

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.*)

Included	Not included
<ul style="list-style-type: none">• *Archer Family Health Care*• Eastside• Haile• Jonesville• *Lake City*• Old Town• Springhill	<ul style="list-style-type: none">• Main Street• Ocala Heathbrook• Starke

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/>
*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.
 3. Create an EPIC telephone encounter detailing the patient's treatment.
 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.*