



MEMORANDUM

To: Catholic Health Medical Staff

From: Hans Cassagnol, MD, EVP, Chief Clinical Officer & Chief Physician Executive
Thomas Cumbo, MD, VP, Medical Affairs – Mount St. Mary's Hospital
James Fitzpatrick, MD, VP, Medical Affairs – Kenmore Mercy Hospital
Timothy Gabryel, MD, VP, Medical Affairs – Mercy Hospital of Buffalo
Nady Shehata, MD, VP, Medical Affairs – Sisters of Charity Hospital

Date: October 2, 2020

RE: Standard of Care – Emergency Consults

At Catholic Health patient safety is our top priority. We would like to share a reminder of our standard of care when an emergency consult is required.

If a provider either in-house or in the emergency room, feels an urgent need for the consultant to see a patient or perform an urgent procedure, the requesting provider must communicate directly with the consultant on-call to discuss the case and the reason for the urgency of the consult.

If the requesting provider is insisting on having the consult performed after the provider-to-provider discussion, then it is expected that the consultant will evaluate and complete the consult. Only the ordering provider can cancel the consult.

If an agreement has not been reached, the department chair/VPMA must be notified immediately.

If you have any questions, please reach out to you site VPMA.

We personally thank you for providing the highest quality of care to our patients.