CHFM Outpatient On – Call Instructions

**All Doctors and Advanced Practitioners**

1. Faculty participating in the outpatient on call schedule will cover phone calls after hours, weekends, and holidays for the following clinics: Eastside, Old Town, Haile, Jonesville, Springhill, Ocala Heathbrook, Lake City and Archer Family Health Care Patients.

2. Participants will take call in one-week blocks. A week begins on Monday at 5:00 pm and ends on the following Monday at 8:00 am. If Monday is a holiday, call ends at 8:00 am on Tuesday, when the clinics are open.

3. Patients will dial their respective clinic’s regular number and the call will be automatically forwarded to the Shands operator.

4. The operator will contact you via EPIC Secure Chat based on the On-Call schedule in Epic.

5. The On – Call Doctor or Advanced Practitioner will need to have Haiku installed on their cell phone and will need to log into it within 30 days of being on the schedule. Instructions for Haiku can be found on the bridge. [https://epictrain.health.ufl.edu/application-Training/ambulatory/ambulatory-hub/haiku-canto/](https://epictrain.health.ufl.edu/application-Training/ambulatory/ambulatory-hub/haiku-canto/)

6. You can reach the operator by dialing **352.265.0111** or if calling long distance, dial **1-800-633-2122** and request to be connected to the Shands operator.

7. Identify yourself as the doctor or advanced practitioner taking phone calls for CHFM and the operator will connect you with the patient.

8. Documenting the telephone encounter:
   - Receive a call from a CHFM patient.
   - Triage the patient.
   - Create an EPIC telephone encounter detailing the patient’s treatment.
   - Route the telephone encounter to the patient’s doctor or advance practitioner.

9. Contacting the patient’s regular doctor or advanced practitioner the following day is at your discretion.

   **Archer Road Advance Practitioners**

1. Archer Road Advanced Practitioners - contact Denise Schentrup (352-278-0132) in the event a consult is needed.

2. If there are conflicts/problems with the schedule, contact Joan Walker ([jowalker@UFL.EDU](mailto:jowalker@UFL.EDU)).

   **If a doctor or advanced practitioner makes a schedule change after the schedule is finalized in the fall, it is the doctor or advanced practitioner’s responsibility to ensure that the day/week is covered.**