

AFTER-HOURS TELEPHONE CALL TRACKING POLICY

Objective: To document all clinically relevant telephone calls when the office is closed.
Policy: ABC practice uses DEF company to provide assistance with calls received after hours.

Procedure:

After-hours Tracking

- Every morning, the answering service will provide information about the calls placed to the on-call physician.
- The office manager, or designated person, will cross reference and reconcile this list with the telephone call documentation information provided by the on-call physician.
- If documentation is not noted for a given page, the on-call physician will immediately document any information about the call including the advice/instructions provided.
- If the call was dictated and transcribed, the on-call physician will review the document, approve it and initial/date the note.



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If you would like to discuss a particular situation, please contact our risk management division at 1-888-336-2642 or riskmanagement@psicinsurance.com.

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