

Pearls for Gastroenterology (GI) Consult Service requests for inpatients, outpatients, and Emergency Department patients

1. The OVMC GI Consult Service pager is carried ≈50% of nights and weekends by the Attending.
 - ▶ We are the only procedural subspecialty in the OVMC Department of Medicine where attending physicians (Beaven, Hu, Kovacs, Tabibian) take first-line call.
 - ▶ The remaining 50% of the time the pager is covered by a UCLA GI Fellow rotating here.
2. If we (Attending or Fellow) don't call back within 10 minutes, it's often because we are in a procedure and don't have hands-free. We will call back as soon as possible.
 - ▶ If it is an urgent matter and you have not heard back in 15 minutes, please page again, preferably via Amion. Kindly include your last name, callback extension, reason for consultation, and MRN; at times we receive numerous pages and need this information to triage safely.
3. A patient should be seen and H&P (or similar note) signed before paging to request a consultation.
 - ▶ Similarly, relevant information should be known prior to paging GI (e.g. vital signs, Hgb, platelets, and INR for a GI bleeding case)
 - ▶ A precocious "heads up" or "FYI" page prior to having relevant information will typically result in an incomplete and/or ill-advised consultation.
4. "FYI" pages are not necessary or encouraged, especially if after-hours.
 - ▶ E.g. "We are discharging this patient, fyi."
 - ▶ For after-hours pages that are non-emergent, we request that your Attending (or senior resident) is aware and in agreement with contacting GI.
5. We are **unable** to schedule or modify outpatient appointments/procedures after-hours (later than 5 p.m. and weekends).
 - ▶ To request an outpatient GI appointment/procedure, if the patient has not been seen previously by OVMC GI, an eConsult is required (after-hours or not).
 - ▶ To request a follow-up appointment/procedure after-hours, please do any of the following:
 - ▶ Send a communicate message via ORCHID/PowerChart to the GI Attending on service (OVMC Operator has the call list)
 - ▶ Page our service during normal business hours (or send communicate msg to the fellow and attending on service)
 - ▶ Call GI at 747-210-4627 during normal business hours (our clerks will assist)
6. The GI Consult Service pager is swapped (e.g. GI Fellow to Attending) at approximately 8 a.m.; if possible, hold off on paging until shortly after 8 a.m. to reduce avoidable handoffs and pages while driving.