

Factor 3: Providing timely clinical advice by telephone when the office is not open

The practice must have a documented process for staff to follow for providing timely clinical advice by telephone when the office is closed.

If after-hours phone calls are routed to an on-call clinician to provide clinical advice, the clinician can access the patient medical record remotely to document the phone call and any followup tasks that need to be performed. If an after-hours service documents a phone call, phone call details can be faxed to the practice to be received on the next working day. Upon receipt of the after-hours phone call details, the phone encounter and response can be documented within the EHR.

To produce a log or monitor the timeliness of responses to after-hours phone calls, a “Phone Encounter Performance” report can be generated from the EHR filtering to include calls generated after-hours:

Phone Encounter Performance

Select Criteria for Phone Encounter Performance

Include Phone Encounters with:

Time between and →

Dates from to

Tasks

-
-
-
-
-

The report can be restricted to include only calls documented after-hours