

## ADMINISTRATOR ON CALL

Northwest Kidney Centers has a team of leaders who rotate as the Administrator on Call (AOC) each week. The AOC is available to provide administrative counsel during emergency and after-hour situations.

### WHEN TO CONTACT THE AOC:

- Physical or verbal threat of harm at NKC
- Physical or sexual assault at NKC
- Death in the clinic and/or during dialysis
- Code blue activations
- Patients waiting > 2 hours for transportation after-hours; unable to obtain transportation for patients.
- External events disrupting operations: mass casualties, severe weather, power outage, nuclear/biological/chemical agents
- Internal events disrupting operations: bomb threat, network issues, power or telephone outage, water system/plumbing issues, fire.
- Building "lock down" due to safety concerns
- Fall resulting in hospital admission or ED evaluation
- Unauthorized access to NKC facility
- Patient elopement
- Any time the manager, director, CNO or CMO cannot be reached

The AOC may be contacted 24 hours a day, 7 days a week by pager at **206-969-1249.**