**DOM Departmental Policy**

EFFECTIVE DATE: December 15, 2013

SUBJECT: Procedures for DOM Patient-Oriented Academic Offices & Call Center coverage during Christmas Eve and New Year’s Eve

PURPOSE: An effort to provide adequate coverage in DOM’s academic offices and call centers during the holiday season

POLICY: If there are no scheduled patient appointments after 12 noon on Christmas Eve and New Year’s Eve, Divisions may choose to arrange schedules to allow most employees to be off after 12 noon. However, to provide coverage for patient calls for prescriptions, etc., one employee should remain until 4:00 pm on both days. Please rotate this responsibility and designate a different employee to work the afternoons of Christmas Eve and New Year’s Eve.

PROCEDURE:

1. Division Administrator and/or Call Center Supervisor in advance will provide the contact name(s) and telephone number (s)to DOM Scheduling (if applicable) of the designee(s) to work the afternoons of Christmas Eve and New Year’s Eve in the event calls should be transferred from the DOM Scheduling office to the Call Center(s).

RESPONSIBILITY: Division Administrator and Call Center Supervisors

APPROVED BY:

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