Interruptions Policy

Because we are medical professionals and work in a practice environment every day, it can become commonplace for us and create a more casual atmosphere amongst the staff. However, it is important to keep in mind that that this is a medical facility. We must adhere to the highest of clinical standards, and the same is true of how we conduct ourselves in a business sense. For that reason, we need to take every action possible to keep the focus on our patients and their care. We must operate in an efficient fashion and limit distractions at all times.

During day-to-day operations, interrupting others can become part of our habit patterns, and we are renewing our efforts to eliminate this problem. Of course, there will always be instances when patient care is in play on an immediate basis, and in that case, common sense should always prevail. But most of the time, interruptions are unnecessary.

If you have a question or problem, take the following steps (in order) to address it.

* Consult the policy or protocol for that situation. We’ve spent a great deal of time refining our policies and protocols and making them available for your use. Please consider this your first action in addressing questions or resolving problems that arise.
* Find the answer or solve the problem! Quite often you can look up the answer to your question using online resources, material made available with our equipment and software systems or understanding previous solutions utilized when similar issues have arisen in the past. We encourage initiative and invite you to take the lead in containing problems and using your abilities to solve them before they spread.
* Seek assistance from your supervisor. If this is necessary, make every attempt to address the situation in writing. Please provide an explanation of the situation, accompanied by *your proposed solution.* In so doing, your supervisor can address the issue at the proper time. This allows the person to thoroughly see the problem and consider a solution that will serve the practice well on an ongoing basis. We want to avoid incomplete conversations that don’t really solve the greater issue.
* Propose a policy or protocol. There will always be exceptions, and any time a specialized patient situation arises coordination may be required. But if you notice there is an area of the practice that isn’t covered by policy or a particular protocol, write one. All you have to do is write up the policy or protocol and send it to the office manager. She will review it, edit it if necessary, get it approved and issue it to all the staff.
* If you’ve done all of the above, and unless immediate patient care is at stake, save your question for a time when it can be properly addressed by your supervisor. In particular, do not interrupt the doctor(s) during work on patient procedures, exams, phone calls or important administrative tasks. Every effort should be made to protect doctor time and attention so it can be spent with patients and on subjects that immediately concern patients. The doctor(s) make time each week to address administrative matters, and will tend to your questions or issues. But the doctor(s) can’t do everything all at once and still maintain the highest level of patient care, which is why we’re all here.
* The same is true for interruptions of other team members. Please curb this impulse and instead, take other steps before interrupting colleagues and distracting their focus from the task at hand. This will help eliminate mistakes, double work and inefficiencies.

Let’s use good communication and coordination among team members to stay ahead of the game and avoid getting into emergency situations that require crisis management and interruptions of normal operations. And when issues arise, let’s use the correct approach to deal with them so everyone benefits from the outcome.

Click or tap here to enter text.

Click or tap here to enter text.