Policy · ED-POL-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 36.3

At a glance

- A named senior clinician is responsible for the department at all times (ED-FRM-001).
- The name and contact are shown at the nurse station and in the on-call list.
- Specialist escalation follows a defined pathway with a stated response time.
- A call with no response within the stated time goes to the next level.
- Stop and get help straight away if: the department has no named senior clinician for any period.

1. Purpose

To make sure someone senior is always responsible for the department and that specialist help is reachable (36.3).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

When something goes wrong in the department, someone senior must be in charge and reachable. Without a named senior clinician, decisions are delayed or made by nobody.

5. Responsibilities

Role	Responsibility	Competence
Emergency department lead	Owns the rota and the escalation pathway	Clinical director
Senior clinician on duty	Holds responsibility for the department for the shift	Emergency department lead

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Name.

- Name the senior clinician on duty for each period and publish the name and contact (ED-FRM-001).

Key point: Named.

Step 2. Escalate.

- Escalate each specialist need through the defined pathway and record the call.

Key point: Escalated.

Step 3. Follow up.

- If the response time is not met, escalate to the next level at once.

Key point: Followed up.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Periods with a named senior clinician	100%	Monthly	Emergency department lead	Escalate to the clinical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
ED-FRM-001	Senior clinician on duty record	Record

17. Evidence

Reference	Note
E-009	Based on the WHO Emergency Care Systems framework and the Emergency Triage Assessment and Treatment guidance, the WHO Global Patient Safety Action Plan 2021–2030 for handover, and the ASF Hospital standard for senior clinician responsibility.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

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

E-learning for this document

- **Safety & Emergency Preparedness** (H-05)

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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