



Incidents at the Work Place

It is the policy of Nurses24/7 that all incidents be reported **immediately** to the facility supervisor **and** 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 Nurses page/ downloads.

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. You should always follow the hospital procedures to resolve conflict utilizing there 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 you have a conflict in which you can not perform the duties asked of you or your assignment exceeds your area of expertise you should:
 - Calmly inform the Charge RN or supervisor why you feel the assignment is inappropriate and respectfully request to be reassigned. If they insist on taking the assignment that is uncomfortable to you then you should call the agency.
 - Call the agency at 1-866- 687-7376, 24 hours a day 7 days a week and speak to someone regarding your concerns. Please remember to always be professional and have these conversations in private (not on your cell phone in the middle of the nurse's station or patient care area). The agency will either connect you directly with the Nursing Director or will take a message and the Nursing Director will get back to you at the facility shortly.
 - *******NEVER** walk off an assignment, (especially if you have already taken report) it is considered abandonment and can effect your employment and your Nursing License. *****
 - *******NEVER** refuse an assignment***** you may express respectfully that you would like to be reassigned. As agency Nurses we are there to assist the hospital with there staffing needs to the best of our capabilities. When ever possible you should accommodate the hospitals requests.

Please remember that the hospital s have the right to float you to ant area within your expertise. If you do not wish to float, please be sure the agency is aware of this **BEFORE** taking an assignment. Please be aware that an unwillingness to float may hinder our ability to place you.

4. **Leaving Work early or late-** for whatever reason should be reported to Nurses 24/7.