


Name of Policy:	Patient Appointments and Follow-up Care Determination	 Effective Date: 11/17/2009 Initial Effective Date: 8/24/2005
Policy Number:	3364-101-03-07	
Department:	Ambulatory Services	
Approving Officer:	Associate Vice President Associate Executive Director	
Responsible Agent:	Administrator, Ambulatory Services & Behavioral Health	
Scope:	Ambulatory Services	
<input type="checkbox"/> New policy proposal		<input type="checkbox"/> Minor/technical revision of existing policy
<input type="checkbox"/> Major revision of existing policy		<input checked="" type="checkbox"/> Reaffirmation of existing policy

(A) Policy Statement

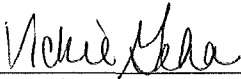
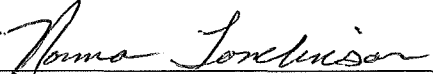
Patient assessment and follow-up care requiring medical assessment will only be determined by Registered Nurses, Physician Assistants, Advanced Practice Nurses or Physicians in Ambulatory Clinics.

(B) Purpose of Policy

To assure appropriate patient care is determined by professionals within the scope of practice.

(C) Procedure

1. Patient appointments will be scheduled as directed by the physician. **If the patient is experiencing chest pain, upper or lower GI bleeding, shortness of breath, a temperature above 104°, loss of consciousness, blurred vision or an unexplained serious adverse event., they should speak with an RN or MD immediately.**
2. Patient calls that require medical assessment will be transferred to an RN for determination of care urgency.
3. If an RN is not available in clinic, staff will complete the telephone progress note using words and descriptions that the patient uses related to his/her symptoms or complaint. The staff will also include the patient information required in Ambulatory Policy # 3364-101-02-07 and have a physician, PA or Advanced Practice Nurse review and write and sign orders related to the telephone progress note within 24 hours.
4. Chart information should be made available, if possible, for the physician to review at the time of response to the telephone progress note.
5. Once the telephone progress note is signed by the physician and patient follow-up is complete, the telephone progress note will be filed in the patient's outpatient medical record.
6. If a patient calls requesting a new or follow-up appointment, standards should be set by the clinic medical director to determine timing of the appointment.

<p>Approved by:</p> <p> _____ Vickie Geha Administrator, Ambulatory Services & Behavioral Health</p> <p> _____ Norma Tomlinson, RN, MSN, NE-BC Associate Vice President Associate Executive Director</p> <p><i>Review/Revision Completed By: Ambulatory Services</i></p>	<p>Review/Revision Date: 1/2007 11/17/2009</p>
<p>Next Review Date: 11/1/2012</p>	
<p>Policies Superseded by This Policy: 3-07</p>	

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.