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Owner:	<i>Erin Eicke: Abilene Market Director, Surgical Services</i>
Policy Area:	<i>Surgical Services</i>
Standards & Regulations:	
References:	

## Scheduling of Patients for Surgery, 4.6663

### PURPOSE:

To provide facilities, supplies, and personnel necessary to assist physicians in conducting operative procedures in a safe, consistent, effective, and systematic manner. The schedule is constructed with the goal of optimizing the efficiency of the operating rooms on a daily basis. The primary elective scheduling hours, and the bulk of the volume should occur Monday-Friday between 0730 and 1630.

### POLICY:

**Elective:** Procedures scheduled to be performed within the hours of 0730 and 1630 Monday through Friday.

**Urgent:** Procedures to be performed as soon as possible due to clinical factors, usually performed within 12 to 24 hours.

**Emergent:** Procedures to be performed at the earliest possible time due to clinical reasons, typically a life or limb threatening situation.

**Add-On:** Procedures needing to be posted for the following day, after the final schedule at 1400.

All patients requiring surgery will be scheduled by the following approved criteria:

1. Only the clinical supervisor or the surgery scheduling representative will schedule patients for surgery with the physician or his designee.
2. The surgery scheduling office designated telephone number is 670-2263 for Hendrick Medical Center North and 670-7078 for Hendrick Medical Center South. Scheduled business hours are 0800 am - 5:00 p.m., Monday through Friday.
3. The elective schedule is closed for the following business day at 1400. Any requests for add-on procedures for the next day will be addressed by the following protocol:
  - The scheduling representative will state the elective schedule is closed and offer an available alternative time.
  - If the procedure must be done the following day, the scheduling representative will inform the surgeon that the case will be added to the add-on list, take the patient information, notify the pre-admission area and create a visit in Apollo.
  - The surgeon will enter orders into the electronic medical record. The pre-admission nurse will complete the preadmission visit/telephone call.
  - The procedure will be added to the wait list with the approximate time the surgeon will be available in

- the order the procedure was scheduled.
- If the surgeon requests a start time before 1000 the following day, the scheduling representative will notify the anesthesia officer of the day.
  - The anesthesia officer of the day will confer with the OR clinical supervisor on availability for the next am.
  - The anesthesia officer of the day will confer with the OR clinical supervisor on availability for the next am.
  - The OR clinical supervisor will notify the Preadmission Department of the time the surgery will take place. The Preadmission staff will telephone the patient and obtain history, lab etc.
  - The scheduling representative will notify the surgeon's office of the approved time.
  - Wait-list add-on patients will be notified of arrival time by the preoperative nursing staff on the day of the procedure.
4. After hours and on weekends, elective scheduling requests are recorded on voice mail 24 hours per day. The surgery scheduling representative will confirm the case with the surgeon or designee on the next working day.
  5. The master OR schedule is printed at 2:00 pm for the next business day. Add-on/urgent/emergent cases for the *current* day posting will be scheduled with the Operating Room Clinical Supervisor.
  6. Emergency surgery on weekends and after 9:00 pm on weekdays at Hendrick Medical Center North will be scheduled by the operating physician through the nursing service supervisor. The nursing supervisor can be reached at 670-7010.
  7. Emergency surgery on weekends and after 4:00 pm on weekdays at Hendrick Medical Center South will be scheduled by the operating physician through the nursing service supervisor at 428-1245 or 370-2397.
  8. Length of procedures will be determined by the previously averaged surgical times. Scheduling requests for procedures that will not be completed within the allocated block time will be subject to approval by surgical/anesthesia leadership.
  9. An allocated block time and OR/Anesthesia Team, as staffing permits will be provided for in the block schedule to handle add-on, urgent or emergent cases.
  10. In the event emergency cases cannot be accommodated, the surgeon that needs to post an emergency operative procedure must notify, in person, the surgeon whose scheduled case must be delayed or "bumped". Any disputes requiring immediate resolution will be directed to the Chief of Surgery. If the Chief of Surgery is the operating physician in either situation, the vice-chief of surgery will be notified to resolve the dispute.
  11. Review of the scheduling procedures will occur at scheduled meetings of the OR committee

## Attachments

No Attachments

## Approval Signatures

Approver	Date
Tracey Carrigan: Director, Surgical Services	6/22/2021
Heather Hess: Nurse Manager, Acute Nursing	6/7/2021

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