Before the next caregiver call-out, decide three things.

1

Who answers the after-hours line

One person or service, with the hours written down. Not "whoever sees the text first".

2

Your backup list, in order

Caregivers to call first, second and third, kept current every week.

3

What always goes to a manager

Medical concerns go to 911 and your clinical contact. Decide the rest in advance.



The full after-hours playbook

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