Section UTMB Ambulatory Operations **Policy** A4 Forwarding Calls to the Access Center	**Page** 1 of 2 **Effective Date**: 6/1/1999 **Last Review Date:** 1/11/2012 **Revision Date:** 4/23/2012 **Author: UTMB Ambulatory Operations**

UTMB ACCESS CENTER

PURPOSE To provide guidelines for the UTMB Access Center Operations.

POLICY The UTMB Access Center can provide phone coverage for the UTMB Clinics twenty-four hours per day, weekends and holidays based on staffing availability.

PROCEDURES

I. UTMB Clinics will forward the phone lines to UTMB Access Center after hours between 1630 and 1700 until the next business day.
II. UTMB Clinics will un-forward the phones from the UTMB Access Center between 0730 and 0800 on the next business day.
III. To ensure that the UTMB Access Center correctly manages the patient calls, the Clinic Managers will ensure that all provider templates are up-to-date and complete at all times.
IV. All calls received by the UTMB Access Center will be processed by the staff based on the callers needs using available resources, including but not limited to approved nurse triage protocols, Invision, EPIC, Scheduling Grids, and AMCOM applications.
V. UTMB Access Center staff will initiate service approved escalation plans to expedite and resolve the callers request in a timely manner, as required.
VI. The UTMB Access Center will assist with phone coverage to support UTMB Clinic operations during scheduled/anticipated outages based on staffing availability and, unscheduled outages of short duration and long duration until normal operations are resumed.
VII. The Clinic Managers will communicate frequently with the UTMB Access Center during unanticipated outages to help problem solve volume and other issues related to managing the phone traffic for that clinic's patient population.
VIII. UTMB Clinic Managers will request coverage and provide UTMB Access Center with current information regarding clinic operations prior to scheduled coverage via the UTMB Access Center Clinic Phone Coverage Form 24 hours in advance. See below.
IX. When possible, the clinics will support the UTMB Access Center when the call volume is outside the benchmark abandonment rate.

Procedures, continued

CLINIC PHONE COVERAGE REQUEST

Clinic Covering: _____
Primary Extension: _____
Date Requesting Coverage for:_____
Time Frame: _____**to** _____
Clinic Location: _____
Floor: _____

Contact Information:

Clinic Manager: _____
Pager:_____ Cell:_____ Ext: _____

PSS Supervisor: _____ ___Pager: _____ Cell: _____ Ext: _____

Nurse Supervisor: _____
Pager:_____ Cell:_____ Ext:_____

Backline number for **PSS's only to use**:_____

Fax Number: _____

Is the clinic scheduling templates current on the website? **Yes** **No**

Is there a nurse available if the patient request to speak to a nurse? **Yes** **No**

Does your clinic utilize EPIC access? **Yes** **No**

Pool name for RX refills: _____

Pool name for messages: _____

Any specific instructions?