


<b>FACULTY PRACTICE GROUP – Ambulatory Operations</b> STANDARDS AND GUIDELINES	
<b>SECTION:</b> Front Office Operations <b>SUBJECT:</b> Appointment Scheduling	REFERENCE #: PAGE: 1 OF 1
<b>APPROVALS:</b> FPG: <input checked="" type="checkbox"/> CAO-SC: <input checked="" type="checkbox"/> APCA: N/A EAC: N/A	EFFECTIVE: 10/2008

**PURPOSE:**

To identify the appropriate staff responsible for coordinating care during and after office visits. To define who schedules ancillary and consultative services, encounters patients, authorizes, and admits patients to services outside/outside facilities.

**POLICY:**

Care Coordination

- The check-out process will be clearly defined in each department.
- Follow-up appointments will be made at the time of check-out, if appropriate to alleviate calls to the call center and/or practice.
- When required, ancillary and consultative services will be scheduled, encountered, or at the minimum coordinated.
- If prior authorizations are required for referred services, it is the responsibility of the requesting provider to obtain this authorization prior to scheduling the service, or the patient completing the service.
- In-Patient admissions will be coordinated by the requesting provider.

**REVISION HISTORY**

Effective Date:  
 Review Date:  
 Revised Date: October 1, 2008