

Approved By:	Board of Directors	Adopted Date:	unknown
Distribution:	All Staff	Revision Date(s):	8/03, 8/11, 4/13
Category:	Administration and Governance	Reviewed Date(s):	7/19

Printed copies are for reference only. Please refer to the electronic copy of this document for the latest version.

PURPOSE:

To describe the provisions of after hours call advice for established Open Door Community Health Centers (ODCHC) patients.

POLICY:

ODCHC offers established patients access to telephone consultation with an on-call licensed medical clinician at all times that the health center is closed.

After hours consultation is accessed through an answering service which can be reached by calling the telephone number for each facility. Instructions for this is in new patient information brochures and in after hours phone messages at each facility.

On-call clinicians must be available by cell phone. Non-urgent messages referred to the on-call clinician from the answering service must be returned within two hours. Urgent messages, as defined by the caller, must be returned by the clinician within 30 minutes.

On-call clinicians perform only those assessments or interventions appropriate to a telephone consultation. Patients with severe symptoms or urgent needs are referred to the nearest emergency medical facility. Patients with dental emergencies are assessed for the need for immediate care. In the event that immediate treatment is required to save a tooth, a member of the dental staff is contacted.

It is the responsibility of the on-call clinician to document after hours calls on the day of the call, and to arrange for appropriate notification of the patient's primary care provider on the next business day. Documentation and communication of after hours calls is achieved through use of an Interim Encounter or Telephone Encounter in the EMR System, which is routed to the patient's primary care provider for their review.

ODCHC physicians may maintain privileges at hospitals in Humboldt and/or Del Norte counties (Mad River Community Hospital-Arcata, Redwood Memorial Hospital-Fortuna, St. Joseph Hospital-Eureka, Sutter Coast Hospital-Crescent City) and may choose to provide inpatient hospital services to established ODCHC patients during their stays in those facilities. ODCHC maintains hospitalist arrangements for all local hospitals as needed to ensure inpatient services are available for established ODCHC patients.

REFERENCES:

None

ASSOCIATED DOCUMENTS:

CLN.039 After Hours Call (retired)

KEYWORD TAGS:

None