

Hospital and On-Call Responsibilities

OVERVIEW

Our contacts with our people in times of need are critical! It is often in these critical times that relationships are built. Your service as a minister on call or in contacting our people in the hospital will help to make a large church seem small and make sure our church family members feel loved and cared for. If we serve as an on-call minister we will be asked to serve approximately one week per quarter. If we serve as a hospital visitor we will be asked to serve approximately 2 days per quarter. Our prompt, consistent, and accountable service in these areas show God’s love for those we are called to shepherd.

Hospital (on assigned day)

- 1) Local Hospitals. Visit all local hospitals with MBC members/guest patients on assigned day.
 - a. Visit in person if possible. Your presence is meaningful. If your personal health (or the particular illness of the patient) might preclude visiting in person on a given day contact the person in the hospital or family member listed by phone.
 - b. Members not in room
 - i. Try to locate the person down in surgery holding area, rehab area, or in family waiting areas.
 - ii. If you are unable to complete a visit, leave a business card in the room or get a piece of paper and pen from nurses’ station if need be.
 - c. Make an effort to visit non-members (parent, neighbor, person in need with whom we've made a connection). Greg Martin (Pastor of Congregational Care), Scott Schulik (Minister to Maturing Adults), and Dick Lindsey (Assoc. Minister of Pastoral Care & Missions) should always be responsible for covering non-members during their visits.
- 2) Out of Area Visits. Periodically, out of town visits may need to be made in response to critical situations.
 - a. Call all “Out of Area Hospitals” patients on your assigned day.
 - b. Actual in-person visits can best be coordinated at weekly staff meetings or through email to determine the best staff member to complete needed visits.
 - i. Turn in mileage for reimbursement when visiting Tyler, Shreveport, or beyond (Account 1-21-50170 Congregational Care – Transportation).
- 3) Review the “Upcoming Procedures” section carefully. If a person is to have a procedure the next day please call that person on your day (day before procedure) and pray with them. The person responsible for the day of the actual surgery can follow up with the patient/family.

Hospital Day	Responsible	Upcoming Procedure	Contact UP
Monday	Scott/Greg	Tuesday	Scott/Greg
Tuesday	Deacon	Wednesday	Dick
Wednesday	Dick	Thursday	Dick
Thursday	Staff Assigned	Friday	Staff Assigned
Friday	On Call	(New Admit, Crisis)	

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- 4) If you know that you will not be able to make visits on your assigned day you are responsible for getting someone to cover those visits (let the Receptionist / Greg / Scott know of schedule changes).
- 5) Communicate updates in a timely manner: Send out an update to hospital@mobblerly.org as soon as the visits are complete. This keeps all staff in the loop as to what has taken place.
 - a. Refer any next steps received to the appropriate staff member.

On-Call Week

- 1) Monday at 8:00 a.m. through 7:59 a.m. the following Monday.
 - a. Note to those NOT on call: If you can take care of a situation of which you become aware as quickly as you can notify on-call feel free to go ahead and make the contact (notify those who need to know when completed, e.g., hospital@mobblerly.org). Otherwise notify the person on call.
- 2) Tuesdays – a deacon covers hospital visits on Tuesdays. If there is a person admitted to the hospital for a crisis situation after the deacon has visited, the on-call staff member is responsible to visit.
- 3) Fridays - office hours from 8:00 a.m. - 1:00 p.m.
 - a. Let the Receptionist and administrative staff know that you are available that day. Make sure she has your cell contact info. This is not a “work from home” day.
 - b. Although you may need to go to the hospital or step out for a brief errand, your presence and availability in the office are important and required for a staff presence and the safety of our administrative staff.
 - c. Hospital visits. Please make visits for (check with the Receptionist on these):
 - i. New admits
 - ii. Crisis and critical needs
 - d. Pay close attention to the week’s hospital reports to stay informed of pressing needs.
- 4) After hours
 - a. Plan to be in town this week and available within 1 hour for a crisis response.
 - i. You are on-call 24/7 through the week. If you must be away for a short period during the week (e.g., a few hours up to a day) make arrangements for a specific fellow on-call staff member to cover during that time period should the need arise.
 - ii. If you will be away for a more extended time please consider swapping weeks with another on-call staff member (preferably when the schedule is first sent for review).
 - iii. Please make sure your phone is on so that texts from the answering service and other staff will be received.
 - b. As the on-call person, you are the first responder. Deaths, hospitalizations, and member crisis (i.e., loss of home) are expected to be covered. Use wise judgment in responding (when and how) as all needs are not equal. As a general rule on-call responses apply to members / guests only. Again, use discernment.
 - i. **Hospitalizations** - A broken bone or minor accident may best be responded to with a phone call. A heart attack, serious accident, or life-threatening incident dictates a trip to the hospital to minister to the family.

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- ii. **Deaths** - a general rule of thumb is, call first and go as appropriate. Your ministry of presence is important but use your judgment. You don't have to "have all the answers" – sometimes you just need to hug and pray.
 1. When a death occurs in a hospital, nursing home, or hospice home call to determine if the family will likely be there for at least 15-20 minutes. This prevents going up when the funeral home has already stopped by.
 2. Go or offer to go when it is a spouse, child living at home, or death is a sudden and unexpected loss.
 3. You can typically just call when it is an elderly parent, brother, sister, cousin, etc.... Discernment is important.
 4. Collect any information regarding the death and arrangements that are shared to share with staff. Do not press, especially immediately after the death.
 5. Send out an update to death@mobblerly.org as soon as the visit is complete. This keeps all staff in the loop as to what has taken place.
 - a. Refer any next steps received to the appropriate staff member.
- iii. **Potential Suicide Situation** – If you become aware of a potential suicide situation a good resource is the Suicide Prevention Lifeline (www.suicidepreventionlifeline.org or 800.273.8255).
- iv. **Adult or Child Abuse** – We are mandatory reporters. If a staff member becomes aware of a situation where abuse is suspected it must be reported to the Texas Department of Family and Protective Services (DFPS).
 1. If there is an emergency call 911.
 2. If not an emergency call 1.800.252.5400 no later than 48 hours after first suspecting abuse or neglect. More information is available at https://www.dfps.texas.gov/contact_us/report_abuse.asp#:~:text=Call%3A%201%2D800%2D252,TxAbuseHotline.
 3. If you need assistance in making the call contact Andy Hill (Exec. Pastor).
 4. Once the reporting call has been made contact Andy Hill so that staff will be informed that a report has been made.
 5. You are protected by law from liability when you make a report or provide information in good faith (not protected from civil or criminal liability when you report your own neglect or abuse or intentionally file a false report).
 6. Failure to report suspected abuse and neglect is a criminal offense.
- 5) **Compensating Day Off** – The person on call may choose to take a day earlier in the on-call week to be out of the office (still on call outside office hours) or an extra day off in the following week to compensate for being in the office on Friday of the week on call.

REMEMBER: COMMUNICATION OF UPDATES TO STAFF IS CRITICAL!

- 1) Two emails have been set up hospital@mobblerly.org and death@mobblerly.org. Send out an update as soon as the visit is complete. This keeps all staff in the loop as to what has taken place.
- 2) Refer any next steps received to the appropriate staff member.

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Benevolence calls

1) Member after hours

- a. After carefully assessing the situation a minister/pastor may provide up to \$200 in assistance. Avoid giving cash. Instead, use gift cards from Wal-Mart or Super 1, etc. if possible.
 - i. Gift cards to Walmart and Super 1 are in Greg Martin's desk (lower lefthand drawer)
 1. Please complete the small slip providing information on the who/what/why of the provision.
 - ii. If you purchase a gift card or provide some other type of assistance using your Mobberly credit card or own personal card keep the receipt. Check with the Pastor of Congregational Care regarding the appropriate account to which to code the charge.
 1. MBC Card. A receipt must be turned in and should include the name of the person assisted and reason for assistance.
 2. Personal Card. A receipt must be turned in for reimbursement and should include the name of the person assisted and reason for assistance.

2) Non-member, after hours

- a. No action required. But assess the request carefully to avoid making wrong assumptions.
- b. With the availability of CCB on our smart phones and over the internet, check these types of calls out before returning them. These can be wild goose chases and the person will often go to great lengths to convince you they are a member. Ask diagnostic questions:
 - i. What worship hour do you attend?
 - ii. What Connect Group do you attend?
 - iii. Still getting no-where - which pastor do you enjoy hearing speak the most?
 - iv. If they can't answer these questions, you are heading for a wild goose chase. Refer to Hwy 80, Longview Community Ministries, or Salvation Army.
- c. Share about Mobberly's benevolence ministry which takes place on Tuesday mornings.
 - i. Candidates are interviewed and help provided to a limited number of people each Tuesday.
 - ii. The doors open at 7:30 a.m., but people may begin to arrive as early as 6:30 a.m.
 - iii. Types of assistance generally provided are for rent, utilities, bus passes, and/or Walmart or Super 1 gift cards.

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Hospital Visitation Tips

1. You are part of the healing team – your visit is important as a means of expressing ministry as God’s servant and a representative of the Mobberly church family.
2. Be aware of your surroundings and be careful where you step or what you touch.
3. Ask patient or family member if information may be shared with staff or prayer ministry.
4. Be aware of the hospital staff’s function and make the visit short, if necessary, in order to allow them to care for the patient. You might ask hospital staff “Is it okay if I pray with the patient before stepping out?”
5. Observe hospital signs and rules. Don’t sit on the patient’s bed.
6. Be observant of the patient’s body language. If the patient is showing fatigue, yawning, not making eye contact, or heavy eyelids, then cut your visit short. It is better to under-stay than to over-stay your visit.
7. If the patient is sharing the room with another patient, be sensitive to the other patient’s privacy.
8. If there are visitors or family members in the patient’s room and you are invited to come in, remember that you are there for the patient and avoid a time of extended fellowship with others in the room.
9. If the patient is sleeping, you may want to gently knock on the door or softly speak their name as often they will doze throughout the day to pass time. If they are out of his room for a test, treatment or therapy, you may find them in the rehab room – visits are often welcomed there. In the event that you are unable to visit with the patient, leave a card with your information on it and you may also reference a special scripture verse.
10. Stay focused by keeping the purpose of the visit in mind. You come to encourage the sick person by expressing the concern of your pastor and the church family. You are there to assist in the healing process by encouraging the patient to know the hope and strength found through faith in Christ.
11. Share a scripture verse or two when you think it is appropriate. However, it is not always necessary to share a verse or two because you will reference faith and dependence on the Lord in your conversation. Avoid lengthy passages. It is probably best if you share some favorite verses that you have memorized. Scriptures which may be appropriate for hospital visits:
 - a. Psalm 42:11; Psalm 46:1; Psalm 56:3; Psalm 121:1-3; Psalm 145:13-14; Proverbs 3: 5-6; Isaiah 40:3; Nahum 1:7; Philippians 4: 6-7.
12. Be sure to wash your hands before and after your visit.
13. Pray with them by holding their hand if possible and appropriate. This is a time of serious and heartfelt turning to God and many times becomes more important than sharing of scripture verses. When praying, be specific and comprehensive. Pray for the patient’s freedom from pain, family concerns, and God’s will to be accomplished in this sickness and recovery.
14. If you are sick or think that you may be getting sick- STAY AWAY!

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Bereavement Tips

1. Ministry in grief is often a ministry of presence: you may not know what to say but your presence speaks volumes.
2. Be aware of the stages of grief.
 - a. Shock, denial, anger, bargaining, depression, testing, acceptance
3. Listen and at times ask questions that encourage a person of grief to discuss. Note that in the early stages of grief they may not be ready to talk. Don't force the conversation and remember it's ok to have times of silence.
4. Remember it is not necessary to have answers to all their questions and it is ok to say, "I don't know."
5. Seek to discover practical ways you can assist the family (food, paper goods, gift cards, information).
6. Scriptures you can share as appropriate:
 - a. Psalm 23; Psalm 34:18; John 11:25; John 14:1-6; Romans 8: 31; 1 Corinthians 15:35-58; 2 Corinthians 1:3-4; Revelation 21: 1-4
7. Pray and let them know you will continue to remember them in prayer.
8. Resources:
 - a. Thriving Through Grief (available through the Thrive! Ministry of Mobberly)
 - i. Available through Thrive at Mobberly Baptist Church- 903-232-1313
 - b. Hope Road Counseling Center
 - i. 903.252.HOPE (903.252.4673)