

IMC Outpatient Box/Messages Expectations

- **EVERY DAY:** Electronic “EPIC” box must be checked and items addressed.
 - Missed prescription requests or urgent patient calls can be dangerous for patients and subject healthcare workers to liability.
 - Please ask attendings to staff any clinical situations/calls. That is why we are there!
- **TWICE A WEEK:** physical paper box in IMC should be addressed

IMPORTANT NOTES

- PGY-1’s start covering their own boxes on August 1st.
- Please ask members of your Firm for coverage if you are going on vacation, in the ICU, or in the CCU (for interns)
 - Submit all coverage on offcall.summaevals.com or communicate directly to Brandy Mason (masonb@summahealth.org).

• Rotation-Specific Coverage

- **Electives and Med Team**
 - Cover your own box from 8 am to 5 pm
 - If you are permitted to leave early, you are still required to cover your outpatient box, remotely, until 5 PM, on weekdays
- **NIGHT FLOAT/NIGHT SHIFTS (AR1, AI2/3, etc) and ER Rotation:**
 - Cover your own box during your shift or immediately before/after.
 - If it is a weekday and you do not have a scheduled shift, you are still expected to cover your box from home from 8 AM to 5 PM
 - If patients are not able to be reached, it is ok to forward messages to the nurses (ACH IMC CLINICAL STAFF) and front staff (ACH IMC FRONT DESK) to reach out during daytime hours
- **ICU**
 - Before starting ICU, complete ICU Box Coverage on offcall.summaevals.com –Brandy Mason may also be reaching out to you to verify this coverage
 - Do not assume your firm will be covering your box
 - Firm members may be on vacation or otherwise unavailable. It is very important to find alternative coverage in this situation.
- **CCU**
 - **Senior Residents:** all senior residents on CCU service for the month will have their boxes attached to each other. Responsibility should be shared amongst the 2-3 residents, with primary responsibility placed on the daytime CCU resident.
 - **Interns:** Before starting ICU, complete ICU Box Coverage on offcall.summaevals.com –Brandy Mason may also be reaching out to you to verify this coverage
- **VACATION**
 - Fill out the “coverage” section electronic vacation form at offcall.summaevals.com – Brandy Mason may also be reaching out, closer to your vacation, to verify this coverage
- **EXTENDED LEAVE (away rotation/paternity/maternity/illness)**
 - Coverage must be planned in advance
 - Firm may not be available every week

- Fill out a “Leave” request on offcall.summaevals.com – Brandy Mason may also be reaching out to you to verify this coverage
 - *Repeat process as many times as needed to cover **each week** (s) of your leave.*
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- **Failure to adequately cover messages will be seen as a professionalism concern.**