Background: Harvard South Shore psychiatry residents work on-site in the Urgent Care and inpatient VA settings on weekends, holidays, and overnight on weeknights (“on-call”). In addition to providing evidence-based patient care during these shifts, residents need to navigate unique and rapidly changing VA policies and procedures.

Problem: There is a lack of an accessible, user-friendly reference containing VA policies and procedures and emergency psychiatry references.

Intervention: The “On Call Handbook” was created as a resident-focused document that simplifies policies and provides relevant emergency psychiatry recommendations to be useful in real time during on-call shifts.

Data: PGY-1 and PGY-2 Residents were surveyed at the beginning and end of their academic year, before and after implementation of the On Call Handbook, to assess their level of comfort dealing with common issues experienced while on-call.

PGY-1 Residents who had access to the On Call Handbook reported more comfort with navigating VA policies and emergency psychiatry situations than residents the previous year at the same level of training.

A resident-to-resident On Call Handbook was a successful intervention to improve preparedness for call shifts.