 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-E-63-P01-S05
	Effective Date:	05-31-2022
	Document Type:	Standard Operating Procedure
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	Department/Section:	Department of Imaging Sciences
	Document Title:	<b>SCHEDULING, RECEIVING AND CHARGING PROTOCOL</b>

### **PURPOSE:**

To establish and maintain an organized and orderly process of scheduling and receiving patients with their corresponding charges for specific procedures and also define additional charges accordingly.

### **SCOPE:**

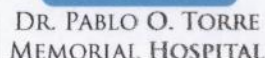
Applies to all Department of Imaging Sciences (DIS) Staff of Dr. Pablo O. Torre Memorial Hospital

### **PERSON RESPONSIBLE:**

Department Manager, Radiologic Section Head, DIS Clerks, Radiologic Technologist.

### **GENERAL GUIDELINES:**

- 1 For the purpose of this SOP the following terms are defined:
  - 1.1 **Scheduling.** The process by which a specific date and time is assigned for a planned procedure/activity. This is applicable for CT Scan, MRI, Bone Densitometry, Ultrasound and Special Procedures.
  - 1.2 **Receiving.** The act by which the client is accepted and accommodated for an inquiry or a scheduled procedure/activity.
  - 1.3 **Charging/Rendering.** The process by which the request is accepted, rendered, and appropriate charges for an examination is billed to the patient. Certain procedures or STAT examinations are charged an additional cost.
- 2 Operating Hours:
  - 2.1 X-ray and Mammogram (Simple procedures) 24 hours a day from Monday to Sunday
  - 2.2 CT Scan 24 hours a day from



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Monday to Sunday

2.3	Ultrasound	24 hours a day from Monday to Sunday
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2.4 MRI 24 hours a day from Monday to Saturday

2.5 Bone Densitometry 8:00 AM – 4:00 PM  
Monday to Saturday

3 STAT fees shall be charged to the patient by the Radiologists for examinations done beyond the time indicated below according to the approved STAT fee schedule.

3.1 MRI after 8:00 PM


3.2 CT Scan after 10:00 PM

3.3 Ultrasound after 10:00 PM

4 In the event of cancellation of the procedure where the Radiologist called to perform has already confirmed and is on his/her way to the hospital or is in the hospital vicinity, a cancellation fee shall be charged.

5 It shall be the responsibility of the Radiologic Technologist on duty to contact the scheduled 1<sup>st</sup> call Radiologist for stat cases. If the 1<sup>st</sup> call Radiologist cannot be reached or is not available, the Radiologic Technologist shall call the 2<sup>nd</sup> call Radiologist and so on.




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- 6 Emergency patients shall be given priority. In this case, the staff shall explain the situation to those scheduled patients and also to the Radiologist who will do the procedure.
- 7 All schedules shall be final; however unforeseen circumstances may cause delays and so some examinations may have to be adjusted. These cases shall not be subject to a surcharge fee.
- 8 As soon as the patient is scheduled, the preparation/instruction forms shall be given before the examination.
- 9 The patient not requiring any preparation shall be scheduled or examined on the same day.
- 10 The patient shall never be left alone inside the examination room before, during or after the examination.
- 11 A schedule shall be forfeited if the patient comes late for more than 15 minutes and his/her schedule shall be given to the next patient in line. However, the tardy patient shall be examined on the next vacant schedule as long as both the patient and the Radiologist are still present inside the room or notified of their new schedule.
- 12 It shall be the policy of the unit to call or remind the patient of his/her procedure a day before his/her schedule.

#### **PROCEDURE:**

#### **OUTPATIENT/WALK IN:**

1. The DIS Clerk schedules and logs the time and date of the procedure on the official schedule book.

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2. The Radiologic Nurse or DIS clerk gives instruction for preparation. (*See specific procedure protocols for preparations*).
3. Those with **HMO/ Insurances/ Company guarantees**, are instructed to bring their **letter of authority/letter of guarantee** on the day of the examination.
4. On the day of the exam, the patient presents the request and fills in the patient's data sheet.
5. The Radiologic Technologist or Radiologic Nurse asks the patient to read and sign the informed consent on procedures requiring the same.
6. The patient is prepared for the procedure.


#### **INPATIENT:**

1. The nurse encodes the request on the Bizbox hospital system under the Patient Care and requisition under DIS.
2. The Radiologic Technologist/DIS Clerk renders the request from Bizbox, logs the time and date of the procedure on the official schedule book and confirms with the requesting station/Nurse-on-Duty. **Note: All rendered requests are considered charged.**
3. Once the patient is scheduled, any instruction for preparation is given by the Radiologic Technologist on duty to the NOD.
4. The special needs of patients/instructions are duly **ENDORSED** by the Nurse-on-duty to the DIS Clerk/Radiologic Technologist-on-duty which will include infection precaution. Thus, the Radiologic Technologist calls the station to wait for further instruction.

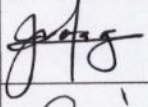
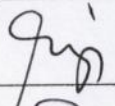
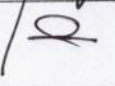
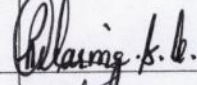

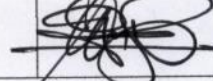


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5. The DIS clerk/Radiologic Technologist informs the station to bring down the patient.
6. Thus, the Nurse on duty transports the patient on the scheduled date and time. In the event of unforeseen circumstances, the procedure may sometimes be delayed or may not start on the exact time.
7. The critical patients from the floor must be accompanied by a resident or intern upon transport to the DIS.
8. Once the patient arrives at the DIS, the Radiologic Technologist or Radiologic Nurse prepares him/her for the procedure.

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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>PARKE KIMBERT S. JUANGA</b> Radiology Section Head		7.7.22
	<b>BONIFACIO C. SEPICO, RMT</b> Department of Imaging Sciences Manager		7/7/22
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPSQua, FPCHA</b> Quality Assurance Supervisor		07-07-2022
Recommending Approval:	<b>ROSARIO D. ABARING, MN, MBA-HA, PhD, FPCHA</b> Ancillary Services Division Officer		07.07.2022
	<b>FREDERIC IVAN L. TING, MD</b> OIC- Total Quality Division		7-8-22
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		9/10/22




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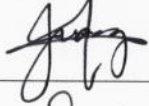
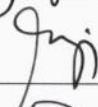



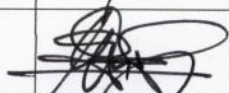
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KEY TASK	PERSON RESPONSIBLE
OUTPATIENT/WALK IN	
1. Schedules and logs the time and date of the procedure on the official schedule book.	DIS Clerk
2. Gives instruction for preparation.	
3. Presents the request and fills in the patient’s data sheet.	Patient
4. Asks the patient to read and signs the informed consent on procedures requiring the same.	Radiologic Technologist or Radiologic Nurse
5. Prepares the patient for the procedure.	
INPATIENT	
1. Encodes the request on the Bizbox hospital system under the Patient Care and requisition under DIS.	Nurse on-duty
2. Renders the request from Bizbox, logs the time and date of the procedure on the official schedule book and confirms with the requesting station/Nurse-on-Duty.	Radiologic Technologist/DIS Clerk
3. Endorses special needs of patients/instructions.	Nurse-on-duty
4. Informs the station to bring down the patient.	Radiologic Technologist/DIS Clerk
5. Prepares the patient for the procedure.	Radiologic Technologist or Nurse



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Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		9/10/22





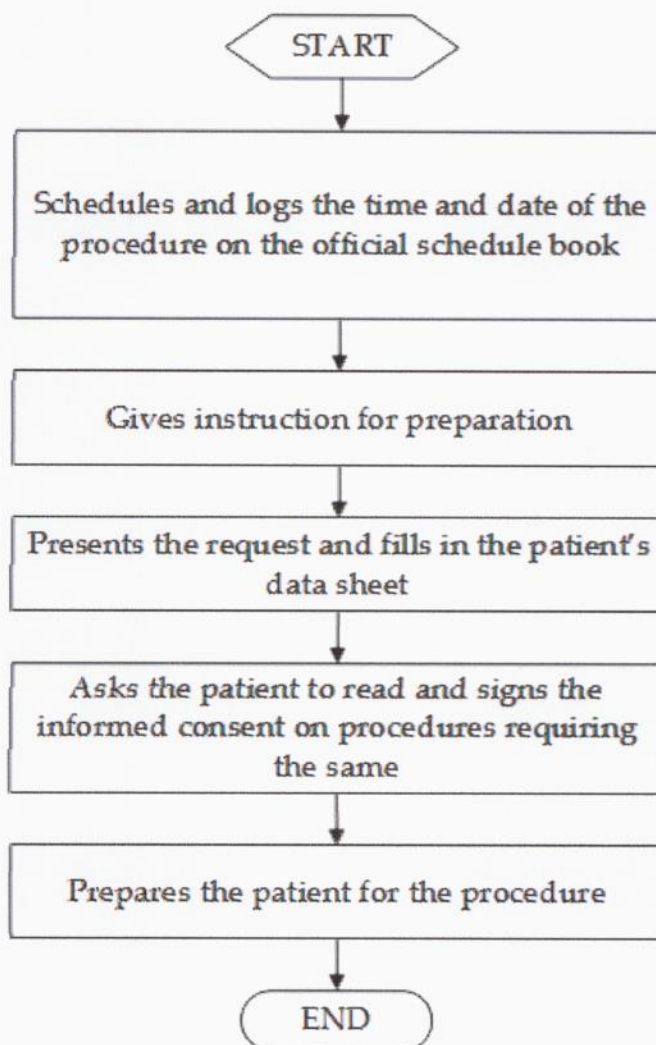
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## FLOWCHART

### OUTPATIENT/WALK IN





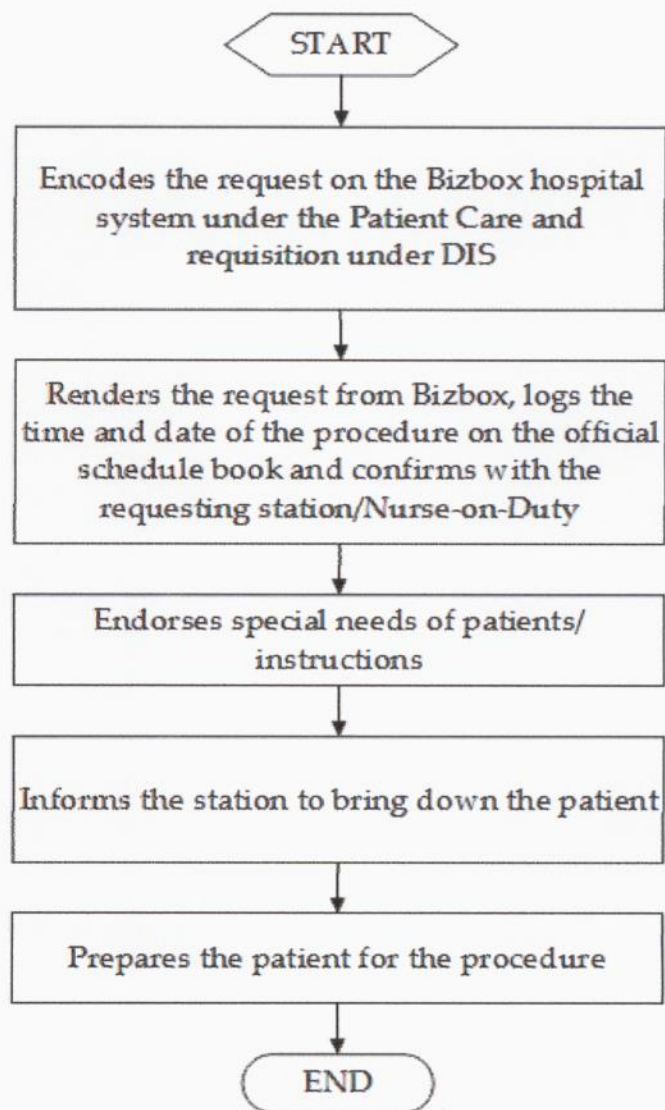
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## FLOWCHART

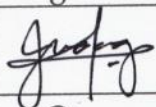
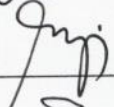

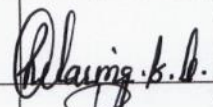

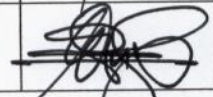
### INPATIENT





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