

Name of Call Center: Saint Francis Hospital Access Center
Telephone Triage

Primary Contact:

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Is this after hours call center affiliated with a hospital? Yes

If yes, please list the name of the hospital: Saint Francis Hospital

Is this after hours call center affiliated with a managed care plan? No

What services does your call center provide?

Pediatric triage and advice for physician offices: Yes

Pediatric telephone triage and advice for the general public: No

Adult triage and advice for physician offices: Yes

Adult triage and advice for the general public: No

Physician referral services: Yes

Outbound calls for hospitals: No

Appointment reminder calls: No

Telephone case management: No

States in which the after hours service operates: OK

In what year was the service started? 1993

Which triage guidelines and/or vendor protocols are used by telephone triage staff? Pediatrics – Barton Schmitt; Adults – J.K. Briggs

Total number of clinical patient calls handled in 2008? 19,074

Total number of pediatric clinical patient calls (age 0-17) handled in 2008? 12,881

Number of physicians served in 2008? 250

Number of medical practices served in 2008?

Who answers clinical patient calls?

Medical Assistants: No

Licensed Practical Nurses: No

Registered Nurses: Yes

Physician Assistants: No

Resident Physicians: No

Other:

Describe training program for triage staff: Department orientation manual; AAACN Telehealth Nursing Practice Core Course; minimum of 80 hours of orientation

Are telephone triage staff certified by the AAACN in telephone triage? No

Who supervises telephone triage staff?

Nurses: Yes

Nurse Practitioners: No

Physician Assistants: No

Physicians: No

None:

Is the after hours service accredited by URAC? No

Name of your Medical Director? David Thomas, MD

Is the Medical Director board certified? Yes

If yes, in what specialty? General Surgery

How do patients access triage and advice services at your call center?

Call center receives notification of patient request and staff makes the outgoing call

Describe your program quality assurance program: Two board certified pediatricians comprise QA/protocol review board; Every 3rd triage call reviewed by nursing staff

Date Information submitted: 1/2009