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| **Policy Title:** COVID-19 Nurse Line Monitoring | **Policy Number:**  |
| **BOD Approval:**  | **Effective Date**: 3/2020 |
| **Responsibility:** All departments | **Distribution:** All Departments |

1. **POLICY:**

Katy Trail Community Health (KTCH) is committed to providing timely responses to all patient and/or patient related telephone requests.

1. **GUIDELINES:**

During this pandemic a designated person/persons are assigned to receive all phone calls for the clinic and route them to the correct care team/designated phone nurse and sends communications as requested by the clinical leadership team

1. Provider Care Team:
	1. Care team members are available all hours that the respective clinics are open.
	2. Care team members will respond to all patient calls within 4 business hours.
	3. Should a care team member determine that a phone call needs immediate attention, she will consult with a provider within 15 minutes on behalf of the patient.
	4. The EHR Phone Consultation will be used to document all patient calls for medical.
2. In dental, all phone calls will be documented in the patient journal in the EHR.
3. In medical care team members will respond to all secure electronic communication via patient portal within 2 business days. The patient portal is not monitored outside regular business hours. Documentation may be within the patient portal or within an EHR phone consultation.
4. Provider:
	1. Providers are on call 24/7 and, per On-call policy, will respond to patient calls within 30 minutes.
	2. Providers will respond to all secure electronic communication via patient portal within 2 business days. The patient portal is not monitored outside regular business hours. Documentation may be within the patient portal or within an EHR phone consultation.

During this pandemic interpretation and communication will still be provided as usual to any patient that is needing these services.

1. Interpreting Assistance (in person or via phone)
2. Provides interpreting to medical, dental, and behavioral health patients as needed
3. Maintains confidentiality per clinic policies and HIPAA laws
4. Provides instruction to patients as directed by the clinical teams
5. Refrains from providing medical advice
6. Refrains from inserting your own personal beliefs or opinions
7. Wears PPE as instructed by the clinical teams while interpreting in person

Additional tasks may be assigned by the supervisor or designee