

Standards for Resident Intervisit Care

*The Standard: **Address inbox daily.***

Does the standard “address inbox daily” apply every time I am on ambulatory block?

Yes. This also includes OP Elective.

Why was this standard chosen?

This practice is followed by our faculty, too. It impacts patient care and is viewed as a mark of professionalism in ambulatory medicine. In ACGME Milestones 2.0, intervisit care lies within the following competency domains:

1. Professionalism
2. Patient Care
3. Systems-Based Practice

What does it mean?

It means each business day, viewing and triaging every task. The standard **address inbox daily** does not mean to “zero” your inbox every day – not all faculty do, though some do. This is so that: 1) urgent or time sensitive items don’t go unseen and 2) tasks don’t build up. If you are unsure about how to handle a task, forward to your attending for guidance.

What about weekends and holidays?

You are not required to address your inbox on weekends or holidays – except for sending signout on the last Sunday of your ambulatory block. On that Sunday, residents are expected to send signout to the incoming resident by 5pm.

How much time will this take?

Most residents find this takes about 10-30 minutes each business day. If it’s taking more than that, please reach out to your attending to troubleshoot.

Quick Tip

If you spend more than 2 minutes trying to figure out how to do a task, then stop and forward the task to your attending for help. Residents are never expected to know how to complete tasks independently. Meeting the standard of **address inbox daily** means checking your inbox and seeking guidance as needed—not having all the answers yourself.

What about team coverage?

Residents are responsible for:

1. All inbox folders in their own Epic inbox and physical mailbox.
2. The Epic and physical inboxes of their colleagues who are off block. Please refer to [this](#) document for coverage.

For coverage boxes, residents are only responsible for the following 5 folders:

1. Patient Calls,
2. Refill Requests (or Rx Requests)
3. Patient Advice Requests (i.e. MyChart)
4. Staff Messages
5. e-Consults

IMA Intervisit Standard = <u>Address inbox daily</u>	
Results	<ol style="list-style-type: none">1. View all results within 1 business day.2. Document a Result Note which includes that you have communicated with the patient<ol style="list-style-type: none">> urgent results, within 1 business day.> non-urgent but abnormal results, within 2 business days.> normal results, by the end of that week.
<i>The rest, including:</i> CC'ed Charts eConsults Staff Messages MyChart Messages Phone Calls Refill Requests	<p>For urgent, on the same business day.</p> <p>For non-urgent, within 2 business days.</p>
Physical Mailbox	Within 2 business days.
Notes	Within 3 business days.
Business day: a non-holiday weekday ending at 5:00p. In other words, you are not responsible to view a result that resulted at 5:01p until the following non-holiday weekday.	