

Policy:

___ provides timely clinical advice to its patients using a cell phone outside of business hours. Patients calling ___ outside of business hours are automatically forwarded to this phone which is answered by one of the nursing staff or providers.

Policy:

Each patient at ___ has access to 24/7 medical advice by dialing our office number. At the end of each business day the office phone is set to forward to the FMC cell phone which is then taken home by one of the staff for the night or for the weekend. Through this patient will be able to access clinical advice to their questions, have the ability to request appointments and request medication refills. They may also be referred to the ___ patient portal website ___ to view their profile and lab results. The patients call is noted in the EHR and follow up calls or appointments are made as needed.

In addition to the ___ 24/7 phone access, a 24/7 Nurse Line is also offered to out CCM patients through Caravan Health.

Procedure:

At the end of the business hours the office phone is set to be forwarded to an external call phone, which will be answered by the on-call provider. If the provider fails to answer the call, the message service will provide the patient directions for leaving a message.

In the case that a message is left for the provider on the on call phone the provider will:

- Non-Emergency calls: After the on-call provider retrieves the message from the message service, the provider will return the call to the patient service in a timely fashion according to the patient's medical need.
- Emergency calls: The messaging service refers the patients to contact 911.

Calls will be returned within 1 hour. The on-call provider may review the patients electronic health record remotely and will contact the patient and assess whether to take any or all of the following actions: (1) provide telephonic advise, prescribing as appropriate, (2) refer patient to emergency room or urgent care, or (3) ask patient to come to Firth Medical Center office at next available time for assessment/treatment.

The ___ provider records the details of the phone contact, in the on-call log book and in the Electronic Health Record within 72 hours of the encounter.

| DATE | ANNUAL REVIEW/ SUMMARY OF CHANGES | APPROVED BY |
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