

FLOURO INJECTION SCHEDULING GUIDELINES

Arthrogram, Epidural Steroid Injection, Myelogram, Joint pain injections

GENERAL INFORMATION FOR SCHEDULING STAFF

1. Gateway Only (Check Radiologists Schedule)
2. 300 lb weight limit- cannot exceed
3. Monday - Friday 9:00 AM – 11:30 PM
4. Schedule on a 30-minute intervals for each injection

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”

- Carefully review the order and any accompanying notes

“I see that your doctor has ordered a [state the exact exam Epidural steroid injection, myelogram, joint injection, arthrogram] does that sound correct?”

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

OPENING QUESTIONS:

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

“Thank you for answering those questions, I now need to ask for your insurance information”

- Carefully input insurance information
- Proceed to book the exam

Scheduling tip 1: Be mindful of the patient’s insurance/authorization lead time and depending on whether we need to obtain outside images/reports, schedule the exam with enough days out to allow authorization staff to obtain the necessary authorization and to arrange to get the necessary images/reports.

Scheduling tip 2: Be aware where the open Biopsy slots are in the system. “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?”

- Proceed to review procedure preparation with patient

PROCEDURE PREPS

NPO (solid foods) after midnight. Hydration ok.

Tylenol is ok

Allergies to local anesthesia?

Patient needs to have a driver

“Are you on any type of blood thinners or non-steroidal anti-inflammatory type of medications?”

BLOOD THINNERS:

Patients MUST be off blood thinning medication for 5-7 days prior to biopsy.

Patient to consult the referring doctor that prescribed the blood thinner first. VRC staff to contact referring doctor that prescribed the blood thinners, and notate the approval in patient chart.

If patient is on blood thinners, labs are to be drawn 24 hours prior to biopsy (INR, PT, and PTT)

If medication cannot be stopped, please talk to radiologist

Resume Medications and Supplements: after 1-2 days following biopsy (unless on going bleeding)

COUMADIN

If patient of COUMADIN (Warfarin, Xarelto) they should stop Coumadin for 7 days prior to procedure **ONLY WITH THE PERMISSION OF THE PRESCRIBING DOCTOR. Labs must be drawn after blood thinners have been stopped.

***INR MUST BE 1.5 OR LESS

Heparin

1. IV Heparin: hold 4 hours prior to procedure
2. LMV Heparin: Enoxaparin (Lovenox) hold 24 hours before procedure

No coagulation bloods (INR, PTT) required if Heparin has been held, unless patient is on additional blood thinners

- ADP receptor antagonists (Clopidogrel or Plavix) must be stopped for 7 days prior to exam

Other Medications to hold 5-7 days prior to biopsy, spine procedures. Hold 1 day prior to arthrogram /joint injection procedures.

1. Aspirin (Excedrin & Bufferin)
2. NSAIDs (Advil, Motrin, Ibuprofen, Nuprin, Naprosyn, Naproxen, Aleve, Indomethacin)
3. Plavix- 5 days
4. Celebrex does not need to be stopped

Supplements

1. Percodan
2. Vitamin E
3. Fish Oil (Omega 3 fatty acids)
4. Herbal Medicines (Gingko Biloba)
3. additional blood thinners

Quantative Platelet Disorders (Thrombocytopenia)

It is best to avoid biopsies in patients with <50,000 platelets. These patients should be referred to the hospital.

***EXCEPTIONS: If medication CANNOT be withheld ex. There is an urgent or immediate need for the procedure-Discuss with VRC radiologist. At radiologist discretion-may proceed.

Arthrograms/Joint injections- -Stop aspirin/NSAID 5 days before procedure. Consult rad if urgent procedure.

1. Must Schedule 30 min Flouro-injection appointment before MRI appointment
2. Followed up by a MRI-Arthrogram 60 minute appointment block

Myelograms-Stop aspirin/NSAIDs 5 days prior to procedure.

3. Must Schedule 30 min Flouro-injection appointment before CT Myelogram appointment
4. Followed up by a CT-Myelogram 60 minute appointment block

ESI- Check in 30 minutes prior to exam-Stop aspirin/NSAIDs 5 days prior to procedure.

- **Encourage patient to go to 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 30 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.

“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. **VRC FACILITY ADDRESSES/MAIN PHONE NUMBERS**
3. **VRC CAPITATION CONTRACT SUMMARY SHEET FOR SCMG INLAND, GRAYBILL ESCONDIDO AND GRAYBILL COASTAL**