

**COPIC 1 ERS Point**

## Tales from the Hotline

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**TARGET AUDIENCE:** Physicians of El Paso, Fremont and Teller Counties, staff members at Centura hospitals

<b>CURRENT PRACTICE</b>	We receive many calls from practices regarding real life complex cases. Knowledge of state statutes, federal regulations such as HIPAA, Colorado Medical Board rules will prevent risk. This activity will educate and consult with providers regarding these various unusual legal, medical and regulatory issues which have arisen.
<b>Source</b>	Sources include phone calls coming into COPIC's 24 h hotline from providers, Colorado state statutes, federal regulations, Colorado Medical Board policies and rules, case law and legal and risk management experience.
<b>BEST PRACTICE</b>	Learners will have the ability to manage unusual and challenging medical and legal situations. The learner will locate the necessary resources to evaluate the situation and respond appropriately with direct interactions. The activity will teach the learners the process analysis and present tolls to apply principles in future cases
<b>Data Source(s)</b>	COPIC Claims Data
<b>RESULTING GAP</b>	COPIC Risk Management Department receives over 65, 000 phone calls annually from Risk Managers and providers seeking recommendations and assistance on legal, regulatory and medical situations. There is a GAP on answering and administering to those situations
<b>Objective(s)</b>	<ul style="list-style-type: none"> <li>• Demonstrate how to manage unusual medical-legal situations that inevitably arise in medical practice</li> <li>• Recognize when you can access assistance from COPIC Hotline</li> <li>• Discuss importance of following Colorado Medical Board Regulations</li> </ul>

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