

<b>Title</b>	Patient Scheduling	<b>Policy #</b>	01-004
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## **POLICY**

The Division of Diagnostic Imaging and Radiology Services goals are:

1. To provide appropriate, efficient, and safe quality care for patients in need of imaging exams
2. To provide services to all authorized medical practitioners within the medical community
3. To provide training and education to personnel to further excellence in our specialty
4. To maintaining radiation levels As Low As Reasonably Achievable

Each section within the Division of Diagnostic Imaging and Radiology has a set of scheduling criteria to be used when scheduling both in-patient and out-patient procedures. The criteria will take into consideration the length of time for the procedure, if contrast media is necessary, preparation needed for the examination, and if sedation is required. Exams and procedures are performed and/or scheduled according to priority and patient acuity under the guidelines established by the radiologists and administration of the department.

Sections within the department include:

1. Diagnostic Radiology (DR)
  - a. Fluoroscopy (FL)
  - b. DEXA (DX)
2. Computed Tomography (CT)
3. Ultrasound (US)
4. Interventional Radiology (IR) and
5. Neurointerventional Radiology
6. Nuclear Medicine (NM) /Positron Emission Tomography (PET)
7. Magnetic Resonance Imaging (MRI)

For outpatients, all written orders for imaging must be clear, legible, and complete to include type of exam, the reason for the imaging services requested and pertinent diagnosis code.

The following information needs to be on the order or collected when scheduling a patient:

1. Name
2. Date of Birth
3. Medical Record Number (if available)
4. PAR (Patient Access Representative) will check Fax Queue to determine if order has been received.
5. Physician's office or parent will be instructed to fax order before patient is scheduled. If order is not on file, PAR will contact physician to obtain the order.

- a. Information listed below will be reviewed prior to scheduling for routine previously faxed orders or retrieved from physician's office personnel or parent during urgent requests.
6. Exam requested
7. Location - clinic, private office, OR, ED or in-patient unit
8. Authorization and/or referral number as required by patient's insurance
9. Referring physician/LIP: name/phone/pager number
10. Parent/Patient home, work, cell number and email - indicate best method to contact.
11. Reason for requesting procedure (history/diagnosis)
12. Diagnosis code
13. Who will be accompanying the patient, legal parent or guardian? If guardian, ensure appropriate documentation has been vetted by the Risk Department prior to patient arrival.
14. Patients on precautions. Notify the department/section in advance of sending a patient to the department. Radiology must prepare for the patient and prevent exposure to the patient and others.

## **PURPOSE**

To develop guidelines for scheduling of patients within the Division of Diagnostic Imaging and Radiology.

## **PROCEDURE**

**General Diagnostic** - Staffed 24 hours a day, 7 days a week.

1. Portable examinations: The requesting physician/ LIP has the sole responsibility for ordering portable studies, consistent with the patient's diagnosis and/or medical condition.
2. Exams requiring the use of a mini C-arm must be entered in the Hospital Information System.
3. Scheduled exams
  - a. Fluoroscopy Procedures. Emergency fluoroscopy is available at any time. Must be authorized by a radiologist
  - b. DEXA exams

**CT Scan** - Staffed 24 hours a day, 7 days a week.

1. Emergency services are available on a 24-hour basis. All procedures other than non-contrast, head and face CT must be authorized by a radiologist.
2. All portable CT's must be approved by the radiologist.

**Ultrasound** - Staffed 24 hours a day, 7 days per week.

**Interventional Radiology** (Scheduling: 202-476-6410):

1. All procedures are scheduled on a case by case basis through consultation with a radiologist.

2. All requests should be emailed to [interventionalradiology@childrensnational.org](mailto:interventionalradiology@childrensnational.org) or call 202-476-3791.
3. Emergency services are available 24 hours, authorized through a radiologist. After hours telephone 202-476-5073 or page 202-259-58646.

**Neuro Interventional Radiology** (202-476-1540; Scheduling: 202-476-6410):

1. All procedures are scheduled on a case by case basis through consultation with a Neuro interventional radiologist.
2. All requests should be emailed to [pedsnir@childrensnational.org](mailto:pedsnir@childrensnational.org) or call 202-476-1540
3. Emergency services are available 24 hours, authorized by the Neuro Interventionalist by telephone 703-725-2899.

**Nuclear Medicine** - Scheduled exams Monday- Friday  
Emergency services are available on weekends 8-4pm when authorized by a radiologist.

**Magnetic Resonance Imaging** - Scheduled exams 7 days a week

1. Emergency services are available 24 hours, authorized through a radiologist. After hours telephone 202-476-3921(Wet Desk)
2. See "MRI Examination Scheduling Protocol" for further information.

**Approved by:**

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Dorothy I Bulas, MD  
Division Chief, Diagnostic Imaging and Radiology

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6/30/2021

Date

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Laurie Hogan, MBA, CRA  
Director, Diagnostic Imaging and Radiology

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6/30/2021

Date

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