**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**INTAKE OF CONSULT REQUEST WHEN OUR PHYSICIANS ARE ON CALL FOR HOLMES REGIONAL**

05142013

Applies to: Phone Operators, Front Office Leads, Clinic Leads, Clinic, HR

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| When one of our physicians is on call for HRMC, our operators are to take calls using the designated pink forms. Obtain the patient's name, date of birth, room number, floor, The name of the physician requesting the consultation, and the stated diagnosis. If the patient has insurance take this information, but be aware that if one of our physician's is on call, we have a medical legal duty to see the patient at least once regardless of a patient's inability to make payment for their visit.As soon as this information is obtained forward it directly to the on call physician's assistant so that he or she can provide this information to the physician who will determine what actions he or she will take. Please also provide a copy of the pink consult sheet to our Medical Records Supervisor, so that she can ensure - as a fail safe - that the matter has been addressed. |

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Authorized Signature/Date