

ENCOMPASS FAMILY HEALTH HOME
Care Management
Policy & Procedure Manual

Care Management Policy #8 On-Call General Procedure

Effective Date: 9/18/13

Revised Date: 5/1/16

Policy: Encompass Health Home Care Management Agencies will provide all Health Home participants 24/7 telephone access to Care Management.

Procedure:

- A. Upon enrollment, Participants/Families will be provided with contact information for the Agency, the Care Manager, as well as alternate numbers that can be utilized after normal business hours, to address any general concerns, issues, or after hour referrals.
- B. Participants/Families will be educated on the use of all contact numbers, and Care Managers will re-review the information on a periodic basis.
 - 1. It is the responsibility of the Primary Care Manager to ensure that their Participants/Families have been given the after hour's On-Call phone number, and are encouraged to use the Care Manager, or On-Call number as their first point of contact.
- C. On-Call numbers will be clearly posted on business cards and other handouts.
- D. Messages on Main phone numbers will direct Participants/Families to the On-Call number after normal business hours.
- E. Care Managers /Supervisors will notify On-Call Care Manager Staff daily of any ongoing issues with Participants/Families that are carried over from normal business hours.
- F. The On-Call phone will remain on at all times during non-business hours, weekends, and holidays. The On-Call Care Manager will receive and respond to all calls within 15 minutes.
- G. When responding to the call, the On-Call Care Managers will do the following:
 - 1. Identify the situation or concern and provide needed information, support and assistance.
 - 2. If it is a routine medical issue, refer to Care Plan and/or assist Participant in contacting their primary care physician.
 - 3. Determine if a visit to a medical facility is warranted.
 - i. If a visit is warranted, On-Call Care Manager will coordinate care with an available walk in clinic.
 - ii. If there is a life threatening event the On-Call Care Manager will call 911 for emergency response to be sent to Participants address.
 - 4. On-Call Care Manager will refer to the Plan of Care and crisis plans and will provide feedback and advise accordingly. If it is determined that the issue can be deferred to primary care physician then Participants/Families will be advised as such, and will be assisted in scheduling a priority appointment.
 - i. The On-Call Care Manager will follow-up with the Primary Care Manager, Direct Supervisor the next business day.
- H. Documenting a Call:

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1. When receiving a call after hours, the details of the call will be documented in Netsmart under the Participants care notes.
2. The information will be shared with the Primary Care Manager and/or the Direct Supervisor or the entire Care Team.
3. The Primary Care Manager and/or Direct Supervisor will follow up with the Participant and/or provider the next business day.
4. The Primary Care Manager will update Plan of Care as needed to address any unmet needs.