CHFM Outpatient On-Call Instructions

**If you need to make a schedule change after the schedule is published in the fall, it is your responsibility to ensure that the day/week is covered.**

1. Our Outpatient On-Call schedule covers phone calls after hours, on weekends and holidays for the following clinics: Eastside, Haile, Jonesville, Lake City, Old Town, Springhill, and Archer Family Health Care. (Main Street, Ocala Heathbrook, and Starke use separate call systems. Please ask the Shands operator to redirect the patient to the appropriate clinic. If you are connected with a patient, please triage them as usual.)

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<th>Included</th>
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<tr>
<td><em>Archer Family Health Care</em></td>
<td>Main Street</td>
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<tr>
<td>Eastside</td>
<td>Ocala Heathbrook</td>
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<td>Haile</td>
<td>Starke</td>
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<td>Jonesville</td>
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<td><em>Lake City</em></td>
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<td>Old Town</td>
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<td>Springhill</td>
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2. Participants will take calls in one-week blocks. A week begins on Monday at 5pm and ends on the following Monday at 8am. If Monday is a holiday, On-Call ends at 8am on Tuesday when the clinics open.

3. You will need to have the Haiku app installed on your 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/)

*Except those who carry a pager.

4. The Overall Process:
   - Patients will dial their respective clinic’s regular number and the call will be automatically forwarded to a Shands operator with accompanying clinic and EPIC On-Call provider information.
   - The operator will contact you via EPIC Secure Chat in the Haiku app based on the Outpatient schedule in EPIC.
   - You can reach the operator by dialing 352.265.0111, or if calling long distance dial 800.633.2122 and request to be connected to the Shands operator.
   - Identify yourself as the provider taking calls for Family Medicine and the operator will connect you with the patient.

5. Protocol for documenting the telephone encounter:
   1. Connect with the patient.
   2. Triage the patient.
   4. Route the telephone encounter to the patient’s doctor or advanced practitioner.
      - Contacting the patient’s regular doctor or advanced practitioner the following day is at your discretion.
      - **Special note regarding Archer patients: if the patient is not in EPIC please email the encounter info to Denise Schentrup: dschen@UFL.EDU and feel free to call her anytime: 352-278-0132**

6. Advanced practitioners desiring a consult are welcome to reach out to the residency attending. In EPIC:
   - Use the EPIC drop down menu to go to “On-Call Finder”
   - In the Provider Team search box start typing FAM... and choose:
     - FAMILY MEDICINE Main Street – GV
   - Look for “Attending On-Call” which includes their contact info

Archer Road Advanced Practitioners:

1. Feel free to contact Denise Schentrup (352-278-0132) in the event a consult is needed (or see #6 above).

2. If there are conflicts/problems with the schedule, contact Leanne Sanders: Leanne.sanders@ufl.edu.