

Scheduler	Patient	Alternate Comments or Actions
Thank you for calling XXX. This is _____. How may I help you?	I need to schedule a PET/CT appointment	Click on scheduling on Centricity RIS Toolbar and click on "Schedule"
I can help you with this, but before I can schedule the appointment, I need to confirm that you have a written order or prescription for the test from your doctor (Order/Prescription/Requisition are interchangeable)	Yes, I have a written order	<i>If the patient says no, ask them to please call their physician to get the written order and then call back to schedule their appointment. Let them know that w/o a written order, you are unable to schedule the test</i>
What is the test that you need? Please give me the diagnosis or clinical reason for your PET. Is it going to be a - skull base to thigh (this is the most common test for oncology) - Whole body (ie. Melanoma, Multiple Myeloma or any cancer involving an extremity or the skull OR - Brain (Dementia, Seizure Focus or Tumor Recurrence) This information should be written on your order.	Gives the scheduler the information	<i>If the patient cannot read the script they can</i> 1. Fax it over the call center for them to interpret 2. Call their referring physician and ask them to call in the order. Let them know that once you have the order, you will get back to them to schedule their appt. Reason for the visit is entered into the history section of Image Cast
Does your referring MD also want a CT with contrast	No	<i>If patient says yes – please refer to the script PET/CT with Contrast</i>
Since you are scheduling a PET/CT, I need to ask you a couple of questions. 1. Are you pregnant, breast feeding or on a fertility plan? 2. Have you had any invasive procedures in the last 2 days? 3. Are you having any general nuclear medicine exams? 4. Are you diabetic? If you are we need to schedule based on how you control your diabetes.	Gives the scheduler the information	<i>Note: If patient says yes to any of these questions, tell them:</i> 1. Please inform the technologist that you are pregnant, breastfeeding or on a fertility plan. 2. If you have just had a invasive procedure, we will need to schedule your exam a few days out 3. If you are having a nuclear exam the same day, we would like to schedule the PET after the nuclear exam 4. If patient is diabetic – need to ask the following follow up questions - We will check your blood sugar prior to the exam. If your sugar is more than 200 mg/dl we will have to reschedule your exam - If you are on insulin, we will give you an early morning appt, so that you can fast after midnight, then have the exam, then eat and then take your insulin once the exam is complete OR we can give you an early afternoon appt (like 12 or 1pm) where you can take insulin 4 hours prior to the appt and have a light meal - If you are on oral medications, we will schedule you in the afternoon so that you can eat an early breakfast, take your medication and then fast for 4 hours prior to the exam - All Diabetic patients need to bring

PET/CT w/o contrast): Patient Script

Scheduler	Patient	Alternate Comments or Actions
		<i>their medication and something to eat with them, so that they can have food and medication after their exam is completed</i>
I just want to confirm whether you are having any other diagnostic CT scan of your body. If you are, we can schedule you for that at the same time	No – just need the PET/CT	If patient says yes, schedule the PET/CT and then schedule them for the diagnostic CT (these patients will then be scheduled for 2 exams that day)
Please give me your name and DOB.	Jane Doe, 4/12/64	Type in patient name in Image Cast and search. If patient is not in the system, Click on the Patient Registration function to launch Flowcast Registration Module. <i>You should obtain: Patient's name, DOB, Gender, SSN, Insurance Provider, Telephone number and Address</i>
I need to verify the information we have in our system so that we can properly identify the correct patient What is your : - o Social Security - o Address - o Home phone number - o Work or Cell number	Gives the scheduler the information	<i>(Note: always ask open ended questions – which make the patient give you the information instead of you just reading it to them)</i>
Thank you, everything looks correct		<i>If patient has different information tell them: Please wait while I update your information in our system.</i> Make changes to the demographic information in Flow Cast. Click on the patient registration function to launch the FlowCast Registration Module <i>Once the changes are made – Save/Close, the scheduler moves back to Image Cast to continue with the scheduling process (the updates will move from Flow Cast to Image Cast immediately – flow of information is real time)</i>
Are you the insured? Can you please give me your • Insurance Company Name • Policy Number or Subscription ID • Member Service Number • Address of the Insurance Company	Oxford – ID # 55555555	Insurance information is put in the comments section <i>If the patient says no, ask them for the following:</i> • Name of the guarantor • Relationship with the guarantor • DOB of the guarantor • SSN of the guarantor <i>See attached Screen Shot</i>
Please note that your insurance company requires a pre-certification for this exam. Do you have the precert number ?	Yes, I have a pre-cert number. It is 88888888	Precert information is put in the comments section of ImageCast <i>If the patient says no, tell them</i> 1. We can give you an appointment (since you are doing this in advance), but you MUST contact your referring physician and ask him/her to obtain your authorization. 2. If we do not have the authorization 72 hours prior to your appointment, your appointment will be cancelled

PET/CT w/o contrast): Patient Script

Scheduler	Patient	Alternate Comments or Actions
Who is your referring doctor? Can I please have his/her phone number and address (you can usually find this on the prescription)	Dr. John Smith	Put physician name into the image cast system. <i>Verify address and phone number(scheduler should use the physician book to confirm the address listed). Note if patient does not have address or phone number, please verify the spelling of the doctors name</i>
When would you like to come in? Do you have a preference of day or time?	Yes, I would like to come in on Tuesday.	Click on Appointment Search, then select start date and time when applicable, select exam, +down, Select Search
Based on your preference, I have these two appointments, XX or YY in the afternoon at our FFF Facility. Which of these times work best for you?	XX in the afternoon	<i>First 4 available times will come up on your screen.</i> Click on the radio button next to time desired Click Confirm
We have you scheduled for your PET/CT for Tuesday, June 5 th at XX in the afternoon at our VVV facility located FF Street, 2 nd floor.		Prep instructions will pop up in Image Cast.
Please let me confirm the following: ○ Please do not eat 4 hours prior to your appointment ○ You may drink water prior to your appointment ○ Please take your medications unless directed otherwise by your physician ○ Do not do any strenuous exercise 24 hours prior to the exam ○ Please wear comfortable warm clothing ○ DO NOT chew gum of any kind FOUR hours prior to your PET/CT ○ Please DO NOT have any sugar containing drinks (sodas, fruit juices, shakes of any kind) FOUR hours prior to your exam. No iced tea, coffee or tea if they contain any sugar ○ Please remember to bring your written order and insurance card with you on the day of the exam (w/o the order we will not be able to do the exam) ○ Please arrive 15 minutes prior to the appointment for registration and check-in. ○ Also, if you have had a recent CT or MRI from an outside institution, please bring the films and reports with you to the appointment ○ Do you have any other questions?	No – I think am all set	“Patient Prepped” should be noted in the comments section of imagecast.
Would you like an email confirmation of this appointment?	Yes	
Could you please give me your email address?		
Thank you for calling XXXX and if you do have any other questions or concerns about your test, you can log into our website: www.XXXXXX for more details.		