

TELECOMMUNICATIONS AGREEMENT

Between
Doctors Community Hospital
And
Medical Staff Physicians
For
Doctors Community Answering Services

This agreement is effective on / / between Doctor Community Hospital's Doctors Community Answering Services, hereinafter referred to as the Answering Service, and Dr. _____, hereinafter referred to as the Physician.

I. SERVICES

Doctors Community Hospital will offer a quality answering service to healthcare providers in the local area. The Answering Service will have a separate telephone number (301-552-8699) from the hospital's main line. Calls will be answered by the Answering Service with messages recorded for the Physician on days off, after office hours, during staff lunch periods, etc.

II. ELIGIBILITY

All credentialed healthcare providers in the local area are eligible to subscribe to this service.

III. SUBSCRIBING TO SERVICE

The Physician is required to:

1. Obtain a Physician's Profile Form from the hospital's Telecommunications Department
2. Complete the Physician's Profile Form and fax it to 301-552-7880
3. Arrange an interview between an Answering Service representative and the Physician's office manager to review the form and establish call management protocols

IV. RESPONSIBILITY OF ANSWERING SERVICE

An Answering Service representative will:

1. Be responsible for answering all related switchboard calls
2. Query callers to gather Physician's name as well as patients' names, reasons for calling and contact information
3. Contact the Physician for all emergency calls
4. Forward all non-emergent calls to the Physician, designee or office personnel identified on the Physician's Profile Form
5. Maintain an accurate log of call information
6. Not prescribe, take medical reports, take laboratory results or relay any such information about/for patients
7. Abide by the instructions on the Physician's Profile Form and detailed in this agreement

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V. RESPONSIBILITY OF PHYSICIAN

Physicians will:

1. Consider leasing a Spok alpha pager through the Answering Service to facilitate communications with charges based on activity or utilization
2. Receive messages by calling Answering Service, visiting Telecommunications, having his/her office manager call the Answering Service each morning or instructing Answering Service to forward calls to Physician as instructed on the Physician's Profile Form
3. Provide Answering Service with accurate and relevant emergency contact and alternate physician contact information with all relating changes timely faxed to 301-552-7880
4. Provide complete information required to process routine and emergency calls
5. Forward a copy of his/her on-call schedule to the Answering Service monthly with changes faxed immediately to 301-552-7880
6. Forward calls to the Answering Service or place the number on his/her voicemail recordings

VI. BILLING PROCESS AND RATES

1. Answering Service charges will be billed monthly with costs varying based on utilization/activities – answering calls, taking messages and delivering messages
2. Physician can manage these costs by:
 - a. Opening and closing his/her office on time – most patient calls to the Answering Service occur during normal business hours
 - b. Staggering staff lunch and break times to provide more consistent telephone coverage when possible
 - c. Recording an Answering Service greeting that informs them that they've reached an answering service and provide your office hours; some patients may prefer to call back during those office hours instead of speaking with an Answering Service representative (To record a greeting, dial 301-552-5136, enter the last four digits of the Physician's telephone number that was provided to the Answering Service and follow prompts.)

The billing rates are as follows:

Activity	Rates
0 – 99	\$55
100 – 199	\$99
200 – 399	\$142
400 – 599	\$195
600 – 999	\$284
1,000 – 1,499	\$410
1,500 – 1,999	\$539
2,000 – 2,499	\$675
2,500 – 2,999	\$810
3,000 – 3,499	\$940
3,500 – 3,999	\$1,095

A general ledger accountant will provide a monthly report to the manager, supervisor and chief of information technology for the Telecommunications Department.

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VII. DELINQUENT ACCOUNTS

Delinquent accounts are those that have a balance due that is older than ninety days. Consequently, the services for the Physician will be terminated until the account is made current. However, special arrangements, not exceeding three months, can be made to address unusual circumstances. Physicians should contact the director of Patient Financial Services at 301-552-8093 to discuss such circumstances.

VIII. COOPERATIVE STATEMENT

The cooperative actions of both the Answering Service and the Physician are necessary to maintain the confidence of patients and ensure effective processes. With Answering Service representatives' focus on providing appropriate services to both patients and physicians, the Physician should always answer patient calls.

Report all issues or concerns to Katelyn Morse, manager of Guest Services, at 301-552-8582.

Doctors Community Hospital Doctors Community Answering Service

By: _____

Title: _____

Date: _____

Physician

By: _____

Title: _____

Date: _____