

## COVERAGE POLICY

Objective: To define how patient care is covered when the office is closed.  
Policy: ABC practice will provide a monthly on-call calendar to affiliated hospitals and the answering service.

Procedure:

### Monthly Calendar

- The calendar will be maintained by the office manager or other designated personnel.
- A monthly calendar will be maintained documenting the physician taking call.
- The calendar will be shared with any affiliated hospital and answering service.
- Any last-minute changes will be communicated in writing to the affiliated hospital and answering service.
- Weekday call is from Monday through Thursday beginning at 5:00 p.m. and ending at 7:00 a.m. the following morning.
- Weekend call begins at 5:00 p.m., Friday and ends at 7:00 a.m., Monday.

### Call Transfer to Answering Service

- When calling the office, the patient will hear an automated message after hours. The message states that calls during non-office hours will be taken by the answering service.
- Patients are immediately advised that if their situation is emergent they should call 911 or go directly to their local emergency room.
- If the call is not urgent, the caller is advised they will be connected to an answering service representative.
- The caller is advised that prescription refills and appointment information must be communicated to the office after 9:00 a.m. the next morning.
- The answering service will document the call and reach the on-call physician via pager or phone.
- The answering service representative will reach the on-call physician for clinical calls only.

### On-Call Physician

- The on-call physician will respond if necessary within a reasonable time.
- Any clinical call will be documented in the appropriate log with the advice/instructions provided.
- The on-call physician will contact the patient's primary physician when and if necessary.



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P.O. Box 9118, Des Moines, IA 50306

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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](mailto:riskmanagement@psicinsurance.com).