A. GENERAL STATEMENT OF POLICY:

   To establish a policy for after hours patient calls for the Department of Surgery.

B.SCOPE:

   This policy will cover the Department of Surgery.

C. ADMINISTRATION:

   This policy will be revised by the administrator and approved by the chairman.

D. TEXT:

   Clinic telephone calls will be answered Monday through Friday from 8:00 AM to 5:00 PM. At 5:00 PM, the main telephone number for all Surgery clinics will be transferred to the after-hours answering service. The answering service is provided with an on-call attending list for General/Vascular Surgery and ENT based on the in house trauma call schedule and the ENT call schedule. The answering service is also utilized during departmental meetings or special functions with approval from the Department Administrator, Associate Administrator or Chairman. The forwarding instructions will be provided to the answering service depending on the time frame, day of the week, and situation. The department utilizes Stenocall for after hours answering service.

   **General/Vascular Surgery**-Midlevel resident (721-0022) on call is paged out for medical issues. The answering service will call the patient back after thirty minutes to ensure the patient has heard from the resident. If the resident has not returned the page, he/she is paged again. After thirty additional minutes, the patient is contacted. If the patient has had no response, the chief resident (721-0025) on call is paged. The patient will be contacted in thirty minutes to see if the chief has responded. If no response, another page goes out and the patient is contacted thirty minutes later. If the chief does not respond to that page, the attending physician on call is paged. The patient will be contacted after thirty minutes to verify the attending called the patient, if no response, the attending physician is paged again. If the attending does not respond in an additional thirty minutes, the associate administrator is contacted for further direction.

   **ENT/Neurosurgery**-The resident assigned as the subspecialty intern (721-0020) will be paged for any medical issues. The answering service will call the patient after thirty minutes to verify the patient has been contacted. If the patient has not heard from the resident, he/she will be paged again. The answering service will follow up with the patient after an additional thirty minutes. If no response from the resident, the attending physician will be paged. The answering service will follow up with the patient after thirty minutes. If no response from the attending physician, he/she will be paged again. After an additional thirty minutes, the service will follow up with patient. If there has been no response by any resident or attending physician, the associate administrator will be contacted for further guidance.

   **Pediatric Surgery**-All medical issues will be patched to Dr. Thomas McGill cell number to handle the call.
For all non-emergent or administrative issues, the answering service will take the message; explain a staff member will return the call the next morning or next working day. A log of all messages will be sent via e-mail to the Department Administrator, Associate Administrator, & PSS supervisor. These calls will be reviewed for accuracy and any documented issues with medical calls and forward to the PSS staff to handle the scheduling or administrative issue calls. The electronic summaries will be stored for thirty days.

E. DISTRIBUTION

This policy and procedure should be distributed to all Department of Surgery Employees.

F. REVISION

It shall be the responsibility of the administrator and/or designee to indicate any revisions to this policy and it shall be the responsibility of the chairman to approve any revisions to this policy.