



### *Incidents at the Work Place*

It is the policy of Nurses24/7 that all incidents be reported **immediately** to the facility supervisor **and to** Nurses 24/7. You may do so by calling Nurses 24/7, 24 hours a day/ 7days a week @ 1 (866) 687-7376. You may also fill out an incident report on our website [www.nurses247.com](http://www.nurses247.com) Clients Page/ Incident Report

Incidents that need to be reported to the agency include:

1. **All Injuries:** needle sticks, falls, ingestion of chemicals, chemical spills, physical altercations and anything resulting (but no limited to) the need for medical attention.
2. **Incidents:** Professional conflicts, verbal altercations with physicians, coworkers, patients, visitors, or supervisors. Nurses 24/7 Employees should always follow the hospital procedures to resolve conflict utilizing the hospital chain of command. Regardless of the out come any incident should still be reported to Nurses 24/7.
3. **Conflicts or concerns while on the job.** If there is a conflict in which the agency employee reports that he or she can not perform the duties asked of them because the assignment exceeds their area of expertise they are encouraged to:
  - Calmly inform the Charge RN or supervisor and explain why they feel the assignment is inappropriate and respectfully request to be reassigned. Please call the agency and ask to speak with the Nursing Director to assist in resolving conflict. Agency Personnel are instructed to remain at the facility until the agency is contacted and the matter is either resolved or a replacement is sent.
  - You may call the agency at 1-866- 687-7376, 24 hours a day 7 days a week and speak to someone regarding your concerns. The agency will either connect you directly with the Nursing Director or will take a message and the Nursing Director will get back to the facility shortly.

Agency Employees are instructed to NEVER walk off an assignment and to NEVER refuse an assignment. They may, however, respectfully express that they would like to be reassigned. As agency Nurses they are aware that they are there to assist the hospital with there staffing needs to the best of their capabilities. When ever possible they should accommodate the hospitals requests. Agency employees are also aware that the hospital has the right to float them to an area **within** their expertise.

Thank you for you time and consideration.

Best Regards

Marion M McLean RN BSN CNO