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Doctor Access Line Goes Live at Southeast

Southeast Hospital's new Doctor Access Line centralizes requests for transfers and admissions from surrounding hospitals, clinics, physicians and local direct admits. It also streamlines the sequence of communications needed to accept patients and accommodate them within the Hospital. The Access became operational last month.

Access Line Nurse Manager Laurie Hindman, BSN, RN, said the program was initiated in response to physician recommendations. The line is staffed 24/7 by an Access Center RN. Now "one call does it all," making the transfer of care process seamless and efficient.

It is important that anyone in any department (Switchboard, Registration, Emergency Room, Obstetrics, Cath Lab, Intensive Care Unit, Outpatient Registration, etc.) who receives a call for admission from an outside Emergency Department or facility which has a potential patient transfer to SoutheastHEALTH transfer the call to our Access Center Line and Access Center staff will continue with the transfer/admission. The Access Center phone line is 573-331-6705.

Here's How It Works

The Access Center RN will:

- Collect initial patient information
- Page the on-call physician for the requested service
- Determine the clinical reason for transfer and
- Arrange physician to physician contact.

With everyone on one line – the Access Center RN, referring physician and accepting physician – a bed and room number can be secured for the incoming patient and orders obtained.

Working with Hindman in the Access Center are Molly Brown, BSN, RN; Sandy Halbrook, BSN, RN; Jeri Palmer, BSN, RN-C; Lesley O'Daniel, BSN, RN; Michelle Wren, RN; Peggy St. Cin, RN; and Jeannie Knotts, RN-BC.

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