Answering the Call Light  

Level I

### Purpose
The purpose of this procedure is to respond to the resident’s requests and needs.

### General Guidelines
1. Explain the call light to the new resident.
2. Demonstrate the use of the call light.
3. Ask the resident to return the demonstration so that you will be sure that the resident can operate the system. *(Note: Explain to the resident that a call system is also located in his/her bathroom. Demonstrate how it works.)*
4. Be sure that the call light is plugged in at all times.
5. When the resident is in bed or confined to a chair be sure the call light is within easy reach of the resident.
6. Some residents may not be able to use their call light. Be sure you check these residents frequently.
7. Report all defective call lights to the Nurse Supervisor promptly.
8. Answer the resident’s call as soon as possible.
9. Be courteous in answering the resident’s call.

### Steps in the Procedure
1. Turn off the signal light.
2. Identify yourself and call the resident by his/her name (e.g., “This is Mrs. Smith. Mr. Harris, how may I help you?”).
3. Listen to the resident’s request.
4. Do what the resident asks of you, if permitted. If you are uncertain as to whether or not a request can be fulfilled or if you cannot fulfill the resident’s request, ask the nurse supervisor for assistance.
5. If you have promised the resident you will return with an item or information, do so promptly.
6. If assistance is needed when you enter the room, summon help by using the call signal.

### Documentation
The following information should be recorded in the resident’s medical record:

Routine care to be documented in the notes. Any event other than routine care should be documented in the POC.

### References

**MDS (RAPs)**  
n/a

**Survey Tag Numbers**  
n/a

**Related Documents**

**Risk of Exposure**  
Blood–Body Fluids–Infectious Diseases–Air Contaminants–Hazardous Chemicals

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