Policy and Procedure

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<thead>
<tr>
<th>Title: Provider On-Call Responsibilities</th>
<th>Policy Number: 4C.13</th>
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<tbody>
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<td>Version Number: 3</td>
<td>Effective Date: 01/28/2019</td>
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</tbody>
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POLICY | PURPOSE STATEMENT:
It is the policy of Larry Combest Community Health and Wellness Center clinics to provide for on-call coverage when the clinics are closed.

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

PROCEDURE:
1. Each provider is assigned or volunteers for on-call responsibilities for one (1) week at a time beginning on Monday at 0800 through the next Monday at 0800.
2. The Director of Administrative Operations publishes a calendar of on-call Providers, with their contact information, to all providers and to the designated answering service in 3-6 month increments.
3. The following is an outline of the duties related to being on-call. The provider on call is required to respond to calls from the answering service within 10 minutes of the call.
   a. If the designated answering service is unable to reach the on-call provider, after 3 attempts in 10 minute intervals, they will call the administrator on-call, who in turn will also attempt to reach the on-call Provider or find another Provider to assist with the call.
   b. Providers may proactively call the designated answering service to ascertain whether there are any calls.
   c. The Provider will return the patient’s call, assess patient’s concerns, develop an appropriate plan of action, and document in the electronic medical record in a communicate note to the Primary Care Provider.
4. The Provider should return the call immediately after receiving it. The Provider will access the patient’s electronic medical record to evaluate the patient and the documented plan of care.
Policy and Procedure
5. Calls to the answering service include: direct calls from patients for medical advice or new symptoms; calls received from laboratories or radiology with critical values; calls from emergency centers or other health care providers.
6. Calls regarding critical values should be assessed immediately by reviewing the patient record and either calling the patient directly with instructions or calling the Medical Director for advice and guidance regarding the criticality of an immediate response.
7. Calls from emergency centers and other health care providers for urgently needed patient information should be accessed through the electronic medical record, using Health Insurance Portability and Accountability Act requirements for releasing information.
8. The provider will document the call and the outcome via the electronic medical record using the in-clinic communication as soon as possible, and within 24 hours.
9. On-Call coverage for Abilene Community Health Center is provided by local clinic providers.

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.

RIGHT TO CHANGE POLICY:
TTUHSC SON Combest 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.