

Good Samaritan Health & Wellness Center
Policies and Procedures

Subject: PROVIDER CALL FOR PHONE CALLS

Policy#: 5.8

Prepared by:

Revision #:

Approved by: Board of Directors

Effective Date: 7/24/2015

5.8 Provider Call for Phone Calls

POLICY: This applies to Clinical Providers

OBJECTIVE:

To ensure consistent provider coverage for incoming calls during the hours in which the offices are closed and to ensure provider compensation for the extra time and work required.

PROCESS/PROCEDURE:

1. After-hours patients who call the clinic listen to a recording with menu of options for appointments, lab results and the ability to leave a message. There is an answering service to call. The answering service contacts the provider on call by text with all patient information including a phone number. The provider contacts the patient directly with appropriate instructions.
 - 1a) There is an established call roster that is staffed by credentialed providers of Good Samaritan Health & Wellness Center (MDs, DOs, Licensed FPNP).
 - 1b) Language line available through answering service.
2. All patients are instructed to call the clinic number after hours and their issues will be addressed and referred appropriately.
3. Call schedules will be created for the adult and pediatric practices in units of one calendar year by the Chief Medical Officer.
4. The provider shall be paid \$100.00 per week per call panel. Payments will be made to the provider listed on the call schedule.
5. The on-call provider is responsible for finding coverage for any shift that he or she is not available and notifying the Chief Medical Officer of said changes. If the schedule change is given with at least a two-week notice, except in emergent situations, the organization is responsible for notifying the Chief Medical Officer/Office Manager of the change. Should the call schedule

be changed with less than two weeks' notice, the on-call provider is responsible for notifying the Chief Medical Officer/Office Manager.

IMPLEMENTATION:

It is the responsibility of all employees/contractors to read and acknowledge their obligations under this policy.