



Scheduler Expectations/Responsibilities

The following are expectations from MHH/UTH as part of the AMiON standardization. As you are building your call schedule, please remember to do the following:

- List all staff by Last Name, First Initial.
- It is the scheduler's responsibility to communicate with the staff for each group and determine what their preferred contact information is. You are only required to list out the primary contact number, unless otherwise requested by your staff.

Enter contact info in the following format:

###-###-#### (p), ###-###-#### x##### (p) or, ###-###-#### (c)

This is important so that MHH can distinguish which contact information is a pager or a cell number.

- If your staff want to be notified any time a change has been made to the call schedule, you will need to enter in the email address as well.
- Include the words "Transfer Center" on service names that take calls for the Transfer Center and make sure this call has 24-hour coverage. ***Note: Only make these changes if your call schedule takes Transfer Center calls.*
- Add [tmc-pbx.operators@memorialhermann.org] to calendar subscriptions and any other email on your distribution list (except for the MHH Transfer Center, they do not want to be included in this feature). Setting up a calendar subscription allows the operators to receive change notification emails any time a change has been made to the call schedule. Please note that you will no longer need to send email updates/email excel/word documents of your call schedule. The calendar subscriptions will replace this process, so that the operators are notified in real time on the AMiON website.
- Always remember to PUBLISH your call schedule, not save. Publishing your call schedule is AMiON terminology, which means to save your work and then publish it onto the amion.com website. If you do not publish the call schedule, your staff/MHH/other hospitals will not see any of the information that you have entered into On-Call.
- All changes to the call schedule must be made by the department scheduler. No changes can be made by MHH (TMC PBX Operators). If your staff (Attendings, Residents, Fellows, etc.) would like to make changes to their call schedules, they will need to go through the department scheduler to request that the changes be made.

*** It is up to the department to assign schedulers that will make changes past 5pm and on weekends.*