

## **After Hours Clinician On-Call Policy**

### **1. Clinician On-Call is only available when Valley Primary Care is not open.**

During regular business hours, please call 541-284-4043.

### **2. WHEN SHOULD I CALL?**

The Clinician On-Call should be used for those urgent situations that cannot wait until Valley Primary Care is open again.

In case of a true medical emergency, you need to call 911. If you need to be seen by a medical provider please go to the nearest urgent care or emergency room.

**Please note that the Clinician On-call is NOT for routine health questions that can be answered during normal Valley Primary Care business hours.**

Some examples of when to call would include: severe abdominal pain; particularly if it is localized to one area; high fever (>101) that does not respond to acetaminophen (Tylenol) or ibuprofen (Advil); nausea/vomiting or diarrhea lasting greater than 2 days and not responding to a diet of only clear liquids; symptoms of a urinary tract infection (frequency and pain with urination), especially on a weekend.

The Clinician On-Call is designed to provide health advice to an urgent medical condition, not to answer insurance or administrative questions. Conditions that have persisted for weeks or months without change can also usually wait until the Valley Primary Care is open.

### **WHEN WILL THEY ANSWER?**

Calls are triaged based on urgency of the situation. It is important to leave your phone line open so that we can call you back! If you have not received a response within 30 minutes, please call again.

## WHO MAY USE THE SERVICE?

The Clinician On-Call is only for currently registered Valley Primary Care patients.

## WHAT WILL THE CLINICIAN ON-CALL BE ABLE TO DO FOR ME?

Since On-Call advice is a telephone assessment only, treatment is targeted toward assessing how serious your illness may be. Often, you will be given self-care advice and encouraged to be seen at the Valley Primary Care when it is open.

If your problem cannot wait, for example you have a very high fever or a deep cut that needs stitches, **you need to go to the emergency room.**

The Clinician On-Call will be able to select the most appropriate referral for you, depending on your symptoms.

Since there is no access to your records during the times Valley Primary Care is closed, you will need to be aware of any medications (names and doses) you may be taking, pertinent medical history, allergies to medications, etc.

**After Hours Clinician On-Call Phone Number: 458-210-4154**

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I have read and understand the after hours clinician on-call policy of Valley Primary Care.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Signature of Patient or Legal Representative

\_\_\_\_\_  
Date