

Shapiro/Crosstown Primary Care – On Call updated 6.28.2020

Calls are rotated between on call providers (no longer splitting up 5th/6th floor patients)

On call coverage shifts: Monday-Friday 5pm-8am,
 Saturday 8a – Sunday 8am
 Sunday 8a – Monday 8a
 Clinic Weekday Holidays: 8am till 8am next day

Schedule: Schedule is created at beginning of academic years. Mark your calendars. Jenay sends out weekly emails. It is also available on the BMC Intranet. Once schedule is set, you are responsible for finding coverage if you are away.

Contact Jenay Nasif with any schedule changes.

With pandemic, on call shifts are constantly changing as docs are called in for COVID teams

Last minute changes/switches: contact the answering service to let them know. Forwarding your pager will not work.

Back-up

If the On-Call is not responding to pages, the Practice Support Center/Answering Service will:

*Relay the messages to the next On-Call provider via page

*Inform the back up On-Call provider that the other On Call is not responding to pages

There are two groups that take our patients calls (depends on time/day)

1. BMC Call Center is open and takes patient calls: Monday- Friday, 7am-7pm. You will interact with them from 5pm- 7pm on weekdays only.

2. Alliance Answering Service takes calls when the Practice Support Center is closed. 7pm till 7am; weekends and holidays

They do not have EPIC access.

Contact: 800-541-1408 (account number 3850). Or you can just call our practice number.

On-Call Phone: Available in the GIM Crosstown Administrative Office or the Shapiro 5a Front desk if you want to use a cell phone to call a patient. Incoming patient calls are not sent to this phone. Please return after using.

Pager – This is primary contact for Answering Service & Practice Support. **Do not forward to your cell phone or to another Clinician's pager. The answering service calls your pager directly.**

OBAT calls – you may get calls for off-hour refills of buprenorphine. These should be directed to the OBAT on-call nurse. Call the nurse at 857-225-0136. An OBAT nurse covers this line till 10p when they are not in clinic:

Mon – Wed 7p – 10p

Tues – Thurs 4p – 10p
Fri 3p – 10p
Sat/Sun 8a – 10p

Once assessed/processed by the OBAT RN, a request may come to sign the prescription. The OBAT nurses know who is waived and not.

Patch Through: Many patients block calls from private/unidentified numbers that you may be using (if you use *67)

If this comes up and you are concerned about your private phone number coming up on a caller ID, call the answering service and ask to be “patched through” to the caller. Or use Doximity Dialer

General principles

- 1) Opiate/Benzo/Controlled substance refills
 - a. NO refills, except extenuating situations such as Hospice Nurse request
- 2) Documentation
 - a. All calls documented in an EPIC phone note.
 - b. Calls will be documented by 8AM or within 24 hours on the weekend
 - c. It is expected that you will call back within 15 minutes.
- 3) Communication
 - a. The BMC Call Center will route a phone note to on call clinician. The answering service will not.
 - b. On call phone notes that you are writing:
 - Routine – Epic phone note routed to PCP.
 - Urgent - Page MD/NP the next day
- 4) Coumadin/Anticoag calls – Please defer these to the Anti-Coag Pharmacist On-Call. Caller can be directed to the *hospital* operator to page the on-call pharmacist (pager 6199). If any issues come up, please contact Elaine Hylek (medical director for the Anticoag Clinic)

5) Critical Results – The BMC lab may result critical labs to on. They expect a call back ASAP (within 10 minutes).

If you do not call back within 10 minutes, issue get escalated quickly to lab director/CMO

6) Calls from not our patients

If you receive a call from a person who is **not one of our patients**, please do not give any advice. We are only taking calls from our own patients.

If the person belongs to another practice at BMC, refer them to the BMC operator: 617-638-8000

If the person is not affiliated with BMC, let them know you cannot give advice. With pressing concerns, they should present to an ER.

We are taking limited new patients. The person can call back during business hours and inquire about a new patient appointment.

7) **Pager battery** -> make sure you change it

Important Contact Numbers (these should already be in your phone)

BMC Primary Care Main number – 617-414-5951

Answering service – Alliance - 800-541-1408; we are account # 3850

BMC Anticoagulation on call pharmacist 617-638-5795 pager # 6199

Interpreter Services: 617-414-5549 and press option #2

Cyacom Interpreter service: 833-385-2054 (dept code 917)

OBAT On call nurse – 857-225-0136

Employee Working Well Clinic; 617-638-8400 #1