(A) Policy Statement

The scheduling of outpatient consultations shall be the responsibility of the Secretary/Front Desk Staff. In their absence, this shall be the responsibility of the person providing medical receptionist services.

(B) Purpose of Policy

To maintain control of outpatient consultations and to prevent conflicts in patient scheduling.

(C) Procedure

1. Schedule patients in Aria – Assign Tasks:
   - Gather Records
   - Pre-Consult Duties
   a) Gather Records Task
      - Complete each item as you check that they are in Athena, Clinical Portal, Medical Records Tab.
      - If not in these electronic records, you will have to call other hospitals and or clinics to gather these records, get images on discs, and scan into EMR.
   b) Pre-Consult Duties Task
      - Complete as each task is completed
2. Assign Primary Oncologist & Consulting Oncologist
   - Record these in Aria
3. Schedule RN Teaching
   - ½ hour before Simulation time
4. Schedule CT Sim
   - In coordination with Radiology
   - Put scheduled time in Aria
5. Entrusted Contact
   - When patient comes in for the first time, ask the patient if this contact is who we can speak to regarding any information.
   - "HIPAA" check √ the box if yes
     - If there is a 2nd Contact Person, Journal it.

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 Policies Superseded by This Policy: 38-012