

OPD BOOKING POLICY

Policy Purpose:

OPD Booking Guidelines

Policy Statement:

This policy outlines the guidelines and expectations from the physicians' offices when submitting their slates for the Surgical Ambulatory Clinic (OPD).

Policy Scope

These guidelines are intended to support the fair and transparent allocation of clinic time in the OPD which has limited space, staff and resources. A clinic master schedule has been developed to allocate time between specialties and surgeons based on the agreed upon guidelines:

- Direct surgical or supporting surgical care
- Clinics/Patients that require multidisciplinary care
- Clinics/surgeons that treat patients from the emergency department and inpatient units concurrently with clinic time (as opposed to general or off-site on-call work)
- Clinics/Surgeons that support the academic mandate by teaching medical residents & students and/or performing clinical research
- Primary and Secondary support of PHC's populations of emphasis
- Clinics/Patients that require hospital-specific equipment/tests/labs
- Clinics that follow patients of SPH surgeons where there is no reasonable expectation of alternate space in which to see patients

Procedure

- All slates must be submitted 5 working days prior to the clinic date. The slates must be at least 50-60% full. They are to be faxed to 604-806-8863. (The Hand Clinic has it's own fax number.)
- A final slate must be faxed 48 hours prior, any changes or additions are to be kept to a minimum after 48 hours.
- If any last minute add-ons to the slate, the patient information must be faxed through by 0800 the morning of the clinic. If patients show up saying emergency sent them, they will be accommodated upon agreement from the surgeon.
- For ortho and plastics slates, an x-ray requisition must be completed and sent to radiology at least 48 hours before the clinic.
- For each patient, the slate must contain;

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- Whether the appointment is a New Consult or a Follow-up appointment.
- Diagnosis, or reason for visit
- If an x-ray is needed or not
- If nurse is known to be needed
- If physio or OT is known to be needed
- For all New consults the following patient information is preferred:
Legal name, PHN, Birthdate, Gender, Address (including postal code),
Phone number(s), GP (Referring doctor if different than GP)
- Cancellations of clinic time must first be offered within the Division the time is assigned to, and if it cannot be used by the division then notice should be submitted to the clinic 2 weeks prior to the date by e-mail to OPDScheduling@providencehealth.bc.ca.
- Requests for extra clinic time must be submitted by e-mail to OPDScheduling@providencehealth.bc.ca. Requests will be reviewed and assigned by clinic leader following agreed upon guidelines.
- Patients are to arrive 15 minutes prior to their appointment time. If they need an x-ray, 30 minutes prior to the appointment time. Patients should not be booked any heavier than 4 follow-ups per 15-minute slot.
- Clinic utilization by surgeons will be monitored and circulated (Scorecard). Failure to give 2 weeks' notice for cancellation of a clinic (except for unforeseen emergency as per 5.1) on a routine basis will be brought forward to the Division Head first, and then if necessary to the OPD User Group.

Exceptions

- Cancellation of the clinic less than 10 working days (2 weeks) will be acceptable if an unforeseen emergency arises. This will be judged on a case-by-case basis. Examples of acceptable reasons are illness, emergency in the OR, personal emergency and last minute OR availability.
- Failure to show up for the clinic on time will be acceptable for the same reasons as above. However, a phone call to the OPD must be made advising what time you expect to appear so your patients can be informed of the delay.

Internal Tools, Forms and Supporting Documents

OPD Manual.

Related Policies

Policy B-00-11-10002 OR Booking Package

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