**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**EMERGENCY SURGERIES**

07302015

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Applies to: Front Office Leads, Cllinic Leads

When our physicians are called in to do an emergency surgery before their clinic starts, it is very important that we notify patients that the doctor had an emergency surgery to perform.

The other point is that the front desk coordinator should occasionally call the OR, speak directly to the Director of Nursing, and obtain estimates – subject to change – as to the anticipated time of completion of the surgery – and to communicate this information to assist the clinical supervisors, the desk staff, CEO and others to manage patient expectations and to plan.

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Authorized Signature/Date