

Know Your Contract: Switched Call

Switched call is designated as “ro” or “returned onsite” on call timesheets, but this designation is often misleading because where the resident begins the shift and whether or how often the resident travels between home and hospital is irrelevant.

Switched call arises from Article 14.08 (c) in the CAHCA/PARA Contract:

A Resident who is scheduled on Home call but who is required to work more than four hours in hospital during the call period, of which more than one full hour is past 12:00 a.m. and before 6:00 a.m., shall be remunerated at the rate for In-house call. The rate of compensation will account for pay differentials for weekends and Named Holidays (Article 14.08 (a) ii and 14.08 (b) ii). The Authority shall have the right to implement reasonable rules to verify that Residents are entitled to be paid the In-House call rate for that call period.

In other words, for determining switched call/returned onsite, it is not relevant where the resident started or how often they traveled between home and the hospital; what does matter is that **all** of the following criteria are met:

- the resident was scheduled as or expected to perform Home call
- the resident spent four or more hours of that home call in hospital
- one of those hours was between midnight and 6am

Unless all of these qualifications are met, the call shift is not a switched shift and should not be designated as “ro” on the timesheet. Switched call will be paid at the weekday or weekend in-house rate depending.