**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**INSTRUCTIONS RELATING TO APPOINTMENTS THAT CEO SETS UP FOR REFERRING DOCTORS**

03252015

**--------------------------------------------------------------------------------------------------**

Applies to: Front Desk; Front Office Leads; Clinic Leads, Billing Leads, ASC Receptionists, Marketing

From time to time, referring doctors and their office staff call the CEO directly, or Marketing directly to set up consultations with our physicians.

When they do so,the CEO will commonly take all the demographic information that we generally require - and that the office staff member or the doctor has - and he will email this to the scheduling person for a particular physician and will usually copy the Scheduling Supervisor on these emails as back up.

Additionally, the CEO will note any special instructions that is to be listed on the appointment line, such as DO NOT DILATE, etc.

If the CEO notes our doctor's name, and a date and time, it is because he has already provided this information to the referring doctor, their staff member, and/or the patient directly. As such, he is asking that you enter this information into the system and to not contact the patient unless he has asked you to do so.   Another special instruction is that I Candi, as per Dr. Thomas, is to personally telephone a patient and give a reminder call a day in advance of their appointment. Upon doing so, she emailed this back to me indicating that it was done, copying the Scheduling Supervisor. This is very helpful, and as per the request of the referring doctor, the Scheduling Supervisor texted this information to him.

If there are special payment arrangements or if the patient is self-pay, the CEO will also often provide instructions as to what amount of money needs to be collected. Please follow these instructions, though you can always feel free to ask him any questions you may have regarding them.

Please note that the prices that the CEO is giving are our discounted prices rather than our standard care credit prices which are slightly more expensive.

If for whatever reason a patient inquires about care credit, please speak with the CEO regarding those prices prior to reviewing them with the patient.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Signature/Date