

UC Riverside, School of Medicine Policies and Procedures**Policy Title:** UCR Health Critical/Urgent Physician Coverage & Escalation Process**Policy Number:** 950-03-037

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|-----------------------------|-------------------------------|
| Responsible Officer: | Chief Medical Officer |
| Responsible Office: | Clinical Affairs |
| Origination Date: | 03/2023 |
| Date of Revision: | N/A |
| Scope: | UCR Health Ambulatory Clinics |

I. Policy Summary

The objective of this policy is to determine critical/urgent problem-solving when physician coverage for a department is not in the office at a UCR Health clinical location.

II. Definitions

Critical and urgent problem-solving are defined as situations that require a physician's attention.

III. Policy Text

A. Department chair will assign daily coverage for critical/urgent problem-solving. This includes but is not limited to urgent or critical prescription medication refills, In-Basket tasks, faxes, and calls.

B. Department chairs will provide the monthly physician coverage schedule (for the following month) to their respective clinic manager by no later than the 25th of each month. Clinic managers will follow up with the Department Chair if they do not receive the physician coverage schedule by the 25th. If no response, the Clinic Manager should escalate to the Chief Medical Officer (CMO) and Chair of Medical Sciences.

C. Department chairs are responsible for clarifying the physician coverage process with their physicians and ensuring accountability for coverage.

IV. Responsibilities

UCR Health Department Chairs

V. Procedures

A. Department chair will assign daily physician coverage at least one month in advance (by the 25th).

1. Physicians are to be available for coverage as expected by their professionalism and duty as a clinician.

B. Escalation Process

1. If the scheduled physician providing coverage cannot address the critical/urgent problem within one hour, clinic manager will notify Department Chair

2. If the Department Chair cannot address the critical/urgent problem within one hour, clinic manager will notify Chief Medical Officer
3. If Chief Medical Officer cannot address the critical/urgent problem, clinic manager will notify Chief Executive Officer
4. Depending on patient status or severity of problem, emergency services 9-1-1 are to be utilized or communicated to patient

C. Documentation

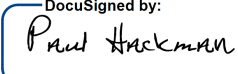
1. Calendars with physician coverage will be posted in all clinic locations
2. All information will be recorded in EPIC in the case a covering physician is necessary
3. Communication will be given to patient’s regular physician, as needed

VI. Forms/Instructions

Appendix A – Physician of the Day Escalation Process

Approvals:


COMPLIANCE COMMITTEE (03/14/2023)

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 PAUL HACKMAN, J.D., L.L.M.
 CHIEF COMPLIANCE AND PRIVACY OFFICER,
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3/27/2023 | 5:53 PM PDT

DATE

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 DEBORAH DEAS, M.D., M.P.H
 VICE CHANCELLOR, HEALTH SCIENCES
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3/27/2023 | 6:35 PM PDT

DATE

Appendix A

