

Memo

To: Doctors, MAs, front desk

From: Management

Date: April 7, 2022

Re: When the on call doctor recommends that a patient be seen the next day

Recently, an on call doctor wanted a child seen during Saturday clinic. By the time the parent was able to call and get through the phone tree, all appointment slots were booked. The patient was triaged appropriately by the on call MA and by the Saturday clinic doctor and was determined that the patient could be monitored at home. Ultimately, the family came into the office on Monday to be evaluated. This scenario brought to mind an opportunity to ensure that patients are reliably seen as triaged by the on call doctor.

Doctors: If you would like a patient seen when the office opens after speaking with them on call you have a several options.

1. Ask the family to walk in at 8:20am, warning them there might be a wait.
2. Create a TE, mark it as high priority, and leave it in the on call box. They will then call the family to make an appointment bypassing the phone que delay.

Front desk: If a parent calls to request an appointment because the on call doctor advised it, please schedule the appointment.

MAs: If you receive a TE from a doctor, the front desk, or a parent leaves a vm stating they need an appointment per the on call doctor, call the family and transfer them to the front to make an appointment.

If there are no appointments available, please immediately bring this to the attention to a covering doctor stating that the on call doctor advised the patient to be seen.