



Emergency On-Call Service Manual for Residents

2011-2012

Updated and Edited Annually
Christopher W. Lievens, O.D., M.S.
Associate Professor,
Chief of Staff

The Eye Center at Southern College of Optometry

Emergency On-Call Service

1. Introduction

- Welcome from Chief of Staff

2. General Guidelines

- Reporting / Supervision
- Responsibilities
- Facilities
- Program Support
- Evaluations

3. On-Call Protocols

- Schedule Changes & Coverage
- Reporting for “Duty” / Passing “Duty”
- Telephone Triage of Emergent Calls
- Non-emergent Weekend Office Visits
- Post-Operative Patients & Emergent Care
- Seeing Patients After-Hours and during Breaks

4. On-Call Schedule for 2010-2011 Residents

5. Essential Quick References

- Local Referral Source and ER Numbers
- Emergency Telephone Triage Form
- Billing Policies Information for Emergency & After-Hours Patients Form

1) INTRODUCTION

Welcome and Congratulations on your selection to participate in the Residency Program here at The Eye Center at Southern College of Optometry.

This month begins an exciting time in your training and career. The upcoming year will be full of exciting opportunities and challenges. A vital part of any residency program in optometry is exposure to patient care and clinical situations that you might not otherwise encounter for months or even years in practice. Participation in TEC's Emergency On-Call Service will help to provide just such experiences.

This manual has been designed to provide you with basic information regarding our Emergency On-Call Service and to serve as a reference during the provision of such care. Take time to thoroughly read the **entire manual**. Should you have questions, please feel free to contact me at your convenience.

Once again, welcome to The Eye Center at Southern College of Optometry and the start of an exciting year as an Optometric Resident.

Sincerely,

Chris Lievens

Christopher W. Lievens, O.D., M.S.

Associate Professor,

Chief of Staff

Chief, Adult Primary Care

The Eye Center at Southern College of Optometry

Office: 901-722-3260
Ms. Jo Propst (Admin. Assist.)
901-722-3330 (direct line)

Mobile: 901-481-5699

Email: clievens@sco.edu

2) GENERAL GUIDELINES

A. Reporting / Supervision

For all aspects of reporting during your Residency Program, you are accountable to your Residency Supervisor. Your Supervisor will be a valuable contact during the provision of Emergency On-Call Care.

The Chief of Staff of The Eye Center at Southern College of Optometry is responsible for oversight of the Emergency On-Call Program. As an extension of care through TEC, he will create On-Call Schedules, monitor activities and collect Emergency Telephone Triage Forms. Any issues or problems you may encounter with your On-Call Duty should be brought to the attention of the Chief of Staff as soon as possible.

B. Responsibilities

As a doctor and Resident at TEC / SCO you are responsible for the timely acceptance of your On-Call duty and appropriate “passage” of duty to the next individual in order of duty.

The On-Call Schedule for the 2011-2012 Academic Year shall consist of **equitable weeks of service for each resident**.

“*Duty*” shall be defined as the period of time for which YOU are responsible for responding to urgent/emergent after-hours calls and those calls which may come during regular business hours of TEC when scheduled TEC/SCO breaks occur (when college is ‘closed’). Duty begins approximately on **Thursdays** of the date posted in the On-Call Schedule.

During your period of “duty” you must be accessible by mobile phone at ALL TIMES and no further away from Campus than 40 minutes by car.

In the event that a personal emergency or illness renders you unable to be available as described above during your duty, YOU will be responsible for finding another Resident to cover you during this period. Any other changes to the enclosed schedule must be brought to the attention of the Chief of Staff PRIOR TO the date the change will take place.

C. Facilities

All after-hours (and scheduled TEC/SCO break) urgent care provided will take place in **room 136** on the Lower Level of the Tower. A room has been equipped for use. Due to security concerns and temperature variations in TEC, this room will be more convenient and

safe for providing after-hours care. Please report any equipment failures and/or supply issues to Ms. Gail Killingsworth, during regular business hours, as soon as possible. It is our goal to provide you with basic supplies and equipment (including necessary forms and paperwork) for the provision of care.

E. Program Support

As a part of your Program Requirements, it is necessary for you to keep a log of the patients and types of Ocular and Visual Conditions you encounter. Please include all after-hours, emergent patient contacts in your log.

F. Evaluations

While no evaluation is included in your On-Call Duty, the Chief of Staff will be monitoring your activities via the Emergency Telephone Triage Forms and will provide feedback of your performance and/or any issues/concerns to your Residency Supervisor.

3) **PROTOCOLS**

A. Schedule Changes and Coverage

It is the responsibility of each Resident to arrange for appropriate coverage or changes to the On-Call Schedule provided in this Manual.

B. Reporting for “Duty” / Passing “Duty”

Duty officially begins on Thursday on the date listed in your On-Call Schedule. It will be the responsibility of the two Residents involved to arrange for “passage” of the mobile phone . Any delinquencies in reporting for OR passing duty will be brought to the attention of your Residency Supervisor.

C. Telephone Triage of Emergent Calls

For the purposes of providing after-hour and scheduled SCO / TEC Break coverage, an “**Eye Emergency**” shall be defined as “*an event where eyesight is at risk.*” It will be your job to provide reassurance and assistance to those patients under the impression that they have a true “eye emergency”. **Triage** shall be defined as “*the process of contacting, obtaining pertinent data from, and making appropriate decisions regarding the urgent / emergent nature of a patient’s visual and/or ocular condition.*”

The moment your interaction with a potential patient begins, the way you interact may set the tone for the entire conversation. Additionally, the first interaction initiates your responsibility and accountability for this patient's care and eventual outcome.

Here are a few tips to remember when you are answering On-Call pages:

- 1) YOU are representing the Staff Doctors, Faculty and staff of TEC and SCO in your capacity as a Resident Doctor;
- 2) Consider ALL calls as emergencies when the patient perceives them as such and treat them as you would a family member;
- 3) SMILE as it can be "heard" on the other end of the line. Even in an emergency the patient wants to speak with someone who is pleasant, responsive, reassuring and knowledgeable;
- 4) NEVER cut the patient off. Let the caller be the first to hang up;
- 5) Be calm and empathetic – show you care, be professional and collect pertinent facts quickly and efficiently;
- 6) Use the [Emergency On-Call Triage Form](#) to collect data and to document the conversation;
- 7) LISTEN and document carefully. Avoid distractions and concentrate on the call.

If, during, the course of the phone triage, it is determined that a **potentially Life Threatening** situation has occurred with the patient; instruct the patient to "*hang up and dial 911 immediately*" or get the address of the patient's current location and tell them "*I am going to hang up and dial 911 for you.*"

If, during, the course of the phone triage, it is determined that an "eye emergency" exists; then you will be required to follow the guidelines outlined below, utilize your best examination and clinical decision making skills. You will use the advice of your consulting doctor/s/ to provide care.

If no “eye emergency” exists, follow the guidelines and instruct the patient in establishing an appointment with you OR another of our Staff Doctors as appropriate.

The On-Call Resident is expected to report to the SCO Campus to provide care in an urgent / emergency situation to current patients of TEC and/or their immediate family members or friends. Patients calling in who do not fit the aforementioned description are left to the discretion of the On-Call Resident and his/her supervisor.

The On-Call Resident, in consultation with their Residency Supervisor and/or another SCO/TEC consult resource may deem it most appropriate to instruct the patient to go to the nearest Emergency Room (ER) for care. A list of local ERs with ophthalmology staff on-call is listed in this Manual.

The On-Call Resident, in consultation with their Residency Supervisor and/or another SCO/TEC consult resource may deem it most appropriate to refer the patient to a secondary / tertiary provider. A list of local ophthalmology providers is listed in this Manual.

The On-call Resident is **NEVER** to independently prescribe drug therapy during phone triage! Only prescribe for an ocular condition after an examination of the patient.

The On-Call Resident is **NEVER** to independently advise a patient (other than their own, established patient), over the phone, regarding the discontinuation or initiation of an established drug therapy without benefit of a record review.

The On-Call Resident is under no obligation to come to the SCO Campus for TEC patients who have lost or broken spectacles OR contact lenses. Instruct the patient in establishing an appointment with you OR another of our Staff Doctors during regular business hours.

The following is a **guideline** for the response time regarding some possible Eye (Ocular and/or Visual) Emergencies. NOTE: This is not an all-inclusive list. Nothing supersedes the professional judgment of a doctor given specific circumstances in an urgent/emergent situation.

- 1) Respond by seeing the patient **within the hour** for Chemical Burns and Penetrating Injuries. In the case of chemical splashes, instruct the patient to “...*flush their eye/s/ with copious amounts of clean, tap water*”.
- 2) Respond by seeing the patient **within hours** for sudden loss of vision or visual field, flashes or floaters with vision or field loss, bulging eye, acute ocular trauma without penetration, foreign body, corneal abrasion, appearance of a “veil” or curtain across the field of vision, sudden changes in pupil size, recent onset pain without redness, eye pain with “steamy” vision and nausea / vomiting, any monocular patient, changes in Amsler Grid; flashing lights in post-op patients, diabetic patients who “see red”, corneal transplant patients with redness / photophobia / vision loss or pain, contact lens patients complaining of pain or redness;
- 3) Respond by seeing the patient **within 24-48 hours** for recent onset diplopia, new or increased spots or floaters, presence of puss or crusting, excessive tearing without foreign body sensation / photophobia;
- 4) Respond by seeing the patient (or having them schedule an appointment during TEC regular business hours) **within a week** for gradual loss of vision over three or more weeks, itching / tearing / white discharge over three weeks or more, mild redness over three weeks or more, lid masses, bumps or gray areas on sclera, cloudy vision for uncertain length of time;
- 5) Respond by seeing the patient (or having them schedule an appointment during TEC regular business hours) **within two weeks** for red eye of greater than three weeks duration, increased glare / halos at night, decreased reading vision.

D. Non-Emergent Weekend Office Visits

There may be occasions when due to illness, emergency or travel a Staff Doctor will ask the On-Call Resident to see a

patient. When this is necessary, it will be **the responsibility of the Staff Doctor** to identify the Resident On-Call and arrange for you to become familiar with and possibly even see the patient with him/her prior to the weekend visit.

E. **Post-Operative Patients and their Emergent Care**

TEC has an existing relationship with doctors at The Eye Specialty Group to provide secondary and tertiary eye health care in our facility. Many of our operative referrals are cared for by these doctors. It will be your responsibility to become familiar with the routine Post-Operative Protocols for the various surgical options available through our surgical colleagues.

F. **Seeing Patients After-Hours & on Scheduled College / TEC Closings**

- 1) Complete *Emergency Telephone Triage Form*.
- 2) Advise the patient of “usual & customary” fees for visit.
- 3) **Call Security**
- 4) Arrive on time. Resident & Pt park in front of Tower.
- 5) Leave Examination Room door open at all times!
- 6) Provide Care / Document appropriately.
- 7) Complete: *Billing Policies Information for Emergency After-Hours Patients*
- 8) Complete: *Authorization for Treatment & Financial Responsibility Form*
- 9) Complete: *Acknowledgement of Privacy Practices* Hand patient: *Notice of Privacy Practices*
- 10) Escort patient out & notify Security of any additional After-hours follow-up
- 11) Place *Emergency Telephone Triage Form* in COS box before leaving
- 12) Park in front of the Tower in the visitor spaces when providing after-hours care. (Also instruct patients that they will need to come to the TOWER and park in these spaces also.)
- 13) Recommend family members wait in the student seating areas outside the examination room (surrounding the SCO Bookstore).

- 14) Call TEC Patient Representatives to arrange follow-up care on the next business day.
- 15) Turn in completed forms to the Chief of Staff on the next business day.

G. On-Call Responsibilities

It is **not permissible** for you to be unavailable to TEC Emergency and/or After-Hours patients due to other responsibilities.

It is **not permissible** for a TEC patient to be seen by you at any facility other than TEC (or the Emergency / After-Hours Exam Room) located on the SCO Campus.

Any lack of availability will be brought to the attention of your Residency Supervisor and may be dealt with as a disciplinary infraction.

H. Consultation Schedule with TEC Staff Doctors

A schedule for the on-call weeks has been drafted for your entire residency year. While you are awaiting Tennessee licensure, your supervising doctor will sign all charts and manage the care. During this time, the resident will still handle calls and hold the on-call mobile phone. It is the resident's responsibility to call the Staff Doctor on-call **every** time a patient phones in to consult and arrange for care. There exist some on-call dates that reflect days in which the college is closed. Residency Supervisors manage those dates with the residents.

4) **ESSENTIAL QUICK REFERENCES**

A. Residency Supervisors

Your Residency Supervisor is always a source of contact for all consults while on-call. In the event your Supervisor is out of town or unavailable, he/she must arrange for and notify you of

alternative coverage with one of the SCO / TEC Additional Consultation Resources (see below).

Primary Care

Dr. Beth Sparrow **Office:** (901) 722-3322
Mobile: (901) 857-7404
Home: (901) 685-7403
CHC: (901) 272-0003

Pediatric Primary Care

Dr. Marc Taub **Office:** (901) 722-3353
Mobile: (901) 481-7661
Home: (901) 755-0071

Cornea, Contact Lens & Refractive Surgery

Dr. Daniel Fuller **Office:** (901) 722-3319
Mobile: (901) 210-2443

Low Vision, Rehabilitation, and Vision Therapy

Dr. Paul Harris **Office:** (901) 722-3273
Mobile: (443) 857-3925

Dr. Sharon Lee **Office:** (901) 722-3375
Mobile: (312) 731-7844

B. [SCO / TEC Additional Consult Resources](#)

The following list of Staff Doctors / Faculty includes those also available to you during your on-call schedule. If you are unable to reach your Consultation Doctor or your Residency Supervisor in a timely manner these individuals may be available to assist you.

Dr. Michael Gerstner, Chief Advanced Care Ocular Disease Service

Office: (901) 722-3336
Mobile: (901) 921-7832
Home: (901) 921-7832

Dr. Chris Lievens, Chief of Staff

Office : (901) 722-3330
Mobile: (901) 481-5699
Home: (901) 867-0079

Dr. James E. Venable, Vice President, Clinical Programs

Office: (901) 722-3324

Mobile: (901) 481-3438

Dr. Cheryl Ervin, Director of Residency Programs

Office: (901) 722-3201

Mobile: (901) 628-3961

C. SCO Security

While efficient and effective patient care after-hours and during scheduled SCO / TEC breaks is our primary goal, we are very concerned about your safety as you fulfill the on-call requirements of your program. SCO Security is to assist in providing a safe environment while you provide care. You must always notify SCO Security that you will be coming to the campus to provide Emergency care. You should contact security immediately after you have spoken with the patient and/or consulting Staff Doctor and have determined that a visit is necessary. When calling Security, first identify yourself as the On-Call Resident and inform them the time you have arranged to see the patient. Make sure to supply them with the patient's name and your contact number.

The following numbers are the most effective means of contacting the SCO Security Officer on duty:

Phone: (901) 722-3306 OR (901) 722-3307

**Mobile: (901) 212-0772 (ONLY for After-hours Patient Care) **

NOTE: You MUST notify SCO Security of your arrival time PRIOR TO patient showing up on campus!

D. Local Hospital & Referral Source Emergency Contacts

Facility	Emergency Room Number	After Hours Number
Baptist Hospital East 6019 Walnut Grove Road	(901) 226-3000	
Methodist Univ Hospital 1265 Union Avenue	(901) 516-8193	
The MED 877 Jefferson Avenue	(901) 545-7826	
Charles Retina Inst. 6401 Poplar Avenue		(901) 767-4499 (Answering Service)
Mid-South Retina 6005 Park Avenue		(901) 682-1100 (Answering Service)
Southern Eye Associates 5350 Poplar Avenue		(901) 683-4600 (Answering Service)
Eye Specialty Grp 825 Ridge Lake Blvd.		(901) 763-2220 (Answering Service)

5) On-Call Consultation Schedule (1st Draft)

Month	Week	Doctor/Resident	Contact Info.
July	7/1-7/6	Sparrow/ Aguilera	(901) 857-7404 /
	7-15	Fuller/Alperin	(901) 210-2443 /
	15-21	Taub/Weigel	(901) 481-7661 /
	21-28	Lee/Iyer	(312) 731-7844 /
August	7/28 - 8/4	Sparrow/Peterson	(901) 857-7404 /
	4-11	Taub/Aguilera	(901) 481-7661 /
	11-18	Sparrow/Kim	(901) 857-7404 /
	18-25	Taub/Weigel	(901) 481-7661 /
September	8/25 – 9/1	Harris/Iyer	(443) 857-3925 /
	1-8	Fuller/Alperin	(901) 210-2443 /
	8-15	Sparrow/Peterson	(901) 857-7404 /
	15-22	Taub/Aguilera	(901) 481-7661 /
October	22-29	Sparrow/Kim	(901) 857-7404 /
	9/29 – 10/7	Lee/Iyer	(312) 731-7844 /
	7-13	Lee/Iyer	(312) 731-7844 /
	13-20	Fuller/Alperin	(901) 210-2443 /
November	20-27	Sparrow/Peterson	(901) 857-7404 /
	10/27 – 11/3	Sparrow/Kim	(901) 481-7661 /
	3-10	Taub/Aguilera	(901) 857-7404 /
	10-17	Taub/Weigel	(901) 481-7661 /
December	17-23	Harris/Iyer	(443) 857-3925 /
	11/23 – 12/1	Fuller/Alperin	(901) 210-2443 /
	1-8	Sparrow/Peterson	(901) 857-7404 /
	8-15	Taub/Aguilera	(901) 481-7661 /
	15-22	Sparrow/Kim	(901) 857-7404 /
	22-29	Sparrow/Weigel	(901) 481-7661 /

January	12/29 – 1/5	Fuller/Alperin	(312) 731-7844 /
	5-12	Taub/Weigel	(901) 481-7661 /
	12-19	Taub/Peterson	(901) 857-7404 /
	19-26	Taub/Aguilera	(901) 481-7661 /
February	1/26 – 2/2	Sparrow/Kim	(901) 857-7404 /
	2-9	Taub/Weigel	(901) 481-7661 /
	9-16	Harris/Iyer	(443) 857-3925 /
	16-23	Fuller/Alperin	(901) 210-2443 /
March	2/23 – 3/1	Sparrow/Peterson	(901) 857-7404 /
	3/1 – 3/8	Taub/Aguilera	(901) 481-7661 /
	8-15	Sparrow/Kim	(901) 857-7404 /
	15-22	Taub/Weigel	(901) 481-7661 /
	22-29	Lee/Iyer	(312) 731-7844 /
April	3/29 – 4/5	Fuller/Alperin	(901) 210-2443 /
	5-12	Sparrow/Peterson	(901) 857-7404 /
	12-19	Taub/Aguilera	(901) 481-7661 /
	19-26	Sparrow/Kim	(901) 857-7404 /
May	4/26 – 5/3	Taub/Weigel	(901) 481-7661 /
	3-10	Harris/Iyer	(443) 857-3925 /
	10-17	Fuller/Alperin	(901) 210-2443 /
	17-24	Sparrow/Peterson	(901) 857-7404 /
	24-31	Taub/Aguilera	(901) 481-7661 /
June	5/31 – 6/7	Sparrow/Kim	(901) 857-7404 /
	7-14	Taub/Weigel	(901) 481-7661 /
	14-21	Lee/Iyer	(312) 731-7844 /
	21-29	Fuller/Alperin	(901) 210-2443 /

Please let Drs. Lievens and Ervin know of any changes to the above schedule (albeit staff doctors and/or residents).



Emergency Telephone Triage Form

Date/Time of Call: _____ Resident/Staff Dr.: _____

Patient Name: _____ DOB/Age: _____

Est Pt New Pt Pts Doctor: _____

Referred by: _____

Reason for Call: _____

When/How did problem begin? _____

Has this happened before? Yes No

Symptoms: pain red eye seeing red spots/floaters flashes
 discharge photophobia loss of vision loss of field

What have you done to improve? _____

Glasses? Yes No Contacts? Yes No Diabetic? Yes No

Other eye problems? _____

Other Medical problems? _____

Medications? _____

Eye Medications? _____

Medical Allergies? _____

Where are you calling from? _____ #: _____

Where can I reach you? _____ #: _____

(If I must call back)

Action: Phone consult w/ TEC Staff Doctor On-Call

Other SCO/TEC consult See patient ASAP See patient tomorrow

Refer to ER Call 911

Date/Time to meet patient: _____

_____, OD
Signature Resident On-Call

Place this form in Dr. Lievens' Mail Box



Billing Policies Information for Emergency & After-Hours Patients

The Staff Doctors and Residents at The Eye Center are pleased to provide our patients with 24-hour access to care in case of “Eye Emergencies”.

All “usual and customary” fees-for-service will apply to emergency care.

For established TEC patients, **you will receive a call from one of our Billing Service Representatives on the next regularly scheduled business day to verify information and arrange for payment of services and or billing any third-party insurance providers.**

Payment for all services rendered will be the sole responsibility of the patient. If you have insurance that may cover the services provided, the insurance company will be billed first. Any outstanding balances will be the responsibility of the patient. For questions regarding billing and/or fees charged for this emergency visit, you may contact one of our Billing Service Representatives at (901) 722-3250 between the hours 8:30 am and 4:30 pm Monday through Friday.

By signing below, I acknowledge I have read, understand, agree to abide by these policies (and be billed for charges) as established by the administration of The Eye Center at Southern College of Optometry.

Patient Name

Address

Mobile Phone #

Home Phone #

Work Phone #

Patient Signature

Date