POLICY | PURPOSE STATEMENT:
The TTUHSC SON Larry Combest Community Health and Wellness Center is committed to patient centered, efficient, safe and effective patient care. In order to plan for patient care, a schedule is created to reflect available providers both when the clinics are open and on-call when the clinics are closed.

SCOPE:
This policy applies to all clinic staff and all patients of the Larry Combest Community Health and Wellness Center Clinics.

DEFINITIONS:
On-call Provider – Access to clinical advice is provided to established patients 24 hours daily. Providers will be scheduled for time when they will be available by phone to answer calls received by the designated answering service.

Provider Monthly Schedule – Scheduling of Provider time for the calendar month.

PROCEDURE:
Providers participate in two types of schedules: patient care and on-call.

A. Provider On-Call Scheduling
   1) On call schedule is created in 3-6 month increments, in concurrence with the academic calendar.
   2) Provider is responsible for submitting any dates they will not be available to the Administrative Director at least 6 weeks in advance.
   3) The Administrative Director will complete the on-call schedule within one month of the start date. The Administrative Director will distribute it to all providers, program directors/administrative staff and the on-call answering service by electronic mail via the TTUHSC electronic mail system.
Policy and Procedure

4) Changes to the schedule once published and distributed: The scheduled Provider is responsible for obtaining coverage for their assigned dates if they cannot fulfill their scheduled time. The scheduled Provider will be responsible for communicating this change in coverage to the Administrative Director, who will distribute this update to coverage via electronic mail via the TTUHSC electronic mail system. Coverage for emergent occurrences will be considered on a case by case basis.

B. Provider Monthly Schedule

Provider coverage for the clinic schedule will be planned using a monthly Provider Schedule. Requests for time off from the Providers regular schedule need to be submitted by email to the Executive Director, Nurse Manager, and Front Office Supervisor. Information regarding reason for absence i.e. conference, vacation, should be included with the dates. These dates will be added to the monthly Provider schedule and patient scheduling system once approved by the Executive Director. Leave types are defined in TTUHSC Policy 70.01.

1) Vacation/Holiday Compensation - Requests must be submitted to the Provider’s supervisor by email 30 days prior to the requested date. This will allow adequate time to contact scheduled patients and reschedule their visits. Schedule changes will be made by the Front Office Supervisor and Nurse Manager once the request is approved by the Provider’s supervisor. Provider requests for vacation time that are outside of a 30 day time period will be considered on an individual basis by the Provider’s supervisor, and include consideration of coverage for patient care.

2) Education/Conference Time - Requests should be submitted as soon as the Provider is approved to attend the educational offering, to allow as much time as possible to reschedule patients effected by the schedule change.

3) Unplanned Leave i.e. illness, death in family, personal emergency - Notification should be communicated by the Provider to the Provider’s supervisor by text or phone 1 hour prior to their scheduled start time, or in emergent situations as soon as possible.

RESPONSIBILITIES | REVIEW | REVISIONS:
It is the responsibility of the Policy & Procedures Committee to review and initiate necessary revisions based on collaboration and input by Policy and Procedure committee and through Administrative management of this policy, including the review and revisions will be the responsibility of the Clinical Services Director.
Policy and Procedure

RIGHT TO CHANGE POLICY:
TTUHSC SON Larry Combest Community Health and Wellness Center reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.