


**DEPARTMENT OF HEALTH
NURSING CARE QUALITY ASSURANCE COMMISSION
PROCEDURE**

Title:	Office Hours and Standards	Number:	W48.01
Reference:	RCW 18.130.160 RCW 18.130.175 WAC 246-840-750 through 246-840-780		
Contact:	Paula R. Meyer, MSN, RN, FRE Executive Director Nursing Care Quality Assurance Commission		
Effective Date:	March 8, 2019	Date Reviewed:	March 2019
Supersedes:	W26.01		
Approved:	 Tracy Rude, LPN Chair Washington State Nursing Care Quality Assurance Commission		

PURPOSE:

Washington Health Professional Services (WHPS) provides accessible services to facilitate public protection.

PROCEDURE:

- A. The WHPS director has administrative responsibility for adequate staffing and accessibility to WHPS services during established business hours, Monday through Friday (excluding holidays), 8am – 5pm.
- B. The director or designee is responsible to provide coverage for planned and unplanned absences to ensure the accessibility of WHPS staff and accountability to the public.
- C. Continuous telephone access to WHPS staff is available during business hours. WHPS staff will promptly answer incoming telephone calls and respond to electronic communications. WHPS staff will return all telephone calls and electronic communications within 24 hours or the next business day.