

FAMILY MEDICINE ACUTE ABSENCE PROCESS (2021)

University of Iowa Health Care
Family Medicine Clinic

Subject: Family Medicine Acute Absence Process

Purpose: Establish procedure by which all necessary personnel are notified of provider's acute absence. Acute absence can be due to ILLNESS OR AN EMERGENCY.

IF YOU ARE ON CALL, YOU WILL MAKE 1 PHONE CALL AND SEND 1 EMAIL: one phone call to appropriate person for call coverage as listed below and the second, an email using instructions listed in #1 directly below.

If provider is scheduled to be in clinic:

1. As soon as possible and before 7:30 am on the day of the absence, provider must use absence line email to report an absence, expected length of absence and if possible, a suggested clinic make-up date, by emailing familymedicineabsenceline@healthcare.uiowa.edu.

The email system will provide messages to the following groups: Frontline Staff, Nursing Staff, and DFM Reception.

2. Residents are responsible for calling attending/supervising physician on their assigned rotation.
3. Nurse station will notify nursing personnel.
4. Frontline staff will send out an email broadcast, hold provider schedules and start re-scheduling patients as necessary.
5. The DFM reception desk will notify the following to report the absence: 1) appropriate faculty secretary, 2) if resident, the residency director or residency coordinator at 384-7507 or 384-7957, and 3) if resident, the chief resident if call coverage is required, 384-7956 or 384-7955.
6. The Area Medical Director or his/her designee, the Family Medicine Master Schedule Coordinator and Frontline designee will assist in finding a physician replacement for staffing when necessary. If there is a clinic back-up assigned for that day, they will be contacted to cover. If there is no clinic back-up assigned, the designated staff member will page/work with other providers to find coverage.
7. If the provider is scheduled to be in Acute Care, Frontline staff will put the clinic on hold and will check-in patients based on provider availability. Resident to staff ratio will be reviewed with every resident absence and faculty staffing assignments will be adjusted accordingly. If there is a clinic back-up assigned for that day, they will be contacted to cover. If there is no clinic back-up assigned, the designated staff member will page/work with other providers to find coverage.

If faculty is scheduled for day/night call:

The inpatient service director is to be contacted by either the Day Call or Night Call Day call faculty needing an acute absence. The director is responsible for arranging short- or long-term coverage. Until that arrangement is certified by the inpatient director the faculty requesting absence is still responsible for duty until relieved.

In the event the inpatient director is unavailable, the Day call Faculty needing an acute absence should notify the night call faculty for that night who is providing back-up. It is the duty of that night call faculty to find an appropriate replacement for day call coverage. The night call faculty will notify the absent faculty's secretary of the absence. For a prolonged faculty absence, the night call person or their designee is expected to cover the hospital service until other arrangements can be made.

Night call faculty acute absence if the inpatient director is unavailable: He/she must call the day call faculty who will assist the night call faculty in finding replacement following the above protocol.

If additional assistance in finding a replacement is needed, the department vice chair for clinic affairs or the office of the Department Head is to be contacted.

The absent faculty's secretary will notify the Family Medicine Schedule Coordinator, who will notify hospital operator, and Lead resident for inpatient team.

If provider is scheduled for OB Call:

The OB service director is to be contacted by either the Day Call or Night Call Day call faculty needing an acute absence. The director is responsible for arranging short- or long-term coverage. Until that arrangement is certified by the inpatient director the faculty requesting absence is still responsible for duty until relieved.

In the event the OB director is unavailable, the OB day call faculty needing an acute absence should notify the night call faculty. It is the duty of that OB night call faculty to assist his/her colleague in finding an appropriate replacement. The OB night call faculty will notify the absent faculty's secretary of the absence. For a prolonged faculty absence, the OB night call person is expected to cover the OB service until other arrangements can be made.

Night OB call faculty acute absence if the inpatient director is unavailable: He/she must call the OB day call faculty who will assist the night call faculty in finding replacement following the above protocol.

If additional assistance in finding a replacement is needed, the department vice chair for clinic affairs or the office of the Department Head is to be contacted.

The absent faculty's secretary will notify the Family Medicine Schedule Coordinator, who will notify the hospital operator, labor and delivery, and Lead resident for inpatient team.

Acute absence on weekends:

1. The on-call physician remains responsible for care until a replacement is found. The on-call physician and the director of the appropriate medical service or in their absence, the department vice chair for clinic affairs or the office of the Department Head, will be notified and assist in finding a replacement. When a replacement is determined, the hospital operator will be directly notified of the change. The Master Schedule Coordinator and the faculty's secretary should be notified of the change in call via e-mail.

If faculty is scheduled for office time/meetings/lectures/teaching:

1. Provider must call DFM Reception phone, 354- 7000, by 8:00 a.m. on day of absence. Leave a message to report absence, expected length of absence and any special instructions related to the day's calendar.
2. Reception desk will notify the appropriate secretary of absence.
3. The secretary will notify nurse triage of faculty absence.

Approved by: DFM Faculty July 2006

Revised: September 2006, September 2016

Revised by: September 2019 (COT), October 2019 (Drs. Dobyms, Fick, Wilbur and Shen), May 2021 (COT)