

MSH/MSQ ED Callbacks

Hours of coverage:

1. 8a-5p= Callback PA
2. 5p-7a= RETU PA (single or double coverage)

Beginning 10/14/24, the Callback PA will cover calls from MSH and MSQ EDs. Monday-Sunday, the PA in charge is the Callback PA 8a-5pm (this position is remote and the PA for this shift can be found on QGenda). The PAIC zoom phone line at **929-658-9024** is forwarded to the PA's phone number who answers calls. Oftentimes the PA is on the phone with a patient and other calls come in, but patients are able to leave a voicemail. Monday-Sunday PA in charge from 5p-8a is the RETU PA, who is responsible for having turned on the PAIC line via their zoom phone.

The following tests **automatically** populate into Callback PA InBasket (ie no need to request)

- COVID +
- Monkeypox +
- Chlamydia, Gonorrhea, Syphilis + (We also file DOH report), Trichomonas +
- Blood Culture +/-
- Urine Culture +/- / contaminated
- Throat Culture +/-
- Body Fluid/Wound Culture +/-
- GI PCR +/-, CDiff Antigen +/-
- CSF Cx +/-
- Ova & Parasite Stool
- Viral Cx (HSV 1/2, etc.)
- HIV+/Hep C+ (Health Educators address these)

To request a Callback (two ways)

1. Communications Tab

- a. Open pt's ED encounter
- b. Within the drop down of the main toolbars (Chart Review, Discharge, Orders), there is a section titled "Communications"
- c. Communication Flowsheets > Request Callback > Callback Reason > Callback Comment (see screen shots below)
- d. Please write detailed reason requesting Callback in the comment section (example: "Patient left before treatment complete, please call with abnormal lab results and have them follow up with PMD.")

2. ED Callback PAs Epic Chat

- a. Search “ED Callback PAs” via Epic Chat groups with patient attached to chat and include the reason for callback patient via chat, and Callback PA will confirm receipt and add patient to Callback list as above

Communications

COMMUNICATION FLOWSHEETS

- Shared Consults
- Peds Consults
- Request Call-Back
- AMAC Info
- Letters/Forms

VISITOR DOCUMENTATION

- Patient Visitor

Adult and Shared Consult Communications

+ New Reading

No data found.

Pediatric Consults Communications

+ New Reading

No data found.

Request Call-Back

+ New Reading

No data found.

Request Call-Back

Time taken: 8/30/2022 1632 Responsible ☐ Show All Choices

Request Call-Back

Request Call Back

Call-Back Reason

Rad Cultures Social Services Lab Work

Call-Back Comment

Please callback patient about attending overread of CXR

Restore Close Cancel Previous Next

Appropriate reasons to request Callback:

- Patient left before treatment complete and was not informed of imaging/lab results, important discharge instructions, or medications to be sent to pharmacy
- Overread or addenda of imaging results that patient may need to return to ED for further treatment or follow up with specialty service outpatient

We **generally do NOT** perform Callbacks for the following:

- Well checks
- To make appointments
- Social issues
- Normal or negative lab/imaging results
- Refills
- Prior authorization for insurance companies for medications

Policies:

- We attempt to notify/call patient of abnormal results three times (unless it's COVID+ which is one attempt), if no answer, we send telegram through Telecom Department, then remove from Callback list
 - Caveat: if patient has Active MyChart, we ask them to call us back through their mychart account
 - COVID+ do not get telegram after failed 1st attempt
- Positive Blood Cultures (regardless if suspected contaminant) get called back right away (including patient's listed Emergency Contacts) and if no response, telegram is sent on the first attempt to contact patient – see separate [Blood Culture Policy](#)
- Patient complaints, threatening or verbally abusive patients should be directed to Patient Services at 212-659-8990