Community Health Network, Inc.
MEDICAL STAFF POLICIES & PROCEDURES
☑ **Community Hospital South**

TITLE: RESPONSE TIME

PURPOSE: To provide guidelines for Medical Staff response times.

PROCEDURE:

In the interest of patient care and increased patient satisfaction, it is of great importance that Members respond to pages, text messages, telephone and mobile calls, or any communication from the Hospital or another Member in an appropriate period of time. This policy applies to any modality of communication to Members including pages, telephone or mobile calls, and text messages.

911 Pages/Calls/Texts/Communications

If the message left is only a callback number followed by_" 911" or indicates urgency, then the response will be within 10 minutes from the receipt of the message. If not answered, within the 10 minutes window, the Member will be paged, texted or called again after 10 minutes from the initial communication. If no response after the second message, then depending on the time and/or Member's clinical privileges:

- The Member's office will be called to confirm the Member's availability
- The Member's answering service will be called
- The Surgery Department/Surgery Center/Endoscopy will be called for Members who perform surgeries or procedures;
- The Catheterization Lab will be called for Members with cardiology privileges

If the Member fails to response after numerous messages are left, the appropriate Department Chair will be contacted to secure appropriate coverage.

Routine Pages/Calls/Texts/Communications

Routine communications are to be answered within 30 minutes. If not answered within 30 minutes, the Member will be paged every 10 minutes thereafter. If the Member fails to respond after numerous messages are left, the Department Chair will be contacted to secure appropriate coverage.

Documentation

Nurses and techs document pages, calls, texts or other forms of communication to Member's in the medical record.

Additional Responsibilities

In order for Members to fulfill their patient care obligations, Members are encouraged to utilize alpha-numeric pagers as the preferred mode of receiving communications outlined in this policy. Members may utilize the expertise of the Hospital's Information Technology staff when investigating alpha-numeric pagers or other device for receiving communications for reliability and range of service to purchase. The hospital will not be responsible for purchasing the alpha-numeric pagers or devices.

All Members have a duty to maintain current contact information in Diagnotes and to update such information as necessary. For example, Members are responsible for updating their information in Diagnotes for any anticipated period of unavailability such as vacation, leave of absence, or call coverage changes.

Consequences for Failure to Follow

Instances of when a Member fails to follow this policy should be reported to the appropriate Department Chair, a Medical Staff Officer, or the Physician Executive for an appropriate action as

warranted under the circumstances. Appropriate action will be taken, which may include but not limited to education, focused professional practice evaluation, or Medical Staff disciplinary action.

Formulated by:	Carolyn Waymire, CPMSM; 5/2/07
Reviewed by Bylaws Committee:	5/9/07
Approved by CHS/MEC:	5/14/07; 11/11/14; 8/8/17
Approved by Board of Directors:	6/4/07; 1/21/15; 11/13/17

Policies:pager response chs