

After-hours Clinical Advice

Purpose: To ensure clinical advice and care is provided after hours to established patients and does not conflict with the patient's medical record.

Process:

- After-hours (5pm-8am) and weekend patient calls are handled by the on-call residents who are assigned to cover the hospital.
- The patient/caregiver will call the office main number 321-843-3220 and will be directed to leave a voicemail detailing their concerns.
- The resident will receive voicemail through PerfectServe.
- Before returning the call, the resident will:
 - Listen to the voicemail.
 - Review the patient's medical records in EPIC.
 - Confirm that the patient is an established patient at OH PCP (seen at least once in the past 3 years) before providing any clinical advice.
- The resident will triage the call as appropriate, using the "AAP Pediatric Telephone Protocols" book located in the resident on-call room.
 - The senior resident will document the clinical advice given in the patient's medical records as a "telephone note" and forward the note to the on-call clinic attending for review.
 - PGY-1 residents will route the telephone note to the senior resident for feedback and co-signature before forwarding it to the on-call clinic attending.
 - If emergent care is needed, patient/caregiver will be directed to call 9-1-1 immediately.
 - If urgent evaluation is needed, patient/caregiver will be directed to CareSpot urgent care (which is affiliated with Orlando Health) or Arnold Palmer Hospital for evaluation based on acuity.
- In the event where the patient or caregiver discloses concerning information, the resident will consult with the on-call clinic attending via PerfectServe. The attending will return the call within 30 minutes.
- All after-hour patient/caregiver calls will be returned by the resident within 60 minutes.
- **This service is exclusively for established patients. If a resident receives a call from a caregiver of a non-established patient, the resident will:**
 - **Return the call to inform the patient/caregiver that clinical advice cannot be provided.**
 - **Encourage them to contact their primary care physician (PCP).**

Documentation tips

1. Look-up patient in EPIC
2. Confirm that the patient is an established patient at OH PCP (seen at least once in the past 3 years) before providing any clinical advice.
3. Create a telephone note (under the tab 'Create Encounter')
4. Enter reason for the telephone note "After-hours Clinical Advice" (under the tab 'This conversation')
5. Document telephone note using the smartphrase .afterhoursclinicaladvice
6. Route the note to attending physician (under the tab 'This conversation')
7. PGY-1 residents must route note to the PGY-3 resident for co-signature and feedback. The PGY-3 resident will co-sign the note then route the note to the attending physician.

