**On-Call Policy (Program Representative Availability)**

**Section:** Operations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 21, 34, CSCD 8, 9, 11, PHARM-OP 13

**Policy ID:** 5.3

**Approved by:**

**POLICY**

<insert practice name> has an “On-Call program” to meet the needs of the <insert practice name>'s patients after regular business hours. The “On-Call” service is available for patients to contact a <insert practice name> Representative with questions related to medication, clinical questions, claims processing, benefit coverage, claims submission and claims payment. Also, the “On-Call” service will provide assistance to the caller related to drug and drug therapy to include order status, claims processing, benefit coverage, claims submission and claims payment/co-pays, and appropriate complaint resolution. The <insert practice name> Representative will also accept complaints and will escalate calls when necessary to a clinician. **[CSCD 8 (a-i, ii)(b-i, ii, iii, iv)(c-i, ii, iii)] [PHARM Core 34]**

**PROCEDURE**

1. The scheduled pharmacist will be available at all times. Patients calling the toll-free number <insert toll-free phone number> or office number <insert office phone number> after business hours shall have the option to mark their voice message as urgent so that a pharmacist may call them back as described below. **[CSCD 8 (a-i, ii)]**
2. The following procedure shall be adhered to:
	* Patients calling after hours are able to leave routine reorder – refill requests on a secure voice mail system. They hear the following message:
		+ “Thank you for calling <insert practice name>. If this is an emergency please hang up and call 911.Our business hours are <insert practice business hours>, <insert dates during the week the practice is open>. If requesting a refill or need to leave a non-urgent message to be returned the next business wait for the tone. If you have an urgent need press 1 to be transferred to the afterhours call service to have a pharmacist paged
		+ When the afterhours call service gets a request to page a pharmacist a call is placed to the on-call pharmacist to contact the patient. Pharmacist will appropriately triage the call and document the call in the afterhours call log.**[CSCD 8 (a-i, ii)] [CSCD 9 (c)] [CSCD 11 (c-iii)]**
	* The pharmacist on-call will respond to all urgent "paged" messages within thirty minutes **[CSCD 11 (b-iii)]**
	* The pharmacist shall call the patient immediately if conditions warrant and/or save the recorded message until messages are routinely retrieved the following business day. **[CSCD 8 (a-i, ii)]**
	* Routine refill requests will be treated as “non-emergent” or “not urgent” and will be serviced on the next business day
	* If a nurse or doctor call is necessary, the pharmacist shall proceed accordingly: contact the nurse or doctor and request that they call the patient. **[CSCD 8 (a-i, ii)]**
3. The paging system described above will be checked at least quarterly. In the event that the paging system fails to work properly, the current telephone contractor will be contacted immediately. **[PHARM-OP 13 (b-ii)]**
4. An “On Call” log will be maintained and updated not less than quarterly with any Urgent or Emergent pages and responses documented.
5. A review of the “On Call” Log will be performed to identify any particular trends that require further evaluation and any complaint report and handling. The evaluation will be reviewed at the Quarterly Quality Management Committee meeting. **[PHARM Core 21 (b-ii)]**

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