Standard operating procedure (SOP) · EDP-SOP-004 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 7.8

At a glance

- A call that cannot be sent at once is queued, with its priority.
- The queue is reviewed as the clinical picture changes.
- If a queued call is still waiting when the set time has passed, it goes to the named duty manager.
- Each escalation is recorded.
- Stop and get help straight away if: a queued call passes the set time without escalation to the duty manager.

1. Purpose

To keep a waiting call from getting worse without anyone knowing (7.8).

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

A call that cannot be sent at once can become more urgent while it waits. A queue that is reviewed and escalated stops a waiting call from being forgotten.

5. Responsibilities

Role	Responsibility	Competence
Shift supervisor	Reviews the queue	Supervisor
Duty manager	Receives escalations and acts	Manager

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. Queue.

- Place the call in the queue with its priority and the time it was received.

Key point: Every queued call has a time.

Step 2. Review.

- Review the queue each time the clinical picture changes, and re-triage where needed.

Key point: The call can change.

Step 3. Escalate.

- Escalate to the duty manager at the set time, and record it (EDP-REG-004).

Key point: The time is the trigger.

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
Queued calls re-reviewed	100%	Monthly	Operations manager	Escalate to chief executive
Escalations at the set time	100%	Monthly	Operations manager	Escalate to chief executive

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
EDP-REG-004	Queue and escalation register	Register

17. Evidence

Reference	Note
E-009	ASF Expert Committee consensus.
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

- Emergency Response During Transport (MT-06)

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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