

# Dept of Emergency Medicine

## Contacting Physician AOC

Date Created: 02/15/2024

Date Reviewed: 03/06/2024

Reviewed By: Tehreem Rehman, Gururaj Shan, Siriesha Patnaik



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### Overview:

The purpose of this process is to escalate any concerns that need additional support in real time. The Physician AOC (administrator on call) is available and responsive 24/7.

Please do not hesitate to reach out to Physician AOC for unresolved concerns related to clinical care such as delay in disposition.

### Tip-sheet:

1. Via Call (Zoom phone)
2. Via Epic Secure Chat (Haiku/Phone)
3. Via Epic Secure Chat (Desktop):

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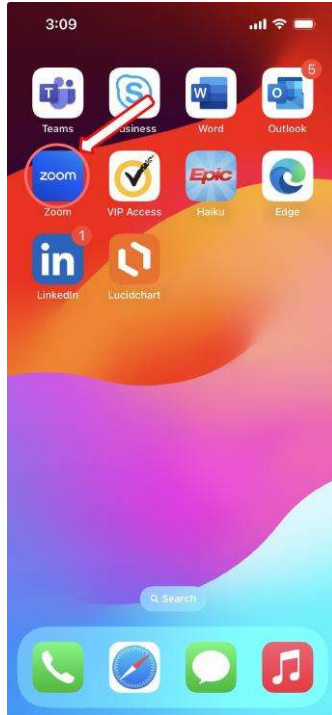
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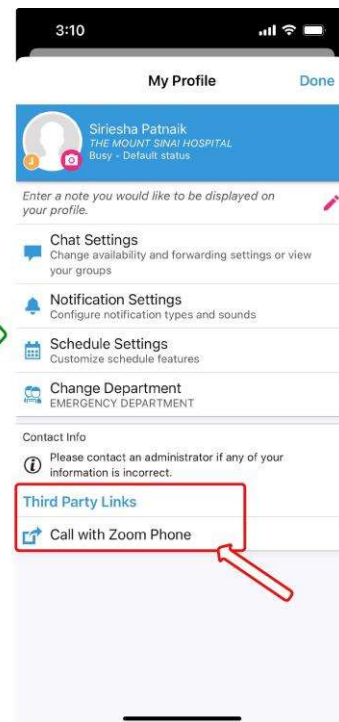
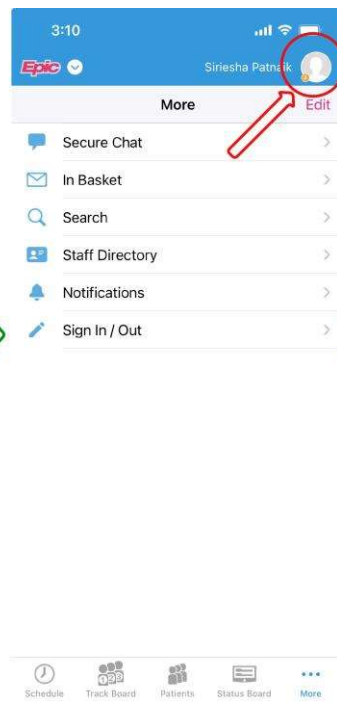
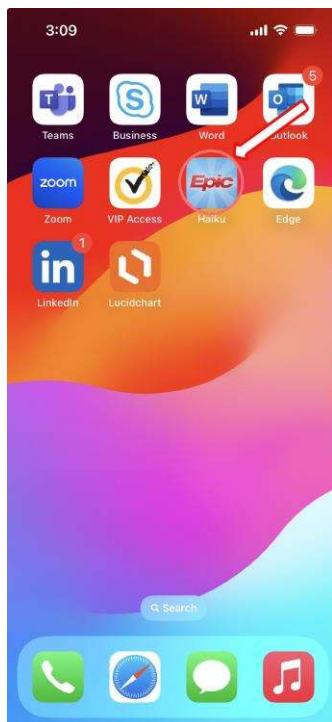
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### Accessing Zoom:



OR



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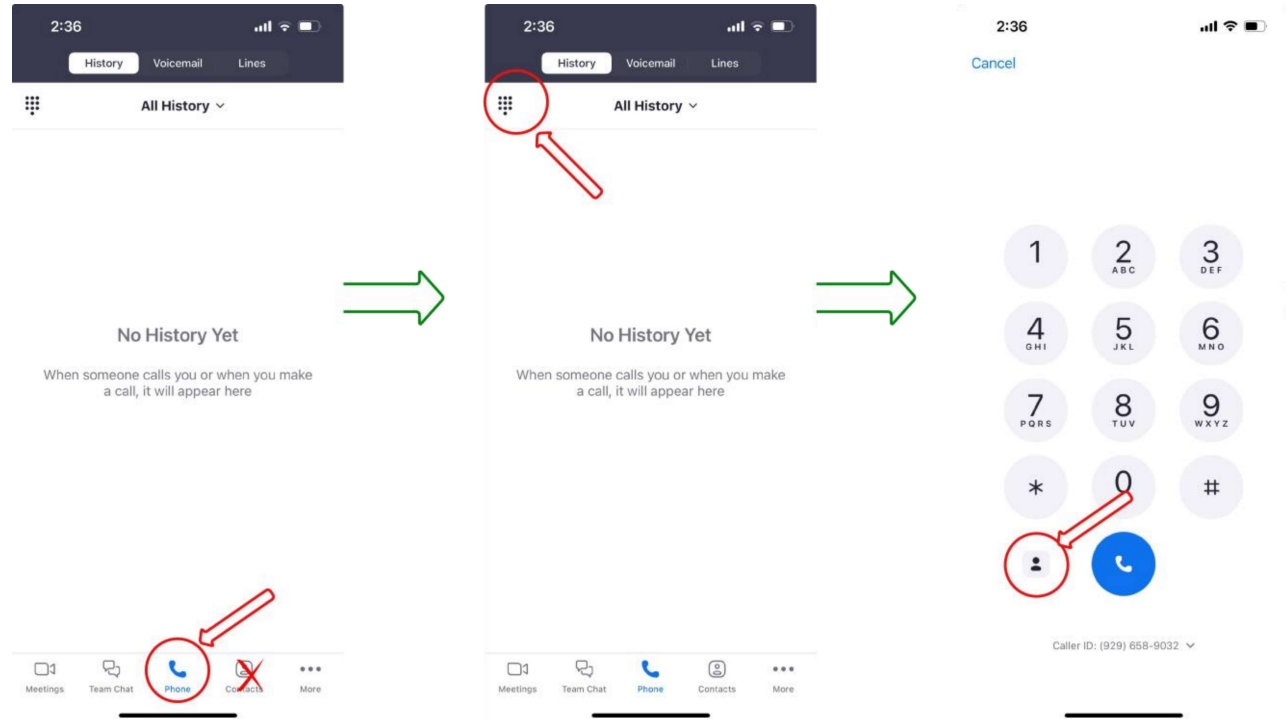
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### Via Call (Zoom phone):



1. Click the call icon center down <sup>[SEP]</sup> in the zoom app  
Note: Currently the AOC call queue is not available through the contact list bottom right
2. Click the keypad icon on the top left
3. Click the contacts icon left to the call button

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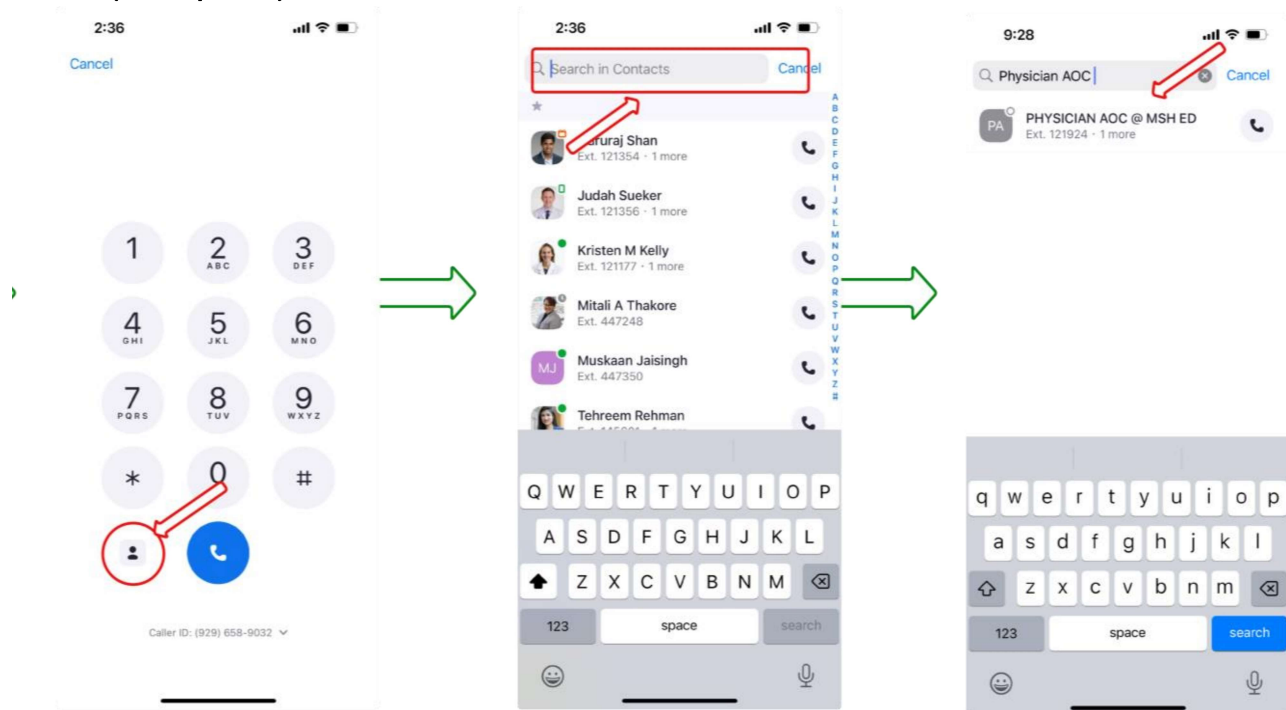
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Via Call (Zoom phone):



4. Use the search bar on top to find call queue
5. Search for key words "Physician AOC"

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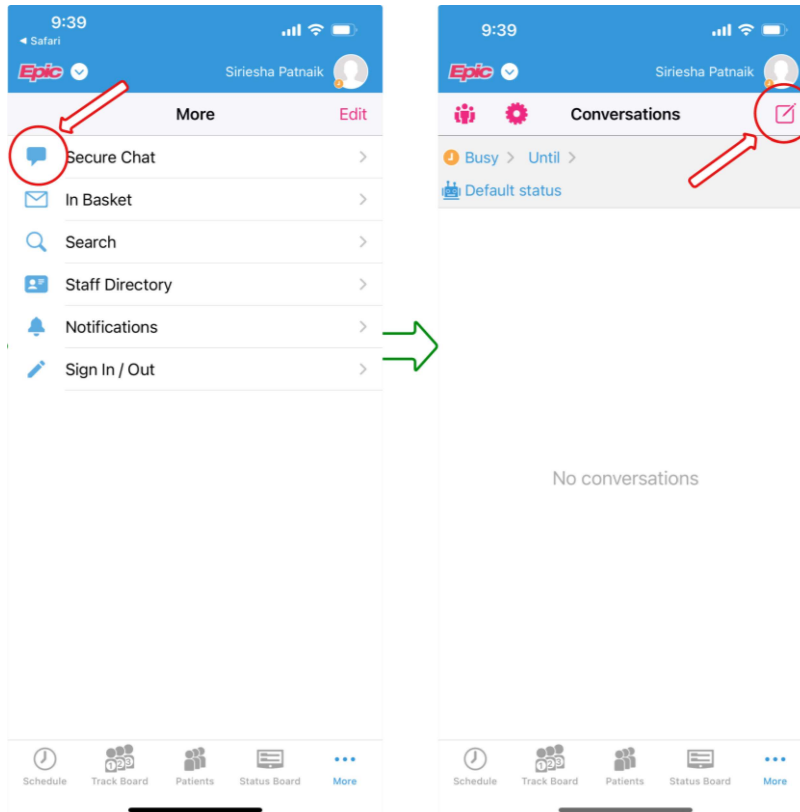
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Via Epic Secure Chat (Haiku/Phone):



1. Select "Secure Chat"
2. Select the new conversation icon on top right

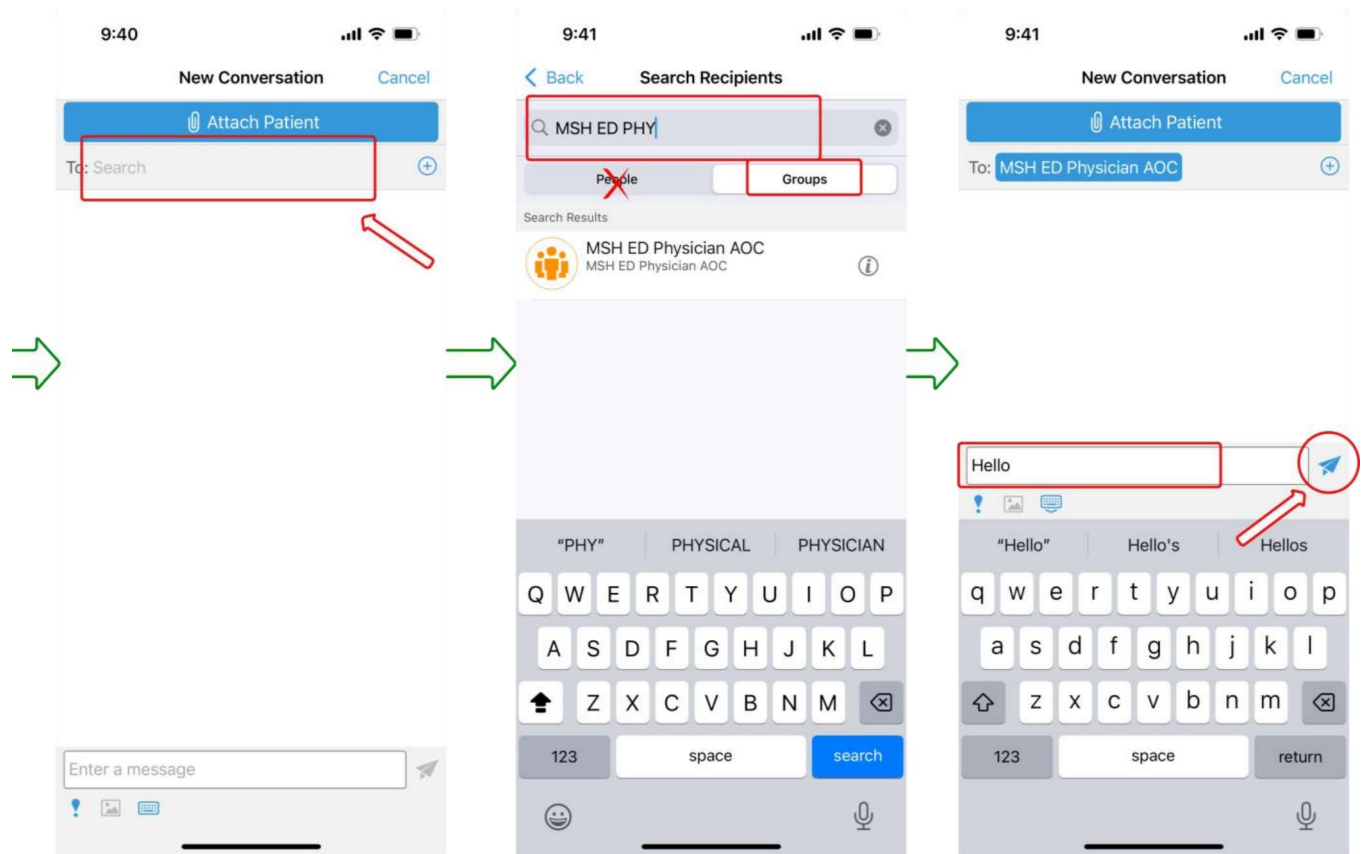
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3. Use the search bar to enter key words
4. Search for "MSH ED Physician AOC" in "Groups"
5. Type the message and select the send icon

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Via Epic Secure Chat (Desktop):

The screenshot displays the Epic Hyperspace interface for the Emergency Department. The top navigation bar includes links to ED Manager, ED Track Board, Patient Lists, and In Basket. A red box highlights the Secure Chat icon in the top toolbar, with a callout: "Click the Secure Chat Icon Or use the keyboard shortcut". Below this, a yellow box shows the keyboard shortcut: "Secure Chat (Ctrl+Shift+5)".

The main content area shows the "ED Track Board (ED)" with various tabs like Refresh, Arrivals, Service Task, Patient Transport, and Copay Collection. A status alert for "Diversion" is visible. Below the track board, the "Secure Chat" window is open, showing a "New Conversation" button and a search bar. A red box highlights the search bar with the text: "Use the keyword 'MSH ED Physician AOC' in the searchbar".

The search results show a group named "MSH ED Physician AOC" with 6 members. A red box highlights the "Groups" tab, with a callout: "Confirm 'Group' selection". Another red box highlights the group selection, with a callout: "Select the group".

The bottom section shows the chat interface. A red box highlights the "To:" field with the text: "MSH ED Physician AOC". Below this, a red box highlights the "Enter recipient or group name" field. A red box highlights the "Send" button, with a callout: "Click Send".

At the bottom, a red box highlights the message input field with the text: "Type the message". The input field contains the word "Hello".

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### Escalation

- For general questions regarding the process, please contact [Siriesha.Patnaik@mountsinai.org](mailto:Siriesha.Patnaik@mountsinai.org)