



Policy and Procedure

Policy Name:	Management of Medical Advice Telephone Calls		
Effective Date:		Revision Date:	
Department(s)/Site(s):			
Document Owners:			
Approved By:			
Relevant Law/Standard:	California Department of Health Care Services under Title 22, California Code of Regulations, Section 53230. (Requires the review and certification of Primary Care Practitioner (PCP) sites.) Department of Health Care Services (DHCS) All Plan Letter 20-006, Site Reviews: Facility Site Review and Medical Record Review MCPB letter 92-15 & Title 16, 1366b)		

Purpose:

The site shall have sufficient health care personnel to provide timely, appropriate health care services. Triage is the sorting and classification of information to determine priority of need and proper place of treatment. Telephone triage is the system for managing telephone callers during and after office hours.

Definition:

Triage: Medical screening of patients to determine their relative priority for treatment order.

Policy:

In addition to the physician, only appropriately licensed medical personnel such as a CNM, NP, RN, or PA handles emergency, urgent, and medical advice/triage telephone calls. Answering service staff handling member calls cannot provide telephone medical advice if they are not a licensed, certified or registered health care professional. Staff members may ask questions on behalf of a licensed professional in order to help ascertain the condition of the member so that the member can be referred to licensed staff. However, they are not permitted, under any circumstance, to use the answers to questions in an attempt to assess, evaluate, advise, or make any discussion regarding the condition to the member, or to determine when a member needs to be seen by a licensed medical profession. Unlicensed personnel, such as medical assistants, may provide patient information or instructions only as authorized by the physician.

Note: Telephone triage is the system for managing telephone callers during and after office hours

Procedure:

The PCP will ensure that appropriate personnel handle emergent, urgent and medical advice telephone calls. This includes licensed medical personnel such as a CNM, NP, RN or PA. LVN's cannot perform triage independently. LVNs and unlicensed personnel such as medical assistants may provide patient information or instructions only as authorized by the physician

See also: PP_FSR-A_III C1_Protocol for Appointment Triage and Timeliness

First Name Last Name – Title

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Date

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