

## **YAKIMA NEIGHBORHOOD HEALTH SERVICES**

### **After Hours On Call Provider**

#### **Rotation:**

The call week is Thursday – Thursday. The on call bag should be dropped off/picked up by 3:00 pm each Thursday in the yellow nurses' station. If a provider is not able to drop off/pick up the bag by 3:00 pm, they must notify the provider currently on call or scheduled to be on call to make other arrangements.

#### **Hours of Call:**

The on call pager/after-hours phone number is available at all times the clinic is closed. This includes:

- Weekdays 6:00 pm - 8:00 am
  - Holidays
  - Saturdays 6:00 pm to Monday 8:00 am
- or
- All day Saturday if there is no walk-in provider to Monday 8:00 am
  - Any time a provider is unavailable in the clinic, the on call provider should be notified and available for telephone call.

#### **Schedules:**

The on call provider schedule is typically prepared three months in advance. If the scheduled on call provider wants to change his/her designated call rotation, he/she should arrange with another provider and notify the MA Supervisor at least one month before the requested call duty to minimize rescheduling of patients.

#### **Call Bag:**

The After Hours on Call bag should be checked by oncoming provider for the following:

- Pager
- Cell phone/charger
- Extra AAA battery
- Hospitalists contact numbers
- Provider/interpreter home phone numbers
- Supervisor list
- Out Patient Call Log
- Card with interpreter number and Spanish phrase for call back
- YNHS Dental Pager number

#### **Miscellaneous:**

The after-hours number is a service for YNHS patients who have medical questions or concerns that can't wait to be addressed during business hours to use when the clinic is closed.

Each call received should be returned within 30 minutes and documented in the patient's electronic record utilizing the Standard Communication template categorized as "After Hours Call". If direct entry into the electronic record is not available, the designated call sheet may be used. Completed call sheets should be routed for disposition the following business day.

As a general rule, on call providers do not call in prescriptions for patients.

*Excerpted from Care Guidelines*