

**HACKETTSTOWN REGIONAL MEDICAL CENTER
CENTER FOR SLEEP RELATED DISORDERS
POLICY AND PROCEDURES
HANDLING OF INQUIRIES TO THE CENTER**

Effective Date: June, 2010

Cross Referenced:

Reviewed Date: 04/12

Revised Date:

Policy No: 7.019

Origin: Center for Sleep Disorders

Authority: Cardio/Pulmonary Manager

Page: 1 of 2

PURPOSE: Specific procedures for handling inquiries to the center assure consistency of responses and contribute to customer satisfaction.

POLICY: All inquiries into the sleep center will be responded to in an appropriate and timely manner. Adequate staff will be available to respond to inquiries and appropriate responses and informational materials will be provided.

PROCEDURE:

All incoming calls to the Sleep Disorders Center are received at the general business number at 908-850-7744. Faxed information will be received at 908-850-6851 .

Specific inquiries about the Sleep Center and related services are typically addressed by the receptionist of Cardio Pulmonary Services and/or Sleep Lab Coordinator. If written information is available, it will be forwarded to the callers address.

All telephone inquiries are handled during regular business hours (M –F, 8 am – 4:30 pm). Callers are directed to specific areas of the hospital depending on the inquiry utilizing a phone tree.

Specific questions are handled as follows:

- 1) Technical or sleep study questions are transferred to the Cardio Pulmonary Reception or Sleep Receptionist where it is referred to the Coordinator of the Sleep Lab or Manager of Cardio Pulmonary Services.
- 2) Medical questions are referred to the appropriate sleep staff physician (Medical Director).
- 3) Business related questions are transferred to the Manager of Cardio Pulmonary Services.
- 4) All requests for copies of Medical Records go to medical records
- 5) All sleep services/outpatient scheduling is handled through Outpatient Registrations located on the 2nd floor of the West Wing Lobby.

Mail inquiries are responded to within 48 hours and an appropriate sleep disorder brochures relevant to the information requested are sent with a standard cover thanking the individual for their interest in the program and giving the center number if they require further information or would like to make an appointment.

Faxes should be immediately removed from the fax machine and forwarded to the intended recipient. If faxing material from the sleep center, the fax number should be verified first by calling the individual to receive the fax. It should be verified that the recipient will be available to receive the fax as the fax is being sent.

Any inquiries must be handled with adherence to HIPAA regulations. This is especially important for emails and faxes.

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Common requests and how they are handled are listed below:

Patient testing:

The patient that is requesting testing is first asked what doctor is referring them to the center. The patients with an established sleep specialist relationship will be asked to forward their sleep consult/ history and medical evaluation from the referring sleep specialist to the center prior to testing. (This will allow compliance with AASM accreditation standards and allow for appropriate management and patient oversight). The records will then be available for review by Medical Director.

To ensure accurate collection of information prior to physician review, the Sleep Center Receptionist will utilize the Patient Intake form to ensure compliance with AASM guidelines and Medicare Compliance.

Rescheduling or Broken Appointments:

The patient that is requesting to reschedule will be given the first appointment available. Their existing appointment is cancelled.

At the time a patient contacts the center to schedule an appointment or test they should be informed that patients that have failed to show will be contacted by phone to reschedule by the clerical staff.

Notification will also be sent to their home and referring doctor (when applicable) to make the patient and the referring physician aware that the patient failed to present for their scheduled appointment.