

Guilford Medical Associates Policy Title: Providing Timely Clinical Advice by Telephone/Electronic During Office Hours	Date: April 2012
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PURPOSE: To ensure patient telephone inquiries are returned/resolved in a timely manner.

POLICY: All phone calls/portal messages will be addressed within 24 hours. Any calls/portal messages received by noon will be returned by 2:00 P.M on the same business day. All messages received prior to 4:00 P.M. will be returned by the end of the business day. Calls/portal messages received after 4:00 P.M. will be returned by noon the following business day. Every effort possible will be made to return calls/message as soon as possible subject to the workflow of any particular day. Chart documentation is required for all communication with the patient or the care-giver. The provider or clinical staff will document nature of call, recommendations and plan including anything prescribed. In addition to listing prescriptions in the phone note, the medication list will be updated by the provider or clinical staff. Documentation should be initiated and completed at time of return call. After hours, patients may contact the On-Call Physician for urgent matters by calling (336) 621-8911. Phone call will be returned as soon as possible but within at least four hours. Medical advice/recommendations will be given by On-Call Physician and documentation will be entered into the EHR. Additionally may use the secure portal to ask a clinical question or request an appointment.

Guilford Medical Associates Policy Title: Call Coverage and Accessibility to EHR after hours.	Date: April 2012
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PURPOSE: To ensure continuity of care to our patients, call coverage is provided by GMA On-Call Physician when the office is not open.

PROCEDURE: After hours care/advice is available to patients by calling the main office number which will refer the patient to a phone number at the on-call center. The on-call provider will be paged and is required to return a call to the patient as soon as possible or within four hours. The on-call provider will triage the patient and after review of the online medical records will advise patient of proper treatment, refer patient to another facility as needed or told to make an appointment the next day. Open Access Scheduling allowing patients to have an appointment with their physician when they want it. Our normal business hours of operation are Monday through Friday 8:00 A.M. to 12:00pm and 2:00pm to 5:30 P.M. In addition to appointments scheduled in advance, same day and walk-in appointments are available every day. Urgent care/same day appointment appointments may be scheduled between 12pm-2pm and from 5pm -6pm.

Physicians may access the EHR remotely via the VPN and Terminal Server access using their secure username and password. Chart documentation is required for all after-hours communication with the patient or the care-giver. The provider will document nature of call, recommendations and plan including anything prescribed. In addition to listing prescriptions in the phone note, the medication list will be updated by the on-call provider. Documentation should be initiated and completed at time of call.