A. GENERAL STATEMENT OF POLICY:
To establish a policy for scheduling of referred patients.

B. SCOPE:
This policy will cover the Department of Surgery.

C. ADMINISTRATION:
This policy will be revised by the administrator and approved by the chairman.

D. TEXT:
In order to provide the highest quality service and care to our patients and referring physicians, all referred appointments will be scheduled consistent with clinical urgency and follow this protocol:
All PNS Referral Center and TTUHSC internal referrals will be scheduled through the consult/referral pool with PowerChart with the first available appointment and this information will be sent back to the referring via the message center as well. Specific guidelines for appointment timeframes are continually established and changed by physicians or the clinic operations committee. When these scheduling changes occur, the Associate Administrator or PSS Supervisor will notify all staff via e-mail of the change. This includes self pay patients referred from PNS. In the case of the self pay patients, the policy regarding the self pay or non funded patients will apply.
All referrals being scheduled by a physician’s office will be handled by the schedulers in this manner:
- Look up first available appointment in IDX.
- Provide this information to the physician’s office staff and schedule the appointment.
- If the first available appointment is not acceptable, then the scheduler should ask what time frame is acceptable.
- The scheduler should overbook in accordance with the attending physician’s preference to accommodate the time frame needed. All questions should be directed to the physician’s nurse, the head nurse, associate administrator or PSS Supervisor for determination.
- PNS will notify the patient of the appointment. For TTUHSC our office will notify the patient of the appointment. All Team Choice and premium payer referrals should be scheduled following the physician office referral process. Any time an appointment is made for a patient by overbooking; this information needs to be recorded in the comments section of IDX. Also, a nurse message needs to be generated and sent to the attending physician’s nurse alerting him/her of the appointment and circumstances.

Referrals outside of PNS and TTUHSC will be scheduled via a faxed consult (which should include demographics, insurance, records, and a full history and physical on the patient). The appointment will be made and the call made to the patient and the referring physicians office.
ENT Radius Medicaid Requirements: ENT appointments for patients with Medicaid outside an 80 mile radius will only be scheduled for specific diagnosis that we treat that other ENT’s do not. This includes cancer patients and facial plastics including abnormal head shapes and cleft palates.

E. DISTRIBUTION

This policy and procedure should be distributed to all Department of Surgery Employees.

F. REVISION

It shall be the responsibility of the administrator and/or designee to indicate any revisions to this policy and it shall be the responsibility of the chairman to approve any revisions to this policy.