###### Practice Name: Address: Telephone:

###### Fax:

###### Telephone Encounters

The practice maintains an excel table to monitor and track telephone encounter information for clinical advice, to record the actual transcript into the patient record. All examples below are considered by the physician to be within satisfactory response times, as described in the office policy document.

## Practice Name:

## CLINICAL ADVICE Telephone Encounter Log

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Urgent?** | **Outside Regular Business Hours?** | **Patient Name / DOB** | **Date / Time of Request** | **Date and Time When Addressed** | **Time Elapsed Until Addressed** | **Meets Standards?** | **Transcript in Patient Record?** |
| 1 | YES | YES |  | Sunday 10-22-2017 10:44 PM | Sunday 10-22-2017 10:50 PM | 6 Minutes | YES | YES |
| 2 | YES | YES |  | Monday 10-23-2017 07:08 AM | Monday 10-23-2017 07:13 AM | 5 Minutes | YES | YES |
| 3 | NO | NO |  | Monday 10-23-2017 02:48 PM | Monday 10-23-2017 02:52 PM | 4 Minutes | YES | YES |
| 4 | NO | NO |  | Tuesday 10-24-2017 10:43 AM | Tuesday 10-24-2017 10:47 AM | 4 Minutes | YES | YES |
| 5 | NO | NO |  | Tuesday 10-24-2017 06:51 PM | Tuesday 10-24-2017 06:57 PM | 6 Minutes | YES | YES |
| 6 | YES | YES |  | Wednesday 10-25-2017 06:25 AM | Wednesday 10-25-2017 06:34 AM | 9 Minutes | YES | YES |
| 7 | NO | NO |  | Thursday 10-26-2017 12:22 PM | Thursday 10-26-2017 12:30 PM | 8 Minutes | YES | YES |
| 8 | YES | YES |  | Thursday 10-26-2017 09:04 PM | Thursday 10-26-2017 09:11 PM | 7 Minutes | YES | YES |
| 9 | NO | NO |  | Friday 10-27-2017 06:04 PM | Friday 10-27-2017 06:08 PM | 4 Minutes | YES | YES |