

**HACKETTSTOWN REGIONAL MEDICAL CENTER  
JOAN KNECHEL CANCER CENTER  
SCHEDULING PATIENTS**

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**Effective Date: January 2005**

**Policy No: Rad Onc AD 42**

**Cross Referenced:**

**Origin: Radiation Oncology Center**

**Reviewed Date: 10/11, 2/13, 1/14**

**Authority: Executive Director**

**Revised Date: 1/14, 6/14**

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**SCOPE**

Patients who are scheduled to receive radiation services within the Radiation Oncology Center, i.e., the Joan Knechel Cancer Center

**PURPOSE**

To provide procedures for staff to schedule patients for consultation, simulation, radiation treatment, and follow-up appointments

**POLICY**

Patient's treatment time is scheduled according to staff and machine availability, and patient preference. Consultation and Patient Follow-up appointments are scheduled by the Receptionist. CT Simulation and Radiation Treatment appointments are scheduled by the Radiation Therapists. Every effort will be made to consider patient and family needs in order to preserve quality of life. Emergency cases are given priority.

**PROCEDURE**

**A. Consultation Appointments**

- a. Attending physicians or patients will call the Radiation Oncology department to request a Consultation appointment.
- b. The Receptionist/Scheduler will schedule consultation appointments between 8:00 a.m. and 4:30 p.m., Monday through Friday. Consultation appointment shall be scheduled for a minimum of 90 minutes.
- c. Following the scheduling of the appointment, the Receptionist/Scheduler will contact the Insurance Verifiers to verify the patient's insurance information and ensure the visit is certified.
- d. Patients are requested to go to the Registration Desk in the West Wing, 30 minutes prior to their appointment to register. This registration is the only time the patient needs to register to receive consultation, simulation and radiation treatment.
- e. The staff nurse shall ensure that all pertinent medical information is obtained prior to the date of the consult, including operative reports, diagnostic imaging reports, pathology reports, prior medical histories and/or treatments, laboratory reports.
- f. Patients will be asked to bring a copy of diagnostic imaging pictures if they have been done at another facility other than HRMC.
- g. Consultation for inpatients will be provided by the Radiation Oncologist at the bedside.

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**B. Simulation Appointments**

- a. Simulation appointments are scheduled by the Radiation Therapist. The Receptionist receiving the request will transfer the call to the Radiation Therapist.
- b. The appointment is scheduled for one (1) hour.
- c. Following the simulation, the nurse calls the Insurance Carrier to receive authorization for the development of the Treatment Plan and the number of Treatment sessions.

**C. Treatment Appointments**

- a. Radiation Treatment appointments are scheduled by the staff Radiation Therapists with the patient or their family member/representative.
- b. On the day of their first or second treatment appointment, the Radiation Therapists allow time for the patient to meet with the Social Worker. The Social Worker will do a bio-psychosocial assessment to determine if other support services, transportation services and or financial services are also needed by the patient and the family. The Social Worker will arrange and coordinate any additional services that are needed.
- c. Radiation Therapy is scheduled for 15 to 30 minutes for each appointment.
- d. Each week during treatment, the patient will meet with the Radiation Oncologist to assess the patient and determine if there are any changes in the treatment plan.
- e. During the last week of treatment, the patient will be scheduled to meet with the Social Worker to determine if additional services may be needed by the patient.
- f. During the Treatment Process, the staff RN and the Social Worker work together with the Radiation Oncologist to coordinate care for the patient.
- g. The patient or his/her driver also receives a placard for the dash of their automobile authorizing them to park in the designated parking places in the West Wing parking lot.
- h. Inpatients are transported from the Medical Center by stretcher through the underground corridor connecting the Hospital to the Medical Office Building where the Radiation Oncology Center is located on the first floor. Inpatients enter the Cancer Center through the rear door which is sized to accommodate stretchers.
- i. Medical Transport companies transporting patients from nursing homes and other health care facilities also enter the Cancer Center through the rear door.

**D. Follow-up Appointments**

- a. Follow-up visits are scheduled on the last day of Radiation Therapy or after the completion of the current Follow-up appointment. The Radiation Oncologist will inform the patient or the Receptionist/Scheduler of the time interval for the next visit.
- b. The Receptionist/Scheduler will set up the appointment with the patient and or

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family member or referring facility.

- c. If follow-up visits are more than 4 months apart, patient are required to re-register. The Reception/Scheduler will inform patients when they are required to re-register.
- d. The patient may also request to speak with the Social Worker during any appointment time.
- e. If a patient is unresponsive to two (2) repeated phone call attempts to schedule a follow up appointment, the referring physician is notified that the patient has not responded to request to schedule a follow up after treatment appointment.