

## Expectations

### Answering Pages

*These expectations apply to all physicians involved in clinical care including Department Chairs and Division Directors.*

- Expectations Regarding Answering Pages When the Physician Is On-Call
  - Be available by beeper or communicate to the UAB Call Center a specific number where you can be reached.
  - Answer calls when paged.
  - Contribute to the patient's care and physically assess the patient upon request.
- Expectations Regarding Answering Pages When the Physician Is Not On-Call
  - Be available by beeper or office phone from 8:00 AM to 5:00 PM.
  - Make arrangements for coverage after hours, when on vacation, out of the office, and/or out of town. Communicate this information to the UAB Call Center.
  - Each Division will identify physicians on-call for their Division and will communicate this information to the UAB Call Center.
- Consequences
  - Lack of compliance with this policy/process should be reported in a letter to the TKC Chief of Staff and the UAB Hospital Chief of Staff.
  - Incidents will be addressed through the Peer Review Process.
- Consolidate paging for the UABHS.

### Internal FAXing of Medical Records

For referrals internal to UAB, if the documents are available in CareFlowNet, the documents should not be faxed to the referring area.