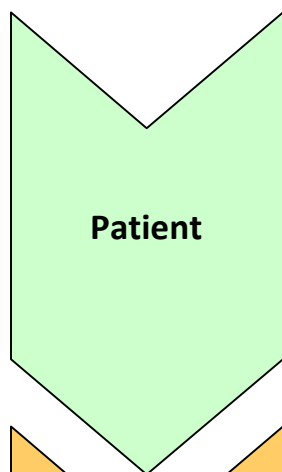


Patient Management: *Clinician Call Back System*

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content:	Clinician Call Back System Overview

Overview

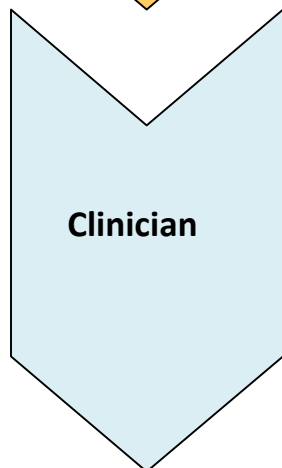
This document explains the Clinician Call Back (CCB) system developed by the CHOICE Project. The CCB system provides an efficient way to manage patient concerns, which in turn may lead to higher continuation and satisfaction rates for contraceptive methods. This model can be modified to fit the staffing structure and protocols of your organization. Refer to [Questions Frequently Asked By Contracepting Patients](#) for a compilation of the most common patient calls from CHOICE. There were approximately 200 new family planning patients per month in CHOICE, and approximately 8,000 family planning patients at the height of the project.



A patient may contact CHOICE via the incoming telephone tree at any time. She selects the appropriate reason for her call, and it routes to a "Clinician Line" which is answered by a receptionist or research assistant. Staff speaks with the patient and: 1) is able to answer patient's question based on level of training; 2) determines the call to be urgent based on probing questions; [refer to [Signs of Clinical Urgency](#)] or 3) determines a CCB form needs to be entered. In this case, she opens the patient's profile in the CHOICE electronic database and selects "Enter CCB" tab. A form auto-populates with patient's name and date of birth, and staff fills out the following information: date and time call received, phone number and contact instructions, and detailed information regarding reason for call back. After staff hits "Submit" on the form, it moves into the "CCB log." The patient is told the clinician will call her back within 24-48 hours. If the staff determines the call to be urgent, she places the patient on hold and locates a clinician to take the call.



Throughout each day, the receptionist checks for new entries in the CCB log and prints each new form. She places the CCBs in the designated metal basket in the clinic lab. The Medical Assistant pulls the paper-based medical chart and places the CCB on top. The charts are placed in a designated spot in the clinician's office.



The clinician has weekly administrative hours dedicated to returning patient calls, and also returns calls between patient visits, time permitting. If he/she reaches the patient on the first try, he/she will address the concern, write provider remarks in the designated area of the form, and leave the form in the patient's chart to be filed. If the patient needs an appointment, the clinician will schedule her; if she needs a prescription, he/she will call it in to the pharmacy. If the patient does not answer, the clinician will leave his/her direct line number for the patient to call back and document that an attempt was made. The clinician will try the patient 3 times before re-filing the patient's chart. If the patient calls back after the third attempt, a new CCB form will be generated.