

Parent Pager Procedure:

1. Inform parents of the available service and how they can contact the parent pager when they have a medical concern about their child. This should be done at the end of every well child and urgent care visit so our parents understand there is now a standardized method for accessing medical advice within the resident clinic.
2. Resident assigned to the parent pager will cover the virtual pager (FFHC or 3342) **Monday-Sunday from 8AM-10PM**, during which there will be attending back-up at all times (see below).
3. Parents will call **773-702-1000** and ask the operator to page the "pediatric parent pager" (**Pager ID 3342 (FFHC)**). The operator will page the resident with the name and call back number of the patient.
4. Residents will return the phone call and do one of three following options:
 - a. ***Give telephone advice only*** - with use of the telephone triage protocol handbook which each resident will pick up in our office prior to his/her week of coverage.
 - b. ***Refer to the Emergency Room***- You must call the ED attending (702-6249) and inform him/her about the patient whom you referred. This will hopefully limit the waiting time in the ED.
 - c. ***Arrange for urgent care follow-up***- You will be given a binder with a form for urgent care slots which can be filled out and faxed to the FFHC urgent care office ASAP. The coordinators will put the patient in to be seen the next day in a *resident* urgent care appointment. If it is early in the day and you think the patient needs a *same day* urgent care appointment, call the Urgent Care RN at 5-7196 or Peds A desk at 5-6641 and they will schedule the patient into a same day resident urgent care slot.

5. An Attending can be reached at any time during this process. From 8am-5pm, the teaching attending for the resident clinic will cover any questions. It is probably best to call 5-0449 (resident workroom at FFHC) to speak with the TA. After 5pm the attending on call for FFHC will serve as back-up. You can call the FFHC general number 702-0660 and tell them you are Dr. _____ and ask the MD to be paged.
6. **ALL** telephone encounters **MUST** be documented on the telephone log forms that will be in the binder. The forms will be hand delivered to the Friend Center each day for review by Dr. Goldstein and to put into the medical record. Dr. Goldstein has kindly offered to monitor the daily log forms and will give the residents feedback on their telephone triage skills. We are still discussing the most optimal way to do this.
7. The pager can be signed out to the Friend Center (702-0660) at 10PM at which point the telephone triage system is activated at FFHC for overnight calls.
8. Please page the Chief Residents if you have any problems or concerns.