

# Radiology Scheduling Protocols

- The scheduling office staff is responsible to provide scheduling with complete and accurate information to schedule a case
- Cases may be scheduled by calling 239-424-1499 (LMH, HP, CCH) Fax 239-424-1439 or 561-3200 (GCMC)
- Two patient identifiers must be provided at all times (Name, Date of Birth are preferred)
- Forms with unapproved abbreviations, cross-out and illegible handwriting cannot be accepted due to safety implication and will be returned. The case is not considered scheduled until all the required information is received and confirmed
- In order to ensure optimal readiness of the patient, reduce the chance of delays or cancellations, the Lee Heath goal is to establish a 72 hour scheduling rule; Elective procedures should be scheduled at least 72 hours prior to the day of surgery. This allows adequate time to complete the required steps to assure that your patients have a safe and pleasant surgical experience at LMHS
- **H&P** must be completed no more than **30 days** before procedure. The document must be signed with signature to include **date and time**
- FOR GCMC Pre-Operative order sets are to be scanned / faxed or emailed to the PPT department when the surgery is scheduled. The last page must be signed, dated and timed to include the number of pages in the order set. Initial any internal pages where changes, such as additions, omissions or strike-out of components that do not apply, have been made

**IMPORTANT REMINDER:** Patient information for scanning into the electronic medical record must be **100% correct** for patient safety and regulatory compliance. Examples of the most common incomplete/incorrect office documents are as follow: Missing date, Missing time, Abbreviations, Incomplete order sets, Missing signatures, Missing two patient identifiers (Name, Date of Birth), Incomplete or missing information on consent forms.

