Communication

Scope
The policy applies to the residents of the University of Alabama Family Medicine Residency - Tuscaloosa Program.

Purpose:
To ensure communication lines between providers and staff are always open to provide quality patient care.

Policy and Guidelines

a. Residents are required to have their pager on at all times (except while on approved leave) and to respond to pages in a reasonable amount of time – no longer than 15 minutes.

b. If tied up in an emergency, a procedure, or other situation that will not allow a prompt reply, another health professional should be asked to respond on the paged resident’s behalf until free of the limiting activity.

c. If paged in error, it is the resident’s responsibility to help that person contact the correct resident.

d. If the resident forgets his/her pager, the appropriate personnel (attendings, upper levels, Residency Office, clinic staff, Operators, Answering Service etc.) must be notified and given alternate contact information. Should the Residency Office be unable to reach a resident by pager, the resident will be contacted by cell phone, if necessary. Should reasonable response time to pages become a problem (e.g., 15 minutes), the program director will respond and request a personal meeting with the resident. Any ongoing or repeated instances will be considered unprofessional behavior and disciplinary action may follow.

e. For non-urgent communication, the Residency Office will contact residents via their @cchs.ua.edu email account, which residents are responsible for checking at least daily.

f. The University/CCHS will communicate weather and or emergency events via MyBama (http://mybama.ua.edu) and CCHS email. Please forward MyBama emails to your CCHS email account and maintain current contact and emergency information in MyBama at all times.