

**University of California, Davis
Health System, Sacramento
Department of Pathology and Laboratory Medicine**

**Patient Service Center
Appointment Scheduling**

Administrative Procedure 535.B

PURPOSE:

To establish guidelines for scheduling appointments for specialize laboratory test within Patient Service Centers.

POLICY:

Laboratory appointments are only required for the following tests: Glucose Tolerance, Semen Analysis, Platelet Aggregation and Sweat Chloride (inpatient & outpatient). Appointment scheduling for these tests are available by calling Department of Pathology & Laboratory Medicine Client Services at (916) 734-7373 Monday – Friday 0700-2100.

Appointments for inpatient sweat chlorides are scheduled according to need and staffing. Inpatient sweat chlorides are to be scheduled on Monday, Wednesday, Thursday or Friday. Tuesday is reserved for outpatient sweat chloride testing.

A. HBC / PCN Patient Service Center

1. Appointments are scheduled in Hospital Information System by calling Client Services at (916) 734-7373.
2. Sweat Chloride appointments may also be scheduled by the Pediatric Pulmonary staff located in the Glassrock Building by calling (916) 734-3112.
3. Must provide the following information:
 - a. Patient's name
 - b. MR/ID number
 - c. Patient's home or message phone number for outpatient appointments.
 - d. Name, mailing address and phone number and ICD-9 Code(s) for referring outside patients.
 - e. Ordering Provider name
 - f. Outreach Clinic affiliation
4. Platelet Aggregation appointments are scheduled by either Clinician or patient by calling (916) 612-7086
5. After appointment is scheduled, caller will confirm scheduled appointment with the patient.

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B. Glucose Tolerance Testing

1. For Hospital Base Clinics sample collection is done at ACC Laboratory.
2. For PCN Clinic sites, sample collection can be done at any PCN Clinic Laboratory locations. Appointments are made by the PCN personnel on PCN laboratory schedule.
3. Appointments at ACC laboratory draw station are available Monday to Friday from 7 am to 9:15 am in 15 minute increments.

C. Semen Analysis

1. Appointments are for specimen drop off only not collection
2. Testing is performed at Cancer Center Laboratory
3. Additional information is required to be submitted with specimen
4. Appointments available Tuesday thru Thursday at 10 am, 11 am and 1 pm.

D. Outpatient Sweat Chloride

1. Appointments are available only on Tuesday at 9:30 am, 10 am and 10:30 am.
2. Sample collection is performed only by CPT III trainer or CPT III Supervisor.
3. Sample collection is performed at Glassrock Laboratory.

E. Inpatient Sweat Chloride

1. Appointments are scheduled by calling 4-3025
2. All inpatient requests for sweat chloride testing will be referred to a CPT III Supervisor or trainer. Information should be posted on the white board in the supervisors area to include:
 - a. Name of patient
 - b. Patient I.D. number
 - c. Patient room and bed number
 - d. Name and Phone number of person ordering test
 - e. Date and time test is scheduled
 - f. Ordering physician's name and Physician Index Number

F. Platelet Aggregation Testing

1. Appointments are required to meet patient preparation requirements
2. Clinician or patient is to call the laboratory at (916) 612-7086.
3. Testing CLS will contact Client Services to schedule patient at corresponding laboratory draw station.
4. Client Services representative will contact patient to confirm appointment time, date and location.

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G. Scheduling parameters by location

1. ACC

Department: LAB ACC
Provider Code: GTT1 ACCLAB
Visit Type: GLUCOSE
Duration: 15 = MINUTES

2. GLASSROCK

Department: LAB GLASSROCK
Provider Code: SWTCL GLRLAB
Visit Type: SWEAT CHLORIDE
Duration: 30 = MINUTES

3. CANCER CENTER

Department: LAB CANCER CENTER
Provider Code: APPT CCRLAB
Visit Type: SEMEN ANALYSIS
Duration: 10 = MINUTES

4. PLATELET AGGREGATION (PFA)

Department: varies depending on lab site patient chooses
Provider Code: automatically defaults based on site and visit type
Visit Type: LAB
Duration: 10 = MINUTES

PROCEDURE:

1. Log in to Hospital Information System.
2. Log into the correct department in order to find the correct schedule (Lab ACC, Lab Cancer Center, Lab Glassrock and Lab Cypress).
3. Enter patient last name, first name and date of birth or medical record number.
4. Go to "APPTS"
5. Click on "Make Apt".
6. The department will auto-default automatically once "make apt" button is selected.
7. Enter the visit type according to the type of appointment being scheduled.
8. Go to the calendar to view appointments and time slots that are available.

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9. Select the date and appointment time patient is able to attend.
10. Click on the open time slot.
11. Enter any appointment notes that may assist the laboratory staff in the collection or testing of patient sample. Enter the name of the test for which the sample is being collected. (GTT, Semen Evaluation, Post Vas, Sweat Chloride, Platelet Aggregation)
12. Click on "Schedule"
13. Review and confirm appointment just scheduled with the patient.

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PROCEDURE HISTORY:

Date	Written Revised By	Revision	Approved Date	Approved By
11/94	G. Cooper	Revision	11/94	R. Lowe
10/98	V. Lumbang	Revised	11/98	E. Larkin
10/00	V. Lumbang	Reviewed	10/00	E. Larkin
10/01	V. Lumbang	Revised	10/01	E. Larkin
10/02	V. Lumbang	Reviewed	10/02	E. Larkin
10/03	V. Lumbang	Revised	10/03	E. Larkin
10/04	V. Lumbang	Revised	10/04	E. Larkin
10/05	D. Wright	Reviewed	10/05	E. Larkin
09/06	D. McGee	Revised	09/06	E. Larkin
06/07	D. McGee	Reviewed	06/07	R. Green
06/08	C. White	Revised	06/08	R. Green
06/09	C. White	Reviewed	06/09	L. Howell
11/09	C. White	Reviewed	11/09	L. Howell
09/10	C. White	Reviewed	09/10	L. Howell
09/11	S. Paul	Revised	09/11	L. Howell
10/14	A. Castaneda	Revised-removed Invision process	10/14	