

Elmhurst Outpatient Surgery Center

General Scheduling Guidelines

Scheduling Contact Information

Scheduling Phone Number: 331.221.4633

Scheduling Fax Number: 331.221.3929

Our scheduling team includes:

Kimiko Miller, Lead Scheduler

kmiller@eosc.org

Vanessa Garcia, Scheduler

vgarcia@eosc.org

Christopher Burrow is our Manager of Resources and Infrastructure and is responsible for our scheduling department as well as credentialing. Christopher's contact information is as follows:

331.221.4602 (phone)

331.221.3922 (fax)

cburrow@eosc.org

For inquiries regarding establishing block time, please contact **Tina Mentz**, Executive Director, at 331.221.4601 or tmentz@eosc.org.

Surgery Scheduling Form

A writeable PDF version of EOSC's Surgery Scheduling Form is available on our website. Please follow these instructions to access this form as well as request additional patient brochures or obtain copies of current policies and forms:

Go to www.eosc.org

Click on the **Medical Staff Login**

Username: **eosc** (all lower case)

Password: **md123** (all lower case)

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As you schedule cases, please complete and send the **Surgery Scheduling Form** as soon as possible so that we can update our system and start the pre-admission process. Please fax your scheduling form to 331.221.3929 or send it via email to **both** kmiller@eosc.org and vgarcia@eosc.org as long as you are on the **emhc.org** domain.

You may choose to enter all demographic information on the Scheduling Form or attach your own patient demographic form. Please note that if you are attaching your own form, it must be readable and contain all necessary insurance information. You do not have to attach a copy of the insurance card. This will be obtained on the day of surgery and scanned into the EOSC system.

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If you are scheduling a case outside of your block time, please call the scheduling department at 331.221.4633 to verify the date/time requested is available before confirming with your patient.

If you need to schedule an add-on a case after 4:00pm during the week or on the weekend, call 331.221.4600 and leave a message with the receptionist or on voice mail with the patient's name and procedure description. Then, fax over a Surgery Scheduling Form as soon as possible. As soon as the message is retrieved, we will contact you to confirm a time and then contact the patient to make the appropriate arrangements.

We will always call you **two business days** before your scheduled cases to confirm each case (order and time). After we confirm with you, we "freeze" the schedule and any new cases must be added after your last scheduled case. This is done to eliminate frustration with patient who have already been notified of their arrival times and have made arrangements for transportation, child care, etc.

We ask that when you are scheduling the case with the patient at the office that you **do not give them a specific time in case the order of their case changes.** Most practices will say *"Your surgery will be in the afternoon of May 25th. The surgery center will confirm your exact time the day before your scheduled procedure."* This eliminates any frustration on the patient's end if cases are re-ordered.

Pre-Operative Assessment and Screening

EOSC has as a pre-admission testing (PAT) department that contacts scheduled patients to conduct a thorough medical history, obtain a current medication list and make arrangements for pre-operative testing. For our patient's convenience, patients or their caregivers can provide this information electronically, via our secure, on-line pre-surgical assessment tool called One Medical Passport (OMP). OMP is a web-based application that allows patients to record their medical history at their convenience, 24/7! Patients wishing to use OMP should be directed to www.eosc.org/onempr.html.

Patient Reminders

Patients with mobile phones and mobile messaging capabilities will automatically be enrolled in CareWire, our mobile messaging reminder service. This service provides patients with important reminders prior to surgery including their arrival time and reminders about any special preparation that may be required in advance of surgery (e.g., NPO instructions).

Only patients ages 0-14 and 18-69 will be enrolled in CareWire. Patients that are outside of the age range or who do not have a mobile phone are contacted via telephone by our PAT department. Patients who elect to opt out of the mobile messaging service will also be contacted by PAT.

Our patient brochure contains information regarding One Medical Passport and CareWire. Please provide a copy of our brochure to each patient. If you need additional copies, please contact Debbie Montes at 331.221.4605 or dmontes@eosc.org.

Histories and Physicals (H&P)

A comprehensive H&P must be completed, signed and present in the patient's medical record prior to surgery. H&Ps must be completed within 30 days of the date of surgery and at minimum, include an assessment of the patient's heart, lungs and mental status in addition to the affected organ system or description of the operative site. Surgeons may choose to dictate their H&P using EOSC's EMDAT dictation system, use the standard form in the EOSC chart on the day of surgery or submit their most

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recent office notes to serve as an H&P, providing that the note is within 30 days of the date of surgery and includes the information noted above.

If the H&P is completed prior to the date of surgery, it is necessary for the surgeon to update the H&P on the day of surgery. This is a CMS requirement.

H&Ps can be sent either by fax to Maria Varela, PAT Coordinator at 331.221.3926 or via email to mvarela@eosc.org, as long as you are on the **emhc.org** domain.

Additional Contact Information

Tina Madonia Mentz

Executive Director

331.221.4601 (p)

331.221.3922 (f)

tmentz@eosc.org

Mital Mehta, RN

Director of Clinical Services, Infection Preventionist and Safety Officer

331.221.4603 (p)

331.221.3922 (f)

mmehta@eosc.org

Contact Mital for any questions regarding pre/post-operative issues or infection/complication reporting.

Erin O'Connor, RN

Operating Room Manager

331.221.4660 (p)

eoconnor@eosc.org

Contact Erin regarding preference cards, intra-operative issues, scheduling a **same-day add-on case** or if you need to reach a surgeon when he is at EOSC.

Cathy Bourdage, RN

Materials Management Coordinator

331.221.4622 (p)

331.221.3928 (f)

cbourdage@eosc.org

Contact Cathy for any **special requests (instruments, equipment, implants)** for a procedure

Karen Wojtowicz, RN

Clinical Coordinator, Pre/Post-Op

331.221.4656 (p)

331.221.3927 (f)

kwojtowicz@eosc.org

Contact Karen for any changes to pre, post or intra-operative standing orders and discharge instructions.

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Marie Cuzzone

Manager of Business Operations

331.221.4608 (p)

331.221.3922 (f)

mcuzzone@eosc.org

Contact Marie for **self-pay pricing questions**. Marie will need to know the patient's name, date of surgery, procedure description and any special needs (e.g., implants) in order to accurately price the procedure. She will contact the patient directly with pricing information and payment options.

Christopher Burrow

Manager of Resources and Infrastructure

331.221.4602 (p)

331.221.3922 (f)

cburrow@eosc.org

Contact Christopher for any scheduling or credentialing related issues.

Maira Galvez

Insurance Verification Specialist

331.221.4612 (p)

331.221.3922 (f)

mgalvez@eosc.org

Maria Varela

Pre-Admission Coordinator

331.221.4627 (p)

331.221.3926 (f)

mvarela@eosc.org

Contact Maria for any questions regarding **pre-admission testing** or to fax over any lab/test results, history and physicals, etc.