

Willowmere Home Health & Hospice

88 Meadow Lane, Riverbend, ST 58024  
Intake 555-0460 · Clinical after-hours 555-0461 · Equipment 555-0462  
willowmerehome.example · Office hours Mon–Fri 8:00a–5:00p

CALL GUIDE

Document

After-hours call tree

Owner

Clinical Manager / Answering service

Version

4.4 · Approved 04/01/2027

Print

Refrigerator card + this full guide

Who to Call After Hours

Five routing lanes: routine changes, same-day concerns, urgent symptoms, equipment failure, and emergencies — with the numbers and response expectations printed here

**IF THIS IS AN EMERGENCY, CALL 911 FIRST**

Willowmere's after-hours line does not replace emergency services. Calling us first can delay an ambulance. After 911 is notified, you may call 555-0461 so the on-call nurse knows.

|                                                                                           |                                                                        |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| OFFICE HOURS<br><b>Mon–Fri 8:00a–5:00p (except posted holidays)</b>                       | AFTER-HOURS CLINICAL<br><b>555-0461 · recorded line, on-call nurse</b> |
| ANSWERING SERVICE<br><b>Answers 555-0461 if the nurse is already on a call; they page</b> | EQUIPMENT AFTER HOURS<br><b>555-0462, then follow the prompts</b>      |

| FIVE-LANE ROUTING MAP |                                                                                                                                                                                                                            |                                                                                                                            |                                                                                                                           |                                                                                                                                          |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| LANE                  | EXAMPLES THAT BELONG HERE                                                                                                                                                                                                  | CALL                                                                                                                       | WHAT YOU SHOULD HEAR                                                                                                      | IF YOU DO NOT                                                                                                                            |
| 1 — Routine change    | Moving tomorrow's visit, a grocery question, requesting a refill teaching visit next week, updating a gate code                                                                                                            | <b>Do not use after-hours.</b> Call 555-0460 on the next business morning or send the portal message 'Scheduling'          | Office callback during business hours, usually the same business day                                                      | Call 555-0460 again after 2:00p; ask for the scheduler                                                                                   |
| 2 — Same-day concern  | A new problem that can wait until morning if it starts after 5:00p, a missed medicine you are unsure about, a dressing that is loose but not soaked                                                                        | 555-0461                                                                                                                   | Answering service or nurse within <b>30 minutes</b> . They may schedule a same-evening or first-morning visit.            | Call 555-0461 again at 30 minutes. If still no return at 45 minutes, call 555-0460 and stay on the line for the emergency backup prompt. |
| 3 — Urgent symptom    | Symptoms your written plan lists as 'call the nurse now' (examples on your personal plan — not invented here): sudden new confusion, a fall with injury you can describe, uncontrolled symptoms the day plan already named | 555-0461 — say ' <b>urgent, Willowmere patient</b> ' at the greeting                                                       | Nurse callback within <b>15 minutes</b> . Stay by the phone.                                                              | At 15 minutes, call 555-0461 again. If the patient is worsening, call 911.                                                               |
| 4 — Equipment failure | Oxygen concentrator alarm, hospital bed stuck, suction not powering, infusion pump alarm if a pump is on the Willowmere order                                                                                              | 555-0462 first (equipment). Then 555-0461 if the patient is short of breath, in pain, or unsafe because the device failed. | Equipment on-call within <b>20 minutes</b> for devices Willowmere ordered. They will say whether a night visit is coming. | If breathing is hard, call 911. Do not wait for a vendor. Then call 555-0461.                                                            |
| 5 — Emergency         | Trouble breathing at rest, chest pain, unresponsiveness, severe bleeding, suspected stroke signs, a fire or gas leak, a child or pet exposed to medicines                                                                  | <b>911</b>                                                                                                                 | Emergency services dispatch. After they are on the way, call 555-0461 so hospice or home health knows.                    | Stay on the 911 call. Do not leave the person to redial Willowmere first.                                                                |

**HAVE THIS READY BEFORE YOU DIAL 555-0461**

- ☐ Patient name and date of birth
- ☐ Callback number that will be answered
- ☐ Lane you think you are in (2, 3, or 4)
- ☐ What changed, and when it started
- ☐ Whether 911 has already been called
- ☐ Whether the comfort kit or a device is involved — do not open a kit while on hold

**NUMBERS, POSTED EXACTLY**

|                |                                                                      |
|----------------|----------------------------------------------------------------------|
| 555-0460       | Office / intake / scheduling / 'who is at my door?' · business hours |
| 555-0461       | Clinical after-hours · Lanes 2 and 3 · also after 911 in Lane 5      |
| 555-0462       | Equipment after hours · Lane 4 · Willowmere-ordered devices only     |
| 555-0460<br>x8 | Clinical Manager complaints · next business day                      |
| 911            | Lane 5 · always first when it is an emergency                        |

**WHAT AFTER-HOURS CANNOT DO**

| REQUEST                                                       | WHY IT WAITS UNTIL BUSINESS HOURS                                                                                                   |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| A new supply order that is not already on the plan            | Ordering requires the daytime clinical manager and, often, a plan update.                                                           |
| A coverage or bill question                                   | The after-hours nurse does not see payer systems. Call 555-0460 option 4 on a weekday.                                              |
| Permission to open the comfort kit without a nurse assessment | See WM-CK-050. The after-hours nurse may assess by phone and then direct a labeled pouch; they still direct it — you do not choose. |
| A legal letter, a work note, or a form                        | Not an after-hours function.                                                                                                        |
| Advice for a person who is not a Willowmere patient           | Call their own clinician or 911. We cannot direct care from this line.                                                              |

**CALL LOG (OPTIONAL, USEFUL AT THE NEXT VISIT)**

| DATE / TIME | LANE 2/3/4/5 | NUMBER YOU CALLED | WHO CALLED BACK | CALLBACK TIME | WHAT WAS DECIDED |
|-------------|--------------|-------------------|-----------------|---------------|------------------|
|             |              |                   |                 |               |                  |
|             |              |                   |                 |               |                  |
|             |              |                   |                 |               |                  |

**VERSION AND APPROVAL**

| ITEM                  | VALUE                                                                                                           |
|-----------------------|-----------------------------------------------------------------------------------------------------------------|
| Document number       | WM-AH-044                                                                                                       |
| Approved by           | Clinical Manager A. Ruiz, RN; Hospice Clinical Manager S. Ingram, RN; Answering service contract owner L. Patel |
| Approval date         | 01 April 2027                                                                                                   |
| Effective             | 15 April 2027                                                                                                   |
| Next review           | October 2027                                                                                                    |
| Posted response times | Lane 2: 30 minutes · Lane 3: 15 minutes · Lane 4: 20 minutes · Lane 5: 911 immediately                          |
| Holiday coverage      | 555-0461 remains open. 555-0460 voicemail is not monitored on holidays.                                         |

FICTIONAL SPECIMEN. Willowmere Home Health & Hospice, the five-lane map, phone numbers, and callback times are invented for demonstration only. This is not medical advice and not a real on-call policy. In a real emergency call your local emergency number.