Policy Template

Policy: Telephone and Email Response

Purpose: To establish response time frames for telephone and email contacts.

A. The designated physician, nurse or other clinician will provide telephone advice on clinical issues during office hours within the specified time frame.

1. Clinical staff will return calls to patients for clinical advice and other requests within _____ hour(s) of receiving the call.
2. Calls received after _____ PM will be answered by _____ AM the next day.
3. Spot checks will be performed on a (monthly, quarterly or semi-annual...select one) basis to assess the practice’s ability to meet this requirement (80, 85, 90%...designate a number the members of the practice agree upon) of the time.

B. Urgent phone responses will be returned within a specified time, with clinician support available 24 hours a day, 7 days a week. (Practice will need to define urgent and emergent criteria and provide to patients.)

1. During office hours urgent calls are returned by a clinician within _____ minutes, and urgent after-hour calls are returned within _____ minutes.
2. After hours calls will be responded to by the designated provider on call.
3. Spot checks will be performed on a (monthly, quarterly or semi-annual...select one) basis to assess the practice’s ability to meet this requirement (80, 85, 90%...designate a number the members of the practice agree upon) of the time.

C. Providing secure e-mail consultations with the physician or other clinician on clinical issues, answering within a specified time

1. Appropriate staff will respond to secure e-mails within ___ hours for clinical messages and ____ days for non-clinical messages.
2. Computerized reports reviewed monthly will document that this policy is followed (80, 85, 90%...designate a number the members of the practice agree upon) of the time.

Approved:

Review date: