

On-Call Coordinator Call Logger

Date: Feb 24-26, 2023

	Caller	Client / Facility	Reason for Call (details)	Follow-up req'd. Client / Facility / Communication	Call Logger Note ABS,
Feb 24 2023					
5:32 pm	Lisa of Courville at Manchester		<p>Lisa called to inform us that they need to call off Anastasia's schedule on Monday because they don't need her.</p> <p>Schedule Date:2/27/2023 Time:7:30 AM-3:00 PM</p>	Call Anastasia but its a voicemail leave a message and advise her to call us back regarding her schedule on Monday	(Neutral) - Other
5:40 pm	Naomi Arbors of Bedford		<p>Naomi called to check if Salma is scheduled on Sunday</p> <p>She requested as well to email her the Saturday and Sunday schedule</p>	<p>to Check the schedule and see that Salma is not on their schedule Naomi ask if I can call Salma and see if she picks will pick up the Sunday schedule 3 pm - 11 pm</p> <p>Call Salma ask if she can pick up a schedule on Sunday and she said yes she would pick up the schedule Sunday schedule 3- 11 pm</p> <p>Salma said she also pick up the schedule on Monday</p> <p>Check her schedule and see it's not plotted on her ABS</p> <p>Told her I will confirm it to Naomi regarding Monday schedule and will call her back.</p> <p>Called Naomi and told her that Salma would pick up the Sunday schedule. Ask her if Salma is Schedule on Monday 3-11 pm and she said Yes</p>	(Neutral) - Other

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				Call Salma and Inform her that I already confirmed her schedule on Monday and its already Plotted on her MABs	
6:35 pm	Briana Chisholm	Ledgewood Bay	<p>Briana called to inform us that she cannot go to work tomorrow because she has Hlue symptoms</p> <p>Schedule Date: 02/25/2023 Time: 3:00 PM - 11:00 PM</p>	<p>-Call the facility to inform them that Briana cannot work tomorrow because she has flu symptoms</p> <p>-The person that I talked to said that she will transfer me to the voicemail to leave a message</p> <p>-leave a message and advise them to call me back us back if they need a replacement</p>	Negative) - Employee Cancelled
6:40 pm		Maple Leaf Healthcare Center	-Taylor called because she wanted to pick up a schedule on Sunday 3 - 11 pm	<p>-Call Maple leaf to check if the Sunday schedule is still available because we do have a staff that wanted to pick up a schedule</p> <p>-they said that Sunday schedule is not available but they do need an LNA on Saturday</p> <p>_call Taylor to inform her that Sunday schedule is already taken but they do have Saturday shift and she said she can't do Saturday.</p> <p>-Call Maple and inform them that Taylor is not available on Sat.</p> <p>-Rose said if ever someone will pick up a scheduled email her at this email address rose.foster@mapleleafhcc.com</p>	No

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4:06 am		Rose Meadow Farm	<p>- Jaiden called to inform us that she cannot go to work on Saturday because she is not feeling well</p> <p>Schedule Date: 02/25/2023 Time: 7:00 am - 3:00 pm</p>	<p>-Call the facility to inform them that Jaiden cannot go to work because she is not feeling well</p> <p>-Ask if they would like us to look for a replacement and she said yes</p> <p>-Send request via Emitrr and Notifyd</p>	Negative) - Employee Cancelled
6:36 am		Maple Leaf Healthcare Center	<p>=Katherine called to inform us that she wanted to pick up a schedule today</p> <p>Schedule Date: 02/25/2023 Time: 7:30 - 2:30</p>	<p>-Call the facility to verify if the Saturday schedule is still available because we do have an LNA that wanted to pick it up</p> <p>She said yes they need an LNA</p> <p>Told her she will be there 7:30 am - 2:30 pm and she acknowledges</p> <p>-call Katherine that Maple confirm her schedule and I already plot it on her Mabs</p>	(Neutral) - Other
Feb 25, 2023					
7:47 am	Gina Rose Meadow farm		<p>-Gina called to inform us that Brandon is not yet in the facility</p> <p>Schedule Date:02/25/2023 Time: 7:00 am - 3:00 pm</p>	<p>=Call Brandon he said he will be there in 30mins</p> <p>-Call the facility and inform them that Brandon will be late and will be there in 30 mins and they acknowledge</p>	(Neutral) - Other

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9:19 am	Emmah N		<p>-Emmah called because she and Linda's daughter talked last night and she said instead of going to work at 8 pm she will logged in at 9pm</p> <p>Scheduke Date:2/25/2023 Time: 9:00 PM-8:00 AM</p>	<p>-Call Christine to confirm if she wants Emmah to login at 9pm instead of 8 and she said yes and she wants Kayla too be log in at 9pm as well</p> <p>-Call Kayla but its a voicemail, Leave a message and advise her to call me back to verify her schedule.</p>	(Neutral) - Other
10:29 am	Pat of Ledgewood Bay		<p>-Pat Called because she received my voicemail that Briana cannot go to work today</p> <p>Schedule Date: 02/25/2023 Time: 3:00 PM - 11:00 PM</p>	<p>-Send request via Emittr and Notifyd</p> <p>-Pat called again and she is asking of Briana can work tomorrow 02/26/2023 Inform her we will call her once Briana calls for a call out.</p>	No
4:35 pm	Maple Leaf Healthcare Center		<p>-Call Maple leave to see if Veronica didn't show up for work and then the person that I talked to said no she didn't. She wanted to ask as well if she will work on the Sunday</p> <p>schedule Date:02/25/2023 Time: 7:00 am - 3:00 pm</p>	<p>-Call Veronica but it goes to the voicemail that Didn't set up yet</p> <p>-I sent her a message via RingCentral</p> <p>-Call Maple and inform her that we cannot reach Veronica but already sent a message and waiting for her response and told her we will call her once we have an update</p>	(Negative) - No Call No Show

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6:49 pm		The Residence at Salem Woods	<p>-Elizabeth called to inform us that she will be late for 15mins because there's an accident on the road, it's already cleared up. and just wanted to give Salem a heads up that she will be late</p> <p>Schedule Date: 2/25/2023 Time: 7:00 PM-7:00 AM</p>	<p>-Call Salem and inform them that Elizabeth will be late for 15mins and they acknowledge</p>	(Neutral) - Other
3:59 pm		Rose Meadow Farm	<p>- Jaiden called to inform us that she cannot go to work on Sunday because she is tested positive for Covid</p> <p>Schedule Date: 02/26/2023 Time: 7:00 am - 3:00 pm</p>	<p>-Call Rose Meadow to inform them that cannot go to work because she tested positive for covid</p> <p>-Ask if they would like us to look for a replacement and she said yes</p> <p>-Send request via Emitrr and Notifyd</p>	Negative) - Employee Cancelled
4:59 am	Elizabeth of Arbors of Bedford		Elizabeth called to request an LNA 02/26/2023 7:00 am - 3:00 pm	Send request via Emitrr and Notifyd	No
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12:07 pm			<p>John called to inform us that he cannot go to work for a week because he is tested positive for covid I tried to call Susan Dangas Responsible Contact person but the numbers are like for a company no.</p>	<p>-Send Amy a message regarding Brandon that I cannot contact John's Client and Amy said she will just inform Mike. Amy said Anytime it is a skilled client - meaning a nurse is calling out - no need to try to contact the client. The schedule does not always reflect when they are actually scheduled. .. they act as placeholders because a visit is due. When a nurse calls out, just let me and Mike know.</p>	Negative) - Employee Cancelled
2:02 pm		Rose Meadow Acres	<p>-Kortnie called to inform us she was tested positive for flu this Friday and her doctor said she needs to be observed within 24hrs so she cannot go to work on Monday Schedule Date: 2/27/2023 Time: 7:00 AM-3:00 PM</p>	<p>-She said she gave Abby a copy of her doctor's note and she will work on Tuesday -Call Rose Meadow Acres to inform them that she cannot go to work on Monday because she is tested positive for Flu but she will work on Tuesday</p>	Negative) - Employee Cancelled
3:03 pm	Katherine Newcomb		-Katherine call asking we do have an available schedule on Monday, Feb 27, 2023, 7 - 3 pm	<p>-She is asking how much the incentive will be if she picks up a schedule. -Told her it will be a dollar an hour -She said is that Low and told her will ask Amy regarding Incentives -Amy said would be a \$1 incentive. So we can pay her \$22/hr. -Call Katherine and inform her that the incentive is would be a \$1 incentive. So we can pay her \$22/hr. - she said she will pass</p>	No

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3:54 pm		Rose Meadow Acres	<p>-Donna called to inform us she went home because she tested positive for covid.</p> <p>Schedule Date: 2/26/2023 Time: 3:00 PM-11:00 PM</p>	<p>-Ask her if the facility already knows that she tested positive for covid -she said yes facility already knows -call the facility to confirm if Donna left the facility because she tested positive for covid. -They said they already know</p> <p>-Ask if they would like us to look for a replacement and she said yes</p> <p>-Send request via Emitrr and Notifyd</p>	Negative) - Employee Cancelled
3:58pm		Ledgewood Bay	<p>-Elisabeth called to inform us that she cannot go to work today because she is not feeling well</p> <p>Schedule Date: 2/26/2023 Time: 11:00 PM-7:00 AM</p>	<p>-Call Ledgewood to inform them that Elisabet cannot go to work today because she is not feeling well -Call Ledgewood but its a voicemail leave a message and advise to call us back</p>	Negative) - Employee Cancelled
7:28 pm	Ledgewood Bay		<p>Ledgewood call back she received our voicemail regarding Elisabet that she cannot go to work today</p> <p>Schedule Date: 2/26/2023 Time: 11:00 PM-7:00 AM</p>	<p>-they are requesting a replacement -Ask if they would like us to look for a replacement and she said yes</p> <p>-Send request via Emitrr and Notifyd</p>	No

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7:30pm		Rose Meadow Acres	<p>Donna called informing us that she cannot go to work today because she is not feeling well</p> <p>Schedule 2/27/2023 7:00 AM-3:00 PM</p>	<p>Sorry I forgot to inform the facility about Donna</p>	<p>Negative) - Employee Cancelled</p>
10:02pm		Rose Meadow	<p>-Jaiden called to inform us that she is negative for Covid and she will work tomorrow</p> <p>Schedule 2/27/2023 7:00 AM-3:00 PM</p>	<p>-Call the facility to let them know that Jaiden will work on Monday and not tested positive for covid -they acknowledge</p>	<p>Neutral) - Other</p>
6:13am			<p>-Pat called to inform us that her shift is already ended and her client is already fallen asleep.</p> <p>Schedule: Date: 2/26/2023 Time: 10:00 PM-6:00 AM</p>	<p>-I told her if her schedule is already ended and the daughter is there she can leave but I will call the Daughter first -call the Daughter but its a voicemail leave a message and told her that Pat already finish her schedule -call Pat but its a voicemail leave a message and advise to call me back</p>	<p>Neutral) - Other</p>

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6:57 am		Rose Meadow Acres	Katherin called asking if we do have an available schedule today Monday, Feb 27, 2023	-Inform her that we do have an available schedule for rose meadow archers 7-3 pm -She said she will pick up the schedule -call rose meadow to check if the schedule is still available and he said yes -told him that Katherine will pick up the schedule she will be there at 7:30 am -Call Katherine to inform her that I already plotted her schedule today 7:30 - 3:00 pm	Neutral) - Other
7:22 am	Rose Meadow Acres		-Rose meadow called asking if Donna will come to work today Schedule 2/27/2023 7:00 AM-3:00 PM	-Call Donna and ask if she will go to work today and she said she cannot because she is not feeling well -she said she already inform me earlier but I forgot -Call rose meadow to inform that Donna cannot go to work today because she is not feeling well -Ask if they would like us to look for a replacement and she said yes -Send request via Emitrr and Notifyd My fault I forgot to inform the facility she cannot go to work today.	Neutral) - Other
7:24 am			Received a voicemail from Rukiya informing us that she will be late today because her car froze Schedule Date: 2/27/2023 Time: 7:30 AM-3:00 PM	-Call Ernie but Jodi his wife answer the call -Inform her that Rukiya will be late because her care frozen and just waiting to heat up She said Rukiya already informed her as well	Neutral) - Other

