

Clinical Advice Outside Normal Business Hours

PCMH1:B:1

NOTE: We have tried many different options, but the large volume of missed appointments during these times forced us to abandon the idea.

The Pediatric Center does not provide routine or urgent-care office visits outside normal business hours' M-F 8am - 5pm. However, we do have providers on call when the office is not open to provide medical advice or referral to the ER.

NOTE: We do not send our patients to another practice because it is not a covered service for the patient.

PCMH1:B2

The provider indicates if any follow up is needed by the RN.

Our providers are assigned laptops & have remote access via a secure connection to a patient's electronic medical record. The call may be documented directly into the patient's chart using the Phone Note process.

In the event the patient chart is not available, the On Call Provider records the call information (date, time, caller name, patient name, chief complaint & advice administered) on standard message form and submits the document by fax or in person to the R.N. the next business morning.

PCMH1:B:3

Our phone system is preprogrammed to forward the phones at 5pm and remove the forwarding at 7:59am the next business day.

Per contract with each vendor, Holidays & planned early closings are coordinated in advance with the Answering Service & Nurse line.

PCMH1:B3 Written Process & Defining of "timely"

Monday - Friday from 5pm until 11pm our live answering service takes callers' messages & immediately contacts the On Call Provider with the call information.

Calls received after 11pm through 7:59am, Monday - Friday, on weekends(24 hrs per day) & Holidays(24hrs per day), are forwarded by the Answering Service, directly to the Community Nurse Line. The Nurse Line is responsible for contacting the On Call Provider if needed during these hours.

*The Nurse Line is staffed with qualified RNs who have been trained to provide advice and make appropriate decisions when to contact the On Call provider or refer the caller the local ER. It is a fee based service that the hospital offers to some local practices to help reduce overutilization of the ER Department and assist with afterhours coverage. **Note:** In the event of a loss of power, loss phone service, or short staffed, we can manually forward the phones to the answering service and/or the Nurse line as needed.*

On Call Providers generally return calls as soon as it is received. However, callers are advised to call back if they have not had their call returned within 20 minutes.

The Practice Administrator is notified by phone the next business day if a delay in provider response time has been reported to either the Answering Service or the Nurse Line. All delayed responses are investigated and documented in the individual provider file.

Call reports from the Nurse Line are configured to be electronically sent to our EHR each morning. These reports are reviewed by a provider, signed, dated and

attached to the patient's chart. If the provider wants any follow up to be done, he or she sends a Task via the EHR to the RN.

On Call Providers are responsible for ensuring any after-hours clinical advice he or she has provided has been fully documented if posted in the patient's chart via Phone Notes or the paper documentation has been properly scanned & linked by the RN within 24 business hours of the call.