

PASSING MESSAGES BETWEEN HEALTHCARE PROVIDER AND PATIENT

When a patient calls regarding a message that a doctor left on their phone mailbox with questions:

- Offer patient to get a new appointment and address the questions directly to the doctor
- Should the patient decline, invite the patient to listen to the message that the doctor left again so that they will find an answer to their questions.

DO NOT ASK THE DOCTOR TO CALL THE PATIENT BACK AND DO NOT ASK THE DOCTOR TO TAKE/COMMUNICATE A MESSAGE FOR THE PATIENT. KEEP YOURSELF SAFE OUT OF THE INTERACTION. THE CLINIC DOES NOT ENDORSE MEDICAL CONSULTATIONS OVER THE PHONE.

When the doctor asks to pass a message to a patient over the phone:

- The doctor **MUST** do it is writing either my pop-up message or by task and the message that the doctor wants to have passed to the patient must be written in correct and clear English and in quotations (i.e.: *"message to be read word by word to patient"*).
- The message **CANNOT** under any circumstance be interpreted, paraphrased, or reported in any other way than the one it was typed in by the doctor.
- If the doctor refuses to send the message in writing and or in quotations, the MOA **MUST REFUSE** to pass the message.

When a doctor wants to pass a message regarding a prescription or a recommendation for a medication available over-the-counter:

- The doctor must do it personally or must involve a nurse.
- The nurse is responsible for taking the written or oral message from the doctor accurately and to report it to the patient accurately.
- To make sure that the nurse advises the patient accurately, the nurse should follow the rule of the 5 Rs when taking the message regarding a prescription

- Right Patient
- Right Prescription/Medication
- Right Dose
- Right Time
- Right Route

When the patient is asking for clarifications and is present in the clinic:

- Ask the patient to wait until the doctor can speak to them DIRECTLY.

KEEP YOURSELF SAFE FROM PAST OR PRESENT INTERACTIONS BETWEEN DOCTOR AND PATIENT.