

# CHILDREN'S HEALTH<sup>SM</sup> NURSE LINE

## FREQUENTLY ASKED QUESTIONS



FAQ

### How do my patients reach the Children's Health<sup>SM</sup> Nurse Advice Line?

Each practice controls how patients contact the Children's Health Nurse Advice Line (NAL). Ideally, after-hours, your office phone should offer an option to transfer to the NAL directly. We ask that you provide a standard closed greeting for your patients before transferring the call, as many may opt-out of the transfer when the matter is non-urgent. Additionally, only parent calls should transfer to the NAL. Lab, pharmacy, other providers, or newborn nursery calls should transfer to your answering service. Some phone systems have limitations and cannot route calls to other numbers. If routing is not possible from your phone system, your after-hours greeting can provide patients the NAL toll-free number assigned to you during the enrollment process. **Please do not post the NAL phone number in the office, on websites, or social media. Patients should only access the NAL through your office.**

### Do I need to keep my current answering service?

Yes. The NAL is for patients seeking after-hours nurse advice only. Pharmacies, physicians, laboratories, and hospitals should continue using your answering service to contact you directly. If your phone system is not capable of routing calls to the answering service, please provide the number to your after-hours service provider in your after-hours greeting.

### Are translation services available?

Yes. The NAL staff can access medical translation services for patients requiring language assistance. There are no additional costs associated with language line use.

### Will I receive notice that my patient has contacted the Nurse Advice Line?

Yes. When the after-hours nurse closes the encounter, you will receive a triage summary report. Transmittal of the report routes using your communication preference preset in our EHR. Please note, parents must give verbal consent to release information and may opt-out of sending this notification.

### Can I bill for Nurse Advice Line services?

No. The NAL provides after-hours support to your patients as a benefit of your Children's Health Care Network membership.

### What hours can my patients access the Nurse Advice Line?

The NAL is available to your patients after regular business hours. As an after-hours only service, NAL staff will route calls received during the day back to your office after ruling out medical emergencies.

NAL coverage includes holidays, weekends, inclement weather closures, and unplanned closures due to acts of nature, loss of services, and other limited circumstances. The NAL will cover the following holidays without notice:

- |                  |                    |                    |
|------------------|--------------------|--------------------|
| • New Year's Day | • Memorial Day     | • Independence Day |
| • Labor Day      | • Thanksgiving Day | • Christmas Day    |

Additionally, the NAL offers coverage for four floating business day closures. For more details on the use of floating business day closures, see the NAL Planned and Unplanned Closure policy. You can ask your Network Outreach Manager for a copy.

### If one of my families insists on talking to their provider, will you forward the call?

Yes. The after-hours nurse will connect your patient to the on-call provider whenever necessary.

## **Does the NAL use protocols or decision support tools when providing care advice to my patients?**

The NAL uses Barton Schmitt's pediatric after-hours protocols embedded in our Electronic Health Record (EHR). Each protocol has current evidence-based literature validation and background information. Before embedding the protocol into our EHR, each new or existing guideline is reviewed and approved by the NAL medical director annually.

## **Where do you direct my patients when they need emergency care?**

The NAL refers patients to the urgent care or emergency facility designated on your practice enrollment form.

## **What if I have specific instructions for my patients?**

Upon NAL enrollment, each practice defines standing orders or other care advice that falls outside of the Barton Schmitt protocols. You will also have an opportunity to review and sign your practice enrollment profile annually or update it at any time upon your request.

## **How do I send you my call schedule or notify you of changes?**

You may fax your call schedule to **214-867-5356** or email to [callschedules@childrens.com](mailto:callschedules@childrens.com).

## **How do I notify you of unplanned office closures?**

If your office is closing due to inclement weather, we will follow your inclement weather plan. There is no need to call. For other last-minute (emergency only) closures or unexpected business disruptions, please notify our team by calling **855-688-6976**.

## **Who should I contact if I have a question or a concern?**

For non-clinical issues or questions, your first point of contact should be your Network Outreach Manager. For clinical questions or concerns, please call 855-688-6976 and ask to speak with a manager.

## **Does the Nurse Advice Line staff have pediatric experience?**

Our nurses are required to have a minimum of three years of pediatric emergency triage experience. Most have far more than the requirement, and many maintain pediatric nursing certifications.

## **If my patients would like to file a complaint, who do they contact?**

Parents who want to report complaints about advice or service can reach the NAL Care Line at **214-456-2273**. This line is staffed 8 a.m.-5 p.m. Monday through Friday. Messages can be left 24 hours a day.

## **If one of my patients wants a copy of their chart, who do they contact?**

NAL charts can be viewed at no cost in MyChart or obtained from our Medical Records department. Patients can call medical records at **214-456-2509** to obtain copies or receive MyChart enrollment information.

## **How do you measure your quality?**

The NAL's quality committee uses a variety of measurements to monitor ongoing quality projects, including ED under referrals. Staff and leaders also complete call reviews to ensure quality performance.

## **How do you handle medication issues after-hours?**

With data-sharing enabled, the NAL team can view office records and medications prescribed during that visit. This allows the NAL team to manage simple medication issues that may arise, such as medications not at the pharmacy. For issues such as insurance coverage, cost, dosing, etc., the NAL will defer the call to the on-call provider, or if non-emergent, refer the patient to the office during business hours.

## **How are lab results managed after-hours?**

The NAL does not manage lab results after-hours. The NAL team will transfer all laboratory calls to the on-call provider through their answering service or directly if no service options are available.