(Program Name) Office Information

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⚠️ CAUTION: Route ALL encounters to:

- On-Call Medical Provider for any issues with prescriptions and medical symptoms.
- On-Call Social Worker (LMSW) for patients having behavioral health/mental crisis (anxiety and depression).
- See Epic Office Pool for routing.

Address:

Admissions:

<table>
<thead>
<tr>
<th>Adults</th>
<th>Pediatrics</th>
</tr>
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<tbody>
<tr>
<td>(name)</td>
<td>(name)</td>
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Who Admits:

| Hospital | Hospitalist | Hospitalist |

Courtesy: Route a telephone encounter to PCP’s in-basket

Appointments:

Afterhours Scheduler:

- General questions are communicated by patient to the office during business hours. Cancellations can be faxed to the office using the No Triage guideline.
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- This office allows walk-in appointments, if patients do not want to schedule an appointment.
- If patient is **NOT** experiencing symptoms and requests to speak with a Social Worker, transfer them to Crisis Center (xxx-xxx-xxxx) - Do not transfer to Nurse Triage.
  - Document telephone encounter and route to the Social Worker Pool: CIM SOCIAL WORKER [ 11375 ]
  - If Crisis Center is called, document "Crisis Center was called" in your note.

**Nurses:**

- We do not schedule for this office. Please direct caller to call xxx-xxx-xxxx after 8:30 AM to schedule an appointment.

**Closings:**

When the office closes any time other than usual closing hours:

- If the caller agrees to call back when the office is open, ask them to do so.
- If the caller is unable to call back when the office opens, assess and refer. If you need to reach a HCP, either page the HCP who is on-call for the evening, or call the private back line to reach the HCP.

Refer to - Office Closings Calendar

**Consultations:**

- Office providers **WILL NOT** consult for Inpatients and/or ED patients.

**Death:**

If a patient of this practice expires:

- Route a telephone encounter with the name of patient and time of death to the office Supervisor and PCP.
- Only call the on-call HCP if the caller identifies a concern.
- See Job Aide - 1-8887 Job Aide

**Disposition:**

This practice prefers their patients be sent to Hospital and Urgent Care nearest to the patient.
(Program Name) Office Information

**CAUTION:**

- Route **ALL** encounters to the on-call Medical Provider or the on-call Social Worker. See Epic
  - Office Pool for routing.
- If office does not have an on-call Social Worker at this time. If patient requests to speak with a Social Worker, transfer them to Crisis Center (xxx-xxx-xxxx).

**PROVIDER PREFERENCES FOR GUIDELINE DISPOSITIONS:**

1. Activate EMS 911
2. See ED Immediately:
   - **DO NOT** send to ED: Page to on call provider, do not call
   - Patients who have a true emergency should be referred directly to an ED. Do not contact the on-call HCP regarding those patients.
3. Call Provider Immediately: Contact On-call HCP
   - For Behavioral Health concerns, ask the patient if they would like their social worker paged.
   - If the on-call social worker is paged, document "The Social Worker has been paged" in your note.
4. See Provider within 4 hours, 24 hours, 72 hours, Lab in 24hrs: If the office is not open within the disposition time frame: Page to on call provider, do not call
   - For Behavioral Health concerns, ask the patient if they would like their social worker paged.
   - If the on-call social worker is paged, document "The Social Worker has been paged" in your note.
5. Caller demands to talk with on call physician: Page on call provider to patient through PerfectServe.

**Disposition Override / Physician Override:** A Provider's authorization is required if the Nurse deems that the recommended Disposition may be Downgraded to a Lesser Disposition.

**Epic Contract Name/Number:**

- Contract Name: (program name)
- Contract Number:

**Epic Department Name/Number:**

- Epic Department Name: (Program Name)
- Epic Department Number:

**Epic Office Pool:**

- PROVIDER: for any issues with prescriptions and medical symptoms
(Program Name) Office Information

- If the medical provider is paged, document "The on-call medical provider was paged" in your note.

- (program name) SOCIAL WORKER: for patients having behavioral health/mental crisis (anxiety and depression)
  - If patient is triaged and would still like their Social Worker paged, page on-call Social Worker (or transfer them to Crisis Center xxx-xxx-xxxx).
  - If the Social Worker is paged or Crisis Center called, document "The social worker was paged" or "Crisis Center was called" in your note.

Lab & X-Ray:
All abnormal lab and x-ray reports need to be paged out immediately to the on-call HCP.

- Page the HCP directly to the caller.
- Tell the caller to contact you if they do not receive a call from the HCP within 30 minutes.

Late Policy:
Advise Patient:

- Patients arriving more than 10 minutes after their scheduled appointment time will be seen at the discretion of the Provider.
- Special considerations will be given to patients in the event of inclement weather, travel conditions, emergency, etc.
- Offer to reschedule patient while you have them on the line.

Newborn Notifications:

- All newborn notifications are to be warm conferenced to the Charge Nurse at xxx-xxx-xxxx.

Charge Nurse See Job Aide 1-8887

Healthy Uncomplicated

- (program name): Route a telephone encounter to the PCP’s in-basket.
- Call office at 8am with newborn notification information.
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With Medical Concerns

• Route a telephone encounter to the PCP’s in-basket.
• Call office at 8am with newborn notification information.

NPI:
• N/A

Nursing Home:
• This office does not provide care for Nursing Home patients

Office has not returned call:
If patient was expecting a return call and hasn’t heard from the office:

• If patient was expecting a return call and hasn’t heard from the office, call the on-call provider if office is still open, but phones have been turned over.
• If office is closed follow normal protocols and register the call for Nurse Triage.

Office Hours:

• Monday, Wednesday, Friday 8:00 AM – 5:00 PM
• Tuesday, Thursday 9:00 AM – 6:00 PM

Phone Hours

• Monday, Wednesday, Friday 8:30 AM – 4:30 PM
• Tuesday, Thursday 8:30 AM – 5:30 PM

Nurse Triage

• Anytime the office is closed and holidays

Major Holidays 24 Hours

• Memorial Day
• Fourth of July
• Labor Day
• Thanksgiving
**Program Name** Office Information

- Christmas
- New Year’s Day

**Lunch Hours**

- Office is open during lunch

**On-Call and Paging:**

**NOTE:** This office has Social Workers. If patient is having an emotional crisis: Page the On-call Social Worker to help.

- This office shares call with ____ COMMUNITY MEDICINE CLINIC.
- On-call changes at 8am on Fridays.
- Providers take call a week at a time.
- For (program name) patients, if the On-Call Provider does not retrieve page, escalate to (Lead Prescriber)
  - (page, do not call).
- If On-Call Social Worker does not retrieve page, escalate to (lead prescriber) (page, do not call).
- Link to (on call calendar)

Follow the Paging **Health Provider Procedure**

**Phone numbers:**

<table>
<thead>
<tr>
<th>Office Phone</th>
<th></th>
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<tbody>
<tr>
<td>Private Line</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Office Fax</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation Line</td>
<td>N/A</td>
</tr>
<tr>
<td>Cisco Internal Ext</td>
<td>N/A</td>
</tr>
</tbody>
</table>

- Office Manager:
- Office Phone Number:
(Program Name) Office Information

**Pregnant/OB Patients:**

*ALL Pregnant patients who have an OB and calling with pregnancy related symptoms:*

- Tell patient to contact OB office.

**Prescriptions:**

⚠️ **CAUTION:** Nurse Triage Only: For ALL Integrative Medicine patients, please page ALL medication requests to the on-call medical provider (through PerfectServe).

**Priority 1:**

- Symptoms Chest
- Pain Shortness of Breath
- Suicidal (Blue Envelope)
- Homicidal
- Infants under 12 Weeks with ANY symptoms
- Stroke Symptoms
  - a. Facial droop
  - b. Abnormal speech
  - c. Vision changes
  - d. Weakness on one side of body
  - e. Balance Issues

Navigator please see - Priority 1 Job Aide for Navigators
Scheduling CSR see - Priority 1 Job Aide for Schedulers

**Private Line Usage:**

Schedulers

🔗 **NOTE:** Do not use once phones are turned over to afterhours service.

Do not use the Private line unless one of the following exist:

- You have a Newborn you are unable to schedule within 5 days
- Critical Lab or X-Ray Findings
- Wet Reads

Nurses
Do not use once phones are turned over to afterhours service.

- If nurse has an urgent question in which they need to speak to the provider directly this line may be used.

### Providers

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Credentials</th>
<th>Cell No.</th>
<th>Home No.</th>
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<tbody>
<tr>
<td>PA-C</td>
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<td></td>
<td></td>
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<tr>
<td>PA-C</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>MD</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>PCP at Fam Med</td>
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<td></td>
<td></td>
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<tr>
<td>- Works at this location on TUESDAY'S (as specialty for addiction &amp; complex care)</td>
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<td></td>
<td></td>
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<tr>
<td>- Does NOT take call at this location</td>
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<tr>
<td>MD</td>
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<td>LMSW</td>
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