

Protocol for Processing ad hoc CTU Call Schedule Conflicts

1. On call team member identifies conflict with assigned call shift.
2. The team member must establish whether the conflict is Emergent or Elective:
 - a. Emergent conflicts include serious illness, critical illness or death in the family, car accident, sudden non-coverage of dependent children, etc.
 - b. Elective conflicts include minor illnesses, personal schedule conflicts, etc.
3. The team member must immediately contact other members of the CTU teams at their site to arrange a call shift switch (1:1).
 - a. If the conflict is “*Elective*”, the switch must be between members of the same CTU team;
 - b. If the conflict is “*Emergent*”, the switch may be between members of ANY of the CTU teams or with any residents in the cross-covering pool
 - c. Whenever possible, the residents should arrange a switch within the same block. If no call switch in the immediate block can be identified there should be an understanding of future coverage
4. Once a switch is established, the team member must immediately contact the Chief Medicine Resident (CMR) to notify of the conflict and approve the proposed call switch(es).

UH CMR Email Address: uchief@gmail.com

VH CMR Email Address: vhchief@gmail.com

NOTE: The team member is NOT to contact the DOM office for the purposes of call shift conflicts unless they are unable to reach the CMR.

5. If the team member has made a serious effort and has been unable to arrange a call shift switch with another member of the CTU teams:
 - a. If the conflict is “*Elective*”, the team member must work the assigned call shift;
 - b. If the conflict is “*Emergent*” they must immediately notify the CMR and provide the names of all residents the team member has contacted to request a call switch. The CMR will then assign a call shift switch with another member of the CTU call schedule if possible, within the PARO Contract rules.
6. If the CMR is unable to assign a switch within PARO rules, the CMR must contact the DOM office immediately to tender a call for emergency voluntary call coverage, where the covering volunteer resident will be additionally compensated with a lieu day.

7. If the DOM Office is unable to find a suitable candidate in time to cover the shift:
 - a. If the shift is covering for the SMR on call, the CMR must cover the shift;
 - b. If the shift is covering for one of the JMR's on call, the CMR may elect to either cover the shift themselves or permit the on call team to function without the missing on call team member after discussion with the on call SMR for that shift.
 - c. If the CMR is unavailable, the Team Consultant will cover the shift until the CMR or Program Director has assigned someone to the call