

## **Request for Proposal**

### **After Hours Call Coverage for Medical Emergencies**

Community Clinical Services is now accepting proposals for our after-hours call coverage for Medical Emergencies.

**Purpose:** To meet the regulatory requirements of HRSA as defined in Chapter 7 of the compliance manual, and to ensure that our patients have information on how to access care after our normal business hours.

**Reference:** [Chapter 7: Coverage for Medical Emergencies During and After Hours | Bureau of Primary Health Care \(hrsa.gov\)](#)

#### **Coverage requirement:**

- Coverage is provided via telephone or face to face by an individual with the qualification and training necessary to exercise professional judgment in assessing a health center patient's need for emergency medical care;
- Coverage includes the ability to refer patients either to a license independent practitioner for further consultation or to locations such as emergency rooms or urgent care facilities for further assessment or immediate care as needed;
- Patients, including those with Limited English Proficiency, can access after-hours coverage.
- Documentation of after-hours calls and any necessary follow up resulting from calls for the purpose of continuity of care is required. It is strongly preferred that this documentation be completed directly in the patient electronic medical record.

**To apply to this RFP, please submit in writing a complete response that outlines each of the following elements:**

1. Vendor Name
2. Vendor years of experience
3. Name(s) and qualifying credentials of staff that will be providing coverage services.
4. Completed proposal that responds to how each of the requirements above will be met.
5. Fee schedule for proposed services, including:
  - Setup fee
  - Regular fee based on a per call / per minute or per month schedule.
  - Holiday fee
  - Premium fee for unexpected coverage (ie if the office has to close due to a storm).
6. References (3) required.

RFPs must be submitted via email by 5:00pm, May 31<sup>st</sup>, 2024, or by mail, it must be received by May 31<sup>st</sup>, 2024.

If sending by email, please email Coleen Elias, CEO @ [celias@communityclinicalservices.org](mailto:celias@communityclinicalservices.org)

**If sending by mail, please send to this address:**

Community Clinical Services  
Administrative Offices  
ATTN: Coleen Elias, CEO  
57 Birch St. Suite 201  
Lewiston, ME 04240

**Scoring Methodology:**

<b>Criteria</b>	<b>Maximum Score / Weight</b>
RFP is complete and submitted on time	10
Meets all the requirements of the proposal	60
Fee / cost for the service	20
Years of experience and References	10
<b>TOTAL</b>	<b>100</b>

All RFPs that are submitted will be responded to via email by 5pm on June 13<sup>th</sup>, 2024.

For any questions about this RFP, please contact Coleen Elias, CEO via email or via phone @ 207-513-3897.