

EMERGENCY DEPARTMENT POLICIES

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Original Date of Issue: 12/2006

Reviewed:							
Revised:							

Patient Population

Neonate	√
Pediatric	√
Adolescent	√
Adult	√
Geriatric	√

The main telephone number for the ED is 241-7171; calls to this number are answered by an automated system that allows the caller to select a destination. Physicians and callers with unanswered questions are forwarded to 241-6639 which is answered by the registrar in the adult ED. See also policy 10.2 regarding information given over the phone.

- The registrar should answer all telephone calls by saying: “Mount Sinai Emergency Department, this is _____; can I help you”.
- Registrars will identify the caller
- Registrars will identify the location of the patient if applicable;
- Registrars can confirm the presence of the patient in the ED and, when possible, allow the caller to speak with the patient by contacting the patient care liaison.
- When overhead announcements are made, the name of the provider and number to pickup will be repeated twice.

If the patient has gone to the floors the call should be forwarded to the floor to which the patient was admitted

The following types of calls should be forwarded to the nurse taking care of the patient:

- Calls regarding the general status of the patient
- Calls from the inpatient floor accepting the patient
- Calls from the lab of QNS or grossly hemolyzed specimens

The following types of calls should be forwarded to the charge nurse (46884):

- Calls from administration

The following types of calls should be forwarded to a physician after identifying the correct zone physician for the patient (north – 46464, south – 41761):

- Panic values from the laboratory
- Radiology reports for patients in the ED

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- Calls from physicians should be forwarded to the correct zone physician; if the patient has not arrived to the ED the call should be forwarded to AMAC 43611. If the physician requests otherwise they may be forwarded to the North Attending 46464.

Patient complaints should be forwarded to:

- Department Administration, Dr. Hill, Dr. Cohen, or Dr. Jagoda at 46794
- After hours, patient complaints should be forwarded to the nursing administrator on duty.

Laboratory results requests should be forwarded to:

- Urgent care, 48567, between the hours of 9 am and noon: Monday, Wednesday, and Fridays

Requests to speak with a physician for medical advice should be discouraged and callers with medical questions should be directed to the Mount Sinai emergency department for evaluation. If the caller feels it is a medical emergency they should be advised to call 911.

Calls related to prescriptions on patients discharged from the ED should be triaged according to patient age and forwarded to the appropriate area of the ED.