|  |  |
| --- | --- |
| Issue date: | Replaces Dept. Policy: |
| Revision dates: | Developed by: |
| Approved by: | Approved by: |
| Signature: | Signature: |
| Department Numbers: \*  (\*) denotes that all departments reporting to this department number are covered by this document | |

1. **PURPOSE:**

This department process establishes processes for managing phone calls from Embassies and Consulates inquiring into the status of patients who present for care at an <your organization name> facility. This department process relates to direct, planned and emergency admissions; outpatients do not fall within the scope of this process.

1. **DEFINITIONS:**
   1. Consular Assistance: The help and advice provided by the diplomatic agents of a country to nationals of that country who are living or traveling overseas.
   2. Consulate: The office of a consul is termed a consulate, and is a regional office that is usually subordinate to the foreign government’s main representation in that foreign country, which is usually an Embassy.
   3. Contact Center: <Your organization name>’s location for the management of incoming telephonic communications with external callers, and internal enquiries.
   4. Embassy: The political offices of a foreign government, usually located in the political center of the country they are housed in.
   5. Foreign National: For the purposes of this process document, a “foreign national” is any person who is not a U.S. citizen, regardless of how long they have resided in the United States.
   6. Hospital Incident Command System (HICS): The HICS; modeled after the Department of Homeland Security’s National Incident Management System (NIMS) of Incident Command System (ICS), is designed to manage all routine or planned events as well as emergencies or disasters, of any size or type in a hospital. HICS allows for personnel from different agencies or departments to be integrated into a common structure that may effectively address issues, delegate responsibilities, ensure communication, and eliminate duplication of services.
   7. HIPAA (Health Insurance Portability and Accountability Act of 1996): HIPAA is United States legislation that provides data privacy and security provisions for safeguarding medical information.
   8. Nationality: The status of belonging to a particular nation. Also known as Citizenship, Nationality is generally obtained by birth, naturalization or through marriage.
2. PBX (Private Branch Exchange): A private telephone system used in a company. The system has several outside lines which users can share for making outside phone calls. A PBX also connects the phones within the company to each other and also connects them to outside lines.
3. Contact Center Operator: A team member staffing the Contact Center used at <your organization name>.
4. U.S. Department of State Office of Foreign Missions: The U.S. Department of State Office of Foreign Missions (OFM) is a U.S. Government organization that serves as an intermediary between the U.S. Government and foreign missions operating in the United States.
5. **PROCESS:**
   1. Consular Contact:
6. Embassies and Consulates provide support and guidance to the nationals of their country living or traveling overseas. They are entitled under international law (Reference B) to make inquiries into matters affecting their nationals, which includes attempting to make contact with them when they have been impacted by hospitalizations, deaths and arrests.
7. While Embassies and Consulates are entitled to make these inquiries, international law does not permit their inquiries to violate U.S. laws and regulations, such as HIPAA.
   * 1. Routine contact:
8. Where the caller identifies themselves as being a representative of an Embassy or Consulate and they indicate they are having difficulty locating a patient verified as having been admitted to the facility, the Contact Center Operator shall transfer the caller to the patient’s Case Manager.
9. Contact Center Operators receiving telephone calls from an Embassy or Consulate in a non-emergency setting shall manage the calls in accordance with Orlando Health policy.
   * 1. Contact during emergencies/disasters:
10. Calls from Embassies/Consulates:
    * 1. During a major incident, Contact Center Operators taking calls from persons identifying themselves as Embassy and Consulate personnel shall advise the caller that the U.S. Department of State’s Office of Foreign Missions (OFM) and Orlando Health have an agreement whereby all inquiries regarding foreign national patients impacted by a significant emergency are to be addressed through the <OFM Regional Office>:

<OFM Regional Office contact information>

* + 1. When activated, notify the Corporate Command Center Liaison Officer – Tel: (\*\*\*) \*\*\*-\*\*\*\* that the hospital is taking calls from Embassies and Consulates.
    2. Notify the Emergency Management on-call duty officer – Tel: (\*\*\*) \*\*\*-\*\*\*\* that the hospital is taking calls from Embassies and Consulates. Contact Center Operators shall not under any circumstances provide callers with the number for the Emergency Management on-call duty officer.

1. Calls from the U.S. Department of State:
   1. Contact Center Operators taking calls from persons identifying themselves as U.S. Department of State’s Office of Foreign Missions personnel shall transfer the call to the CCC Liaison Officer – Tel: (\*\*\*) \*\*\*-\*\*\*\*. Contact Center Operators shall not under any circumstances provide callers with the number for the CCC Liaison Officer.
   2. Where there is no answer from the CCC Liaison Officer, the Contact Center Operators shall transfer the call to the Emergency Management on-call duty officer – Tel: (\*\*\*) \*\*\*-\*\*\*\*. Where the Emergency Management on-call duty officer does not answer, attempt to connect the call twice more before taking a message and explaining that someone will be contacting them as soon as reasonably possible.
   3. Contact Center Operators shall notify the Emergency Management team via email of the caller’s name, contact information and a summary of their request, marked ‘high importance’ and with URGENT in the subject line. A list of the department staff is available in the PG-Emergency Management Notification distribution list.
2. Contact Center Operators must not transfer callers from the U.S. Department of State to any voicemail boxes other than those belonging to the contacts listed in this process.
3. Contact Center Operators shall continue with the guidance provided in Section III.C. until the ‘All Clear’ is announced. They shall then resume operations following the guidance provided in Section III.B.
4. **DOCUMENTATION:**

None.

1. **REFERENCES:**
   1. Consular Notification and Access Manual – 4th edition – August 2016

Taken from: https://travel.state.gov/content/travel/en/consularnotification.html

* 1. United Nations Vienna Convention on Consular Relations, Articles 36 and 37

Taken from: https://legal.un.org/ilc/texts/instruments/english/conventions/9\_2\_1963.pdf

* 1. U.S. Department of State Office of Foreign Missions ‘Foreign Consular Offices in the United States’ publication: Taken from: https://www.state.gov/s/cpr/fco/c71392.htm

1. **ATTACHMENTS:**

None.