

Weekend On-Call Orientation for Geriatric Fellows on UCLA Geriatric Practice Call

(Updated 7/5/21)

GENERAL

This orientation is designed to answer some basic questions that may come up when you are on call for the faculty practice group over the weekend. You always have a back-up faculty member who will be on pager throughout your call shift. Do not hesitate to contact this person for any questions or concerns that may arise; the attending expects to hear from you. An email with the monthly call schedule is always sent out each month that will list the faculty members available. You can also call the page operator (310-206-6676) and ask who the geriatric consult attending is at the UCLA medical center.

BACKUP ATTENDING

The backup attending is the Resnick Neuropsychiatric Hospital (RNPH) consult attending

CONVERTING UCLA PHONE NUMBERS WHEN YOU ARE OFF CAMPUS

Because people who page you from on-campus phones may assume that you are on-campus, you will need to know how to convert the 5 digit number to which you are paged into a 7 digit number you can easily dial from home. There are a limited number of prefixes that are used here at UCLA. All **except the last** are in the 310 area code.

- 441-xxxx may appear on your pager as 1xxxx
- 312-xxxx may appear on your pager as 2xxxx
- 794-xxxx may appear on your pager as 4xxxx
- 825-xxxx may appear on your pager as 5xxxx
- 206-xxxx may appear on your pager as 6xxxx
- 267-xxxx may appear on your pager as 7xxxx
- 319-xxxx or (424) 259-xxxx may appear on your pager as 9xxxx

When you are on campus, you only need to use the last 5 digits.

HELPFUL UCLA CONTACT NUMBERS

Westwood Emergency Department	310-267-8407
Transfer Center (doctor line)	310-794-9805
Transfer Center (non-doctor line)	310-825-0909
Page Operator	310-825-6301 310-206-6766 (MD back-line)
Faculty Answering Service	310-206-6766 or 310-794-6699
Santa Monica- Emergency Department	424-259-8405
Santa Monica-UCLA Operator	310-319-4000 x0
SM 16 th Street Immediate Care	310-315-8900

(preferred urgent care location)	
UCLA Hospitalist On-Call Information Line (includes community hospitals)	855-884-4100

WHO WILL BE CALLING YOU?

- Patients in the geriatrics practice from all sites (see detailed instruction below)
- UCLA Alzheimer's and Dementia Care patients. You should manage only Dementia-related problems unless the patient is also a Geriatrics practice patient. Here is a list of our Dementia Care Managers (nurse practitioners)
 - Leslie Evertson
 - Michelle Panlilio
 - Kemi Reeves
 - Winnila Escalante
- Research patients. On rare occasions, you may be called by a patient or about a patient involved in one of our research programs. Please treat this call as you would any other patient issue and be as helpful as you can. Since there are additional issues about notification, please touch base with your back-up attending about ALL of these calls. They should be few and far between.
- ED physicians and physicians at outside hospitals (see detailed instructions below)
- Nursing homes and assisted living facilities (see detailed instructions below)
- Pharmacies. Please try to assist when pharmacies contact you. Please use the EHR Care Connect for refills as this will document your action.
 - **Opiates:** It is virtually never appropriate to offer a new prescription for opioid analgesics over the phone to a non-nursing home patient. The DEA prohibits narcotic refills over the phone and fax. Patients need to be seen in the office for these refills and will have to wait until the next business day. There have been cases of the on-call physician being contacted for refills under suspicious circumstances. Codeine and tramadol can still be called in over the phone, but this practice is *strongly discouraged*. If you are not comfortable with a particular call, do not hesitate to contact the back-up attending. Technically, the attendings have opiate e-prescribing capabilities so if you feel the refill is warranted after performing a CURES review then contact your back-up attending. All opiate Rx require review of CURES first. If you do not yet have a DEA and/or access to CURES, your attending can do a CURES review for you and prescribe the medication for you.
 - **Antibiotics:** prescribing antibiotics for a new condition is generally discouraged and evaluation at an urgent care is recommended. In certain circumstances it may be appropriate to prescribe an antibiotic over the phone (reviewing results of urinalysis or culture, patient seen in clinic a few days ago and URI symptoms worsening, or insufficient access to care). Physician evaluation is best for antibiotic use.

Who SHOULD NOT be calling you

- *VA Nursing home.* If you are called by the West LA VA nursing home, the UCLA-Westwood faculty does **NOT** cover this nursing home. You should direct the caller to the VA's own internal call schedule
- *Resnick Neuropsychiatric Hospital (RNPH)/UCLA Medical Center.* When you are on call, you may be called erroneously with questions or concerns about one of the patients being followed by the inpatient Geriatric consult team. If you are the UCLA Consult fellow, you will already be familiar with the patient and will be able to advise the caller appropriately. Otherwise, please request that the caller contact the internal medicine consult service for (p10222)
- *Santa Monica Hospital.* Calls about patients who are admitted on the Santa Monica Geriatric inpatient team are NOT your responsibility. Please direct the caller to the nursing station if it is a family member (424-259-9525) or to the resident on call (pager 91907) if it is a hospital staff member (nurse/doctor/etc).
- *UCLA Transfer Center.* The inpatient geriatric attending at UCLA-SM Hospital triages these messages. You can forward this call to pager 89615.

CALLS FROM PATIENTS:

Patients usually call with new symptoms or worsening of existing symptoms. They occasionally may call for prescription refills or new medications. In general, starting new medications, including antibiotics, without a face-to-face visit is discouraged.

When the patient is having symptoms, you should decide on the most appropriate approach to evaluation and management. The options are:

1. Over the phone
2. Next business day geriatric clinic visit/urgent care
3. Same Day/Urgent care center
4. Emergency Departments

1. Over the phone

One of the most valuable learning experiences of being on call is learning how to assess patients who are not in front of you. Many calls can be handled without the need for an in-person assessment. Some issues, like blood pressure elevation, can be addressed with a thoughtful phone assessment and reasonable prescribing. Some issues will require an in-person assessment. Please do your best to gather the important data and make your best assessment. If you have any questions or concerns, your back-up attending is always available.

2. Next business day geriatric clinic or urgent care

For some issues, it will be appropriate for the patient to be seen by their Geriatrician in the office the next day or two. Obviously, these issues are not emergent. If you believe that this is the best option, you can include a request in

your call-log documentation/email that the office staff contact the patient the next business day to arrange an appointment.

3. *Urgent Care Centers/Immediate Care Centers*

A common problem when we are on call is how to obtain face to face physician evaluations and simple diagnostic tests for our patients who are acutely ill but not necessarily ill enough to merit an emergency department evaluation. For patients in the west Los Angeles area, the **UCLA 16th Street Immediate Care Center (sometimes referred to as Department of Medicine Evaluation & Treatment Center/Med-Peds Comprehensive Care Center)**(see below) offers after hours and weekend urgent care to patients in need. Care includes finger sticks, lab draws, urine dips, INR's, x-rays, IV fluids, some IV medications/antibiotics, labs.

Please remember that while this office is well equipped to address ambulatory needs, it is not appropriate for patients who require hospital admission. Additionally, nursing home patients should NOT be directed to this location. Such patients should be directed to the Emergency Department. Should patients require admission, they will be directed to the Emergency Room at UCLA-SM if stable. If not, they will go to nearest Emergency Department as clinical conditions warrant.

Patients should be reminded to identify themselves as UCLA-Geriatric Practice Patients in order to facilitate communication with their Primary Care Physician. If the patient is particularly complex, you may want to call the office directly to speak with the physician who will be seeing the patient.

UCLA Department of Medicine 16th Street Immediate Care

1245 16th Street, Suite 125
Santa Monica, CA 90404
Tel 310-315-8900
Fax 310-319-3877
Monday - Friday: 8 AM - 9 PM
Saturdays, Sundays, and Holidays: 9 AM - 5 PM

Additional Urgent Care Centers can be identified on the UCLA Website and locations include: (google search "UCLA Immediate Care"): all open on weekends

<https://www.uclahealth.org/immediate-care>

Century City (in the Westfield Century City Mall): 10250 Santa Monica Blvd, Suite 2440, 424-354-3443

*Call first

Culver City (in the Westfield Culver City Mall): 6000 Sepulveda Blvd, Suite 2660

*Call first

Malibu Immediate Care: 23815 Stuart Ranch Rd, Suite 301, 310-317-0034

*Call first

Marina Del Rey: 4560 Admiralty Way, Suite 100, (310) 827-3700

*Call first

Redondo Beach: 514 North Prospect Ave, Suite 103, 424-309-1143

*Walk-ins welcome

Santa Monica: 2424 Wilshire Blvd, 310-828-4530 → different one

*Call First

Santa Clarita: 27235 Tourney Roud, Suite 2500, 661-481-709

*Walk-ins welcome

Non-UCLA Urgent Care (open weekends)

Westwood (Exer Urgent Care): 2090 Westwood Blvd, 213-814-4070

Sherman Oaks (Exer Urgent Care): 13303 Riverside Dr, 818-722-3230

Newbury Park (Exer Urgent Care): 701 N Wendy Drive, 805-375-4400

Calabasas (Exer Urgent Care): 26777 Agoura Road, 818-880-2225

Northridge (Exer Urgent Care): 19346 Nordhoff Street, 818-727-2040

Beverly Hills (Exer Urgent Care): 239 S. La Cienega Blvd, Suite 100, (310) 360-0960

4. *Emergency Departments*

If you feel that the patient needs evaluation in the ED, you must call the ED and ask to speak to the triage nurse. Inform them that you would like to be contacted after the patient has been evaluated and give your pager number. If you do not hear back from the ED in a reasonable period of time, it is prudent to contact the ED and speak to the physician who is evaluating the patient.

You should preferentially direct stable patients to the ED at Santa Monica-UCLA Medical Center, located on 1250 15th Street at Wilshire Blvd in Santa Monica. If patients are unstable, they should be directed to call 911.

However, the Santa Monica and Westwood EDs may be inconvenient for patients. We have offices in many communities (see below) and want to provide care for these patients in their own communities. Thus, having them go to one of the Emergency Rooms where we have either our own Geriatricians or UCLA Hospitalists is a good idea. We have UCLA hospitalists at the following hospitals: <https://www.uclahealth.org/hospitalists/our-locations>

Ronald Reagan UCLA Medical Center	Westwood/West LA
UCLA Medical Center, Santa Monica	Santa Monica
Providence St. John's Health Center	Santa Monica
Cedars Sinai Medical Center	West Los Angeles
California Hospital Medical Center (Dignity)	Los Angeles - Downtown
Providence St. Joseph Medical Center	Burbank
Providence Tarzana Medical Center	Tarzana
Adventist Health Simi Valley Hospital	Simi Valley
Los Robles Hospital & Medical Center	Thousand Oaks
West Hills Hospital & Medical Center	West Hills/San Fernando Valley
Northridge Hospital Medical Center (Dignity)	Northridge/San Fernando Valley
Henry Mayo Newhall Memorial Hospital	Valencia
Torrance Memorial Medical Center	Torrance/South Bay
Providence Little Co. of Mary Medical Center	Torrance/South Bay

Community Memorial Hospital St. John's Regional Medical Center (Dignity) St. John's Pleasant Valley Hospital (Dignity) Santa Barbara Cottage Hospital	Ventura County
--	----------------

When you direct a patient to one of these non-UCLA emergency rooms, please be sure that you reach out to the UCLA Hospitalist who will admit the patient if necessary. **To reach the appropriate hospitalist, please call 855-884-4100.** This service will direct you to the appropriate hospitalist for any given hospital on the list above. It is ESSENTIAL that you also speak with the hospitalist so she or he can facilitate any necessary admission and to ensure the patient is admitted to the UCLA Team (some of our community hospital ERs have not been reliable about ensuring our patients are on the UCLA hospitalist team).

CALLS FROM UCLA EMERGENCY DEPARTMENT PHYSICIANS AND OUTSIDE HOSPITALS

Over the weekend, you may be contacted by one of the UCLA emergency rooms (x78407 at Westwood or 424-259-8405 at Santa Monica). If the patient is being discharged, obtain his or her full name, the primary attending's name, the patient's ID number and what happened in the ED. You will need to communicate this to the primary physician at the end of your call via the GOC template (described at the end of this document).

If the patient is going to be admitted, advise the ED physician that the patient should be admitted to the Geriatric Medicine Service at Santa Monica-UCLA Medical Center. Advise the UCLA ED physician to page the admitting Geriatric Medicine Resident on pager **91907**.

You may be contacted by outside Emergency Departments (ED) or Hospitals. If the patient is being discharged from an outside ED, get as much information as you can. You will need to communicate this to the primary physician at the end of your call period so appropriate follow up can be arranged.

If the patient is being admitted to an outside hospital, please ask the ED physician to admit the patient to a UCLA Hospitalist service. **We have a UCLA Hospitalist service at many local hospitals. Please** reach out to the UCLA Hospitalist to notify them of the pending admission. **To reach the appropriate hospitalist, please call 855-884-4100.** This service will direct you to the appropriate hospitalist for any given hospital on the list above.

List of Los Angeles Area Hospitals that have UCLA Hospitalists
<https://www.uclahealth.org/hospitalists/our-locations>

Transfer Requests

You may be paged from an outside hospital ED physician or outside hospital inpatient physician requesting to transfer a patient to UCLA. The inpatient

geriatric attending at UCLA-SM Hospital (pager 89615) is responsible for triaging these calls.

1. Tell the outside doctor that their hospital staff needs to **initiate** a transfer request with our transfer center. Legally, we cannot request for patients to be transferred to our hospital.
2. Tell the outside doctor that you are not the person to receive sign-out and that once the transfer center “approves” the transfer, the physician who will receive the sign-out will contact them
3. Transfer center number (non-doctor line to give outside hospitals): 310-825-0909

Sometimes a patient’s family member will call you requesting for the patient to be transferred to UCLA (they are often frantic as they feel their loved one is not getting good care). Please let them know that the transfer request has to be initiated by the patient’s hospital team for legal purposes. Their team needs to contact the UCLA transfer center. We always want our patients to be transferred to UCLA if possible and safe so you can let the patient’s family know that we will “try” but we cannot start the process until the outside hospital makes the transfer request. Please NEVER promise that a transfer can happen as many things need to happen that are out of our control (ie: insurance approval, bed availability, stability of patient for transfer, etc).

CALLS FROM SANTA MONICA & WEST LA SKILLED NURSING FACILITIES

You may be contacted to approve orders on a patient who is being admitted to a skilled nursing facility. Be sure to get the full name of the patient and the nursing facility. Also ask who the UCLA attending Geriatrician is supposed to be so you can inform her or him of the admission. *This is your most common type of call.*

You will be called by nursing homes over the weekend for a variety of reasons. Before transferring a patient to the hospital, you should always determine if there is an advance directive indicating that the patient does not wish to be sent to the hospital. The recommend hospital for our West Los Angeles patients should be SM-UCLA. If the patient is unstable, he or she should be evaluated at the nearest hospital and the nursing staff should be instructed to call 911.

Nurses at the skilled nursing facilities should be using the SBAR communication method when calling you about a change in patient condition. **SBAR** stands for **Situation-Background-Assessment-Recommendation** and is a standardized way for nurses to communicate to physicians. This communication method has been shown to reduce readmissions, reduce mortality, and improve MD-nurse communication. If the nurse does not use the SBAR method, please note this on your call-log sheet.

The pharmacies that our nursing homes use are **Omnicare or Skilled Nursing Pharmacy**. You will often get calls from these pharmacies requesting authorization to release narcotics to the patient. This is usually requested when the inpatient team fails to provide a “triplicate” (ie: paper Rx or e-Rx) with the transfer orders despite ordering a narcotic on the discharge medications. It is absolutely acceptable to authorize a one week supply. Many of these patients

are post orthopedic procedures and truly need opiate analgesics. These pharmacies are not located on site.

This is a list of the nursing homes and attending physicians who see patients at each.

Nursing Facility	Physicians	Address	Number
Berkley East	Maristela Garcia Susan Leonard Hong Phuc Tran	2021 Arizona Avenue Santa Monica, CA	(310) 829-5377 2nd floor: (424) 581-7439 3rd floor: (310) 592-9978 4th floor: (310) 795-8685
Berkeley West	Manuel Eskildsen	1623 Arizona Avenue Santa Monica, CA	(310) 829-4565
Brentwood Healthcare Center	Manuel Eskildsen Hong Phuc Tran	1321 Franklin Street Santa Monica, CA	(310) 828-5596
Mary Health of the Sick	Lucia Dattoma	2929 Theresa Drive Newbury Park, CA	(805) 498-3644
Oakview Healthcare Center	Lucia Dattoma	3557 Campus Drive Thousand Oaks, CA	(805) 241-2010

CALLS FROM ASSISTED LIVING FACILITIES

Though you may be called by a nurse at an assisted living facility while on call, they are not able to take verbal orders. After you make your best assessment, you may decide to write a prescription. You can do this by faxing the order to the assisted living facility or using Care Connect or by calling the pharmacy for the patient. The pharmacist can take a verbal order and fax it to the assisted living facility. Doximity app has a fax option too. In general, it is best to use Care Connect. Detailed instructions about how to do this follow:

How to Fax orders to a facility using CareConnect

1. Get the FAX number and the name of the person receiving the order (recipient).
2. In Care Connect, create an *Orders Only* encounter for the patient and create your order, sign it.
3. In the same encounter, go to the progress note tab and start a note. Write your order (e.g. Please start stool softener 100mg PO BID. Electronically signed: Joe Bruin, MD. Today's date).
4. Close the encounter.
5. Open the patient's *chart*. Select (highlight) the recently closed encounter (under *Encounters* tab in *Chart Review*)
6. Click on '*Route*', a menu item on the same row as '*Filters*' and '*Preview*'

7. A window will pop up. Here, pick '9. *Free text* as Recipient.
8. A second window will pop up asking for details of the recipient. Fill in the name of the recipient (a hard stop) and the FAX number. *Accept*, and the second window will close.
9. In the first pop up window (which is still open), add a cover page message – Important if you want the orders to be STAT for instance. Send, and the window will close.
10. The orders will arrive on the other end within a couple of minutes.

**THOUSAND OAKS, SIMI VALLEY, WESTLAKE VILLAGE PRACTICE–
NURSING HOMES & ASSISTED LIVING**

Lucia Dattoma, MD, Gabriela Sauder, MD, and Arun Karlamangla, MD

Dr. Dattoma, Dr. Sauder, and Dr. Karlamangla are our geriatricians in the Thousand Oaks, Westlake Village and Simi Valley office. Their practices are centered at nursing homes and assisted living/independent living facilities in that area, and those facilities are listed below. If their patients require evaluation on the weekend, they should be referred to Los Robles Medical Hospital & Medical Center for ER evaluations, Executive ER, (the preferred urgent care office) or one of the other UC offices for urgent care.

Admitting from the community or from nursing homes through the Los Robles Emergency Department (ED) in Thousand Oaks:

- GOC refers patient to be transferred to Los Robles Hospital ED by ambulance or by family.
- GOC calls the Los Robles Hospital Emergency Department Back Line: (805) 370-4435 prior to the transfer. Please give sign-out, including code status, to ER attending or triage nurse. After assessment, the ER attending will call back.
- The UCLA hospitalist admits the patient and assumes the care
- When you direct a patient to one of these non-UCLA emergency rooms, please be sure that you reach out to the UCLA Hospitalist who is able to admit the patient if necessary. To reach the appropriate hospitalist, please call 855-884-4100. This service will direct you to the appropriate hospitalist for any given hospital on the list above. It is ESSENTIAL that you also speak with the hospitalist so she or he can facilitate any necessary admission

Hospital		
Los Robles Hospital and Medical Center	215 West Janss Road Thousand Oaks, CA 91360	Main Line: (805) 497-2727 Emergency Room Back Line: (805) 370-4435
West Hills Hospital -	7300 Medical Center Drive West Hills, CA 91307	Main Line: (818) 676-4000 Emergency Room Back Line: (818) 676-4999

Skilled Nursing Facilities		
Oakview Healthcare Center	3557 Campus Drive Thousand Oaks, CA 91360	(805) 241-2010
Mary Health of the Sick	2929 Theresa Drive Newbury Park, CA 91320	(805) 498-3644

ALFs/Independent Living Facilities		
Belmont Village	3680 N. Moorpark Road Thousand Oaks, CA 91360	(805) 496-9301
University Village	3415 Campus Drive Thousand Oaks, CA 91360	(805) 241-2000
Silverado Assisted Living: Alzheimer's and Dementia Care	25100 Calabasas Rd, Calabasas, CA 91302	(818) 222-1000

Local Urgent Care Facilities for the Thousand Oaks Practice		
Executive ER Open 7 days/week 9:00AM to 9:00PM	26777 Agoura Road, Suite 4, Calabasas, CA 91302	Phone: 818.880.2225
Executive ER Open 7 days/week 9:00AM to 9:00PM	701 N Wendy Dr, Newbury Park, CA 91320	(805) 375-4400
Thousand Oaks UC and FP Center Monday through Friday 8:00AM to 9:00PM Saturday and Sunday 9:00AM to 5:00PM	620 E Janss Rd Thousand Oaks, CA	Phone: (805) 495-6866

BACK-UP

A UCLA Geriatric Faculty attending is always available via pager to assist you with any questions or concerns. Do not be afraid to utilize this resource. UCLA is a vast healthcare system and you are not expected to know how to navigate the system alone. Please feel free to call about anything.

COMMUNICATION & SIGN OUT

As with every aspect of medicine, good communication is the key to success. Please remember that you are only on call for a 24-hour period or less and that you may be initiating work ups or have active issues that will not be resolved by the end of your call period. It is CRITICAL that such details be signed out to the person who is taking call after you, particularly if you are on call Friday night or Saturday. PLEASE e-mail all important details to the person who is coming on call next.

You should obtain the following information for each call:

- Patient name & the name of the person of who is calling and his or her relationship to patient (e.g. daughter Jane, Bill the nurse at Berkely East)
- Name of patient's UCLA geriatrician
- Phone number
- Reason for the call
- Action taken (e.g. called med renewal, referred to SM-UCLA ER)
- Follow-up required (e.g. patient needs appointment on Monday, daughter would like PMD to call back at first of the week)

A template is available for you to record this information. Promptly e-mail the document at the end of your call period via Mednet to "DOM GeriDocs" (DOMgeri@mednet.ucla.edu) which includes all of the UCLA-based faculty and their assistants as well as geriatric medicine fellows.

Documentation

Please write a telephone note in Care Connect for the following situations:

1. Recommendation to go to urgent care or the ER
2. New medication ordered
3. Medication changes (dose adjustment, discontinuation, etc)
4. Refill (can just do "orders only" encounter")
5. If patient does not follow your medical advice
6. Home Health lab review (do not need to do this for SNF labs)
7. The primary geriatrician is the "co-signer"

ADVICE FOR BEING ON-CALL

Being on-call for the geriatric medicine outpatient practice can be very busy and you may find that you are getting up to 2-4 pages per hour. It is important that you are aware of this time commitment and avoid scheduling activities that may preclude you from being able to carry out this responsibility.

It is extremely useful to have access to a computer and CareConnect (the UCLA electronic medical record) during at least part if not all of your on-call period. You may need to look up information on recent laboratory studies, discharge information, etc. There is a mobile app you can download (HAIKU).

Your UCLA rotation attending will be available to go over these instructions prior to your first call. And if you have any questions or ever need back-up, do not hesitate to page the [UCLA Geriatric Faculty back-up attending!](#)

GERIATRIC FACULTY: 2021-2022 Academic Year

Susan Charette	Peifeng "Perry" Hu
Grace Chen	Arun Karlamangla
Erin Atkinson Cook	Brandon Koretz
Lucia Dattoma	Susan Leonard
Manuel Eskildsen	David Reuben
Maristela Garcia	Catherine Sarkisian
Gail Greendale	Gabriela Sauder (moving offices 9/22)
Patricia Harris	

Hong-Phuc Tran
Ryan Uyan
Valerie Wong

Leslie Evertson, NP (Dementia)
Michelle Panlilio, NP (Dementia)
Kemi Reeves, NP (Dementia)
Winnila Escalante, NP (Dementia)

Jamie Cureton, NP (home visit)