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| <b>FACULTY PRACTICE GROUP – Ambulatory Operations</b> |                                                                                                         |  |
| STANDARDS AND GUIDELINES                              |                                                                                                         |                                                                                     |
| <b>SECTION:</b>                                       | Front Office Operations                                                                                 | REFERENCE #:                                                                        |
| <b>SUBJECT:</b>                                       | Communication Amongst Staff                                                                             | PAGE: 1 OF 1                                                                        |
| <b>APPROVALS:</b>                                     | FPG: <input checked="" type="checkbox"/> CAO-SC: <input checked="" type="checkbox"/> APCA: N/A EAC: N/A | EFFECTIVE: 10/2008                                                                  |

**PURPOSE:**

- To conduct communication among all health professionals in a mutually respected manner. This principle applies to all verbal, non-verbal, and written communication.

**POLICY:**

**Physician-Patient Interaction**

- Physicians will communicate with their staff regarding patient issues and incorporate them as valued and trusted members of the health care team.
- Physicians will make every reasonable effort to answer all patient phone calls that are received. Physicians who do not see patients daily must ensure they receive messages on an ongoing basis and respond promptly.
- A physician or covering provider will be available to his/her patients at all times covering physician must have the ability to become fully informed of the pertinent information. It is recognized that the primary responsibility of physicians is research. Therefore, an effort to minimize interruption of their work is made by judicious use of committed covering providers.
- FPG administration will structure mechanisms of communication that make it simple for patients to reach their physicians by telephone, specific to each practice. Reference standards regarding ancillary test result reporting, etc.
- APCAs, CAOs, and Chiefs will be responsible for monitoring problems regarding physician-patient communication.

**Staff-Patient Interactions**

- All staff, attending physicians, fellows, residents and medical students will introduce themselves to patients and identify their specific role in the examination and/or visit.
- Physicians and professional staff (including residents and fellows) will provide patients with a professional card that identifies their name, title, YMG affiliation, and a number to call for follow-up communication.
- All physicians and staff will provide full explanations of the steps in clinical care, as indicated. Ample time should be allowed for questions and answers. This should include, but will not be limited to explanations of:

-History/physical

-Follow-up

-Therapeutic options

-Diagnostic test results

-Care Plan