


Name of Policy: Scheduling of sleep studies Policy Number: 3364-171-04-05 Approving Officer: Chief Executive Officer Chief Operating Officer Medical Director Responsible Agent: Director, Respiratory Care Scope: The University of Toledo Medical Center Pulmonary Services Department		 Effective date: Original effective date: March 17, 2023	
Key words: Scheduling, No Show, Late cancellation, Caregiver, Staffing			
	New policy proposal		Minor/technical revision of existing policy
X	Major revision of existing policy		Reaffirmation of existing policy

(A) Policy statement

The Sleep Lab will schedule studies in a timely manner and in accordance with the American Academy of Sleep Medicine (AASM) staffing ratio.

(B) Purpose of policy

To establish guidelines for the appropriateness of scheduling, cancelling, and rescheduling of studies in the Sleep Lab.

(C) Procedure

(1) Once a complete order is received, the patient will be called by the clerical staff to schedule the appointment. A complete order consists of the following: study type to be performed, appropriate diagnosis, office/progress notes identifying the reasons why the study is being requested including a medical history, and signature of ordering provider and date.

(a) Patients will be scheduled in Epic.

- (i) All contact or attempted contact will be documented in the notes section.
- (ii) At the time of scheduling, the scheduler will verbally educate the patient of the importance of keeping all appointments. Cancellations require notification to the Sleep Lab 24 hours prior to the appointment.

- (b) At the time of scheduling, an informational packet containing the sleep questionnaire, medication list, and reminder letter will be sent to the patient.
- (c) A reminder letter shall include information regarding the Sleep Lab's cancellation and No-Show policy.

(2) First "no show/late cancellation".

- (a) The patient will be called and reminded of the importance of keeping the next scheduled appointment.

(3) Second "no show/late cancellation".

The patient's order will be placed in deferred status in the event the patient should call to reschedule. No attempt will be made to contact the patient to reschedule after the second incident unless specifically requested by the patient or provider.

(4) Third "no show/late cancellation".

The patient will no longer be able to schedule an appointment for testing in the Sleep Lab as the limit has been reached for no show/cancellation per policy. The exception to this would be if the patient has a new face to face with the provider and a new order placed. The patient will be counseled by the scheduling staff regarding the importance of keeping the appointment.

(5) Patients requiring a caregiver.

- (a) All patients requiring a caregiver must have confirmation at the time the appointment is booked that a caregiver is available and able to assist during the study.
- (b) At the time of scheduling, the patient or caregiver will be educated on the policy referring to the required use of a caregiver should the patient be unable to care for him/herself.

(6) Documentation.

All interaction with the patient, caregiver or representative will be documented in the electronic medical records notes.

<p>Approved by:</p> <hr/> <p>Daniel Barbee, MBA, BSN, RN, FACHE Chief Executive Officer</p> <hr/> <p>Date</p> <hr/> <p>Russell Smith, PharmD, CPEL, BCPS, FACHE Chief Operating Officer</p> <hr/> <p>Date</p> <hr/> <p>Andre Aguillon, M.D. Medical Director</p> <hr/> <p>Date</p>	<p>Policies Superseded by this Policy:</p> <ul style="list-style-type: none">• <i>None</i> <p>Initial effective date: March 17, 2023</p> <p>Review/Revision Date:</p>
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Scheduling of sleep studies

<p>Melissa Kukiela Director, Respiratory Care</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by: Melissa Kukiela, Director, Respiratory Care Grant Sturgell, Manager, Sleep Lab</i></p>	<p>Next review date:</p>
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