

Clinical Advice by Telephone

Site:	Version: 1
Approver(s): Medical Clinical Staff	Date Approved:
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Standards: NCQA	

Policy

It is the policy of the _____ to provide patients and authorized individuals the opportunity get have their clinical questions answered by telephone on a 24 hour 7 day access and to their clinical team Monday through Friday during routine work hours.

Meets AC04 for providing timely advice when the office is open

Procedure

During business hours:

1. Patient's call requesting clinical advice.
2. Medical reception takes message or transfers the call to appropriate provider team member.
3. If a message is left, the team member has until **the next business day to respond.**
4. Nurses will write a note of the encounter in the patient's medical record. Sample of note below.

Time frame for response

Meets AC05

After hours:

Meets AC04 for providing timely advice when the office is closed

1. Patients will be advised during after-hours to call our advice line.
2. The after-hours line is Blackfoot EMS.
3. They will triage the call. See process flow below.
4. An information sheet is filled out at time of the call. This will be faxed back to be shared with the medical staff.
5. Patient will be called by provider team to follow up within **one business day** of the call.
6. Nurses will write a note of the encounter in the patient's medical record. Sample of note below.

Time frame for response

Meets AC05