

**ANMC Department Service Agreement
General Internal Medicine and Pediatrics Departments**

The following is a collaborative service agreement between the General Internal Medicine and Pediatric departments. The departments agree on the following scope of practice for the provision of primary & specialty care.

Core Competencies:

Internal Medicine will provide the following core services for patients 18 years and older:

- Consultation for complex adult medical issues and second opinions
- Inpatient care for patients needing hospitalization
- Discharge planning
- Telephone or email consultative service
- Case Management
- Outpatient medical management of non ASU patients

Pediatrics will provide the following core services for patients less than 18 years:

- Outpatient medical management for patients empanelled to Pediatrics and non ASU patients
- Inpatient medical management
- Appropriate referrals after initial evaluation
- Discharge planning
- Telephone or email consultative service
- Case Management

Access Agreements

Internal Medicine will provide the following access:

- All patients will be offered an appointment within one day for any problem
- Immediate access for urgent and emergent conditions

Pediatrics will provide the following access:

- Same day access offered for all Pediatrics patients who can schedule by 4:00 p.m. and arrive in the clinic by 4:30 p.m. Monday - Friday
- Evenings between 5:00 p.m. – 8:00 p.m. and Saturdays between 8:30 a.m. and 4:30 p.m. the clinic is staffed with one provider who covers the practice for customer convenience and urgent needs for customers who can schedule by 7:00 p.m. and arrive by 7:30 p.m. in the evenings and customers who can schedule by 4:00 p.m. and arrive by 4:30 on Saturdays
- Inpatient consultation at any time

Consultation / Treatment Process

- *In order to avoid delays referring clinic agrees to use the standard ANMC evaluation and consultation process*
- 8:30 a.m. – 4:30 p.m. use standard ANMC evaluation and consultation process (see flowchart)
- 4:30 p.m. – 8:30 a.m. fax /scan evaluation and consultation form to Internal Medicine/Peds Outpatient
- Use standard consultation process as defined in the Medical Staff By-laws
 - Provider to provider contact
 - Write order
- Inpatient consultation by provider to provider contact

Communication Process

- By phone if needed

Approved 12/1/04

Treatment / Consultation Guidelines

- Does not apply

Quality Assurance Agreements

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of the Medical Services Division and the ANMC Administrator.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.

John Harvey, MD

Signature of Internal Medicine Medical Director

Amy Schumacher, MD

Signature of Outpatient Pediatrics Medical Director

Michelle Myers, MD

Signature of Inpatient Pediatrics Medical Director

Douglas Eby, MD MPH

Signature of SCF Vice President Medical Services

Dee Hutchison, RN

Signature of ANMC Administrator