

Sound Consulting Nurse PLLC
6501 39th Avenue, SW,
Seattle , WA 98136
PH: 206-805-6231
FAX: 206-267-9457
soundnurse@gmail.com
www.soundconsultingnurse.com

Sound Consulting Nurse Service Policies

We welcome you to Sound Consulting Nurse Service

Our after hours call service is distinct from a conventional answering service in that your clients' medical needs are triaged by qualified registered nurses before you are ever contacted. Our mission at the Sound Consulting Nurse is to provide your patients with the highest quality of telephone triage service in a caring and compassionate environment that gives your providers the confidence that their patients are receiving appropriate care.

The Sound Consulting Nurse Service has established policies for each participant in our service. We ask that you please take the time to read through these policies and contact Desmond Rabinowitz MD (Medical Director) or Sandy Varon RN (Director of Nursing) for any additional questions you might have.

The Sound Consulting Nurse program is governed by their established triage protocols. No exceptions to these protocols can be made without revision and approval by the Protocol Advisory Committee.

Telephone protocols are based on the Schmitt-Thompson telephone triage protocols/guidelines considered to be the “Gold Standard” of medical triage.

The nurses will make every attempt to return all calls within 30 minutes of receiving them. There may be exceptions to this policy in rare cases.

Practitioners will be called immediately in the following cases:

When the caller has emergent symptoms. Severe pain is an emergent symptom.

When the caller insists on speaking to the practitioner on call.

Practitioners will be called for Well Baby Checks between 6:30am and 7:30am, unless otherwise directed by the provider.

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Sound Consulting Nurses do not call in prescriptions or prescription refills. Providers will be called by the nurse if a prescription is deemed urgent.

Providers will need to contact Sound Consulting Nurse Services for patient information.

No voice mail or digital messages will be left for on-call providers.

Our office must be advised in advance when a provider will be out of town, is on vacation, has any unscheduled office closures or schedule changes. The client may contact Sound Consulting Nurse Services at 206-805-6231 24 hours a day. Schedule changes can be emailed to: sncallschedules@gmail.com at least 24 hours ahead of any change.

When the lab notifies the Sound Consulting Nurse of a critical or abnormal lab result, the nurse obtains the patient's name and phone number as well as the name and phone number of the lab representative. The nurse then contacts the on-call provider with this information so he or she may call the lab and receive the lab results. A copy of this call together with the patient name and phone number and the lab contact will be faxed to the provider of record office or faxed to a central fax number as directed by the client. The practice must have a provider on call to at all times to receive critical lab reports.

In the event the nurse triaging a call needs to contact a provider, the nurse will make three attempts to contact the on-call provider within a 30-minute period. Should the on-call provider fail to respond to the third call after 15 minutes of the last attempt the nurse will attempt to contact any backup provider or another provider in the same call group. If the nurse is still unable to contact a provider, the patient will be notified, and the nurse would then triage the patient so that the disposition of the patient is in the best interest of and is the safest for the patient. The nurse then documents the inability to reach the on-call provider and the disposition of the patient.

The triage nurse follows state protocols for reporting suspected abuse calls.

When a non-urgent triage call is received from a patient, the nurse will make three attempts to reach the patient within 1 hour of the call being made available to the nurse, before the record is closed. This encounter will then be faxed to either the practitioner of record or the clinic of record as directed by the client.

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All suicide callers will be transferred by the triage nurse to a “client designated” Suicide Hotline so that they can be managed by a professionally trained individual to assess callers threatening suicide. The triage nurses will not triage suicide calls.

****If providers have any concerns or issues that need to be addressed, please contact our nursing director: Sandy Varon RN at 206-383-4348 or the medical director: Desmond Rabinowitz MD at 206-612-1721.**

I have read and agree to adhere to the above policies while a participant in the Sound Consulting Nurse services.

Signed

Date

Desmond G Rabinowitz, MD
Medical Director

Sandy Varon, RN
Director of Nursing