

## **CT SCHEDULING GUIDELINES**

### **GENERAL INFORMATION FOR SCHEDULING STAFF**

1. **Contrast Only: Monday – Friday 8:00 AM - 4:30 PM**
2. **Non-Contrast: 8:00 AM, after 4:30 PM, ELM Only (Monday, Wednesday, Thursday, and Friday)**
3. **CT Myleogram – Gateway only**
4. **CTA/calcium score- NO**
5. **CT/calcium score gateway/carlsbad**
6. **Contrast vs. Non-Contrast (IV/Oral)**
  - a. **Contrast – for suspected neoplasm, pain, inflammation and infection require contrast IV (oral for abdomen generally).**
  - b. **Non Contrast – Situations where there are contraindications to IV contrast: examples: severe contrast reaction, very low GFR <30.**

### **SCHEDULING EXAMS**

- **Answer the phone by 2<sup>nd</sup> ring (polite, professional, accommodating demeanor with a smile)**

“Thank you for calling Valley Radiology, [provide your name] speaking, how may I help you today?”

“Please give me a few seconds to find your records in our system”

**“ In case we get cut off or we need to call you back, I would like to verify your contact information in our system.”**

1. What is the best phone number that you can be reached?
2. What is your email address?

- **Carefully review the order and any accompanying notes. If no record, order or other accompanying notes exist for the patient then go ahead and generate an Exam request in the RIS.**

“Your doctor has ordered at CT scan of your [body part], does that sound right?” This might have to be rephrased if no order is found in the RIS to something as follows: “What body part has your doctor ordered an CT for ?”

“before I can make your appointment, I need to ask you a few safety related questions”

### **OPENING QUESTIONS:**

3. What is your height & weight? (Ensure patient is under 400lbs).

**Weight Limit – All Sites – 400lbs.**

4. If female, is there a chance you may be pregnant. If yes, then VRC cannot perform the CT.
5. If exam ordered without IV contrast, then proceed to book the procedure and review preps
6. If ordered with contrast, ask:
  - a. Are you allergic to IV contrast?
    - i. If no, then go to question #4b.
    - ii. if yes, then ask what type of reaction?
    - iii. If mild reaction (hives, itching, nausea) then indicate he/she will require pre-medication from the referring doctor (See Premedication Regimen)
      1. **PREMEDICATION REGIMEN**  
12 Hours Before  
50mg Prednisone OR 32mg Methylprednisolone (Medrol)  
AND  
2 Hours Before  
50mg Prednisone OR 32mg Methylprednisolone (Medrol)  
50mg Diphenhydramine (Benadryl), Also, used alone as premedication for patients with history of limited hives  
\*\*Pre-medication may help reduce, but does not eliminate, the risk of serious contrast reaction in a patient considered to be at elevated risk.
    - iv. If moderate to severe reaction (throat tightening, respiratory problems, dizziness) then VRC cannot perform the procedure. Inform the patient to contact her/his doctor's office for further consultation for alternative test.
  - b. Laboratory screening questions
    - i. Is patient over 60? If YES – LABS ARE NEEDED
    - ii. Do you have diabetes? If YES – LABS ARE NEEDED
    - iii. Do you have hypertension requiring medications ?If YES – LABS ARE NEEDED
    - iv. Do you have ANY problems with your kidneys (Such as transplant, single kidney, kidney cancer, kidney surgery)? If YES – LABS NEEDED
    - v. LABS will need to be drawn and reported within 90 days of procedure.

**“Thank you for answering those questions, I now need to ask for your insurance information”**

- **Carefully input insurance information**
- **Proceed to book the exam**

**Scheduling tip 1: unless it is a STAT exam, be mindful of the patient's insurance/authorization lead time and depending on whether labs are available or not, schedule the exam with enough days out to allow authorization staff to obtain the necessary authorization and to arrange to get the necessary laboratory results.**

**Scheduling tip 2: Be aware where the open CT slots are in the system and try to book the patient at the less impacted VRC offices**

**“Here is what I have available for you, [name the facility/city and appointment time], can I go ahead and book that appointment for you?”**

- **After a couple of attempts in trying to direct the patient to the less impacted VRC CT sites, if the patient insists on a particular VRC facility then go ahead and offer an open slot day/time for that facility.**
- **Proceed to review procedure preparation with patient**

## **PROCEDURE PREPS**

CT Abdomen – Do not eat or drink anything except water 6 hours prior to procedure. Barium required. Encourage hydration prior to exam.

Abdomen/Pelvis – Do not eat or drink anything except water 6 hours prior to procedure. Barium required. If diagnosis is renal calculus (kidney stone), or it is ordered as a CT Urogram, then no barium will be given. Needs to drink 32 oz of water 1 hour before exam. Renal mass and Renal cyst- get Barium.

Abd/Pelvis Enterography – Do not eat or drink anything except water 6 hours prior to procedure. Pt arrive 60 minutes prior to drink oral contrast. Drink 3 bottles Volumen every 15 minutes prior to exam.

CT Virtual Colonography – pick up special prep with instructions

For all other body parts where CT exams with IV is ordered- avoid a large meal, light meal is ok. Encourage hydration prior to the exam.

- **Encourage patient to go to [Radiologyinfo.org](http://Radiologyinfo.org) to learn more about their procedure. It is also available in Spanish.**

## **WRAP UP**

**-Ask patient if they any pertinent prior exams that will need to be requested before patients is seen, communicate with Celine so they can be ordered**

“Please allow me to summarize your appointment”

“I have booked an appointment for you on [name the day] [month] at [time] at our [name of VRC facility] in [name City]”

Example: I have booked an appointment for on Wednesday September 15 at 9am at our Gateway facility in Poway”

“Please visit our website [www.valleyrad.com](http://www.valleyrad.com) for address and directions and phone number to the facility, otherwise, I can give you that information now”

“Finally please keep the following in mind

1. Arrive 15 minutes prior to your exam time to allow for registration. To save time, you can go on our website [www.valleyrad.com](http://www.valleyrad.com) to print out the necessary registration forms and fill them out ahead of time.
2. Don't forget to Bring photo identification and insurance card(s). Our staff will not be able to perform your procedure without these identification cards.

3. Depending on your insurance, you may have a copayment and/or co-insurance at the time of your service. Please be prepared to pay the necessary amount. We accept cash, checks and credit cards.
4. One or two days before your appointment another VRC staff member should be calling you to remind you of your appointment and he/she should also have information on the exact amount of payment that is due at the time of service.
5. Wear comfortable, metal free clothing”

“Are there are any questions or concerns I can answer for you?”

“Thank you so much for calling Valley Radiology”

#### **REFERENCE DOCUMENTS**

- 1. VRC IV IODINATED CONTRAST POLICY**
- 2. VRC DIABETIC MEDICATION POLICY**
- 3. PREMEDICATION REGIMENT**
- 4. LABORATORY CONTACT INFORMATION**
- 5. INSURANCE/AUTHORIZATION MATRIX**
- 6. VRC CAPITATION CONTRACT SUMMARY SHEET FOR SCMG INLAND, GRAYBILL ESCONDIDO AND GRAYBILL COASTAL**
- 7. VRC FACILITY ADDRESSES/MAIN PHONE NUMBERS**