(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:

	Adults	Pediatrics
Hospital	(name)	(name)
Who Admits	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.

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🛑**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

- o   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)
    - o   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).
    - o   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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<u>With Medical Concerns</u>

- 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 <u>does not</u> 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

- 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:

Office Phone	
Private Line	
Office Fax	
Navigation Line	N/A
Cisco Internal Ext	N/A

- Office Manager:
- Office Phone Number:

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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

(Program Name) Office Information

· 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

Provider Name	Credentials	Cell No.	Home No.
	PA-C		
	PA-C		
	MD		
· PCP at Fam Med · Works at this location on TUESDAY'S (as specialty for addiction & complex care) · Does NOT take call at this location	MD		
	LMSW		
	LMSW		
	LMSW		