



Performance Driven. Patient Oriented.

**Subject:** Evening Calls  
**Policy:** Operations ~ Eligibility  
**Applies To:** All HCFS Employees  
**Effective Date:** December 1, 2016  
**Revised Date:**

**PURPOSE:**

This policy is designed to outline the approved practice as it relates to contacting patients by phone outside of the normal business hours of 7:30am – 5:00pm.

**EXPECTATIONS:**

- It is the expectation that all calls to patients shall occur between the hours of 8:00am and 8:30pm (in each respective time zone).
- HCFS is to receive calls from patients **any time** during staffed hours (to include after 8:30pm).
- PARs will be given work assignments by their management team that are to be conducted after the 8:30 pm phone call cut-off time.
- Any deviations from this policy must be approved by the Senior Vice President and Vice President of Operations and documented in the facility's protocol.

**This Is The End Of This Section.**