



Team Name: Palliative Care Team Lead: Director – Home Care, Palliative Care & Seniors Approved by: Regional Lead – Community & Continuing Care	Reference Number: CLI.5910.SG.005 Program Area: Palliative Care Policy Section: General
Issue Date: November 2, 2021 Review Date: Revision Date:	Subject: Palliative Care Telephone Consultation

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STANDARD GUIDELINE SUBJECT:

Palliative Care Telephone Consultation

PURPOSE:

- To define eligibility criteria for a nurse to be paid for a telephone consultation.
- To outline process for documenting, recording and coding of palliative care telephone consultations.

IMPORTANT POINTS TO CONSIDER:

- Nurses must be on standby as per MNU Article 18 – Standby and readily available to respond in order to be eligible for compensation for a telephone consultation.
- Nurses not assigned to be on standby who receive and accept telephone consultations are not entitled to any compensation for that service. For example, off-duty nurses not on standby who choose to check their emails while off-duty are not compensated for doing so.
- The initiating or originating contact must be by telephone, directed to the standby nurse.
- After the originating contact, any subsequent electronic communication is compensated, if the communication is relevant and related to the original inquiry.

PROCEDURE:

- Nurses on standby prepare and submit a log of all telephone calls/electronic communications (this includes texts once initial telephone call is made) to their manager.
- All telephone consultation must be documented on the Weekend On-Call Log – Palliative Care (CLI.5910.SG.005.FORM.01).

- Where a telephone consultation lasts less than 15 minutes the nurse is paid for the whole 15 minutes.
- Where a nurse receives 2 or more telephone consultations and/or does follow-up work that starts and ends within the same 15-minute period, the nurse is paid for one 15-minute period.

For example:

Scenario A

The nurse is called at 19:00 and the consultation lasts for 5 minutes. The nurse is paid 15 minutes.

Scenario B

The nurse is called at 19:00 and the conversation lasts for 5 minutes. The nurse then spends 5 minutes on a follow up email. Since both communications occurred within the same 15-minute period, both instances are combined and the nurse is compensated for the minimum 15 minutes.

Scenario C

The nurse is called at 19:00 and the conversation lasts for 5 minutes. A subsequent call comes in at 19:08 and lasts for 5 minutes. Since both communications occurred within the same 15-minute period, both instances are combined and the nurse is compensated for the minimum 15 minutes.

Where a telephone consultation lasts longer than 15 minutes or where subsequent communications starts within the 15 minutes and continue beyond the 15 minutes, the nurse is compensated for each total 15-minute segment. Therefore, a nurse on standby has a total of 49 minutes on a standby call, the nurse would be compensated for 4 X 15-minute blocks.

All time worked is compensated as per MNU Article 16 - Overtime

All telephone consultations and related communications during the standby period are paid at the applicable overtime rates.

EQUIPMENT/SUPPLIES:

- Regional issued cell phone.
- Regional issued computer.

SUPPORTING DOCUMENTS:

[CLI.5910.SG.005.FORM.01](#) Weekend On-call log – Palliative Care

REFERENCES:

Prairie Mountain Health - Guidelines/Process for The Coding of Telephone Consultations during a Period of Standby - MNU 2015-Oct-28