

Children's Hospital and Health System
PATIENT CARE POLICIES AND PROCEDURES
Unit Specific
EDTC ONLY

SUBJECT: EDTC - Telephone Advice

POLICY

The EDTC will provide Medical Advice for purpose of clarification of discharge instructions, for patients who have been seen in the EDTC within 48 hours of the EDTC visit.

PROCEDURE

1. The EDTC Communicator will screen to determine type of advice being requested and determine if the call should be given to a Registered Nurse or EDTC physician.
2. Calls are referred to a Registered Nurse or physician if the patient has been seen by an Emergency Department physician in the past 48 hours. The patient's name and birthdate will be provided to the Registered Nurse or the EDTC physician answering the call, so that they can open the patients Electronic Health Record.
3. Register Nurse's may reinforce discharge instructions, verify correct Tylenol and Ibuprofen doses, and assist caller in contacting private physician or other resources, i.e. Animal Control, Health Department, Poison Center, etc.
4. Patients and/or family are encouraged to follow up with their own physicians or clinic when possible.
5. If the Registered Nurse determines through assessment that the child has an emergent need, the Registered Nurse may instruct the parent to hang up and dial "911".
6. Calls for general advice/information are referred to the PMD or other community resources. Families are invited to bring their child to the EDTC for evaluation.
7. Incoming, as well as outgoing calls are documented in the patient's Electronic Health Record under the "Telephone Documentation note".

RECORDING

Per procedure "[Documentation: Telephone Contacts.](#)"

Approved by:

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