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Process for Scheduling an Initial Appointment for New ACHD Patients within 4 Weeks

Date Effective: MM/DD/YYYY

Type of Policy: Please indicate if this document is hospital policy or ACHD program policy/clinical guideline.

Purpose

Indicate why this process is in place and the population it benefits.

Policy Statement

State the actual process for scheduling an initial appointment for new ACHD patients. This statement can be a brief overview of the policy but please reference:

- The exact timeframe that a new appointment is scheduled (i.e. within 2 weeks)
- Personnel involved in scheduling this initial appointment

Procedures

Describe the exact steps of the process for scheduling an initial appointment for new ACHD patients. Please include details about:

- The exact timelines of the scheduling process
- Patient navigators and other personnel who assist in the scheduling of new patients
- Resources for new patients (i.e. materials and staff)
- Procedures for handling new patients with urgent needs
- Required new patient forms
- Process for obtaining the patient's medical records and insurance information/verification
- ACHD program's relationship to specialty providers and other hospitals
- Follow-up and referral procedures

References

If applicable, please list any articles or other resources utilized to develop your institution's process for scheduling initial appointments for new ACHD patients within 4 weeks.

Required Signatures

N/A

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Helpful Tips

If you would like, please upload any documentation or examples of the above policy to the additional files section of J Outpatient Services. It is not a requirement. Please save the document with J4 in the title so that we know which policy/procedure the uploaded document references.