

Policy and Procedure

Supersedes:			Policy Number:	
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Subject:	After Hour Telephone Calls			
			Current Effective Date:	
			Last Review Date:	
			Original Effective Date:	
			Next Review Due Date:	

PURPOSE:

To ensure completeness and accuracy of a patient’s medical record and provide continuity of patient care.

POLICY:

All after hour telephone calls will be documented in the patient’s medical record.

PROCEDURE:

1. After hour telephone calls to physicians or other healthcare providers must be documented in the patients’ medical record in a timely manner.
2. The documentation of the telephone call must include:
 - Date and time of the call
 - Patients concerns
 - Advice given to the patient
 - Action taken
 - Name of the healthcare provider
3. The documentation must be processed and placed into the medical record in a timely manner, consistent with the timeline and the procedures for processing of other documentation.

RELATED POLICIES:

None

SOURCE DOCUMENTS AND REFERENCES:

None

ATTACHMENTS:

None

REVISIONS:

Complete the below grid for any revisions. Types include “Annual Review” and “Policy Update”

Date	Type	Description of Revision

