CONCERNED PARENT CALL RESIDENT RESPONSIBILITIES

Check to see which Faculty member is on with you. You can find this information here: https://bit.ly/cpcprovider

(Resident Intranet ➔ Call schedule information ➔ University Pediatric Clinic (UPC) Schedule ➔ Master Call Schedule (under “Faculty Schedule” tab))

Expect a phone call from Faculty between 5-7pm on weekdays and contact between 8-10am on weekends to discuss expectations (i.e. when to call them, etc.). If you have not heard from the faculty by the end of that timeframe, please page them. Use SmartWeb or the contact information here: https://bit.ly/oncallcontacts

You are responsible for all CPC calls from patients at UPC, SMC, or Sugarhouse who identify a resident as their PCP. When you receive a page, the expectation is that you will respond within 15 minutes. If you are unable to respond within 15 minutes, you will be paged again. If you are still unable to respond within another 15 minutes (30 minutes from the time of the initial call), the Faculty on CPC call will be paged.

The Faculty on CPC call is your backup. Please reach out to them with any questions or concerns about CPC you receive.

ENCOUNTER DOCUMENTATION:

Open Telephone Encounter

Under Call Intake Tab – Go to contacts. Enter incoming call and select person who called including number.

Under Reason for Call, enter chief complaint.

In the notes section, use the template .upcconcernedparentcall

CPC Call Form

Time Call Initiated:

Overview of complaint:

Assessment/Care Plan:

Disposition: Home Care, See Within 3 Days in Office, See Today or Tomorrow in Office, Go to Urgent Care or ED Now, Go to ED Now, Call EMS 911 Now

Time Call Ended:

Signature

1. Route to CPC attending on call.
2. Check EPIC in-basket the following day for any feedback on your phone encounters. If you do not receive feedback, you can assume that the attending had no additional comments or concerns.

Author: Laura Brown, MD

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