



College of Veterinary Medicine Policies and Procedures

Subject: Advice Call Policy

Section: Small Animal Internal Medicine

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To Be Reviewed Yearly by: AHC Director, Internal
Medicine Service Chief

Source:

Cross Reference:

Advice Call Policy

Queries During Daylight Week Hours:

1. Advice Calls From Veterinarians

Advice calls from veterinarians should be directed to the faculty member listed as Consulting (that is, not Receiving) on the Medicine schedule. Faculty members should be emailed the message. Veterinarians should be advised that their call will be answered within 24 hours. Faculty members should make every effort to return calls within this time period.

Residents and interns on the Consulting service will not be expected to routinely handle advice calls from veterinarians unless there has been a prior arrangement with the faculty member on the same service. When the faculty member on Consulting will be unavailable for veterinary advice calls, the faculty member will advise the resident on the same service that calls will be directed to them, and ensure that they are available, and also advise the Telephone and Admissions desks.

2. Advice Calls From Pet Owners

Advice calls from pet owners should be directed to the intern listed as Consulting (that is, not Receiving) on the Medicine schedule. Interns should be emailed the message. Pet owners should be advised that their call will be answered within 24 hours. Interns should make every effort to return calls within this time period. When there is no intern scheduled on the Consulting service that day, the resident will take on the same responsibility.

Residents and faculty members on the Consulting service will not be expected to routinely handle advice calls from pet owners unless there has been a prior arrangement with the intern on the same service. When the intern on Consulting will be unavailable for pet owner advice calls, the intern can request that the resident or faculty member on the same service have calls directed to them, and ensure that they are available, and also advise the Telephone and Admissions desks.

3. Urgent Calls From Veterinarians

When calls from veterinarians are identified as urgent, the Clinical Services Coordinator should be notified so he/she may contact the faculty member listed as Consulting on the Medicine schedule via their cell phone, and email the same message. Messages should be identified as 'urgent'. Faculty members should make every effort to promptly respond to urgent calls from veterinarians.

When there is no response within several minutes from the faculty member on Consulting, the same process should be repeated in the following order of default:

- A. The resident on the Consulting service (if there is a resident scheduled on that service).
- B. The faculty member on the Receiving service.
- C. The resident on the Receiving service.
- D. Any Medicine clinician, whether on clinics or not.

4. Urgent Calls From Pet Owners

When calls from pet owners are identified as urgent, the Clinical Services Coordinator should be notified so he/she may contact the intern listed as Consulting on the Medicine schedule via their cell phones, and email the same message. Messages should be identified as 'urgent'. Interns should make every effort to promptly respond to urgent calls from pet owners.

When there is no response within several minutes from the intern on Consulting, the same process should be repeated in the following order of default:

- A. The intern on the Receiving service (if there is an intern scheduled on that service).
- B. The resident on the Consulting service.
- C. The faculty member on the Consulting service.
- D. Any Medicine clinician, whether on clinics or not.

5. Queries Regarding Individual Cases Under Our Care (Inpatient or Outpatient)

The owner or veterinarian should be asked to identify the individual student and clinician in charge of the case. Students on the case should be overhead paged, and clinicians on the case should be contacted via their cell phone, and emailed the same message. Owners and veterinarians should be advised that their call will be answered the same day whenever possible. Clinicians and students should make every effort to return calls within this time period.

Queries regarding individual cases that are identified as urgent should be handled through the Clinical Services Coordinator in the same way, except messages should be labeled as urgent. If there is no response from the student or clinician in charge of the case after several minutes, urgent calls from owners will be handled as per the 'Urgent Calls From Pet Owners' section, and urgent calls from veterinarians will be handled as per the 'Urgent Calls From Veterinarians' section.

