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Policy for Giving Medical Advice

POLICY:

1. Non-medical staff can not provide medical information to patients. All questions must be directed to appropriate medical staff. (i.e. doctor, nurse, C.M.A.)
2. Only medical staff that have been appropriately trained and designated by the doctor or nurse may provide medical information to the patients.
3. New or potentially new patients requesting advice or consultations on procedures or treatments should be encourage to schedule an appointment so that there questions may be answered appropriately with per there chief complaint.
4. Messages may be taken by the non-medical staff and directed to the appropriate medical staff unless it is an emergency that requires immediate attention from the doctor or medical staff. These calls should be put directly to the appropriate
5. Medical staff must return phone calls within 24 hrs., unless it is an emergency and requires immediate attention.