PROCEDURE: CRITICAL RESULTS NOTIFICATION

Principle and Procedure:

Results that exceed the designated critical threshold as defined by the Medical Director and consulted committee must be communicated to the patient’s provider. When communicating a critical result, the patient’s full name and date of birth are the demographics used to properly identify the patient. The entire communicated report including the patient’s name and date of birth must be correctly “read-back” by the person notified. This communication is documented in the patient record. Soft electronically stamps the identification of the responsible reporting laboratory individual when the documentation is saved in the system.

Documentation of communicated test result must be linked to the critical result and must include:

1. “Called to and readback by” statement
2. DATE and TIME
3. At least first name and initial of last name is required

Example: *Gram Stain of positive Blood culture called to and readback by: Dr. Kimberle Chapin 2/6/2018 at 1400.*

Notification Algorithm:

The following information should be referenced when notifying health care providers of results that fall into any of the different critical categories:

Inpatients at RIH (Rhode Island Hospital), TMH (Miriam Hospital), and NH (Newport Hospital):

* Call floor and ask to speak with the nurse that is in charge of that patient.

Discharged Patients at RIH:

* If the patient was discharged from the Adult ED, call the Chest Pain Unit and ask for the Midlevel Provider (NP or PA) on the unit at 4-9234
* If the patient was discharged from the Hasbro ED, call 444-4900 and ask to speak with the charge nurse.
* If a patient was discharged from any other RIH location, In OE in SOFT, find the name of the Attending physician. Compare that name to Appendix I (RIH Adult Hospitalists), II, (Adult Teaching Service) and III (Pediatric Hospitalists)
* If the attending is found on Appendix I, page 350-7541
* If the attending is found on Appendix II, call the page operator and ask that the Medical Consult Resident be paged
* If the attending is found on Appendix III, call the page operator and ask that the Pediatric Hospitalist on call be paged.
* If the attending is not listed on any of these Appendices, call the attending directly

Discharged Patients at TMH:

* If the patient was discharged from the ED:
* M-F 8 AM to 4:30P, call the QA Administrator, Cheryl Pappas at 33921.
* Between the hours of 4:30 to midnight, please call 793-4400 and ask for the Attending Physician in 1C
* If outside that timeframe, simply call the Main ED at 793-3000 and ask to speak to a physician
* If the patient was discharged from any other TMH location, in OE in SOFT, find the name of the Attending physician. Compare that name to list of physicians listed in Appendix IV (TMH Hospitalists)
* If the physician is listed on Appendix IV, call the page operator and ask that the Hospitalist on duty or IMIS be paged.
* If the attending is not on this Appendix, call the attending directly

Discharged Patients at NH:

* Critical results on patients from the ED (either discharged or if they are still in the ED) are to be called to the ED, 5-1120, and ask to speak to a Mid-level provider.
* Critical results for patients that have been discharged from Newport Hospital RIH microbiology will call NH microbiology. The Microbiology Lab will then:
* Go to Order Entry in Soft, find the name of the Attending Physician. Compare that name to Appendix V. If the attending is on the list, page the attending directly
* If the doctor is not listed in the Appendix, the hospitalist service covers all other admissions. There is one admitting doctor on during the day and Nocturnist on at night. The beeper number is 350-9512.

Outreach Patients:

* Call the ordering provider’s office directly within the specified amount of time based on call Category.
* The phone number to call is located in Order Entry:



* Open the Call Box:



* There also might be a 2nd box with Clinic instructions that pops up:



Private MD (non-outreach) & Brown University:

* Call MD office directly within the specified amount of time based on call Category. See Appendix VI for Brown University patients (MLBU).

Clinic Patients:

* Refer to the Critical Result Reporting for Outpatient Areas, Appendix VII.

Bradley Patients:

* Bradley Laboratory Services via pager 350- 6192 (07:00-15:00) or the Nursing Supervisor via hospital operator #21000 (15:00-07:00 and weekends)

**Long Term Care Facility Patients**

* Inpatient rules apply to these patients
* Refer to Appendix VIII for site codes and phone numbers

Critical Categories and Notification time limits:

* Red Category – Immediate clinical action required (< 1 hr)
* Orange Category – Prompt clinical action (6-8 hrs)
* Yellow Category– Timely and reliable clinical notification (1-3 days)
* Every effort should be made to call ALL CATAGORIES as soon as the result is available
* **For ALL results called, document in the computer, who and when notification of a significant result was reported**. If unable to contact the healthcare provider, within the specified time, contact the Medical Director during work hours and after hours, contact the Pathology Resident on-call, Beeper # 350-2945. If the resident has not called back within 15 minutes, call their cell phone. The number can be found : <http://intra.lifespan.org/directory/list.php>
* Be sure to document the failed attempts in the culture worksheet.
* Refer to *Table 1 - Critical Results* for results that are included in these categories.

**Non – Critical Results**

Non-critical results that are rare or unusual will be evaluated on a case by case basis. If the results are deemed significant by the Microbiology dept, the physician will be called.

##### **Notification of Infection Control**

In addition to the healthcare provider, these results must also be provided to Infection Control.

* Positive acid-fast smears and/or cultures (inpatients only)
* Enteric Pathogens (inpatients only)
* PCP
* Meningococcus from sterile body sites \*\*
* Carbapenemase Resistant Enterobacteriacae (CRE) - OK to notify by printing an Instant Report to each Infection Control Dept when “*Question of CRE…”* is reported.

Soft Printer Id #’s:

* RIH infection control G94
* TMH infection control I55
* NPH infection control does not need to be notified by printing instant report

\*\*Note: if Infection Control is unavailable, contact the RI Department of Health physician on-call at 272-5952.

##### **Rhode Island Department of Health Reportable Isolates**

There is an interface between Lifespan and RIDOH, the ELR, in which results are automatically sent every hour to ensure timely release of results.

* Postive AFB Stains
* \**Bacillus anthracis*
* \**Brucella* spp.
* \**Burkholderia mallei/ pseudomallei*
* *Calymmatobacterium granulomatis* (Granuloma inguinale)
* *Campylobacter* spp.
* *Chlamydia trachomatis*
* \**Clostridium botulinum*
* *Coccidiodes* spp.
* *Corynebacterium diphtheria*
* *Cryptosporidum* spp.
* *E. coli* O157:H7 and other toxin producing strains
* \**Francisella tularensis*
* *Giardia lamblia*
* *Histoplasma capsulatum*
* *Legionella* species
* *Listeria monocytogenes*
* *Mycobacterium* - all species
* *Neisseria gonorrhoeae*
* *Neisseria meningitidis*
* *Salmonella* spp.
* *Shigella* spp. (Shigellosis)
* *Streptococcus pneumoniae* (CSF/BLD)
* *Vibrio* spp.
* *Yersinia enterocolitica*
* \**Yersinia pestis*
* *Respiratory Pathogens, including COVID*

\*Even if these isolates have been auto reported to Dept of Health, it is still imperative that procedure be followed if results are deemed critical and DOH protocol requires a STAT CALL in addition to a hard copy instant report.

Please refer to Dept of Health Documentation for notification updates and requirements

|  |
| --- |
| Table 1: Critical Results |
|
| Red <1hr | Clinical smears, culture, or Molecular Assays from sterile sites\* (example; CSF, tissues, HSV and EV from CSF) |
| Positive Blood cultures |
| Positive AFB's first incidence, different admission, different site |
| GC in eye specimens |
| Positive urine gram stains in children < 6 months old in the ED  |
| Orange 6-8 hrs | none |
| Yellow 1-3 days | 1st Incidence for positive results of:* PCP
 |
|  |
| 1st Incidence, Inpatients ONLY for positive results of: |
| * Infection Control results (i.e. MRSA, VRE, ESBL-producing *Klebsiella spp.*, CRE, C Difficile, MDRO ACA, Enteric pathogens)
 |
| All positive results of GC, CT, Trichomonas and herpes on patients <14  |
| \* Note:  | The Path Resident can be called if the technologist is uncertain on a positive gram stain from sterile sites on 2nd and 3rd shift and on weekends |

Revisions:

* Nov. 19, 2019 – Added notification guidelines for Newport Hospital ED patients
* September 2, 2020 – Updated to only call ESBL producing *Klebsiella spp*.
* April 2, 2021 – Updated the Outpatient algorithm and included COVID in the RIDOH reportables
* August 19, 2021 – Updated the outpatient algorithm and added Long Term Care Facilities

|  |  |  |  |
| --- | --- | --- | --- |
| **RIH Adult Hospitalists** |  |  |  |
|  |  |  |  |  |
| Last Name | First |  | Last Name | First |
|  |  |  |  |  |
| Acidura, MD | Anna |  | Lakshmanan, MD | Suvasini |
| Ahmed, MD | Nazir |  | Lanni, PA | Joanna |
| Alang, MD | Neha |  | Lu, MD | Yi |
| Arunachalam, MD | Karuppiah |  | Mahon, MD | Katherine |
| Attar, NP | Jessica |  | Maitra, MD | Subhankar |
| Basu, MD | Kim |  | Michaud, MD | Jacqualine |
| Biswas, MD | Navaneel |  | Misri, MD | Ashish |
| Cheema, MD | Taseer |  | Nazir, MD | Umair |
| Damrongwatansuk, MD | Rongras |  | Neilson NP | Daniel |
| Depasse, MD | Jacqueline |  | Nemchenok, MD | Lina |
| Devkota, MD | Ashok |  | Park, MD | Joel |
| Durkee-Shock, MD | Jessica |  | Paudel, MD | Subhash |
| Durkin, RNP | Debora |  | Penigalapati, MD | Damodar |
| Firth, MD | Jacquie |  | Planchon NP | Colleen |
| Foster, PA | Morgan |  | Pundru, MD | Nishanth |
| Garazi, MD | Michele |  | Ranjitkar, MD | Paras |
| Gedik, MD | Mustafa |  | Riera | Rose |
| Handa, MD | Sajeev |  | Rowles, PA | Andrew |
| Hao, MD | Fang-Yin (Ingrid) |  | Samaan, MD | Fadi |
| Hosu, MD | Adriana |  | Sangha, MD | Maheep |
| Ighile, MD | Omosede |  | Shrestha, MD | Rajesh |
| Kamal, MD | Maen |  | Shrestha, MD | Suvash |
| Karki, MD | Kabita |  | Tahri, MD | Faycak |
|  |  |  | Vonherzen, MD | Douglas |
|  |  |  | Yasukawa, MD | Kosuke |

|  |  |  |  |
| --- | --- | --- | --- |
| **RIH Adult Teaching Service** |  |  |  |
|  |  |  |  |  |
| Last Name | First |  | Last Name | First |
|  |  |  |  |  |
| Abuelo, MD | Gary |  | Lehr-Anderson, MD | Kristen |
| Anderson, MD | Kristin |  | Maher, MD | Michael |
| Anvar-Stozek, MD | Michelle |  | Mathews, MD | Donnah |
| Babb, MD | Kimberly |  | McGarry, MD | Kelly |
| Basile, MD | Francis |  | McGillen, MD | Brian |
| Bayliss, MD | George |  | Mega, MD | Anthony |
| Berz, MD | David |  | Mohlman, MD | Leslie |
| Blecker, MD | Douglas |  | Montague, MD | Terri |
| Bledsoe, MD | Thomas |  | Moulton, MD | Anne |
| Birnbaum, MD | Ari |  | O'Bell, MD | John |
| Butera, MD | James |  | Ofstead, MD | Laura |
| Castillo, MD | Jorge |  | Oliva, MD | Jeanne |
| Chace, MD | Patricia |  | Oliverio, MD | Susan |
| Cohen, MD | Andrew |  | Orban, MD | Zsolt |
| Colvin, MD | Gerald |  | Plette, MD | Angela |
| Constantino, MD | Cassandra |  | Quesenbery, MD | Peter |
| Constantino, MD | Maria |  | Richman, MD | Katherine |
| Cyr, MD | Michelle |  | Ross, MD | James A. |
| Dennison, MD | Allen |  | Ryan, MD | J. Mark |
| Duffy, MD | Christine |  | Safran, MD | Howard |
| Dworkin, MD | Lance |  | Sapers, MD | Benjamin |
| Fagan, MD | Mark |  | Schiffman, MD | Fred |
| Fenton, MD | Maryann |  | Schleinitz, MD | Mark |
| Fischer, MD | Bruce |  | Shemin, MD | Douglas |
| Gardner, MD | Rebekah |  | Sikov, MD | William |
| Gohh, Dr. | Reginald |  | Strenger, MD | Rochelle |
| Gupta, MD | Ravi |  | Tammaro, MD | Dom |
| Hamilton, MD | Geoffrey |  | Torf, MD | Alane B. |
| Haarrop, MD | Pamela A. |  | Warrier, MD | Sarita |
| Hu, MD | Susie |  | Whelan, MD | Cathleen |
| Jeremiah, MD | Jennifer |  | Winer, MD | Eric |
| Johnson, MD | Michael |  | Wittles, MD | Edward |
| Koncsol, MD | Katherine |  | Wu, MD | Tony |
|  |  |  | Yango, MD | Angelito |

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| **RIH Pediatric Hospitalists** |
|  |  |
| Last Name | First |
| Alverson, MD | Brian |
| Chiang, MD | Silvia |
| Chung, MD | Erica |
| Coghlin, MD | Daniel |
| Koster, MD | Michael |
| Riese, MD | Jeffrey |

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| --- | --- | --- | --- | --- |
| **TMH Hospitalists** |  |  |  |  |
|  |  |  |  |  |
| Last Name | First |  | Last Name | First |
| Acharya, MD | Yam Prasad |  | Hammad, MD | Fatma |
| Anis, MD | Nadeem |  | Herman, MD | Karl |
| Assaf, MD | Rana |  | Kaisi, MD | Mustafa |
| Atkinson, MD | James |  | Kandel, MD | Prakash |
| Baig, MD | Muhammed |  | Mazumder, MD | Nabila |
| Beaubrun, MD | Anneliese |  | Minter, MD | Bradley |
| Belbase, MD | Santosh |  | Naga, MD | Yehia |
| Berglund, MD | Kristina |  | Nahad, MD | Richa |
| Beyer, MD | Christina |  | Nankani, MD | Deepa |
| Blank, MD | Marcella |  | O'Brien, MD | Jennifer |
| Bravo MD | Jose |  | O'Brien, MD | Jill |
| Collins, MD | Bradley |  | Patel, PA | Sima\* |
| Dapaah, MD | Kwame |  | Reader, MD | Claudio |
| DeMacedo NP | Sherry\* |  | Sarfraz, MD | Sylvester |
| Eddy, RNP | Leigh\* |  | Selvaraj, MD | Vijairam |
| Ferri MD | Heather |  | Do Song, MD | Young |
| Finn, MD | Arkadily |  | Vuddanda, MD | Venkat |
| Gebru, MD | Adey |  | Wright, FNP | Amy\* |
| Gentilesco, MD | Bethany |  | Zhu, MD | Shenjun |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| \* Individual is not a MD, so may not be listed as an attending |  |

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| --- | --- | --- | --- |
| **NH Hospitalists** |  |  |  |

**OB/GYN*** Virginia Bass
* Gail Carreau
* Triste Coulombe
* Karolyn Zambrotta – Nurse Midwife

**ORTHO*** Ross Budacki
* Gwynee Bragdon
* James Maher
* Michael Staebler
* Rolfe Langland
* Brian Cornell
* Steve Rogers
* Jordan Sheff
* James Dupree – navy
* Richard Goodrich – navy
* Brooke Keeley
* Jennifer Smith – navy

**General Surgery*** David Coppe
* Jim Valente
* Brad Gray
* Julia Tassinari
 |
|  |  |  |  |

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| **Brown University (MLBU)** with the following attending physicians: |
|  |  |  |  |
| Anderson, Laurie RNP |  |  | Maier, Patricia MD |
| Bercovitch, Lionel MD |  |  | Mathieu, Sandra NP |
| Capra, Cynthia RNP |  |  | Miller, Marsha MD |
| Clark, Tor PAC |  |  | Raimondo, Sheila DO |
| Frapier, Lisa MD |  |  | Shiff, Rita PA |
| Hill, Amy NP |  |  | Ward, Laura NP |
| Kane, Joshua MD |  |  | Wheeler, Edward MD |
| Khan, Unab MD |  |  |  |
|  |  |  |  |
| All critical calls are to be called to the nurse on call at: 401-863-1330 |
| Please provide the patient phone number to the nurse and a phone |
| number for the physician to call back, if needed. |  |
|  |  |  |  |

## ADULT

 **Medical Primary Clinic (Adult):** Hospital Service Code: **XZP**

 Contact: Michelle Medeiros, ACM

 Normal Business Hours: 8A – 4:30P M-F

Extension: 4-8097

**Alpha Pager:** **350-0791**

RN responsible for managing critical results carries the alpha pager during clinic hours. Send message, “Critical Result call 4 - XXXX.” DO NOT SEND actual result over the alpha pager.

**After hours process:** Contact house officer on call for **medical consults**

**Adult Medical Specialty Clinics:**

 Contact: Michelle Medeiros, ACM

 Normal Business Hours: 8A – 4:30P M-F

Extension: 4-8097

**Alpha Pager: 350-0791**

RN responsible for managing critical results carries the alpha pager during clinic hours. Send message, “Critical Result call 4 - XXXX.” DO NOT SEND actual result over the alpha pager.

**After hours process:** Adult Neuro **(XNR)** Contact the **Neurology Resident** on call CardiologyContact the **Cardiology** Fellow on call

Dermatology **( XDS, XSK)** Page **350-1466**

Eye **(XZE)** Contact the **Eye Resident** on call

GI **(XGI)** Contact the **GI** Fellow on call

Med II Contact Dr. Stein at **350-0319**

 Neurosurgery **(XNS)**  Contact the **ordering MD**, if unavailable page 5000

 Pulmonary & Sleep **(XVT, XXS)** Contact the **Pulmonary Fellow** on call

 Rheumatology **(XRH)** Contact the Rheumatology Fellow on call

**Ophthalmology:** Hospital Service Code: **XZE**

 Contact: Edwina Rego, CPEHR, Practice Manager

 Normal Business Hours: 8A – 4:30P M-F

Extension: 4-7631

**After hour’s process:** Contact house officer on call for **medical consults**

**MDA Clinic:** Clinic code: **XDY**

Contact: James Gilchrist, MD

 Extension: To be announced-in process

 **Pager:** To be announced- in process

 **After hours process:** Contact the **Neurology Resident** on call

**Adult Orthopedic/Specialty Clinics:** Clinic Codes:

 Orthopedics **(XOR, XOF, XOH, XOP)**

 Burn Center **(XBU)**

 Surgical Services **(XSR)**

 Trauma Surgery **(XTM)**

 Urology **(XUR)**

 Vascular **(XZO)**

 Contact: Mary Stempien-Young, RN, ACM

 Normal Business Hours: 8A – 4:30P M-F

 Extension: 4-7425

**Alpha Pager: 350-2881**

RN responsible for managing critical results carries the alpha pager during clinic hours. Send message, “Critical Result call 4 - XXXX.” DO NOT SEND actual result over the alpha pager.

**After hours process:** Contact house officer on call for the **specific surgical service’s consults**, e.g. Vascular Consult, Surgical Consult, Ortho Consult, etc.

**Alzheimer's & Memory Center:** Hospital Service Code: **XNA**

 Contact: Brian Ott, MD

 Normal Business Hours: 8A – 4:30P M-F

 Extension: 4-6440

 **Alpha Pager: 350-2047**

 **After Hours Process:**  Contact **Neurology Resident** on call through hospital operator.

**Transplant Clinic:** Hospital Service Code: **RET**

 Contact: Contact **Transplant Physician** in APC 921 ext. 43285

 Normal Business Hours: 8am – 5P M-F

 **After Hours Process:** Contact **Transplant Physician** on call through hospital operator.

**Dental Clinic:** Hospital Service Code: **XDN**

**Extension: 4-5284**

**After Hours Process:** Call DMD on call

**CCC at RIH:** Hospital Service Codes: **XSL, XDH**

Contact:Charge Nurse

 Normal Business Hours: 7:30A – 6:30P M-F

 Extension: 4-4831

 **After Hours Process:** Contact **Oncology / Hematology Fellow** on call through hospital operator.

**CCC at TMH:** Hospital Service Codes: **XHO, XDM**

Contact:Charge Nurse

 Normal Business Hours: 7:30 A – 6:00P M-F

 Extension: 3-2850

 **After Hours Process:** Contact **Oncology / Hematology Fellow** on call through hospital operator.

**CCC at NH:** Hospital Service Codes: **XHH, XHD**

Contact:Charge Nurse

 Normal Business Hours: 7:00 A – 4:30P M-F

 Extension: 5-1646

 **After Hours Process:** Contact **Ordering Physician**

**CCC At EG** Hospital Service Codes: **XEG, XDG, LC3**

Contact: Charge Nurse

 Normal Business Hours: 8:30A – 5P M-Th and 8:30A – 2P Fridays

 Extension: 606-2000

 **After Hours Process:** Contact **Ordering Physician**

**Outpatient Dialysis Center of RIH:**Hospital Service Code: **DIO**

Contact:Charge Nurse

 Normal Business Hours: 7:30A – 10:30P M-S

 Extension: 4-4440

 **After Hours Process:** Contact **Doug Shemin, MD @ 350-0721**

**Outpatient Dialysis Center of RIH:**Hospital Service Code: **DEP**

Contact:Charge Nurse

 Normal Business Hours: 6:00A – 6:30P M-W-F

 Extension: 6-1002

 **After Hours Process:** Contact **Doug Shemin, MD @ 350-0721**

**Hallett Center:** Hospital Service Code: **HCT**

 Contact:  Valerie Stephens Office Manager 444-8371

 Normal Business Hours: 8A – 4:30P M-F

 Extension: 3-8820

  **Emergent daytime:** Contact **Endocrine Fellow** on call through hospital operator.

 **After Hours Process:** Contact **Endocrine Fellow** on call through hospital operator.

**Anderson ED:** Clinc Codes**:**

 **ECCR**

 **EAPD**

 **EBPD**

 **ECPD**

 **ECDU**

 **EGPD**

 **EDPD**

 **EOTF**

 **EEMR**

Contact: Nancy Towers, RN, Director

 **Extension: 255-5734** Charge Nurse Nextel phone; if line is busy call 4-5411 and ask to be connected to the ACM on duty.

**RIH OR: Department:**

 RIH Main OR **(RMOR)**

 RIH Main Perianesthesia **(RMPA)**

Contact:

 Normal Business Hours:

 Extension:

 RIH ASC OR **(RHOR)**

 RIH ASC Perianesthesia  **(RSPA)**

Contact:

 Normal Business Hours:

 Extension:

RIH Endoscopy **(REND)**

 Contact:

Normal Business Hours:

 Extension:

#### PEDIATRICS

**Hasbro Pediatric Primary:** Hospital Service Codes: see below

 Contact: Gail Davis, RN, ACM

 Normal Business Hours: 8:30A – 5P

 Call provided extension during normal business hours Extensions: MD Contact

**4-7990** Teen Tot (**XTC**) Patricia Flanagan

 **4-6118** Med/Peds Clinic (**XMP**) Suzanne McLaughlin

 **4-7790** Infectious Disease ( **XPI**) Penelope Dennehy

 **4-7790** Refugee Clinic (**XRF**) Carol Lewis

 **4-7990** Pedi Dermatology (**XDP**) Lionell Bercovitch

 **4-7990** Pedi Lead (**XKL**) Chandan Lakhiani

 **4-7990** Pedi Primary Care 1**(XAA)** Carol Lewis

 **4-7990** Pedi Primary Care 2 **(XLA)** Carol Lewis

 **4-7990** Pedi Primary Care 3 **(XBA)** Carol Lewis

 **4-7990** Pedi Primary Care 4 **(XDA)** Carol Lewis

 **4-7990** Pedi Primary Care 5 **(XEA)** Carol Lewis

 **4-7990** Pedi Primary Care 6 **(XFB)** Carol Lewis

 **4-7990** Pedi Primary Care 7 **(XGA)** Carol Lewis

 **4-7990** Pedi Primary Care 8 **(XHB)** Carol Lewis

 **4-7990** Pedi Primary Care 9 **(XBB)** Carol Lewis

 **4-7990** Pedi Primary Care 10 **(XKA)** Carol Lewis

 **4-7990** Pedi Primary Care RN **(XRN)** Carol Lewis

 **4-7990** Pedi Primary Care URG **(XUE)** Carol Lewis

 **4-7990** Fostering Care Carol Lewis

**After hours process:** **Contact clinic as above**, you will be automatically forwarded to the private answering service who will direct the call appropriately.

**Pedi Specialty - Hasbro:** Hospital Service Codes: see below

 Contact: Margaret Prendergast, RN, ACM

 Normal Business Hours: 8:30A – 5P

* All lines have voice messages indicating clinic hours, message retrieval and/or phone trees for triage purposes.
* Voice mail will be checked each time the OSR returns to the desk

MD Contact:

Extensions: **4-8306** GI & Feeding Team (**XPG, XPJ**) Neal Leleiko (350-3482) **4-3233** Pedi Urology (**XPH**) Anthony Caldamone (350-5190)

**4-5241** Tomorrow Fund - Sickle Cell (**XBK)** Dr. Chaula (350-9548)

**4-5241**Pedi Hem/Onc (**XPO)** Infusion (**XQI**) Dr. Chaula (350-9548)

**4-5241** Pedi Hemophilia (**XHP**) Dr. Chaula (350-9548)

**After hours process:** Contact the Medical Director listed above.

**Pedi Specialty:** Hospital Service Codes: see below

Contact: Margaret Prendergast, RN, ACM

 Normal Business Hours: 8:30A – 5P

 - All lines have voice messages indicating clinic hours and message retrieval.

* Voice mail will be checked each time the OSR returns to the desk

 MD Contact

Extensions: **4-6540** Respiratory and Immunology /Rheumatology (**XPR**) Ali Yalcindag,

 **4-6540** Pedi Lupus **(XLV)** Ali Yalcindag, M. Faizan

 **4-6540** Respiratory and Immunology /Asthma/Allergy (**XPV**) Karen Daigle (Interim)

 **4-6540** Respiratory and Immunology /Food Allergy (**XFA**) Karen Daigle

 **4-6540** Respiratory and Immunology /CF Related Diabetes (**XSF)** Karen Daigle

 **4-6540** Respiratory and Immunology / VIP **(XVP)** Karen Daigle

 **4-6540** Respiratory and Immunology / PFT Lab **(XFL)** Karen Daigle

**4-6540** Respiratory and Immunology**/**Pulmonary( **XPP**) Karen Daigle

**4-6540** Cystic Fibrosis **(XCF)** Karen Daigle

**4-3996** Child Protection (**XAF**)Christine Barron (Potter B)

**After hours process:** Contact the on-call physician except as listed below:

Pulmonary/CF (**XPP, XCF**) Karen Daigle (**350-5619** after hours)

 Child Protection (**XAF**) Christine Barron (**350 -2706** after hours)

**Coro Suites:**

**Pediatric Heart Center:** Hospital Service Codes: see below

 Contact: Margaret Prendergast, RN, ACM

 Normal Business Hours: 8:30A – 5P MD Contact

Extension: **4-5984** Pedi Heart Center/ Pedi Cardiac/ Lipid (**XKC, XXL**) Lloyd Feit

 **4-5984** CP Lab **( XPU)** Lloyd Feit

**4-5672** Pedi Renal (**XAB**) Mohammed Faizan

- Lunch coverage inclusive of OSR or Answering Service

- Line has voice mail that will be checked each time the OSR returns to the desk

**After hours process:** For **4-5984** extensions, you will be automatically forwarded to the private answering service who will direct the call appropriately.

For **4-5672** extension, contact the on-call physician.

**Adolescent Med/Ped Specialties:** Hospital Service Codes: see below

 Contact: Margaret Prendergast, RN, ACM

 Normal Business Hours: 8:30A – 5P MD Contact

Extension: **4-8256** Pedi Endocrinology and Metabolism (**XPE**) JB Quintos

**4-8256** Endo and Metabolism **/**Pedi Diabetes (**XPD**) JB Quintos

**4-8256** Endo and Metabolism **/** Pedi Insulin Resistance (**XIR**) Swartz – Topor

**3-8256** Diabetes Teaching Center **(XDT)** JB Quintos

**4-5980** Adolescent Medicine **(XAD)**/Adolescent Spec **(XAS)** Diane Dermarderosian

**After hours process:** Contact the on-call physician.

**Child Development Center:** Hospital Service Codes:

Child Neuro Development (**XCS, XCU, XCI, GNC)**

 Contact: Maura Taylor

 Normal Business Hours: 8:00A – 4:30 P

 Extension: **444-8636**

 **444-5794** Metabolism and Genetics **(GNC)** S. Kortick RN

 **444-3686** Neurology **(XCU)** B. Crosby RN

 **444-5251** Specialty Services / Urology / Orthopedics **(XCB,XCS)** M. Fournier, PT

**After hours process:** Pagephysician on call for the service, schedule available on website. Contact the **Pedi Neurology Resident** or the attending on call for Metabolism / Genetics.

**Hasbro ED** Hospital Clinic Codes, some of the most common include:

 **HATM**

 **HBTM**

 **HCPD**

 Contact: Will Vary

 Normal Business Hours: 24 / 7

 **Extension: 4-4900** Ask to **speak** with the charge nurse

**Hasbro Pedi OR** Hospital Clinic Code:

Contact: Will vary

 Normal Business Hours: Will vary

 Call Requesting Room, if no answer call Main Desk

 **Extension: 4-6030** Main Desk

 **4-6083** OR A **(HORA)**

 **4-6084** OR B (**HORB)**

 **4-6081** OR C **(HORC)**

 **4-6082** OR D **(HORD)**

 **4-6086** OR E **(HORE)**

 Hasbro Perianesthesia **(RHPA)**

Contact:

 Normal Business Hours:

 **Extension:**

**Satellite Locations :**

**East Providence :** Hospital Service Codes : See Below

Contact  **:** Margaret Prendergast, RN, ACM

Normal Business Hours: 8:30A – 5:00P

 Call provided extension during normal business hours.

Extensions: **3-8680** Pedi Sleep Program **(XSP)** Dr. Milliman

 **3-8680** Adolescent Specialties **(XAE)** Dr. Abigail Donaldson

 **3-8680** Pedi Nephrology **(XAC)** Dr. Mohammed Faizan

 **3-8680** Pedi Urology (**XEU)** Dr. Dr. A Caldamone

 **3-8680** Pedi GI (**XGE)** Dr. N. Leleiko

 **3-8680** Pedi Pulmonary **(XPQ)** Dr. K. Daigle

**East Greenwich :**

Contact  **:** Margaret Prendergast, RN, ACM

Normal Business Hours: 8:30A – 5:00P

 Call provided extension during normal business hours.

Extensions: **606-4300** Adolescent Specialties **(XXF)** Dr. S. Reich

 **606-4300** Pedi Cardiology **(XXH)** Dr. B. Goudie

 **606-4300** Pedi Nephrology **(XXR)** Dr. M. Faizan

 **606-4300** Pedi Endocrine **(XXI)** Dr. JB Quintos

 **606-4300** Pedi GI **(XXG)** Dr. N. Leleiko

 **606-4300 Pedi Pulmonary (XXP)** Dr. Vehse

**Long Term Care Facilities**

|  |  |  |
| --- | --- | --- |
| **Facility** | **Site code** | **Contact #** |
|  |  |  |
| HATTIE IDE CHAFFEE | LH1 | 401-434-1520 |
| WOONSOCKET HEALTH | LB3 | 401-765-2100 |
| THE COVE AT GRACE BARKER  | LD8 | 401-245-9100 |
| LIFE CARE CENTER OF ATTLEBORO | LL4,LL6,LL7 | 508-222-4182 |
| HERITAGE HILLS | L3R,L4K,L4J | 401-321-2700 |
| FRIENDLY HOME | L4D | 401-769-7220 |
| BROOKDALE SOUTH | L4N | 402-789-4880 |

