PURPOSE

Provider coverage must be maintained within the clinic setting to ensure quality patient care.

POLICY

Providers are responsible for arranging electronic health record (EHR) coverage if they are unavailable (vacation, sick, etc.) and unable to access the EHR remotely. This includes providers who depart Creighton Medical Associates (CMA).

SCOPE

This policy applies to all CMA providers and clinic managers.

PROCEDURES

1. Providers must arrange EHR coverage if they are unavailable and unable to access the EHR.
   A. If the covering provider is from their home base clinic:
      I. Contact the covering provider with the dates of coverage
      II. Notify the clinic manager of the covering provider and coverage dates
   B. If the covering provider is from another (non home base) clinic:
      I. Contact the clinic manager of the covering provider and the coverage dates
         1. The clinic manager will enter a request to cmasupport@creighton.edu as soon as the request is received; no later than 5 business days (exception – emergency situation)
         2. The EHR team will assign the unavailable provider’s task list to the covering provider based on the extent of the absence
   2. The covering provider will be responsible for the following:
      A. If short term absence (2 weeks or less), the provider must complete the group coverage task list (in the drop down menu of the task tab) menu daily. The high priority tasks include but are not limited to medication refills, results verification of lab testing and document review, and patient call backs.
B. If long term absence (greater than 2 weeks), the provider must complete the Dr. X my active tasks (in the drop down menu of the task tab) daily.

I. Providers must have their sign note and submit encounter form tasks completed prior to the long term absence.

ADMINISTRATION AND INTERPRETATIONS: This policy shall be administered by the CMA Quality Office. Questions regarding this policy should be directed to the Quality Director at 280-5848, or via email at cmaqualityoffice@creighton.edu.

AMENDMENT/TERMINATION OF THIS POLICY: Creighton Medical Associates (CMA) reserves the right to modify, amend or terminate this policy at any time. This policy does not constitute a contract between the CMA and its employees.

EXCEPTIONS: None

VIOLATIONS/ENFORCEMENT: Any known violations of this policy should be reported to the CMA President at 280-4087 or via e-mail to cmapresident@creighton.edu. Violations of this policy can result in disciplinary action in accordance with University procedures.