

### PROVIDER CONTACT INFORMATION

- If you have a question about your child's medical care as it relates to *this hospital stay*, **please begin by calling your child's primary doctor**.
- If your child's doctor is unable to help you, call MUSC at **843-876-0444**.
- If your child's care is managed by a **MUSC Specialty doctor**, ask to speak with the appropriate clinic or doctor.
- If you need to speak with a hospital inpatient Pediatrician, ask to speak with the **"General Pediatrics Admitting Resident"**.
- ***Weekdays from 8am to 5pm***: select the option to speak with a nurse. The nurse will help forward your call to the appropriate Pediatric Specialty doctor or Pediatric doctor.
- ***After hours, weekends, or holidays***: remain on the line and request to speak with the appropriate Pediatric Specialty doctor or General Pediatrics Admitting Resident on call.
  - If you do not receive a call within **1 hour**, call and ask for the **"General Pediatrics Hospitalist Attending"**.

## PATIENT SAFETY QUALITY IMPROVEMENT INITIATIVE

**SAFETY CONCERN:** Currently the AVS does not provide caregivers with clear instructions of who to call when they have questions after discharge. The most common number provided is the nursing unit phone number.

**QUALITY INITIATIVE:** Ensure AVS instructions provide caregivers with daytime and after hours phone numbers that are more appropriate to helping them get questions about their child's admission or follow up answered.

**METHOD:** Use a standardized smart phrase to ensure information can easily be entered into the AVS.

**PROCESS:** Peds Hospitalist Residents will use the **Smart phrase:** **".PEDSDCCONTACT"** to enter this information into the "patient instructions" of the discharge AVS.



- All current Peds Hospitalist Attendings, Residents and Interns have been given access
- Mark (star) this as a "favorite" to make it easier to find
- Information can be entered any time prior to discharge
- Spanish version will be available soon

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- **After hours, weekends, or holidays:** remain on the line and request to speak with the **"General Pediatrics Admitting Resident"**.
  - If you do not receive a call within 1 hour, call back and ask for the **"General Pediatrics Hospitalist Attending"**.

### EVALUATION: Pilot Phase May 14<sup>th</sup> – 31<sup>st</sup>

During the initial implementation we need **PHYSICIAN AND NURSING** input to ensure the success of this patient safety initiative.

- Please e-mail or share your input on the:
  - smart phrase wording
  - process for using the smart phrase
  - Any feedback from caregivers
  - Any calls received from caregivers
- Task Force Members: Dr. William Basco, Michele Farthing, Sandy Sundem, Alyssa McCarthy, Robin Ohlinger