County of Los Angeles   **Department of Health Services**

VALLEYCARE
OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS
NEUROLOGY DEPARTMENT
POLICY & PROCEDURE

<div align="right">

NUMBER: 2159
VERSION: 3

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SUBJECT/TITLE: **TELEPHONE CONTACT PROTOCOL**

POLICY:

1. If a patient's phone call requires a physician's or nurse practitioner's attention, the bilingual secretary will legibly document the inquiry on a telephone message slip and give the slip to the relevant person.

2. All messages will include the date and time of the call, the name and phone number of the caller, the name and medical record number of the patient, and the nature of the call or patient problem.

3. If the patient's need is urgent and cannot wait for a response to the message, the patient is referred to Urgent Care.

4. If the patient is having a serious problem, such as a serious drug reaction rash or side effect, the secretary will direct them to the nearest ER or Urgent Care . If the problem is an emergency (e.g., chest pain, shortness of breath, repetitive seizures, stroke, altered mental status, or serious psychiatric emergency), the secretary will tell them to call 911 and will page the neurology attending or on-call resident to notify them of the emergency.

5. The information will be given to the requested physician or nurse practitioner, or to the resident on call if no one is specified or the requested person is not available. If the matter is urgent, the secretary will page the physician or nurse practitioner.

6. A physician or nurse practitioner will contact the patient within 24 hours unless call is not urgent, such as a medication refill.

7. The physician or nurse practitioner will document in the patient's medical record a summary of what was discussed with the patient and/or done.

PURPOSE:

DEPARTMENTS: **NEUROLOGY**

DEFINITIONS:

PROCEDURE:

References:	
Approved by: Rima Matevosian (Chief Medical Officer)	Date: 07/15/2014
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Distribution: Neurology	
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