



## **DVT SCHEDULING GUIDELINES**

**Purpose:** To guide schedulers and FD staff in scheduling **US Venous Doppler for Upper and Lower extremities DVT studies** based on order priority.

**\*\*\*Please try to obtain script from patient via SCRIPTAID\*\*\*** This will help manage STAT vs ROUTINE appointments.

### **STAT or URGENT CARE:**

1. **TEMPLATE SCHEDULING:** check and offer same day appointment including locations close to the patient's requested location.
2. If there is no same day appointment is available via **TEMPLATE SCHEDULING**:
  - a. Check the closest office to the patient for an available STAT spot through GRID. The STAT time should be as close as possible to when the call is received, keeping in mind the travel time.
    - a. If no availability, check the next closest office and follow the rest of instructions above.
  - b. If still unable to find availabilities, contact the following staff for further assistance (**Scheduling department should reach out to scheduling leads first**)
    - a. OA
    - b. Any US Management Team:
      - Cherry Sanchez 609-513-9633
      - Linda Busciacco 215-888-7366
      - Jacqui Andro 856-265-3948
3. If the patient declines the appointment(s) offered including STAT spots within 24 hours of scheduling, the patient should then be offered the next available appointment time via **TEMPLATE SCHEDULING**. Avoid using a STAT spot on another date to accommodate the patient without approval from a supervisor or OA.

### **ROUTINE:**

- Schedule as ROUTINE through **TEMPLATE** for next available appointment when script does not state STAT.