



C02 Clinical- After Hours Medical Emergency Response

Policy: After hours emergency coverage will be provided by Fonemed nurse triage via the Yakutat Community Health Clinic phone line. Emergency services will be provided for all patients during normal business hours.

Purpose:

Provide routine and urgent-care appointments outside regular business hours.

Procedure:

Emergency Services:

- Emergency coverage during business hours will be provided by YCHC staff Monday – Friday, 9:00 a.m. – 5:00 p.m. as posted.
- In the event that all available phone lines are busy during business hours the patient will be directed to the Fonemed triage service.
- Emergency coverage via nurse phone triage is available during and after hours.
- Outside of normal business hours, all patients can reach the nurse triage line by calling the YCHC phone number.
- Clinic staff will be notified by fax when a patient has been triaged via Fonemed.
- Clinical staff will evaluate triage notes and contact the patient when indicated. Staff will store Fonemed faxes in the “Fonemed Binder” and follow the Electronic Fax Procedure as follows:

Primary Monitor: The Primary Monitor monitors incoming faxes from within Outlook. Primary Monitor opens each fax to determine its destination. Primary Monitor moves each fax to the appropriate folder within the E-Fax outlook account. Primary Monitor then MARKS THE EMAIL AS UNREAD so the intended party sees that it is a New Fax transmittal. For faxes intended for staff who do not have access to e-Fax folders, the Primary Monitor will forward or prints the transmittal to ensure the intended party receives the fax.

Secondary Monitor: When the Primary Monitor is on-site and monitoring faxes, the Secondary Monitor is on stand-by. The Secondary Monitor fills Primary Monitor duties when the Primary Monitor is off-site or is otherwise unavailable. The Secondary Monitors will consult with one another to determine who will fill the Primary Monitor role for the duration of time that the Primary Monitor is unavailable.

Back-up Monitor: When the Primary Monitor and Secondary Monitors are on-site and monitoring faxes, the Back-up Monitor is on stand-by. The Back-up Monitor fills Primary Monitor duties when all Primary and Secondary Monitors are off-site or are otherwise unavailable. The Back-up Monitors will consult with one another



YAKUTAT COMMUNITY HEALTH CENTER

P.O. Box 112

Yakutat, Alaska 99689

Telephone: 907-784-3275 or 907-784-3391 Fax: 907-784-3263

to determine who will fill the Primary Monitor role for the duration of time that the Primary and Secondary Monitors are unavailable.

- After hours follow up calls will be scheduled by the provider and documented in the Electronic Health Record.

After Hours Services:

- After hours routine medical care is offered every Wednesday from 5:00-6:00 pm by appointment.
- After hours behavioral health services are offered on Saturdays by appointment.
- The after hour 911 system will have access to the Medical Providers on-call at all times.
- The exchange will direct the patient to call 911 if the patient deems the incident a medical emergency.
- The exchange will then notify the provider-on-call.
- All after hour calls will be logged by the provider and forwarded to the office on a routine basis.