

Admissions & Central Scheduling

Hospital's Main Number 447-2211

Central Scheduling Main 816-7340
Central Scheduling Physician's Line 816-7464
Hours: 7:30 to 5:00 pm
(After hours, contact the Operating Room or House Supervisor)

Registration/Admissions Normal Hours 816-7129
Registration/Admissions After Hours 816-7116

House/Nurse Supervisor 816-7109
Physician's Direct Line to PBX operators 323-5465



In order to take advantage of the services we can provide to you and your patients, **all procedures** and pre-op appointments are scheduled through **Central Scheduling**. Contact numbers are listed on this slide. The policy for scheduling is attached behind this slide. Information on afterhours is also included.

All Outpatient, Emergency, and Inpatient Registrations and Admissions are completed in our central **Registration/Admissions** area. Direct admits are arranged by contacting the House Supervisor.

Managed Care, Billing and Central Verification Services

- South Austin Medical Center participates in all major insurance **Managed Care Preferred Provider Programs**. If you have any questions regarding managed care providers or your patient would like to discuss their coverage with our facility, please call Norma K. Davis at 816-6397.
- SAMC has a centralized **Shared Services Center (SSC)** for all billing and follow-up processes. This office is located in San Antonio. If a patient has questions about their bill they can call 1-866-391-2018 and a customer service representative can assist them.
- Our market **Central Verification Office (CVO)** verifies and precerts surgical and clinical procedures. It is located at 3601 S. Congress, Bldg. G, Ste. 600, Austin, TX 78704.
- **Cardon Healthcare** is available on site during normal business hours to assist patients with screening for governmental assistance programs. This service is offered free of charge and Cardon can screen the patients prior to the service. If patients need assistance ask them to call 816-6316.

Other Resources for Hospital Contacts

- ⇒ For additional contact information on specific departments or person (s) refer to the South Austin Medical Center's Phone Directory.
- ⇒ For procedures on central scheduling see attachments, under the admissions and central scheduling section.
- ⇒ With help finding or searching for a physician a "Find A Physician" link is available at www.stdavids.com

Direct Admit Unit

Introducing
the Direct Admit
Unit at St. David's
South Austin Hospital.



This new unit, located on 3 North, has been designed to streamline patient admissions during our peak census times.

Simply Call: 512.334.8888 (House Supervisor) or
Fax orders: 512.416.6322

Four beds will be dedicated initially – and the unit will expand over the next few months. The unit will be staffed by a nurse; patients will be given priority to move to a private room as soon as one is available.

The Direct Admit Unit is appropriate for patients who are medically stable and meet admission criteria.

StDavid's SOUTH AUSTIN
HOSPITAL

- Developed on 3 North
- Designed to streamline patient admissions during peak census times
- Patients will be directly admitted and bypass the Emergency Department

StDavid's SOUTH AUSTIN
MEDICAL CENTER

SAH CENTRAL SCHEDULING FORM

816-7340

TODAY'S DATE _____

SURGEON _____

DATE & TIME REQUESTED _____

DIAGNOSIS _____

PROCEDURE _____

AMT OF TIME REQUESTED _____ ANESTHESIA TYPE _____

CIRCLE PT TYPE - AM -ADMIT OP -OUT PATIENT IP- CURRENTLY IN HOUSE
(WE DO NOT ACCEPT 23HR OBS AS AN ORDER PRIOR TO PATIENT PROCEDURE)

PATIENT NAME _____ D.O.B _____

HOME# _____ WORK # _____ SS# _____

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

EMPLOYER _____

PRIMARY INSURANCE _____

POLICY HOLDER'S NAME _____

RELATIONSHIP TO PATIENT _____

POL # _____ GP# _____

EMPLOYER _____ WORK # _____

AUTH PH# _____ BENEFIT PH# _____

2NDARY INSURANCE _____ POL# _____

GP# _____ INSURED _____

PRIMARY CARE PHYSICIAN _____

COMMENTS / SUPPLIES NEEDED

**THIS FORM CAN BE USED IN ADDITION TO CALLING CENTRAL SCHEDULING.
FAX FORM FIRST AND THEN CALL CENTRAL SCHEDULING
PLEASE FAX ORDERS IF AVAILABLE.
FAX # - 816-6204 FAXED BY _____**

TITLE: Central Scheduling for Invasive and Non-invasive Procedures		
DEPARTMENT(S) AFFECTED: Cardiac Catheterization, Cardiopulmonary, Endoscopy/ Pain Management, Infusion Therapy, Women’s Services, Lithotripsy, Radiology, Surgical Services, Patient Access		
POLICY CATEGORY: General Business		
MARKET-WIDE: No	MEDITECH: No	ATTACHMENTS: None
APPROVAL REQUIREMENT: Policy Committee, Cardiac Cath Director, Cardiopulmonary Director, Endoscopy/Pain Management Director, Women’s Services Director, Radiology Director, Surgical Services Director, Patient Access Director, Chief Nursing Officer		
EFFECTIVE DATE: 8/21/2003	REVIEW REQUIREMENT: 3 – Years	NEXT REVIEW DATE: 8/2006
RESPONSIBLE REVIEWER: Patient Access Director		

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PURPOSE

To provide a systematic approach for scheduling procedures/surgeries in order to insure:

- Optimum utilization of room, time and personnel;
- Consideration for operating practitioner’s preferences;
- Minimum delay for emergency procedures/surgeries.

POLICY

Cases are scheduled in compliance with Medical Staff Bylaws. Only 0730 cases have definite starting times.

Cases requiring the attendance of a CRNA or Anesthesiologist are coordinated with the Anesthesia Department.

Cases requiring assistance of radiology personnel are coordinated with the Radiology Department. Radiation safety guidelines are followed see [Radiation Safety Programs and Procedures](#)

GUIDELINES

CARDIAC CATHETERIZATION LAB

General Considerations:

- All exams in Cath Labs #1, #2 and #3 are to follow the first procedure, which will start at 0730, unless scheduled otherwise with the approval of the Cath Lab Director or Supervisor.
- Cath Lab #1, #2 and #3 routine time slots are 1.5 hours long (i.e. 7:30-9:00; 9:00-10:30).
- Rotoblator or Percutaneous Transluminal Angioplasty cases or cases where these procedures are a possibility or are anticipated (such as Percutaneous Foramen Ovale closure) are scheduled into two consecutive time slots (total of 3 hours). The exception is Renal PTCA.
- ** Peripheral angiography and Abd Aortograms with runoffs are scheduled in 2 consecutive time slots**
- **Aortic Abdominal Aneurysm repair or Carotid Angiograms are scheduled in 3 consecutive slots**
- Physicians:
 - May not have cases scheduled for the same time slot in both labs;
 - Have 30 minutes to respond to pages. If they do not respond, the case may be rescheduled for the end of the day. In the event the physician is detained by an emergency, the physician may be allowed to rotate with the physician who follows next on the schedule, if possible;
 - In emergency cases, physician-to-physician communication is required and must transpire prior to allowing the emergency case to “bump” the scheduled case.
 - May not reserve time slots. If a case is cancelled, the physician loses that slot and all subsequent cases have the option to move up. If a physician has two or more patients already scheduled for that day, he/she is permitted to switch the order of the cases.

Scheduling Routine Cardiac Cath Lab Cases

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F	<ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Any other special requests or instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • Obtain information needed and enter it into the computer • Confirm privileges of operating practitioner to perform procedure requested • Confirm time with requestor • Notify Nursing Units (as needed) by: <ul style="list-style-type: none"> ○ Sending copies of the information sheet to Cath Lab; ○ Cath Lab schedules are printed automatically at 18:00 the day before the procedures to printers in designated areas

Scheduling Emergency Cases During Normal Cath Lab Hours

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F	<ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request 	<ul style="list-style-type: none"> • Obtain information needed and enter it into the computer • Confirm privileges of operating practitioner to perform procedure requested • Confirm time with requestor • Notify Cath Lab by telephone.

CARDIAC CATHETERIZATION LAB			
		<ul style="list-style-type: none"> Any other special requests or instructions If available, patient's insurance information or group number 	
Scheduling Emergency Cases After Normal Cath Lab Hours			
Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	House Supervisor	<ul style="list-style-type: none"> Surgeon/practitioner's name Patient's name, age, sex Patient's date of birth Procedure to be performed Diagnosis Estimated length of procedure Assistant's name, if applicable Type of anesthesia Patient's telephone numbers for: <ul style="list-style-type: none"> Home Business Employer Time slot request Any other special requests or instructions 	<ul style="list-style-type: none"> Obtain information needed and enter it into the computer Confirm privileges of operating practitioner to perform procedure requested Confirm time with requestor Notify Cath Lab on call personnel. Notify Nursing Unit as applicable. Deliver copy of add-ons to schedule to Central Scheduling and the Cath Lab

CARDIOPULMONARY DEPARTMENT			
General Considerations:			
<ul style="list-style-type: none"> The first scheduled procedure for the Stress Lab is 08:30 All Stress Procedures should be scheduled at least one hour apart If scheduling a TEE, one and one half hours should be allotted for the test TEE's, Adenosine and Dobutrex Stress test should not be scheduled past 13:30 Treadmill Stress Echocardiograms should not be scheduled past 15:00 The Vascular Lab Outpatient schedule is as follows: 10:00, 11:00, 12:00, 15:00, 16:00 Pulmonary Function for Outpatients should be scheduled in the afternoons, beginning at 13:00 with one-hour intervals between these tests. All stress tests and TEE's require patient to be NPO 			
Scheduling Cardiopulmonary Cases			
Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F	<ul style="list-style-type: none"> Surgeon/practitioner's name Patient's name, age, sex Patient's date of birth Procedure to be performed Diagnosis Estimated length of procedure Assistant's name, if applicable Type of anesthesia Patient's telephone numbers for: <ul style="list-style-type: none"> Home Business Employer Time slot request Any other special requests or instructions If available, patient's insurance information or group number 	<ul style="list-style-type: none"> Obtain information needed and enter it into the computer Confirm privileges of operating practitioner to perform procedure requested Confirm time with requestor Notify Cardiopulmonary and Nursing Units (as needed) by: <ul style="list-style-type: none"> Sending copies of the information sheet to Cardiopulmonary Dept.; Cardiopulmonary schedules are printed automatically at 18:00 the day before the procedures to printers in designated areas

ENDOSCOPY/PAIN MANAGEMENT DEPARTMENT

General Considerations:

- Outpatient cases are posted for 0800-1600, Monday-Friday; inpatient cases may begin at 07:30
- Procedures requiring Radiology (ERCP, Bronchoscopy, Esophageal Dilatation) are coordinated with the Radiology Department
- In the event that an emergency Endoscopy/Pain Management procedure delays a scheduled procedure, the physician requiring the emergency time must clear with the physician who has the time slot already scheduled.

Scheduling Routine Cases

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F	<ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Any other special requests or instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • Obtain information needed and enter it into the computer • Confirm privileges of operating practitioner to perform procedure requested • Confirm time with requestor • Notify Endoscopy and Nursing Units (as needed) by: <ul style="list-style-type: none"> ○ Sending copies of the information sheet to ISS; ○ Endoscopy schedules are printed automatically at 18:00 the day before the procedures to printers in designated areas

Scheduling Emergency Cases During Normal Hours of Operation

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F	<ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Any other special requests or instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • Obtain information needed and enter it into the computer • Confirm privileges of operating practitioner to perform procedure requested • Confirm time with requestor • Notify Endo and Nursing Units (as needed) by: <ul style="list-style-type: none"> ○ Sending copies of the information sheet to ISS; ○ Endoscopy schedules are printed automatically at 18:00 the day before the procedures to printers in designated areas

Scheduling Emergency Cases After Normal Hours of Operation

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	House Supervisor	<ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Time slot request • Any other special requests or instructions 	<ul style="list-style-type: none"> • Obtain information needed • Confirm privileges of operating practitioner to perform procedure requested • Confirm time with requestor • Notify Endo On Call Personnel and Nursing Units (as needed).

Scheduling Same Day Infusion Therapy Appointments

WOMEN'S SERVICES DEPARTMENT

General Considerations:

- Cases are posted for (07:30-15:30, Monday-Friday).
- Cases posted currently include C. sections, gynecological surgeries (laparoscopic, TAH, etc.).
- Other considerations:
 - Number of rooms available;
 - Number of patients in labor;
 - Outpatient/surgical procedures currently scheduled;
 - Staffing

Scheduling Future or Next Day Labor and Delivery Cases

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F	<ul style="list-style-type: none"> • Practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure • Diagnosis • Estimated length of procedure • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Pediatrician/Neonatologist, as applicable • Any other special requests or instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • Obtain information needed and enter it into the computer • Confirm privileges of operating practitioner to order treatment requested • Confirm time with requestor • Labor and Delivery schedules are printed automatically at 18:00 the day before the procedures to printers in designated areas

Scheduling Emergency Labor and Delivery Cases During Normal Hours of Operation

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0800-1600 M-F, and/or Labor and Delivery	<ul style="list-style-type: none"> • Practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure • Diagnosis • Estimated length of procedure • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Pediatrician/Neonatologist, as applicable • Any other special requests or instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • Obtain information needed and enter it into the computer • Confirm privileges of operating practitioner to order treatment requested • Confirm time with requestor • Notify L&D by telephone / Verify Time Ok.

RADIOLOGY DEPARTMENT

General Considerations:

- Cases requiring attendance by a CRNA or Anesthesiologist are coordinated with Anesthesia Department.
- Radiology procedures are posted for the hours of 0730-2300, Monday – Friday.
- Considerations for Scheduling include:

RADIOLOGY DEPARTMENT

- Number of rooms the Radiology Department can staff;
- Specific procedures which cannot be scheduled simultaneously;
- How closely cases can follow each other.
- Coordination of the need for Radiology in Surgical Cases includes the following:
 - Cases posted in cws module for Radiology.
 - Cases Notifying Radiology, via printed surgery schedule for planned cases and via telephone for add-ons or emergency, when the following occur:
 - Use of the special procedures x-ray room are scheduled;
 - Cases requiring use of the C-arm are scheduled (Radiology Tech controls the fluoro environment when the C-arm is used);
 - Cases requiring the use of contrast (which Radiology supplies to the OR);
 - Retrieving from radiology personnel x-ray folders for patients having surgery as noted on the surgery schedule. Radiology will also return films to their department at the end of the day.
 - When portable x-rays are requested during cases, Radiology is notified (preferably 15 minutes prior to the time needed as the x-ray tech will have to clean the x-ray unit with disinfectant and don a scrub suit and other proper attire) prior to entering the O.R. Suite.

Scheduling Outpatient/Inpatient Radiology Procedures During Normal Hours of Operation

Requestor	Scheduled By	Information Needed	Scheduling Process
Practitioner	Central Scheduling 0730-1700 M-F	<ul style="list-style-type: none"> ● Practitioner's name ● Patient's name, age, sex ● Patient's date of birth ● Procedure to be performed ● Diagnosis ● Estimated length of procedure ● Assistant's name, if applicable ● Type of anesthesia ● Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer ● Time slot request ● Any other special requests or instructions ● If available, patient's insurance information or group number 	<ul style="list-style-type: none"> ● Obtain information needed and enter it into the computer ● Confirm privileges of operating practitioner to perform procedure requested ● Confirm time with requestor ● Pre-procedure visits are coordinated with ISS Department ● Notify Admissions, Radiology, and Nursing Unit of patient scheduled by: <ul style="list-style-type: none"> ○ Radiology schedules are printed automatically at 18:00 the day before the procedures to printers in designated areas

Scheduling Emergency Radiology Cases During Normal Radiology Department Hours

Requestor	Scheduled By	Information Needed	Scheduling Process
Practitioner	Radiology Director or Designated Staff	<ul style="list-style-type: none"> ● Practitioner's name ● Patient's name, age, sex ● Patient's date of birth ● Procedure to be performed ● Diagnosis ● Estimated length of procedure ● Assistant's name, if applicable ● Type of anesthesia, if applicable ● Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer ● Time slot request ● Any other special requests or instructions ● If available, patient's insurance information or group number 	<ul style="list-style-type: none"> ● If the emergency will reschedule or delay a scheduled case, the Radiologist will make the decision. Staff will notify Central Scheduling and the patient, or the unit on which the patient is housed, of the case being rescheduled ● Notify the Anesthesiology to coordinate anesthesia coverage. ● Notify central scheduling of the change.

Scheduling Emergency Cases Outside Normal Radiology Department Hours

Requestor	Scheduled By	Information Needed	Scheduling Process
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RADIOLOGY DEPARTMENT

Practitioner	House Supervisor	<ul style="list-style-type: none"> • Practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia, if applicable • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Any other special requests or instructions 	<ul style="list-style-type: none"> • Notify the following on-call staff as needed: <ul style="list-style-type: none"> ○ Radiologist; ○ Anesthesiologist on call and decide on start time; ○ Radiology Staff
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Modifications to the Radiology Schedule: Cancellations, Additions, etc.

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F, and/or Trained Radiology Personnel	<p>Cancellations</p> <ul style="list-style-type: none"> • Practitioner's name • Patient's name, age, sex • Procedure to be performed • Type of anesthesia • Time slot request that was scheduled <p>Modifications/Additions:</p> <ul style="list-style-type: none"> • Practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot requested • Other requests/instructions • If available, patient's insurance information or group number 	<p>Cancellations</p> <ul style="list-style-type: none"> • Enter change on computer including code for why case cancelled • Notify Radiology Director or Designated Staff who will: <ul style="list-style-type: none"> ○ Notify: Radiology Personnel Anesthesiology & Other Depts. as needed ○ Decide if other cases may be "bumped up" <p>Modifications/Additions:</p> <ul style="list-style-type: none"> • Obtain information needed and enter it into computer • Confirm privileges of operating practitioner to perform procedure • Confirm time with requestor • Notify the Radiology Department Director or Designated Staff who will <ul style="list-style-type: none"> ○ Notify: Radiology personnel Anesthesiology, or Other Depts. As needed ○ Decide if overall schedule needs to be changed

SURGERY DEPARTMENT

General Considerations:

- Cases are scheduled in accordance with Medical Staff Bylaws. Only 0730 cases have definite starting times.
- Cases requiring attendance by a CRNA or Anesthesiologist are coordinated with Anesthesia Department.
- Surgical cases are posted for the hours of 0730-2300, Monday – Friday. Lithotripsy Cases after 15:00 must be approved by the Board Runner.
- Room assignment is based on the following factors
 - Room availability: (may vary with staffing availability)
 - Five(5) rooms for simultaneous use M-F 0730-1500;
 - Three (3) rooms available until 1900;

SURGERY DEPARTMENT

- One (1) room available after 19:00
 - Cystoscopy and TUR's are scheduled for the Lithotripsy area whenever possible; however cystoscopic procedures may be done in any of the open rooms.
 - Pacemakers are scheduled for the Cardiac Cath Lab or Special Room
 - X-ray procedures are scheduled for Radiology.
- Considerations for Scheduling include:
 - Number of rooms the Anesthesia Department and Surgery Department can staff;
 - Specific procedures which cannot be scheduled simultaneously;
 - How closely cases can follow each other.
- Coordination of Surgical Cases with Radiology includes the following:
 - Cases posted in cws module for Radiology.
 - Cases Notifying Radiology, via printed surgery schedule for planned cases and via telephone for add-ons or emergency, when the following occur:
 - Use of the special procedures x-ray room are scheduled;
 - Cases requiring use of the C-arm are scheduled (Radiology Tech controls the fluoro environment when the C-arm is used);
 - Cases requiring the use of contrast (which Radiology supplies to the OR);
 - Retrieving from radiology personnel x-ray folders for patients having surgery as noted on the surgery schedule. Radiology will also return films to their department at the end of the day.
 - When portable x-rays are requested during cases, Radiology is notified (preferably 15 minutes prior to the time needed as the x-ray tech will have to clean the x-ray unit with disinfectant and don a scrub suit and other proper attire) prior to entering the O.R. Suite.

Scheduling Outpatient Surgery, Surgical Observation, Surgical AM Admits, Elective Cases

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F	<ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Any other special requests or instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • Obtain information needed and enter it into the computer • Confirm privileges of operating practitioner to perform procedure requested • Confirm time with requestor • Set up preoperative visit for between the hours of 0800-1800 M-F (30 minutes apart) or advise patient to call OPS Department • Notify Admissions, Surgery, and Outpatient Surgery of patient scheduled by: <ul style="list-style-type: none"> ○ Information sheets print automatically to the designated OPS printer ○ Surgery schedules print automatically at 1800 the day before the procedures to printers in the designated areas .

Scheduling Emergency Cases During Normal Surgery Department Hours

Requestor	Scheduled By	Information Needed	Scheduling Process
Surgeon	Surgery Director or Designated RN	<ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth 	<ul style="list-style-type: none"> • If the emergency will reschedule or delay a scheduled case, the surgeon is advised that he must clear it with the

SURGERY DEPARTMENT

		<ul style="list-style-type: none"> • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Any other special requests or instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • surgeon being rescheduled. • Arrange for a surgery suite. • Notify the Anesthesiologist on call to coordinate anesthesia coverage. • Advise surgeon of proposed starting time. • Notify central scheduling of the change; • Central Scheduling will add procedure to the schedule and obtain needed information
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Scheduling Emergency Cases Outside Normal Surgery Department Hours

Requestor	Scheduled By	Information Needed	Scheduling Process
Surgeon	Board Runner (Surgery Charge Nurse)	<ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer • Time slot request • Any other special requests or instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • Notify Anesthesiologist on call and decide on start time. • Notify House Supervisor • Call in the "on call" team including PACU. • Notify ancillary departments needed, e.g. Radiology

Modifications to the Surgery Schedule: Cancellations, Additions, etc.

Requestor	Scheduled By	Information Needed	Scheduling Process
Operating Practitioner's Office/ Operating Practitioner	Central Scheduling 0730-1700 M-F	<p>Cancellations</p> <ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Procedure to be performed • Type of anesthesia • Time slot request that was scheduled <p>Modifications/Additions:</p> <ul style="list-style-type: none"> • Surgeon/practitioner's name • Patient's name, age, sex • Patient's date of birth • Procedure to be performed • Diagnosis • Estimated length of procedure • Assistant's name, if applicable • Type of anesthesia • Patient's telephone numbers for: <ul style="list-style-type: none"> ○ Home ○ Business ○ Employer 	<p>Cancellations-same day</p> <ul style="list-style-type: none"> • Enter change on computer including code for why case cancelled • Notify Surgery Director or Designated Charge Nurse who will: <ul style="list-style-type: none"> ○ Notify: <ul style="list-style-type: none"> Surgery Personnel Anesthesiology & PACU Other Depts. as needed ○ Decide if other cases may be "bumped up" <p>Cancellations-future dates</p> <ul style="list-style-type: none"> • Enter change on the computer including code for why case cancelled; • Autoprint the cancellation notice to the affected department(s) <p>Modifications/Additions:</p> <ul style="list-style-type: none"> • Obtain information needed and enter it into computer

SURGERY DEPARTMENT			
		<ul style="list-style-type: none"> • Time slot requested • Other requests/instructions • If available, patient's insurance information or group number 	<ul style="list-style-type: none"> • Confirm privileges of operating practitioner to perform procedure • Confirm time with requestor • Notify the Surgery Department Director or Charge Nurse who will <ul style="list-style-type: none"> ○ Notify: <ul style="list-style-type: none"> Surgery personnel Anesthesiology PACU Other Depts. As needed ○ Decide if overall schedule needs to be changed

ORIGINATED BY: Patti Bell, Central Scheduling Coordinator; Jane Heckler, Patient Access Director	DATE: 2/2003
REPLACES: Nursing, 680-001 Scheduling Exams in the Cardiac Cath Lab; Nursing, 680-014 Rescheduling Delayed Exams in the Cardiac Cath Lab; Nursing, 659-005 Scheduling Endoscopic/Pain Management Procedures; Nursing 760-005 Scheduling of Infusion Therapy Patients; Nursing, 670-021 Scheduling Procedures in Labor and Delivery; Nursing, 665-012 Scheduling of Outpatient Surgery Patients, Surgical Observation Patient and Surgical AM Admit Patients and Setting Up Pre-Admission Time (one section); Nursing, 661-029 Scheduling Elective Surgical Procedures; Nursing, 661-030 Scheduling Emergency Surgery; Nursing 661-019 Modification of Operating Room Schedule; Nursing 661-025 Interdepartmental Policies for Radiology and Surgery	
APPROVED BY: Policy Committee	DATE: 8/21/2003
APPROVED BY: Cardiac Cath lab Director	DATE:
APPROVED BY: Cardiopulmonary Director	DATE:
APPROVED BY: Endoscopy/Pain Management Director	DATE:
APPROVED BY: Infusion Therapy Manager	DATE;
APPROVED BY: Women's Services Director	DATE:
APPROVED BY: Radiology Services Director	DATE:
APPROVED BY: Surgical Services Director	DATE:
APPROVED BY: Chief Nursing Officer	DATE:
APPROVED BY: Patient Access Director	DATE: