

AHC-BHC DFM Same day and 1 - 2 day planned absence In Basket cross coverage

April 16, 2013 revision

Provider duties:

1. Unplanned absences:
 - a. Notify med staff office of absence via "sick line" per current protocol.
 - b. If provider will be checking their own in basket, they should notify the resource nurse via staff message to home site resource nurse pool ("P AHC Resource Nurse Pool" or "P BHC Resource Nurse Pool"); otherwise cross coverage will be arranged as below.
2. Planned absences less than three days:
 - a. Notify home site resource nurse pool via FUTURE staff message for planned absences less than three days. Set message to be sent on first day of planned absence.
 - b. If no message sent, resource nurse to assume that provider does not want coverage and no coverage will be arranged.

Staff duties:

Day One- Provider Calls in Sick or 1-2 day planned absence starts, provider not covering their own in basket

1. Medical Staff Office notifies Resource Nurse via message to Resource Nurse Pool when provider calls in sick. Provider message to Resource Nurse Pool as above for 1-2 day planned absences.
2. Resource RN notify LVN panel manager and care coordinator that provider out sick or out for brief planned absence.
3. Resource RN, LVN Panel Manager and Care Coordinator review provider's In Basket as below, verbally and electronically forwarding issues that need to be handled same day to OOD. The following folders should be reviewed (folder names in bold type) with items from each that should be addressed by OOD.
 - a. Resource RN
 - i. Results: Concerning labs/ imaging from last three business days that have not been addressed.
 - ii. Staff messages, CC'd charts, Result notes or Nurse Triage messages that need to be responded to urgently.
 - b. LVN Panel Manager
 - i. Rx request: Requests older than 3 business days, Prior Authorizations only for urgent issues.
 - ii. Patient calls: Issues that cannot wait until provider anticipated to return.
 - c. Care coordinator
 - i. Referral Messages- Items flagged as urgent.
4. If tasks are very many, staff can route to 'backup OOD' and then other providers if necessary, again with a verbal handoff.

Day Two (If provider remains out)

1. Repeat steps 1-5

Day Three until provider returns (for unplanned absences)

1. Another provider will be assigned to cover until the end of the week with a new provider assigned every week until absent provider returns.