Organisation name Site or unit		FORM Client contact and out-of-hours access record	
Document ID	HC-FRM-003	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Form · HC-FRM-003 · Version 1.0 · Approved by the ASF Expert Committee

Supports: **29.4**

1. Purpose

Records the direct contact route for each client to the agency or supervisor, including out-of-hours access.

2. How to complete

- Record the agency and supervisor contact the client has.
- Record the out-of-hours route.
- Check the client knows how to use it.

3. Checks

Check	Entry
Client ID	Yes
Agency or supervisor contact given	Yes
Out-of-hours route given	Yes
Client knows how to use it (yes or no)	Yes

4. Evidence

Reference	Note
E-009	Based on the WHO Global strategy and action plan on ageing and health 2016-2030, WHO Integrated care for older people (ICOPE) guidelines (2017), and WHO guidance on migrant health.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

5. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

6. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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