

# Welcome to the Clinical Faculty Practice

## **Clinical Director:**

N. Franklin Adkinson Jr., MD

## **Associate Clinical Director:**

Jody Tversky, MD

## **Practice Manager:**

Rebecca Canino

## **Front Office: (410) 550-2301**

Tammy Fallis, MOC

Johanna Gorham, MA

Julie Cavallio, PSC

## **Allergen Lab: (410) 550-2314**

Dea Cunningham, RN

Danielle White, RN

Meg Pippin, MA

## **1. Clinic Phones (410) 550-2300 (Allergy clinic is option 1), Clinic Fax number: (410) 550-3256, Medical Records Fax Line: (443) 287-9359**

Telephones are answered between the hours of 8:00.m. and 5:00 p.m. A phone tree will provide avenues for patients to locate clinic (option #1), schedule an appointment (option #2 and #3), need prescription refills (option #4), allergen lab (option #5), or have a question for the front desk (option #6). The phone tree flips to an after-hours answering service (410-955-4331) at 5:00pm.

## **2. Phone Calls**

- A. If a patient is sick, has questions about their clinical care, has questions for a provider, a phone message is taken and routed via EPIC (see EPIC messaging protocol below for more details).
- B. PING is used in addition to EPIC for urgent calls to the Fellow-on-Call (# 2-3380). These calls **MUST BE RETURNED WITHIN 20 MINUTES**.
- C. The call box should be checked at least once a day. Non-urgent calls should be returned within a 4-hour period, and all calls are to be returned before the Fellow leaves for the day. If a patient needs to speak with a physician urgently, the clinic staff will PING the Fellow-on-Call or contact via cell phone. Fellow-on-call should physically check in with the clinic staff at least once a day.
- D. The Fellow-on-Call handles new or urgent Rx requests and renewals for volunteer faculty.
- E. Prescriptions can be ordered via EPIC or called in (and then documented in EPIC).
- F. *ALL phone* calls are to be reviewed by the Attending Physician during your first rotation on call.

## **3. Diagnostic Results**

Lab results are given to the Fellow-on-Call for review and/or routed via EPIC. Patients should be notified by phone with abnormal/suspicious results and/or discuss with the attending or the fellow on the case. Complete the *TEST RESULTS FORM*. The clinic staff will mail the results to the patient. After phone/written results are given, forward the results/chart to the appropriate Attending Physician.

#### 4. Charts

***Patient's records are not to leave the clinic.*** There are only paper charts for return patients. They will be pulled each day and will be in the records cart in the Physicians workroom. They are only for reference. All patient records should be in EPIC. If you need a chart during on call hours, they are located in 2B.40 the key is in the key holder next to the door. The code is 2301.

#### 5. Reports

All reports, progress notes and/or dictations should be completed within 24-hours after the patient visit. After making your corrections, these notes should then be forwarded to the attending within five days for their review and approval. Please make sure that the appropriate attending physician is listed as the primary provider in the electronic record.

#### 6. Immunotherapy Clinic

The assigned physician (Fellow or Attending) covers immunotherapy patients every Wednesday morning from 7:30 a.m. until 9:00 a.m. and Thursday 4:30 p.m. to 6:30 p.m. The assigned physician must **physically remain** in the clinical area the entire time. If there are no regular clinic sessions scheduled, the assigned physician is expected to cover the entire immunotherapy clinic session (Wednesday 7:30 am until 11:30 am and Thursday 2:30 pm until 6:30 pm). Assigned physicians are responsible to finding coverage if they cannot cover the assigned days and times. Should a same day emergency arise and the covering physician is unable to cover, the fellow on call will be called in to cover the Shot Clinic.

#### 7. Inpatient Consults for Penicillin allergy

For Bayview inpatients, the on-call fellow will personally pick up PrePen from the inpatient pharmacy; all other skin test reagents (including pen G) and supplies will come from the allergy clinic (**please see attached protocol for Bayview**). For JHH, all skin test reagents and supplies will be obtained from the allergy clinic.

#### **Protocol for Penicillin allergy inpatient consults at Bayview**

1. When there is a consult request, the allergy & immunology on-call fellow will discuss with the primary team and determine if penicillin skin testing is needed.
2. If skin testing is needed, the fellow will tell the primary team to order PrePen (as STAT). This order will always require approval from the allergy and immunology service.
3. The allergy on-call fellow will call the pharmacy (0-0958) to confirm that he/she approved the order and also notify the pharmacy when they will pick up the PrePen.

If the pharmacy does not receive a call from the on-call fellow within 30 minutes, they will call the allergy and immunology on-call pager: 410-283-0955 (in-house 3-0955).

4. The allergy consultant (usually the on-call fellow) will personally pick up PrePen from the pharmacy.
5. If the Prepen is not used, the allergy consultant will return the Prepen back to the pharmacy.

**PLEASE NOTE:**

Front Office Assistance: Any staff member will be happy to help; specific duties are listed below. Please use Epic for all patient communication (EPIC messaging protocol below).

*The clinic staff members have their mailboxes in the file room.*

| Allergy Staff Duties        | Tammy | Julie | Johanna | Danielle RN | Dea, RN | Meg, MA |
|-----------------------------|-------|-------|---------|-------------|---------|---------|
| Check In                    | x     | x     | x       |             |         |         |
| Check Out                   | x     | x     | x       |             |         |         |
| Follow Up Appointments      | x     | x     | x       |             |         | x       |
| Urgent Appointments         | x     |       |         |             |         |         |
| Lab Follow Up (EPIC)        |       |       |         |             |         |         |
| Financial Clearance         | x     | x     | x       | x           | x       | x       |
| File                        | x     | x     | x       | x           | x       | x       |
| Records Requests (HIM)      |       |       | x       |             |         |         |
| Billing (EPIC, TAP)         |       |       | x       |             |         | x       |
| Answering Phones            | x     | x     | x       | x           | x       | x       |
| Vitals (EPIC)               |       |       | x       |             |         | x       |
| Exam Room Management        |       |       | x       |             |         | x       |
| Referrals/Consults (EPIC)   | x     | x     | x       |             |         |         |
| Template Changes (Meditech) | x     |       |         |             |         |         |
| Prescription refills (EPIC) | x     | x     | x       | x           | x       | x       |
| Shot clinic Registration    | x     | x     |         |             |         | x       |
| Immunotherapy               |       |       |         | x           | x       |         |
| Spirometry                  |       |       | x       | x           | x       | x       |
| Skin Testing                |       |       | x       | x           | x       | x       |
| Intradermal Testing         |       |       | x       | x           | x       | x       |
| Food/Drug Challenges        |       |       | x       | x           | x       | x       |

# EPIC Messaging Protocol

## Direct Calls to Front Desk or Nursing Staff

- Scheduling → Staff first route to call-center to attempt scheduling matrix
- Rx refills → Staff or nurse receiving call → fill request → route via EPIC to attending of record for co-sign. (For volunteer faculty route to fellow on-call for co-sign).
- Medical issue or new med request → EPIC phone encounter to fellow on-call → cc attending
- Existing patient question or lab result inquiry → EPIC phone encounter to relevant fellow → cc attending. (For volunteer faculty with no fellow associated to case, route to fellow on-call).
- For urgent issues requiring response < 20 minutes → EPIC encounter AND ping fellow on-call (urgent defined as acute medical problem or request from MD to speak to fellow on-call)

## Inquiries for Appointments or Consults

- Consult request from outside provider → Staff solicit referral along with chief complaint and relevant records → Transfer to call-center first to attempt scheduling matrix
- Patient request for new appointment → Staff verify chief complaint → Transfer to call-center first to attempt scheduling matrix
- Consult request via EPIC → verify chief complaint → Transfer to call-center first to attempt scheduling matrix

## Lab Results

- EPIC lab Results → fellow's pool → on-call fellow takes task → for urgent or critical values, contact on-call attending or attending of record if available. (By default all results are also routed via EPIC to attending of record but volunteer faculty may not see results for up to 2 weeks).
- DACI Lab Results → scan results into EPIC to fellow's pool and cc attending → place any hard copy in fellow's clinic mailbox. If no fellow associated, place in attending mailbox. (Note: if results are scanned immediately into EPIC and sent to fellow's pool then this abrogates need to place results in physical mailbox).
- Outside faxed Results or Records → scan results into EPIC → staff places hard copy in clinic box of attending or on-call fellow depending on urgency. (Note: if results/records are immediately scanned into EPIC and routed, then this abrogates need to place in physical mailbox).

\* Special Comment about EPIC messaging: When routing an EPIC encounter, telephone call, refill, or order only that requires an action, always place responsibility indicator next to the person's name you are routing to. Be clear in your note about what is needed, eg "FYI (nothing to do)" or "await your decision" etc. Likewise, if you are cc'd on an encounter and elect to take responsibility, mark that you have done so by checking the responsibility indicator and commenting. eg "I will call the patient today and take responsibility from here". (Remember that a general in basket message is NOT part of the patients chart per se and does NOT have the option to mark responsibility so one must be especially clear in the message on what needs to be done and who is accountable).

\* Full-time faculty members and fellows are required to view their EPIC inbox at least once daily Mon-Friday. During vacation periods, the full time faculty member must designate a fellow, staff member or other faculty to receive urgent messages. On-call fellow should check personal inbox and fellow pool inbox at least twice daily. Volunteer faculty members are NOT responsible for checking EPIC inbox on a daily basis. If there is a critical lab result or a serious reaction or issue occurs with one of their patients it is helpful to also send a copy of their EPIC message to email.

\* On-call fellows need to sign into EPIC fellow's pool and monitor messages twice daily as they would for their regular in basket. Don't forget to sign out of fellow's pool at the end of call service. Once DACI lab results are now being scanned into EPIC in real time.