

PROCEDURE

ORIGINAL DATE: 07/15

SUBJECT: PATIENT VISITS SCHEDULING CHANGES

PURPOSE: To assure that all scheduling changes are communicated and managed timely and accurately.

Procedure

1. When the Clinician has a scheduling change, it must be communicated to the Scheduling Department at the time the change happens rather than waiting 2 hours or until end of day. Clinicians must call the Clinical Scheduling Coordinator's (CSC) work cell phone; if unable to reach the CSC via the cell phone, the clinician must call the CSC's landline extension and leave a message. This includes any and all changes - examples are but not limited to; add-on visits; cancellations; patents not found at home (NHNF); patient hospitalization, un-assigning visits, etc.
2. If the call is of an urgent nature, and the clinician is unable to reach an available CSC, the clinician must call the Clinical Coordinator or Clinical Manager.
3. If a visit must be re-assigned to another clinician, the CSC must be called. The clinician should not attempt to re-assign a visit in MobileWyse.
4. The clinician should add a visit memo if needed and THEN call the Scheduling Department to make an assignment change. A visit memo should not be added once the call has been made to the Scheduling Department with the change.
5. The clinician must not un-assign any visit that is within 48 hours of the date the visit needs to be made. The Scheduling Department must be called to make this change.
6. If the CSC has a scheduling change that needs to be communicated to a clinician, the CSC must leave the message on the clinician's work cell phone and request a call back to confirm receipt of information. *** Clinicians should be checking cell phones between each visit for any possible messages left on phone.*
7. A call log must be entered into the patient record regarding the reason for the scheduling change (if appropriate) by whomever received the call with the change information.
 - For example, if a CSC receives a call from family member stating that the patient will not be home for the visit, the CSC documents this in a patient call log and that they notified the scheduled clinician of the change.
 - If the clinician receives the call as above, the clinician documents this in a patient call log and that they notified the CSC of the change.
8. The clinician should connect their device whenever a change is made to their schedule in order to assure that information is transmitted and received timely.

*Anyone who becomes aware of a scheduling change must notify the appropriate staff (CSC, Clinical Manager, Clinical Coordinator, Clinician, etc.) immediately upon learning of the change so that another visit can be assigned to the clinician as timely as possible.