 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-E-65-P03
	Effective Date:	05-31-2022
	Document Type:	Policy
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	Department/Section:	Non-Invasive Cardiovascular Imaging Sciences
	Document Title:	SCHEDULING AND RECEIVING OF PATIENTS

PURPOSE:

To establish and maintain an organized and orderly process of scheduling and receiving patients for specific procedures.

LEVEL:

Cardiologists/Sonologists, Nurses on Duty, Cardiovascular Technicians

DEFINITION OF TERMS:


Scheduling- is the process by which a specific date and time is assigned for a planned procedure/activity.

Receiving- is the method by which the client is accepted and accommodated for an inquiry or a scheduled /activity.


POLICY:

1. OPERATING HOURS. The following schedules shall be followed strictly:

Non-invasive cardiovascular procedures (2D echo, Vascular Studies, Stress Test)	Monday to Saturday 6:00 AM to 10:00 PM
OB/Gyne ultrasounds (Pelvic ultrasound, transvaginal/transrectal/ultrasounds, follicle scan, biophysical scoring), 3D/4D Imaging	Monday: 10:00 AM to 12:00 PM 2:00 PM to 5:00 PM Tuesday, Wednesday, Thursday: 1:00 PM to 3:00 PM Friday: 10:00 AM to 12:00 PM 2:00 PM to 5:00 PM

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2. Special appointments for procedures beyond the regular hours may also be arranged as long as the machine and the Sonologist are available on the preferred time.
3. Life threatening conditions such as pericardial effusion, cardiac trauma, acute limb ischemia, pre-surgery patients for stat operations are stat cases which requires immediate Echocardiography and Vascular Studies shall not be subjected to any surcharge fee.
4. The Attending Physician shall refer the patient to the Sonologist of choice to properly endorse the case of the patient. The Ultrasound Technician is present only to assist the Sonologist and the patient during the procedure. Preferably, the Sonologist shall inform the department of the stat procedure for verification.
5. Emergency patients shall be given priority. In this case, the staff shall explain the situation to scheduled patients and the Sonologist who will do the procedure.
6. All schedules shall be final. However, unforeseen circumstances may cause delay and some examinations have to be done after regular operating hours. These cases shall not subjected to any surcharge fee.
7. As soon as the patient is scheduled, preparation/instruction forms shall be given and shall be read by the patient before the examination.
8. Patients not requiring any medical preparation prior to a procedure may be scheduled or examined on the same day.

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9. Surcharge fees shall be applies to all cases during holidays as compensation for the overtime of the employees.
10. The Ultrasound Technician shall accompany the patient inside the ultrasound room before and after the examination.
11. A scheduled examination shall be forfeited if the patient or the Sonologist comes in late for more than 30 minutes. This would accommodate other scheduled examinations. The patient shall be rescheduled for the next vacant slot.

TURN AROUND TIME (TAT)

Scheduling of procedures	Time
Receiving and confirmation of request/ procedure	3 minute
Confirmation with physician of the sched- uled time and date	3 minutes
Patient instructions	4 minutes


Receiving of patient	Time
Completion of pre-exam paperwork	3 minute
Examination charging and billing activities	3-5 minutes

DOCUMENTATION:

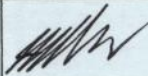
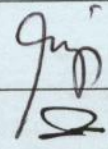
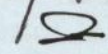
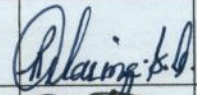
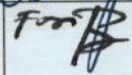

New Policy

DISSEMINATION:

Policies and Procedure Manual
Communicator Bulletin Board

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APPROVAL:

	Name/Title	Signature	Date
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