

After Hours Care Program | Clinic phone system setup

Depending on your phone system set up, you will require different logistical and patient messaging modifications. The table on the right identifies the five most-common phone system set up scenarios—select the best-fit with your phone system and then look for that scenario on the following pages to determine the required modifications.

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Three important points

- The After Hours Care service will go live at 5 pm on Tuesday, September 19th.**

If someone calls prior to this, they will hear a message directing them to call 811. *As you are likely aware, 811 is not considered to meet the CPSBC practice standard for care coverage outside of regular business hours.*
- During the 6-month pilot, the After Hours Care service will accept calls from **attached patients** whose longitudinal family physician or nurse practitioner has signed up to participate in the pilot.

 - Should an unattached patient—or an attached patient whose longitudinal FP/NP has not signed up for the pilot—call the service, they will be transferred to 811. *As you are likely aware, 811 is not considered to meet the CPSBC practice standard for care coverage outside of regular business hours.*
 - If you see both attached and unattached patients, or not all FPs/NPs in your clinic have signed up for the service, you will need to split patients into two groups: one connecting to the AHCP, the other connecting to your historic after hours care coverage solution.
- So that we do not overwhelm the service at launch, for the first few weeks do not promote or talk-up the service with your patients. Once we are confident that staffing levels are sufficient to handle call volumes, we will send you patient-facing materials to use in promoting the service. These communication materials will be carefully developed to meet the needs of patient audiences.

If you have any questions about these instructions, please email AHCP@doctorsofbc.ca and we will do our best to reply within 1 business day.

Scenario	Technical changes	Patient-facing messaging
Clinic has a menu-based phone system	<p>Current situation</p> <ul style="list-style-type: none"> • caller presses X for after hours care and is automatically connected with the person on-call, OR • caller is automatically connected after hours (based on time rules) with the person on-call that night. <p>Change(s) required</p> <p>—if ALL FPs/NPs in the clinic sign-up for the service</p> <ol style="list-style-type: none"> 1. Change the destination phone number for option X to the AHCP toll-free number, 1-855-615-7107. <p>—if only some FPs/NPs in the clinic sign-up for the service</p> <ol style="list-style-type: none"> 1. The existing option X will be used for patients of those FPs/NPs who have not signed up for the service. Keep the destination phone number for option X as-is. 2. Add a new menu option Y for patients whose FP/NP has signed up for the service from those who have signed up for the service. Set the destination phone number for option Y to the AHCP toll-free number, 1-855-615-7107. 3. Continue with your existing call solution for patients of those FPs/NPs have not signed up to use the service with their patients—<i>at least that option will receive fewer phone calls!</i> 	<p>Modify the existing script of your phone system:</p> <p>—if ALL FPs/NPs in the clinic sign-up for the service</p> <p><i>Our office is now closed. If you are struggling to breathe, are bleeding significantly or your life is at risk, please hang up and call 9-1-1. If your issue is non-urgent or of an administrative nature, please call the office when it reopens. However, if you are calling about an urgent medical issue that cannot wait until the office reopens, please press X to be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care.</i></p> <p>—if only some FPs/NPs in the clinic sign-up for the service</p> <p><i>Our office is now closed. If you are struggling to breathe, are bleeding significantly or your life is at risk, please hang up and call 9-1-1. If your issue is non-urgent or of an administrative nature, please call the office when it reopens. However, if you are calling about an urgent medical issue that cannot wait until the office reopens:</i></p> <ul style="list-style-type: none"> ▪ <i>patients of Dr A, B, C [i.e. those who did NOT sign up for the service] please press X to be connected with our after hours service.</i> ▪ <i>Patients of Dr X, Y, Z [i.e. those who DID sign up for the service] please press Y to be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care.</i>

Scenario	Technical changes	Patient-facing messaging
<p>Patients call an answering service</p>	<p>Current situation</p> <ul style="list-style-type: none"> • caller dials after hours answering service listed on the clinic voicemail, website, door, brochure, etc., OR • caller calls the clinic and connects to the answering service (e.g. using a time rule). <p>Change(s) required</p> <p>A. if you plan to continue using answering service during the pilot (maintains existing workflows/messaging)</p> <p>—if ALL FPs/NPs in the clinic sign-up for the service</p> <ol style="list-style-type: none"> 1. all callers are connected with the AHCP service without speaking with the answering service, OR 2. the answering service asks callers to momentarily hold while their call is connected to the AHCP toll-free number, 1-855-615-7107, OR 3. if the service doesn't support transfers, callers are given the AHCP toll-free number, 1-855-615-7107 and asked to call it directly. <p>—if only some FPs/NPs in the clinic sign-up for the service</p> <ol style="list-style-type: none"> 1. callers of FPs/NPs who have signed up to the service are handled as above, while patients of FPs/NPs who have not signed up for the service are handled by the answering service as they are prior to launch. <p>B. if you plan to cancel your answering service during the pilot <i>choose the scenario in this document that best-matches the capability of your phone system.</i></p>	<p>Modify the existing script of your phone system:</p> <p>—if a brief hold is required for your answering service to connect a caller to the AHCP toll-free number</p> <p><i>Our office is now closed. If you are struggling to breathe, are bleeding significantly or your life is at risk, please hang up and call 9-1-1. If your issue is non-urgent or of an administrative nature, please call the office when it reopens. However, if you are calling about an urgent medical issue that cannot wait until the office reopens, please hold and you will be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care.</i></p> <p>—if patients will need to call the AHCP toll-free number directly</p> <p><i>Our office is now closed. If you are struggling to breathe, are bleeding significantly or your life is at risk, please hang up and call 9-1-1. If your issue is non-urgent or of an administrative nature, please call the office when it reopens. However, if you are calling about an urgent medical issue that cannot wait until the office reopens, please call After Hours Care at 1-855-615-7107. Your call will be answered by a care team who will provide health information and determine if you should seek medical care. That number once again is 1-855-615-7107.</i></p>

Scenario	Technical changes	Patient-facing messaging
<p>Common pager or shared cell phone</p>	<p>Current situation</p> <ul style="list-style-type: none"> caller dials after hours pager or shared cell phone listed on the voicemail, website, brochure, etc. <p>Change(s) required</p> <p>A. if ALL FPs/NPs in the clinic sign-up for the service</p> <p>—if it's possible to redirect the number to the AHCP service</p> <ol style="list-style-type: none"> add a new preamble message setting appropriate expectations for the AHCP all callers are connected with the AHCP toll-free number, 1-855-615-7107. <p>—if it's NOT possible to redirect the number</p> <ol style="list-style-type: none"> a message must be added setting appropriate expectations and asking callers to call the AHCP toll-free number, 1-855-615-7107. <p>B. if only some FPs/NPs in the clinic sign-up for the service</p> <ol style="list-style-type: none"> a voice message is added asking callers whose FP/NP has signed up for the service to call the AHCP toll-free number, 1-855-615-7107, while other callers are asked to call a new number for the after hours common pager or shared cell phone. 	<p>Modify the existing script of your pager or shared cell phone:</p> <p>Common message script start:</p> <p><i>Our office is now closed. If you are struggling to breathe, are bleeding significantly or your life is at risk, please hang up and call 9-1-1. If your issue is non-urgent or of an administrative nature, please call the office when it reopens. However, if you are calling about an urgent medical issue that cannot wait until the office reopens, ...</i></p> <p>A. if ALL FPs/NPs in the clinic sign-up for the service</p> <p>—if it's possible to redirect the number to the AHCP service</p> <p><i>...please hold to be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care.</i></p> <p>—if it's NOT possible to redirect the number to the AHCP service</p> <p><i>...please call After Hours Care at 1-855-615-7107. Your call will be answered by a care team who will provide health information and determine if you should seek medical care. That number once again is 1-855-615-7107.</i></p> <p>B. If only some FPs/NPs in the clinic sign-up for the service</p> <ul style="list-style-type: none"> <i>patients of Dr A, B, C [i.e. those who did NOT sign up for the service] please call X to be connected with our after hours service. That number once again is X.</i> <i>Patients of Dr X, Y, Z [i.e. those who DID sign up for the service] please call 1-855-615-7107 to be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care. That number once again is 1-855-615-7107.</i>

Scenario	Technical changes	Patient-facing messaging
<p>Forwarding number</p>	<p>Current situation</p> <ul style="list-style-type: none"> caller dials a special forwarding number listed on the clinic voicemail, website, brochure, etc. that is changed to point to the cell phone of whomever is on call. <p>Change(s) required</p> <p>A. if you plan to continue using the forwarding number during the pilot (maintains existing workflows/messaging) —if ALL FPs/NPs in the clinic sign-up for the service</p> <ol style="list-style-type: none"> add a new preamble message setting appropriate expectations for the AHCP change the forwarding number to connect with the AHCP toll-free number, 1-855-615-7107. <p>—if only some FPs/NPs in the clinic sign-up for the service</p> <ol style="list-style-type: none"> a voice message is added setting appropriate expectations and asking callers whose FP/NP has signed up for the service to call the AHCP toll-free number, 1-855-615-7107. other callers are asked to call the after hours forwarding number. <p>B. if you plan to cancel your forwarding number during the pilot choose the scenario in this document that best-matches the capability of your phone system.</p>	<p>Modify the existing script of your clinic voicemail or forwarding number:</p> <p>Common message script start:</p> <p><i>Our office is now closed. If you are struggling to breathe, are bleeding significantly or your life is at risk, please hang up and call 9-1-1. If your issue is non-urgent or of an administrative nature, please call the office when it reopens. However, if you are calling about an urgent medical issue that cannot wait until the office reopens, ...</i></p> <p>A. if ALL FPs/NPs in the clinic sign-up for the service <i>...please hold to be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care.</i></p> <p>B. If only some FPs/NPs in the clinic sign-up for the service</p> <ul style="list-style-type: none"> patients of Dr A, B, C [i.e. those who did NOT sign up for the service] please call X to be connected with our after hours service. That number once again is X. Patients of Dr X, Y, Z [i.e. those who DID sign up for the service] please call 1-855-615-7107 to be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care. That number once again is 1-855-615-7107.

Scenario	Technical changes	Patient-facing messaging
<p>FP/NP's cell number is shared</p>	<p>Current situation</p> <ul style="list-style-type: none"> Patients are given the number to call their FP/NP directly for after hours care, on the website, brochure, or voicemail. <p>Change(s) required</p> <p>A. If you have the ability to forward your cell number</p> <ol style="list-style-type: none"> add a new preamble message setting appropriate expectations for the AHCP forward your number to connect with the AHCP toll-free number, 1-855-615-7107. After hours only. <p>B. If you can modify a voice message on the clinic answering system or your mobile</p> <ol style="list-style-type: none"> add a new preamble message setting appropriate expectations for the AHCP ask patients to call the AHCP toll-free number, 1-855-615-7107. After hours only. 	<p>Modify the existing script of your clinic voicemail or cell phone:</p> <p>Common message script start:</p> <p>...</p> <p>A. if you can forward your cell number</p> <p><i>My office is now closed. If you are struggling to breathe, are bleeding significantly or your life is at risk, please hang up and call 9-1-1. If your issue is non-urgent or of an administrative nature, please call the office when it reopens. However, if you are calling about an urgent medical issue that cannot wait until the office reopens, please hold to be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care.</i></p> <p>B. If you can't forward your cell number, but can modify the message on the clinic answering system or your cell phone's voice mail</p> <p><i>My office is now closed. If you are struggling to breathe, are bleeding significantly or your life is at risk, please hang up and call 9-1-1. If your issue is non-urgent or of an administrative nature, please call the office when it reopens. However, if you are calling about an urgent medical issue that cannot wait until the office reopens, please call 1-855-615-7107 to be connected with After Hours Care. Your call will be answered by a care team who will provide health information and determine if you should seek medical care. That number once again is 1-855-615-7107.</i></p>