


<b>Name of Policy:</b>	<u>Consultations – Outpatients</u>	 <b>THE UNIVERSITY OF TOLEDO</b>  <b>Effective Date: 8/1/2017</b> Initial Effective Date: 9/1983
<b>Policy Number:</b>	3364-134-12	
<b>Department:</b>	Radiation Oncology	
<b>Approving Officer:</b>	Chief Executive Officer, UTMC Professor & Chairman, Radiation Oncology	
<b>Responsible Agent:</b>	Technical Manager, Radiation Oncology	
<b>Scope:</b>	Radiation Oncology	
<input type="checkbox"/> New policy proposal <input checked="" type="checkbox"/> Minor/technical revision of existing policy		
<input type="checkbox"/> Major revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy		

### (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 2<sup>nd</sup> Contact Person, Journal it.

<p><b>Approved by:</b></p> <div style="text-align: center; margin-top: 20px;">         _____        Changhu Chen, MD        Professor &amp; Chairman, Radiation Oncology     </div> <div style="text-align: center; margin-top: 20px;">         _____        Daniel Barbee, RN, BSN, MBA        Chief Executive Officer     </div> <p style="margin-top: 20px;"><i>Review/Revision Completed By:</i> Michelle Giovanoli</p>	<p><b>Review/Revision Date:</b></p> <table style="width: 100%; border: none;"> <tr><td>10/22/1985</td><td>4/1999</td></tr> <tr><td>10/1986</td><td>3/2002</td></tr> <tr><td>1987</td><td>1/2007</td></tr> <tr><td>1988</td><td>4/22/2010</td></tr> <tr><td>1989</td><td>10/2011</td></tr> <tr><td>2/1990</td><td>10/2014</td></tr> <tr><td>11/1992</td><td>8/1/2017</td></tr> <tr><td>8/1993</td><td></td></tr> <tr><td>2/1995</td><td></td></tr> <tr><td>1996</td><td></td></tr> <tr><td>10/1997</td><td></td></tr> </table> <p style="margin-top: 20px;"><b>Next Review Date:</b> 8/1/2020</p>	10/22/1985	4/1999	10/1986	3/2002	1987	1/2007	1988	4/22/2010	1989	10/2011	2/1990	10/2014	11/1992	8/1/2017	8/1993		2/1995		1996		10/1997	
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<p><b>Policies Superseded by This Policy:</b> 38-012</p>																							