

- ▶ RN is usually available for phone advice Monday – Friday 10:00am – 4:00pm
- ▶ Clinical Advice deals directly with patient care: *"My child is sick, what do I do??"*
- ▶ In the event the RN is not available or advice is needed outside of the normal hours, callers are instructed by a prerecorded message to either contact their Member Support for Nursing Advice on the back of the insurance card or contact the CHOA On-Call Nurse Line.
- ▶ Messages are posted directly into the patient chart via Phone Notes and the receptionist is able to assign Phone Note to the RN.
 - Phone Note is assigned to: Vickie Cheek (*TPC's Registered Nurse*)
 - Subject: Clinical Advice
 - Task: Clinical Advice
- ▶ The RN is updated in real time by visually monitoring the EHR "Phone Note tab".
- ▶ The RN has immediate access to the patient chart and is able to quickly make a decision on the urgency of the message. Calls are returned based on clinical need.
- ▶ Initial responses to messages for advice are attempted within 60 minutes of receiving the Phone Note.
- ▶ The Practice Administrator monitors the call back times monthly and reports results to all staff.
- ▶ Attempts as well as the advice give are documented in the phone note.

Busy: call back in 10 minutes, then once more in 30 minutes

No Answer: Leave a recorded message on machine (LRM); No follow up call unless the call was of an urgent nature

Consultation with a provider needed:

- ▶ ***Emergency should be addressed immediately; call 911***
- ▶ **Urgent calls:** interrupt clinician for consultation
- ▶ **Non-urgent:** Based on clinical need, obtain consultation when provider is available; but wait no longer than 3:00pm that day