IMC Outpatient Box/Messages Expectations

- **EVERY DAY**: Electronic "EPIC" box must be checked and items addressed.
  - Missed prescription requests or urgent patient calls can be dangerous for patients and subject healthcare workers to liability.
  - Please ask attendings to staff any clinical situations/calls. That is why we are there!
- **TWICE A WEEK**: physical paper box in IMC should be addressed

- **Rotation-Specific Coverage**
  - **NIGHT FLOAT/NIGHT SHIFTS (AR1, AI2/3, etc)**:
    - Cover your own box during your shift. If patients are not able to be reached, it is ok to forward messages to the nurses and front staff to reach out during daytime hours
    - Utilize "box buddy" to address things that cannot be done at night
  - **ICU**
    - Do not assume "box buddy" will be covering your box
    - "box buddy" may not be available every week
    - Before starting ICU, complete ICU Box Coverage on offcall.summaevals.com --notification is automatically sent to chief resident, Brandy Mason, and covering resident
    - *Repeat process as many times as needed to cover each week (s) of your ICU Month*
  - **CCU**
    - Cover your own box; this pertains to day and night shift
    - Utilize "box buddy" to address things that cannot be done remotely and paper box
    - You cannot cover someone else's box if you are in the CCU.
  - **VACATION**
    - Fill out the "coverage" section electronic vacation form at offcall.summaevals.com – notification is automatically sent to chief resident, Brandy Mason, and covering resident
    - Do not assume "box buddy" will be covering your box
  - **EXTENDED LEAVE (away rotation/paternity/maternity/illness)**
    - Coverage must be planned in advance
    - "box buddy" may not be available every week
    - Fill out a "Leave" request on offcall.summaevals.com – notification is automatically sent to chief resident, Brandy Mason and covering resident
    - *Repeat process as many times as needed to cover each week (s) of your leave*.

- **Failure to adequately cover outpatient messages will be seen as a professionalism concern by the residency program.**