



At The Christ Hospital, we pride ourselves on delivering an exceptional patient experience.

As the healthcare environment continues to evolve, so do patient and family expectations. Today consumers want control of their own experiences and demand convenient options and simplified access...all right now. These patient access trends provide the ideal opportunity for us to further elevate our game and transform how our patients and families experience healthcare.

One of the key strategies driving this transformation will be the establishment of a Patient Logistics and Pre-Service Team. This team is redesigning and improving the way patients and providers access healthcare by providing a seamless, streamlined experience. Patients will no longer receive multiple or duplicate calls from various teams when scheduling procedures. Patients and families will know the cost of the service BEFORE they come in. Convenient access will be at the heart of this effort; online scheduling, e-check in, and simplified forms will all make for an exceptional experience that exceeds expectations.

The following outlines changes we are making to our surgery scheduling process for independent physicians as of October 1, 2018:

TO SCHEDULE A SURGERY COMPLETE THE FOLLOWING STEPS:

- **The New Surgery Reservation Packet** (paper packets) will be a singular point of order. *All necessary information indicated in the packet must be included/completed for the order to be processed.* This will provide all necessary information to schedule the surgery and confirm the insurance authorization for the surgery - in one consolidated packet.
- The Surgery Reservation Packet will be faxed to one centralized fax number, 513-585-0169, regardless of surgery location. This will do away with the need to fax papers to multiple locations in the hospital/OR/OR scheduling/PST.
- The Surgery Reservation packet being faxed will be the only mode acceptable for scheduling surgeries (non-urgent/non-emergent).
- The OR booking department should be called before faxing the Surgery Reservation Packet in order to obtain a surgery date/time if your surgeon doesn't have block time at Christ Hospital; this will hold the date/time on the OR schedule. The case will not be scheduled until the Surgery Reservation Packet is received with all the necessary information.
- The required Surgery Reservation Packet includes the following:
 - Surgery Scheduling form (attached and available on TheChristHospital.com*)
 - Pre-surgery orders (available on TheChristHospital.com)
 - Office note when surgery was determined.
 - Copy of Insurance card (front and back)
 - Sterilization Consent (when applicable; attached and available on TheChristHospital.com)
 - Joint Replacement Questionnaire (when applicable; attached and available on TheChristHospital.com)
 - History & Physical (H&P) and Labs for surgical clearance (if available at the time of scheduling)
- The procedure indicated on the surgery scheduling form and pre-surgery orders should exactly match.
- Impacted areas include surgical services ordered in physician offices and occur in one of the following operating rooms: Joint and Spine Center, Christ Hospital B-Level and 8 West, Christ Hospital Endoscopy, Red Bank, Montgomery, and Liberty.

FOR SURGERIES ALREADY SCHEDULED:

- If H&P and Labs, necessary for surgical clearance, are not available at the time the surgery was scheduled, fax the H&P and labs to pre-surgical testing:
 - Main Hospital 513-585-1273
 - Liberty 513-648-7949
 - Red Bank / Montgomery 513-272-7071

REVISING A SCHEDULED CASE:

We need an updated surgery order if the **procedure / CPT code** is revised from what was originally scheduled. To submit a revised surgery order, complete the following steps:

1. Fax the *Revised Procedure Order* (attached and available on TheChristHospital.com) to:
 - Main Hospital / Liberty 513-585-3292
 - Red Bank / Montgomery 513-272-7071
2. Call OR bookers to confirm receipt of the faxed *Revised Procedure Order* :
 - Main Hospital / Liberty 513-585-2727
 - Red Bank / Montgomery 513-272-7023

If you need to update something other than the procedure /CPT code, simply call OR booking with changes (numbers listed above).

SCHEDULING URGENT OR EMERGENT SURGICAL CASES

- An **Urgent** surgical case is defined as a case for surgery the next day.
- An **Emergent** surgical cases is defined as a case for surgery the same day.

Both urgent and emergent surgical cases should only be used when the patient's condition necessitates the expediency.

- To schedule an **urgent** surgical case:
 - During the hours of 8:30 a.m. to 4:45 p.m.:
 1. Call OR bookers to obtain a surgery time and verbally exchange required information to book the case:
 - Main Hospital / Liberty 513-585-2727
 - Red Bank / Montgomery 513-272-7023
 2. Fax the Surgical Reservation Packet (excluding surgery scheduling form) to:
 - Main Hospital / Liberty 513-585-3292
 - Red Bank / Montgomery 513-272-7071
 - After 4:45pm (after hours, urgent cases only applicable at Main Hospital).
 1. Call the OR desk at 513-585-2345
 2. Fax the Surgical Reservation Packet to 513-585-3292.
- To schedule an **emergent** case:
 1. Call the OR desk:
 - Main Hospital 513-585-2345
 - Liberty 513-648-7770
 - Red Bank / Montgomery 513-272-7023
 2. Fax the Surgical Reservation Packet (excluding surgery scheduling form) to:
 - Main Hospital / Liberty 513-585-3292
 - Red Bank / Montgomery 513-272-7071

If you have questions regarding this new program and how it may affect you, please contact:

- TCHHN Service Line Executive Director
- Erin Whedon: Executive Director, Patient Logistics and Pre-Service Functions 513-252-3535

We look forward to and encourage your input and insights as no solution can truly be transformational when done alone. Thank you for your efforts and energy as we continue to live our mission of improving the health of our community and creating patient value by providing exceptional outcomes and the finest experiences, all in an affordable way.

*A tip sheet is attached that directs where to access the required forms on TheChristHospital.com