



# Clark Memorial Hospital

A Norton and LifePoint Partnership

Effective: 08/2003  
 Last Approved: 02/2015  
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 Owner: JENNIFER LITER: DIRECTOR,  
 MED SURG  
 Policy Area: Nursing - Patient Care  
 References:  
 Applicability: Clark Memorial Hospital

## Physician Call-Back

### PURPOSE:

To ensure quality patient care by providing timely communication between the physician and the hospital team members.

WHO:	DOES WHAT:
HCW / Nursing	<p>Contacts physician by phone, cell phone, beeper or answering service based upon preferred number that the physician has listed as primary contact number.</p> <p>If no response from physician within <b>15 minutes for critical care areas, 30 minutes for other units</b>, attempt to contact physician a second time. (Critical Care areas include: ED, ICU, TCU, CVU and Obstetrics).</p> <p>If still no response from physician within <b>30 minutes for critical care areas, 1 hour for other units</b>, attempt to contact physician a third time.</p> <p>If no response after <b>45 minutes for critical care areas, 2 hours for other units</b>, contact the appropriate Medical Staff Department Chair and complete Midas Incident report.</p> <p>Medical Staff Department Chair listing is located on ClarkNet under MEC Officers.</p> <p>The Shift Administrator, Medical Director or Administrator on call may be contacted to provide support and assistance if needed.</p>
Physician	<p>Make every effort to keep phone numbers up to date with the Medical Staff office. Respond to pages in an expedient manner. Respond with a courteous attitude towards hospital team members.</p>
Physician Quality Improvement Committee/ Medical Executive Committee	<p>Reviews Midas Incident reports and takes action as needed for any physician that repeatedly fails to provide timely communication for his/her patient.</p>