

# Protocol for Scheduling Cases:

## Before you book you will need:

To properly schedule a case, the following information is required when requesting to book:

1. Patient legal Name.
2. Date of Birth.
3. Patient Address.
4. Patient Phone.
5. Patient Insurance.
6. ICD10/diagnosis code.
7. CPT codes.
8. Procedure/consent (without abbreviations).
9. Patient class/admission.
10. Anesthesia type.
11. Approximate start time of case.
12. Duration of procedure.
13. Any Special Equipment or Vendors.

## When Ready to book you have an option on how you submit your case to our scheduling team:

1. **Surgery Scheduling Request's (SSR's/Nintex):** An online booking request form is available to send cases electronically (<http://ntx.lv/2dplg0W> ). They are monitored all day, assigned, and entered on the schedule. A confirmation e-mail is sent back to office upon original submission and completion of case. This email includes the booking number and a recap of the case scheduled. The form provides an option to make changes to any request without refilling a new request. If any problems occur, the scheduler will call the office to discuss all available options to accommodate the doctor and patient.

*Clinical Orders and Documentation will need to be faxed to 480-882-7874 upon submission of case request. Our PAT department will reach out if they require any additional information.*

- 2. Epic Case Requests:** Offices with access to Epic will enter a case request and orders within the Epic System for future surgery. Scheduling will review for accuracy and availability prior to booking. If there are any problems with the case the scheduler will communicate with the office to discuss.

Clinical clearance documentation will need indexed into chart or faxed to 480-882-7874 upon availability.

- 3. Faxed Cases:** The case scheduling form (Downtime form if online booking is unavailable) is faxed to 480-882-7874. Once received a scheduler will be assigned to book the case. The request will be reviewed to ensure all the necessary information is provided prior to proceeding to book the case. If there are any problems with the case, the scheduler will call the office to discuss.

Clinical Orders and Documentation will need to be faxed to 480-882-7874 upon submission of case request.

- 4. Phone:** To schedule by phone, doctor's office calls 623-580-5800. The calls are routed to queue available to all schedulers. The office will need to provide the scheduler with all the information needed as listed above. The case is confirmed with the office and the booking number provided.

Clinical Orders and Documentation will need to be faxed to 480-882-7874 upon completion of case booking.

## Online Scheduling System Overview

This online form will now replace email and/or fax case requests previously utilized. The attached Surgery Clinical Orders will need to be received via fax within 24 hours of booking the case to 480-882-7874.

Click the [HonorHealth Scheduling Request](#) link to be redirected today

Benefits to the reservation form include:

- ✓ Freedom and flexibility when making requests.
- ✓ Submission receipts sent directly to your email!
- ✓ Scheduling confirmations complete with booking reference number direct to your email.
- ✓ Easy to use form that allows for modifications to original request!

- ✓ Built in field requirements to ensure booking accuracy!
- ✓ Less time spent scheduling!

Simply save the [HonorHealth Scheduling Request](#) link to your internet favorites!  
If a fax request must be utilized, please make use of the attached Surgery Request Form

**Please see attached Scheduling Instructions for my information on how to use the form.**

**Please note:** The online reservation is to be used for future dates of service and should not be used for same day or next day add on cases. Please call to schedule these cases and submitted clinical orders directly to Pre-Admission Testing.

### **Once case is scheduled:**

Please fax all clinical documentation within 24 hours of booking to 480-882-7874.

Clinical documentation to send includes:

1. HonorHealth Pre-Operative Clinical Order
  - a. Office can send private practice orders if all information matches what is on HonorHealth form included.
  - b. Please reference HonorHealth Perioperative Evaluation Guidelines and Network Lab Testing Guidelines forms to determine if your patient will require clearance or testing for surgery.
2. History and Physical or most recent office note.
3. Clearance documentation (if available).

Our PAT department will make every effort to connect with your patient and review their medical history prior to surgery. If the department determines any additional documentation may be required, they will reach out to your office directly.

Please note that the PAT department will direct patients back to the office if they have any questions regarding prepping for surgery or date/time of surgery. PAT will only reinforce instruction provided by office, they do not advice on when to arrive or how to prepare for surgery.

We have prepared some generic material to provide your patients regarding preparing for surgery if you choose to use them, they are attached to this communication.

Please see the included a contact list to assist you with the common numbers that you may need regarding scheduling.

If you have any questions or would like to walk through a case together, I can set up a virtual meeting to review in further detail.