



Rancho Los Amigos National Rehabilitation

OUTPATIENT CARE SERVICES POLICY AND PROCEDURE

SUBJECT: Outpatient Call Center Guidelines

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PURPOSE:

To provide specific guidelines to the Rancho Los Amigos National Rehabilitation Center Outpatient Call Center (Appointment Call Center and Nurse Message Center) staff to process telephone messages received from patients. The Nurse Message Center is comprised of both licensed and non-licensed nursing personnel, and works closely with the clerical support team in the Appointment Call Center.

PROCEDURE:

Staff assigned to the Outpatient Call Center will answer phone calls as they are received in the call center. Based on defined urgent, or non-urgent calls, staff will manage the call including documentation in the hospital information system and timely notification of these messages to clinic areas.

Staff will access the hospital information system to get information regarding patient's appointment profile and provider empanelment, if applicable.

The staff in the Nurse Message Center will be in constant communication with the patient care team and medical providers. The Outpatient Call Center may also communicate with the administrative support from various departments at Rancho Los Amigos.

Urgent calls- messages will be transferred to the licensed nursing personnel for additional actions on these calls. Nurse Message Center will review and process (resolve, disposition, or notify the clinic nurse or the provider team as needed).

Non-urgent calls- messages will be taken, documented in chart view in the hospital information system, and will be sent to clinic areas at 10am, 12noon, 2pm and 4pm.

EFFECTIVE

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

DATE:

APPROVED BY:

Dennis Wong, MD Charmaine Dorsey, Area Administrator

Signature(s) on File.

URGENT:

The following are considered urgent medical issues and patient should be advised to go the nearest emergency room or dial 911. These calls should be transferred to the Nurse Message Center's licensed nursing personnel, who will document in affinity, notify patient care team and medical provider assigned to the patient.

1. Shortness of Breath
2. Acute Bleeding
3. Chest pain
4. Any new stroke issues
5. Urgent or patients needing appointment on same day
 - a. Any Fever/Chills (with unknown reason)
 - b. UTI with Fever/Chill
 - c. Pressure Ulcer + Fever/ Chill
 - d. Diabetic Foot Ulcer (new/getting worst)
 - e. Faulty catheter not draining
 - f. Pain (Acute)
 - g. Trach issues
 - h. Bowel issues
 - i. Swelling of legs (new onset)
 - j. Dizziness/headache
 - k. Blood Pressure concerns

Appointment Call Center

- a) If there is **available Return Slot**, Appointment Call Center will schedule the patient and notify clinic about the added appointment for the same day.
- b) If there is no available Return Slot, Appointment Call Center will document in chart view and notify the Nurse Message Center.

NON-URGENT:

1. Pain: Non-chronic

Appointment Call Center will

- a) provide the next available appointment with the patient's provider within Medical Home, and document in chart view.
- b) notify the Nurse Message Center (if patient requests sooner appointment), for review and processing.

2. Med. Refills (routine meds, pain meds)

Appointment Call Center will transfer calls related to the Medical Homes to the Nurse Message Center as needed.

If no one answers, Appointment Center will document in chart view and notify the Nurse Message Center for review and processing.

3. Supplies

Appointment Call Center will document in chart view and notify the Nurse Message Center.

4. Paper work

Appointment Call Center will schedule the next available appointment (if face-to-face is needed), or transfer the call to Health Information Management as needed.

