

SOUTHERN NEVADA COMMUNITY HEALTH CENTER DISTRICT-WIDE POLICY

DIVISION:	FQHC	NUMBER(s):	CHCA-023
PROGRAM:	Clinical Care Services	VERSION:	1.01
TITLE:	After Hours Coverage	PAGE:	1 of 3
		EFFECTIVE DATE:	Click or tap here to enter text.
DESCRIPTION:	Access to care after normal business hours.	ORIGINATION DATE:	September 17, 2024
APPROVED BY:			
CHIEF EXECUTIVE OFFICER - FQHC			
Randy Smith, MPA	Date	REPLACES:	CHC-023, V1.00

I. PURPOSE

To provide continuous care for patients during non-business hours.

II. SCOPE

Applies to all clinical workforce members within the scope of their practice.

III. POLICY

The Southern Nevada Community Health Center is committed to compliance with Health Resources and Services Administration standards for ensuring access to care after normal business hours for established patients.

IV. PROCEDURE

- A. Patients calling the health center after normal business hours will hear a recorded message notifying the caller the clinic is closed and if an emergency to call 911. The message provides an option to connect the caller automatically to an after-hours service.
- B. The after-hours service provides basic clinic information and triage for patient clinical situations.
- C. The after-hours clinical staff assesses patient status and recommends appropriate actions with documentation of actions on the after-hours record. The record includes:
 1. Name of the patient or representative making the call
 2. Phone number of the caller
 3. Name and birth date of the patient
 4. Reason(s) for the call
 5. Assessment/triage findings
 6. Disposition of the call encounter
- D. Following triage protocols, the after-hours service will contact the health centers assigned on-call provider to convey the patient's concerns and condition as appropriate. If the assigned on-call provider cannot be reached, the back up on-call provider will be contacted. If the back up on-call provider cannot be reached, the health center's medical director will be contacted next. The health center also maintains emergency contacts in the event the on-call provider and their backups are unavailable.
- E. The on-call provider will engage the patient, take appropriate clinical action, and will document the encounter in the patient's medical record.
- F. The documentation from the on-call encounter will be entered in the patient's medical record no later than the next business day.
- G. The after-hours service will send the after-hours record of activity to health center on the next business day.
- H. On the next business day, the assigned health center clinical staff will check the after-hours activity records from the previous evening/weekend and follows up with the patients and their provider as appropriate. All after-hours activity records and follow-up actions are documented in the patient's medical record.
- I. The after-hours service provides summary reports to the health center regarding utilization and disposition of services.



ACRONYMS/DEFINITIONS

Not Applicable

REFERENCES

Not Applicable

DIRECT RELATED INQUIRIES TO

Community Health Nurse Manager, FQHC

ATTACHMENTS-FORMS-TEMPLATES

Attachment 1, CHCA-023-ATT-1, Access Nurse Physician After-Hours Workflow

Attachment 2, CHCA-023-ATT-2, SNCHC After-Hours Workflow

HISTORY TABLE

Table 1: History

Version No.	Effective Date	Change Made
<u>Version 1.01</u>		<u>Formatted to current template</u> <u>Clarified section IV. H.</u>
Version 1.00	09/17/2024	First issuance, replaces SNCHC-ADM-014-C