

[Official Institution Logo]



## 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

### Helpful Tips

Please upload any documentation or examples of the above policy to the "additional files" section of your application.

**Section J: Outpatient Services.** These documents should be labeled with "**J4**" only in the title so that each policy/plan can be easily identified.