

Primary Care Medical Center

After Hours Policy

POLICY STATEMENT: Patients can access providers and care team members to address routine, urgent and emergent needs after normal business hours through the facilities extended hour offerings Monday through Friday 5pm to 8pm and on Saturday and Sunday from 8am-6pm. During these extended hours, **patients may be subject to a \$30.00 after-hours fee in addition to services rendered same day.**

After-Hours Access- Telephone

1. At all times when Primary Care Medical Center is closed, the phone lines are transferred to a contracted answering service vendor. Primary Care Medical Center providers provide the professional after-hours coverage and are responsible for ensuring the contracted vendor has current provider call schedules and current contact information.
2. When life-threatening emergency situations are identified patients are instructed to call 911 or go to the nearest emergency room. The answering service and/or the provider on call make reasonable attempts to find out which hospital the patient is being transported to so a call may be placed to the facility, when appropriate, and notification of the emergency situation and disposition is made to their personal clinician the following day.
3. Non-life threatening situations: Calls received by the answering service that are determined appropriate for a provider call back using triage criteria and decision-support tools are immediately forwarded to the provider on call. Calls placed to the provider include patient demographic (name, date of birth, telephone number), and clinical symptom information that is necessary to locate the patient's electronic health record for review.
4. Providers are expected to contact patients within a reasonable amount of time after receiving the call and provide clinical advice as needed. Clinical advice provided is documented in the clinical record at the time of the call.
5. The answering service records the time each call is received, the time the call is closed, and the disposition of the call (e.g., instructed to go the ER or time the provider was contacted, etc.). Each morning, a list of all after-hours calls is faxed to the health center by the answering service provider for follow-up by health center staff, when appropriate.