

**SOUTHERN NEVADA COMMUNITY HEALTH CENTER
POLICY AND PROCEDURE**

DIVISION:	Administration <u>FQHC</u>	NUMBER(s):	CHCA-### <u>CHCA-023</u>
PROGRAM:	FQHC <u>Clinical Care Services</u>	VERSION:	1.00
TITLE:	After Hours Coverage System <u>After Hours Coverage</u>	PAGE:	1 of 3
		EFFECTIVE DATE: Click or tap here to enter text.	
DESCRIPTION:	<u>Access to care after normal business hours.</u>		ORIGINATION DATE: New
APPROVED BY:			REPLACES: New
CHIEF EXECUTIVE OFFICER - FQHC			
Randy Smith, MPA _____		Date _____	

I. PURPOSE

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

II. SCOPE

Applies to all clinical ~~W~~workforce members within the scope of their practice ~~(clinical staff)~~.

III. POLICY

The Southern Nevada Community Health Center is committed to compliance with Health Resources and Services Administration standards for ~~community health centers including the provision of ensuring access to care after normal business hours~~ hours medical care, information and resources for addressing medical and dental concerns or problems for established patients.

IV. PROCEDURE

A. Patients calling the ~~The clinic~~ health center telephone after normal business hours ~~includes 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.

~~B. The after hours service forwards calls to appropriate clinical staff.~~

~~4.1. The after hours service will provide data to clinical management regarding usage and disposition.~~

D.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 standard 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~~

E.F. ~~The documentation from the on-call encounter will be~~ entered in the patient's ~~medical or dental record~~ medical record no later than the ~~on the~~ next business day.

F.G. The after-hours ~~clinical staff~~ service will send the after-hours record of activity to health center ~~clinic staff~~ on the next business day.

H. On the next business day, the ~~assigned health center~~ appropriate clinical staff will check ~~the after-hours activity records from the previous evening/weekend patient status and arrange for an~~ and follows up with the patients and their provider as appropriate appointment as needed. All actions are documented in the patient's medical ~~/dental~~ record.

I. ~~The after-hours service will provides~~ summary reports ~~data to clinical management~~ the health center regarding utilization ~~usage and disposition of services.~~

G.

Additional Sections

~~Delete if not needed or type Not Applicable~~

Acronyms/Definitions

~~Delete if not needed or type Not Applicable~~

VI.V. REFERENCES

~~If none, type Not Applicable~~ Not Applicable

VII.VI. DIRECT RELATED INQUIRIES TO

~~(Subject Matter Expert Title Community Health Nurse Manager)
(Department Name FOHC)
(Department Extension, if applicable)~~

HISTORY TABLE

Table 1: History

Version/Section	Effective Date	Change Made
Version 0		First issuance, replaces SNCHC-ADM-014-C

VIII.VII. ATTACHMENTS

~~Access Nurse Physician After-Hours Workflow
SNCHC After Hours Work Flow~~ Not Applicable

AccessNurse Physician After-Hours Workflow (with & without EMR interface)



