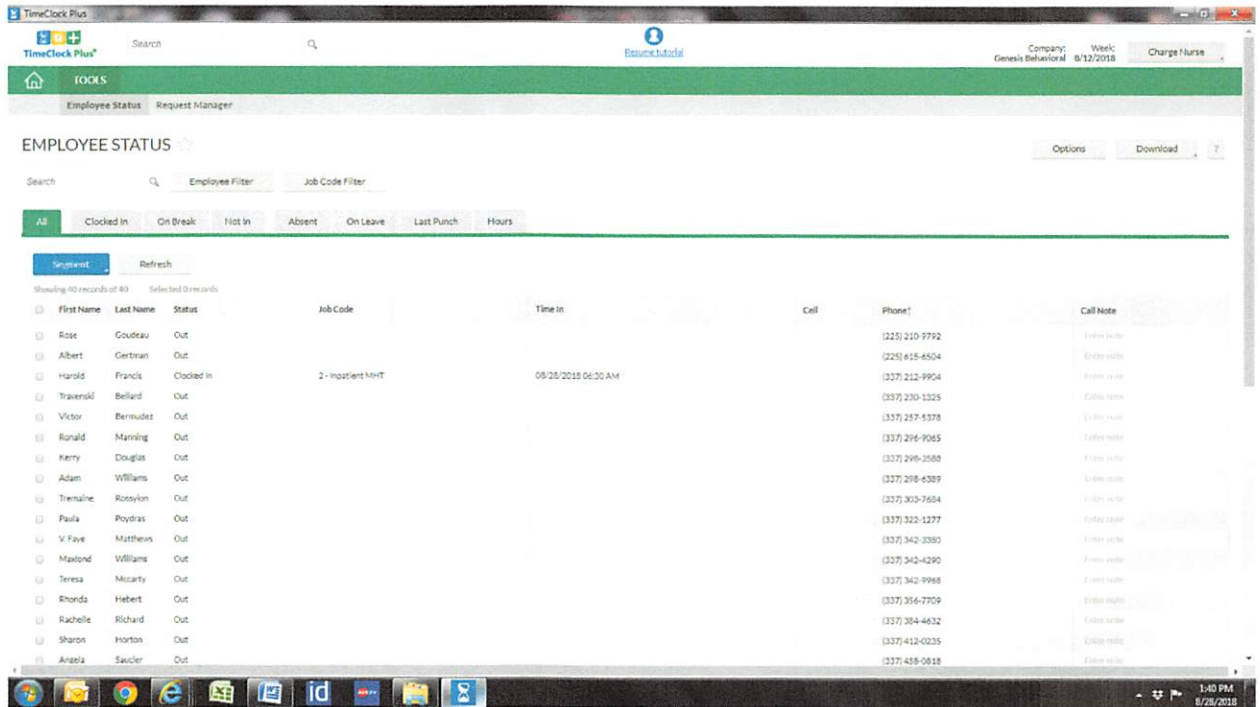3. Upon logging in, the screen below will appear.
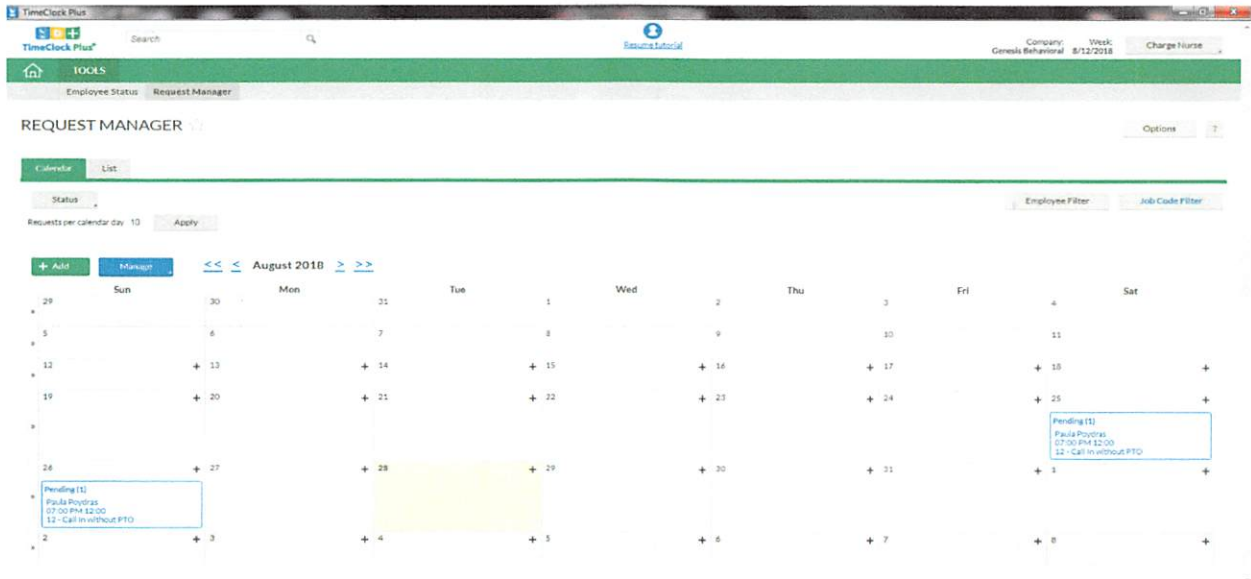
4. Add a call in by click on the "+" of the date which is the shift called in for. Ex. Jane called in at 11P on 8/28 for the shift at 7A on 8/29. 8/29 is the date which the call in should be added to.

5. Upon clicking the "+", the box below will appear. Click on the drop down box next to "employee" and search for the employee by typing their name. Once their name appears, click on it so that it is added as the employee.

6. Enter the details of the shift (date, start time and total hours of the shift) as well as the reason for the call in. See picture for an example.
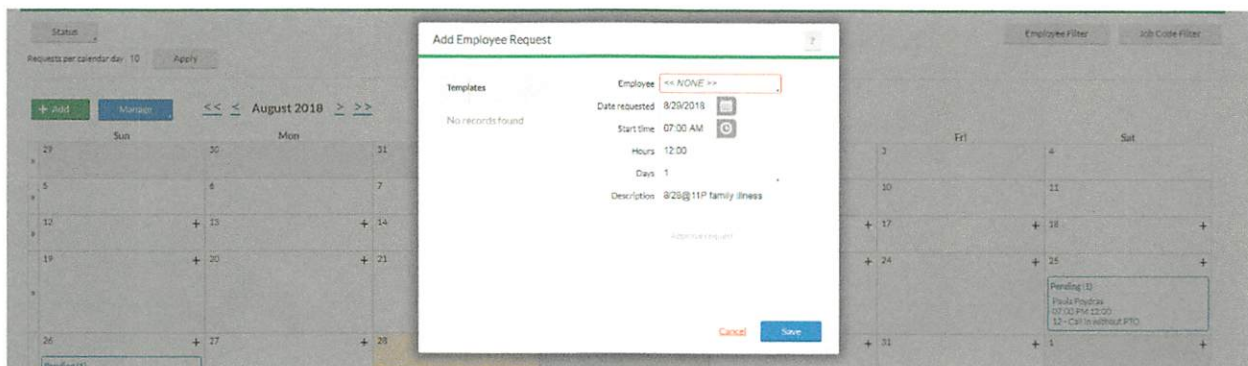
7. Click Save.

Accessing Employee Phone Numbers:

1. Log in as instructed above.
2. Click on "Employee Status" and the list of phone numbers will appear as pictured below.