



LOMA LINDA
UNIVERSITY
MEDICAL CENTER

LOMA LINDA UNIVERSITY MEDICAL CENTER

OPERATING POLICY

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| CATEGORY: | CLINICAL MANAGEMENT | CODE: | M-4 |
| SUBJECT: | CHAIN OF COMMAND FOR PHYSICIAN CONTACTS / DIFFERENCES IN PROFESSIONAL OPINION | EFFECTIVE: | 04/2015 |
| | | REPLACES: | 04/2014 |
| | | PAGE: | 1 of 1 |

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1. A formalized, prescribed chain of command, beginning at the level of concern, shall be used when;
 - 1.1 A physician's order, care, or response to a concern is interpreted as unsafe, conflicting with LLUMC policy, or conflicting with another physician's order.
 - 1.2 A physician is not available/does not respond to pages and a physician is needed to address patient needs.
 2. The person at the next level of responsibility (reference Attachment M-4.A) shall be contacted if a response cannot be obtained within a reasonable length of time. Efforts shall be made at each level to resolve the concern with medical staff.
 3. The chain of command sequence, as described in Administrative Procedure M-4.A shall be followed for resolution of issues described in # 1.
 4. If there is no resolution at the attending physician level, the nurse or other professional shall notify the department head/administrative supervisor of the unresolved issue and then proceed up the chain of command.

APPROVED: Hospital Executive Leadership, LLUMC Chief Executive Officer, LLUMC Medical Staff President, Janet Kroetz



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ADMINISTRATIVE PROCEDURE

CATEGORY: CLINICAL MANAGEMENT **CODE:** M-4.A
EFFECTIVE: 04/2015
SUBJECT: CHAIN OF COMMAND FOR PHYSICIAN **REPLACES:** 04/2014
CONTACTS / DIFFERENCES IN **PAGE:** 1 of 2
PROFESSIONAL OPINION

| INITIATOR OF ACTION | ACTION |
|--------------------------|---|
| Nurse/Other Professional | <ol style="list-style-type: none">1. Assesses situation, including urgency of need for physician contact.<ol style="list-style-type: none">1.1 Discusses difference of opinion with physician involved (if a difference of opinion is involved).2. Documents:<ol style="list-style-type: none">2.1 Actions taken to meet immediate patient needs, if indicated.2.2 Which physicians have been involved <p style="text-align: center;">IF CONFLICT/DIFFERENCE/NEED FOR CONTACT REMAINS UNRESOLVED:</p> <ol style="list-style-type: none">3. Proceeds to the next level in the chain of command, in this order, as necessary.<ol style="list-style-type: none">3.1 Attending physician3.2 Alternate/Covering Provider (found on Practitioner Privileges site)3.3 Medical director, if applicable3.4 Chief of Clinical Service3.5 President of the Medical Staff3.6 Chief of Staff/designee |



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| INITIATOR OF ACTION | ACTION |
|---|--|
| Department Head/ Administrative Supervisor | <ol style="list-style-type: none"><li data-bbox="641 472 1485 514">4. Documents sequence of events and actions.<li data-bbox="641 535 1485 682">5. Participates in a supportive role only, as requested, and/or if the difference of opinion requires communication with individual(s) above the Attending Physician. |