



# Rancho Los Amigos National Rehabilitation Center

## OUTPATIENT POLICY AND PROCEDURE

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**SUBJECT: DOCUMENTATION OF TELEPHONIC  
MEDICAL ADVICE AND/OR INSTRUCTIONS**

**Policy No.: B843  
Supersedes: May 23, 2003  
Revision Date: February 22, 2018  
Page: 1 of 1**

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### **PURPOSE:**

To establish effective guidelines for documenting phone conversations between clinical staff and patients, when patients are given medical advice

### **POLICY:**

All phone conversations with patients when providing medical advice and/or instructions shall be documented in the patient's medical record.

### **PROCEDURE:**

If a call is received from a patient requesting medical advice, information, and/or instructions:

1. The staff receiving the call documents the name of the caller, date, time, phone number, referenced patient and the medical record number and patient problem on the patient's medical record in the Health Information System.
2. The staff receiving the call forwards the message to the appropriate clinical staff for follow up by using the Message bar in the Health Information System.
3. When providing medical advice and or instructions by phone, clinical staff is required to document the following on a the patient's medical record in the Health Information System
  - a. Date/Time of call
  - b. . Name of Person calling
  - c. Allergies
  - d. . Problem /Duration
  - e. Action taken / Recommendations
  - f. Disposition
4. When staff are calling patients to provide medical advice, information and /or instructions, follow step #3 above under procedure.

**REFERENCE:** Ambulatory Care Nursing Policy/Procedure #755

LH 2018

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EFFECTIVE DATE: April 1999

COUNTY OF LOS ANGELES · DEPARTMENT OF HEALTH SERVICES

APPROVED BY:  
Signature(s) on File.