

Kennebec Region Health Alliance

FUNCTIONAL AREA: LEADERSHIP
TOPIC: CALL FORWARDING SERVICE

POLICY #:
EFFECTIVE:
REVISED:
REVIEWED:

AUTHORIZATION:

Barbara Crowley, MD, KRHA President

KRHA Board Chair

Chief Compliance Officer

- I. **PURPOSE:** The purpose of this Call Forwarding Service Policy is to provide a mechanism through which a Kennebec Region Health Alliance (“KRHA”) Member (the “Member”) may receive calls outside of normal business hours, seven days a week.
- II. **POLICY:** It is the policy of KRHA to provide the Call Forwarding Service, as described herein, to any Member who has a Participating Provider Agreement with KRHA as a Member benefit.
- III. **KRHA RESPONSIBILITIES:**
 - a. KRHA shall provide the Call Forwarding Service under KRHA’s contractual arrangement with MaineGeneral Medical Center. The Call Forwarding Service will answer calls made to the Member’s incoming telephone line outside of normal business hours, seven days a week, and in the manner indicated in the Member Call Forwarding Service Profile, attached and incorporated herein as **Exhibit A**. “Outside of normal business hours” shall mean before and after the Member’s normal business hours, including weekends and holidays, but not lunchtimes. The Call Forwarding Service will forward only the caller’s name and telephone number.
 - b. KRHA will not:
 - i. Accept collect calls on behalf of the Member;
 - ii. Provide any clinical advice or referrals on behalf of the Member; or
 - iii. Record, maintain, or forward any information provided by the caller other than the caller’s name and number, including any protected health information

- c. The Member may request additional times for the Call Forwarding Service, so long as the Member provides KRHA with sufficient advance notice, but in no event shall these additional services exceed seven (7) consecutive days.
- d. KRHA cannot guarantee that errors will not occur in the process of providing Call Forwarding Service. The Member, by using the Call Forwarding Service, acknowledges that KRHA will not be liable for (i) any errors, damages (incidental or consequential), or loss of revenue; (ii) failure of the Member or the Member's employees to respond to messages; or (iii) uncompleted or irretrievable messages or beeps as a result of power and/or equipment failure.
- e. KRHA reserves the right to monitor and/or record all calls received and made through the Member's account. These recordings will be used for quality tracking and improvement purposes, and the Member agrees and grants KRHA permission to utilize recorded calls for such purposes.
- f. KRHA reserves the right to refuse to provide its Call Forwarding Service to anyone who, in the course of using the Call Forwarding Service, engages in obscenities, profanities, illegal activities, harassment, or interferes with or harasses any KRHA member or employee.

IV. MEMBER RESPONSIBILITIES:

- a. The Member warrants that it shall maintain its membership and Participating Provider Agreement with KRHA throughout the period during which it uses the Call Forwarding Service.
- b. The Member shall provide KRHA with its current (i) telephone numbers, (ii) office locations, (iii) names of persons authorized to receive information concerning calls, (iv) telephone, pager, and mobile numbers for employees and persons authorized to receive calls, (v) information of persons who will be receiving calls as on-call employee(s), and (vi) preferred answering phrase and call escalation instructions. Such information shall be provided through the Member Call Forwarding Service Profile (see **Exhibit A**). Should the Member fail to provide KRHA with any of the above information, or should any of the information the Member provides be incorrect or out-of-date, the Member accepts full responsibility for any resulting errors, damages, or loss of revenue.

V. PROCEDURE:

- a. KRHA requires that its Call Forwarding Service be used lawfully and in compliance with all federal, state, and local governing bodies. The Member agrees that its access to and use of KRHA's Call Forward Service is subject to all applicable laws and regulations. KRHA will cooperate with federal, state, and local authorities regarding investigations of a civil or criminal nature as required or permitted by law.

- b. KRHA shall provide its Call Forwarding Service to its Members in accordance with all applicable provisions of the underlying Participating Provider Agreement, including all those provisions pertaining to data protection, privacy, and confidentiality.

VI. POLICY LOCATION:

- a. Original approved KRHA policies are maintained in Administration.

VII. SCOPE OF APPLICABILITY:

- a. This Policy applies to: KRHA and its Members.

VIII. PROPONENT:

IX. KEY SEARCH WORDS:

X. CITATIONS/BEST PRACTICE REFERENCES: N/A

XI. POLICY ATTACHMENTS: **Exhibit A** – Member Call Forwarding Service Profile

Exhibit A

Member Call Forwarding Service Profile

MEMBER'S NAME: _____

CALL FORWARDING SERVICE START DATE: _____

PREFERRED ANSWERING PHRASE: _____

PHYSICAL ADDRESS:

MAILING ADDRESS

OFFICE NO: _____

SECOND LINE: _____

THIRD LINE: _____

FAX NO: _____

OWNER: _____

RES NO: _____

PAGER NO: _____

MOBLIE NO: _____

EMAIL: _____

OFFICE HOURS: _____

LUNCH HOURS: _____

OFFICE EMAIL: _____

MANAGER: _____

RES NO: _____

PAGER NO: _____

MOBILE NO: _____

EMAIL: _____

Messages are faxed to the Member when its employee is paged; no messages are held for later retrieval.

Names and Contact Information of the Member's Employees

Name	Home Phone Number	Cell Phone Number	Pager Number	Contact Preference

*Additional names may be provided on a separate piece of paper and attached to this page.

INFORMATION NEEDED FROM YOUR CALLERS:

NAME: _____
DATE OF BIRTH: _____
PHONE NUMBER: _____
PRIMARY PHYSICIAN: _____
MESSAGE: _____

*No Medical questions: if it is an emergency, the patient is advised to hang up and call 911.

Call escalation instructions – steps to be taken if contact is not made with the person on call: ____

All messages taken will be faxed to the Member and the Member's employee is paged or texted. Messages that are faxed/sent to the Member's employee on call will be deemed received by the Member. Messages are sent automatically to the practice at the time the physician is paged, and no messages are held back for later delivery. KRHA's Call Forwarding Service does not include batching or holding calls or messages, and all messages will be passed on as received, no exceptions.

Please return this completed form to KRHA by Fax or Email.