

CALL LIGHT, USE OF

PURPOSE:

1. To respond in a timely manner to resident's call for assistance.
2. To assure call system is in proper working order.

EQUIPMENT:

1. Bedside call light in functioning order.
2. Emergency call light in functioning order. (Bathrooms, shower rooms), ensuring the resident can reach the call cord (even if lying on floor).

PROCEDURE:

1. All facility personnel must be aware of call lights at all times.
2. Answer ALL call lights in a timely manner, whether or not you are assigned to the resident.
3. For bedside call lights, a light and a sound will appear and be heard over the door of the resident's room and on the board and the nursing station.
4. For emergency call lights in the bathrooms and shower and tub rooms, a light and a continuous sound will appear over the door of the room and on the board at the nursing station.
5. You must turn the call light off at the point of origin; this is accomplished by pushing the switch up or by depressing the ring around the button that activates the call light.
6. Answer all call lights in a prompt, calm, courteous manner; turn off the call light when you are able to provide the assistance requested.
7. Never make the resident feel you are too busy to give assistance; offer further assistance before you leave the room.
8. When providing care to residents be sure to position the call light conveniently for the resident to use. Tell the resident where the call light is and show him/her how to use the call light.
9. Orient all new residents to the call light at the bedside as well as the call light in the bathroom and in the shower or tub rooms. Have the resident demonstrate the use of the call light to be sure he/she understands your instructions. If the resident is unable to activate the call light due to a physical impairment the facility will implement an alternative call light device/method to summons staff.
10. Check all call lights daily and report any defective call lights to the charge nurse immediately. Another temporary method to summons assistance from staff will be implemented until the repairs to the call light system can be made.
11. Log defective call lights, with exact location, in maintenance log which is reviewed and addressed by maintenance. Facility maintenance conducts random call light function checks weekly.
12. The quality assurance and assessment committee will review any concerns with call light function or response and address any needed systemic changes and audits to attain and maintain compliance.