

US SCHEDULING GUIDELINES

GENERAL INFORMATION FOR SCHEDULING STAFF

Ultrasounds are scheduled at all locations on the 30-minute interval, the last exam at Carlsbad at 4:30PM, Gateway at 4:30pm and Elm 4:30 PM. Please refer to the schedule in MedInformatics Book View/Scheduling Wizard

SCHEDULING EXAMS

- **Answer the phone by 2nd ring (polite, professional, accommodating demeanor with a smile)**

“Thank you for calling Valley Radiology, [provide your name] speaking, how may I help you today?”

“Please give me a few seconds to find your records in our system”

“ In case we get cut off or we need to call you back, I would like to verify your contact information in our system.”

1. What is the best phone number that you can be reached?
2. What is your email address?

- **Carefully review the order and any accompanying notes. If no record, order or other accompanying notes exist for the patient then go ahead and generate an Exam request in the RIS.**

“Your doctor has ordered at CT scan of your [body part], does that sound right?” This might have to be rephrased if no order is found in the RIS to something as follows: “What body part has your doctor ordered an CT for ?”

“before I can make your appointment, I need to ask you a few safety related questions”

“Before I can make your appointment, I need to ask you a safety related question. “

“What is your height and weight? [Table weight limit at all VRC sites is 300 lbs)

“Thank you for answering that question, I now need to ask for your insurance information”

- **Carefully input insurance information**
- **Proceed to book the exam**

Scheduling Tip 1: unless it is a STAT exam, be mindful of the patient’s insurance/authorization lead time and depending on whether labs are available or not, schedule the exam with enough days out to allow authorization staff to obtain the necessary authorization and to arrange to get the necessary laboratory results.

Scheduling Tip 2: Be aware where the open Ultrasound slots are in the system and try to book the patient at the less impacted VRC offices

“Here is what I have available for you, [name the facility/city and appointment time], can I go ahead and book that appointment for you?”

- **After a couple of attempts in trying to direct the patient to the less impacted VRC Ultrasound site, if the patient insists on a particular VRC facility then go ahead and offer an open slot day/time for that facility.**
- **Proceed to review procedure preparation with patient**

PROCEDURE PREPS

US Abdomen – NPO after midnight if morning exam. If afternoon exam, NPO for 6 hours prior to exam time. 30-minute exam.

US Abdomen/Pelvis & Abdomen/Renal– Prep patient for Pelvis or Renal portion of exam first. 32 ounces of water, to be completed 1 hour prior to exam, and do not void bladder. Also cover the preparation procedure for the abdomen: NPO (solid foods) after midnight if morning exam. If afternoon exam, NPO for 6 hours prior to exam time. 60-minute exam.

US Pelvis – 32 ounces of water, to be completed 1 hour prior to exam, and do not void bladder. 30 minute exam.

OB – less than 14 weeks –generally trans Abdominal/Endovaginal – 32 ounces finish water 1 hour prior and do not void. 30 minute exam.

OB – more than 14 weeks – generally trans Abdominal (measuring size of baby) – 32 ounces water finish 1 hour prior and do not void. 60 minute exam.

Renal –Prep – 32 ounces water finish 1 hour prior and do not void. 30 minute exam.

Prostate – 32 ounces water finish 1 hour prior to exam and do not void. 30 minute exam.

Scrotal – 30 minutes – No Prep

Thyroid/Soft Tissue Neck/Other – 30 minutes – No Prep

Venous Duplex - 30 minutes – No Prep – generally these are *STAT*** exams and if so always work these into the schedule!**

Arterial Leg – 60 minutes – No Prep

VRC does not do **ARTERIAL ARM EXAMS** at any of our sites

Hysterosonogram (GWY & Elm) – ask if patient has had recent pelvic US. If not, need to schedule Pelvic and Hysg to follow – 60 minutes.

Hysterosonogram w/pelvic US(GWY & Elm) – 60 min – 32 ounces water 1 hour prior to study, do not void.
**radiologist to perform study, check to see if appropriate rad on site (AN, PP)

Encourage patient to go to www.Radiologyinfo.org to learn more about their procedure. It is also available in Spanish.

WRAP UP

-Ask patient if they any pertinent prior exams that will need to be requested before patients is seen, communicate with Celine so they can be ordered

“Please allow me to summarize your appointment”

“I have booked an appointment for you on [name the day] [month] at [time] at our [name of VRC facility] in [name City]”

Example: I have booked an appointment for on Wednesday September 15 at 9am at our Gateway facility in Poway”

“Please visit our website www.valleyrad.com for address and directions and phone number to the facility, otherwise, I can give you that information now”

“Finally please keep the following in mind

1. Arrive 15 minutes prior to your exam time to allow for registration. To save time, you can go on our website www.valleyrad.com to print out the necessary registration forms and fill them out ahead of time.
2. Don't forget to Bring photo identification and insurance card(s). Our staff will not be able to perform your procedure without these identification cards.
3. Depending on your insurance, you may have a copayment and/or co-insurance at the time of your service. Please be prepared to pay the necessary amount. We accept cash, checks and credit cards.
4. One or two days before your appointment another VRC staff member should be calling you to remind you of your appointment and he/she should also have information on the exact amount of payment that is due at the time of service.
5. Wear comfortable, clothing

“Are there are any questions or concerns I can answer for you?”

“Thank you so much for calling Valley Radiology”

REFERENCE DOCUMENTS

1. **INSURANCE/AUTHORIZATION MATRIX**
2. **Capitated contract summary sheet for SCMG Inland, Graybill Escondido and Coastal**
3. **VRC FACILITY ADDRESSES/MAIN PHONE NUMBERS**