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| ***Administrative Standard Operating Procedure*** |
| *Saturday Lab Ticket Scheduling* |
| **Scope:**
Ambulatory Access/Provider/Clinical Team Members |
| **Purpose:** Access Associate/Provider/Clinical Team member will use this document as a resource for sending lab scheduling tickets to patients via MyChart for urgent labs that cannot be done during normal working hours. |

Background/ Rationale: Document will serve as a resource for providers/clinical team members to generate ticket scheduling task for patients needing to be scheduled for Saturday lab work. This document will also assist Access Team Members in scheduling Saturday labs sent by provider either by MyChart scheduling ticket or In-Basket request to Clerical Pool.
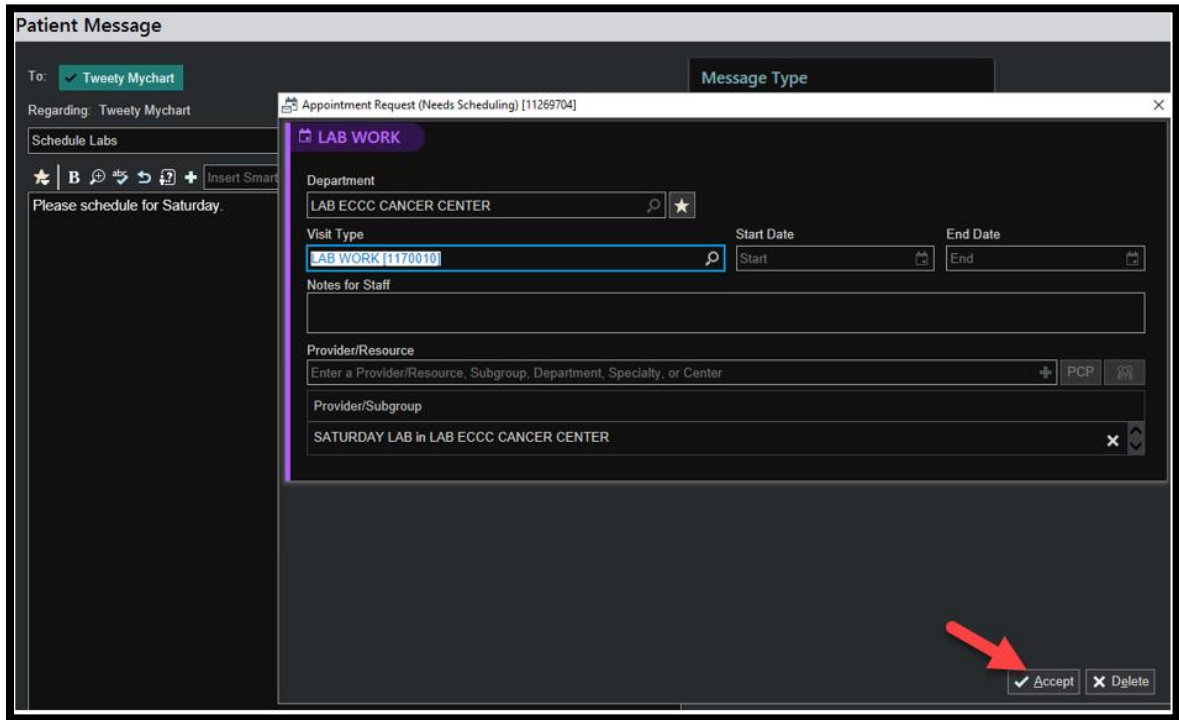
Procedure:

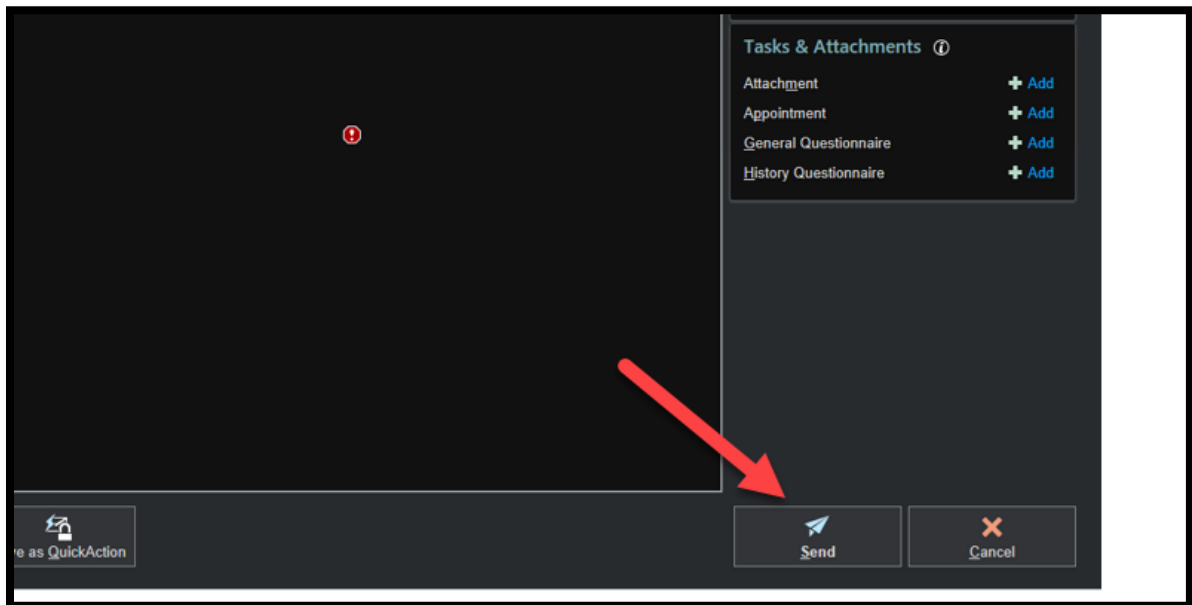<u>Sending Scheduling Ticket Through MyChart</u>

1. Provider will place lab order into Epic prior to sending ticket to patient for scheduling.
2. Once order has been placed, Provider/clinical team member will navigate to In-Basket and select *New Patient Message*.
3. Subject of message should read, *Schedule Labs*
4. Body of message should read, *"Please schedule for this Saturday."*
5. When in the *New Patient Message* activity, select *+add* next to the patient appointment and fill in the department, visit type, and provider/resource.
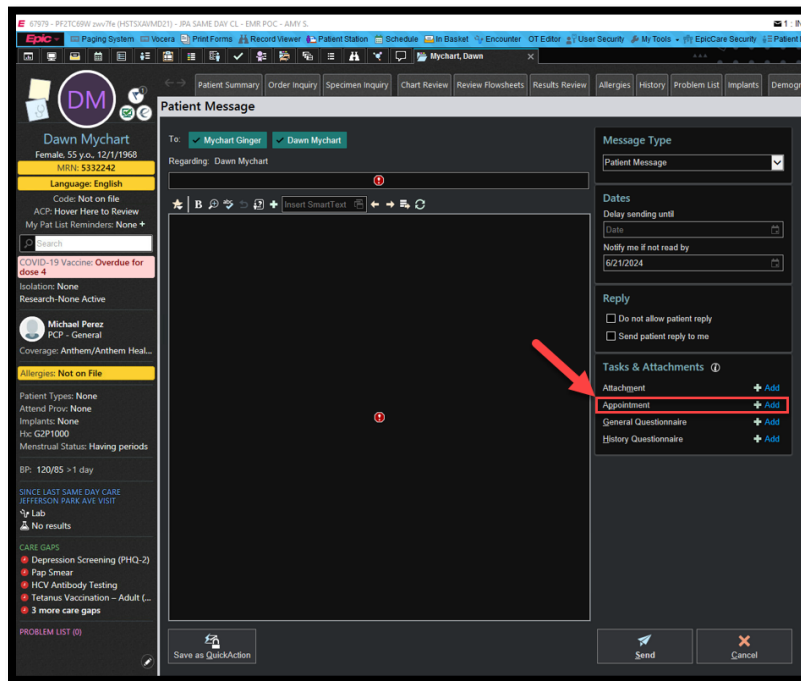
- Department: Lab ECCC Cancer Center
- Visit Type: Lab Work
- Provider/Resource: Saturday Lab

6. Once all information is filled out, select *Accept* in lower right hand corner.

7. Once accepted, select *Send* in the lower right hand corner to send to patient.
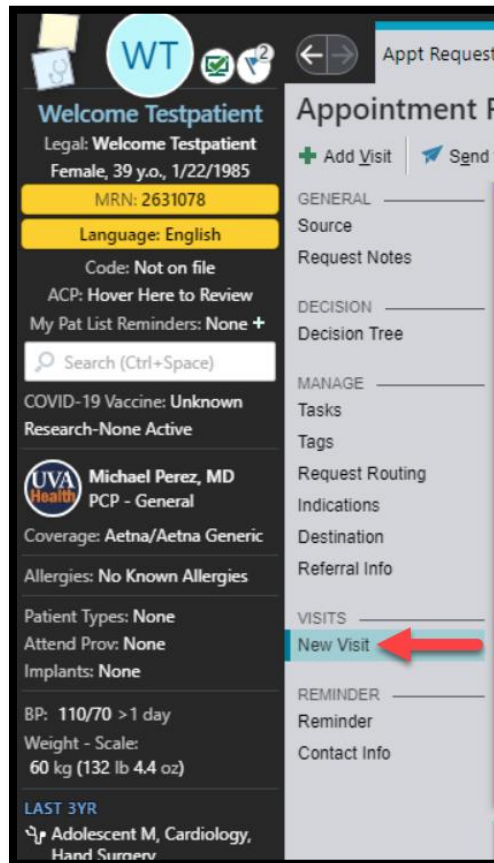

8. Once the message has been sent, the patient will follow the link within the attached task to schedule an appointment via MyChart. A Tip Sheet on what the patient will see when scheduling can be found here.

Sending Scheduling Ticket Through Appointment Desk

1. Provider will place lab order into Epic before sending ticket to patient for scheduling.
2. Team member will navigate to patients *Appointment Desk* select *Request* and then *Appointment Request.*


3. Once in the *Appointment Request* activity, team member will navigate to the left hand side and select *New Visit*.

4. Once in the *New Visit* activity, team member will fill in the department, visit type, and provider/resource.
   - Department: Lab ECCC Cancer Center
   - Visit Type: Lab Work
   - Provider/Resource: Saturday Lab

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5. After information has been entered, team member will select *Send to MyChart* to send scheduling ticket to patient.
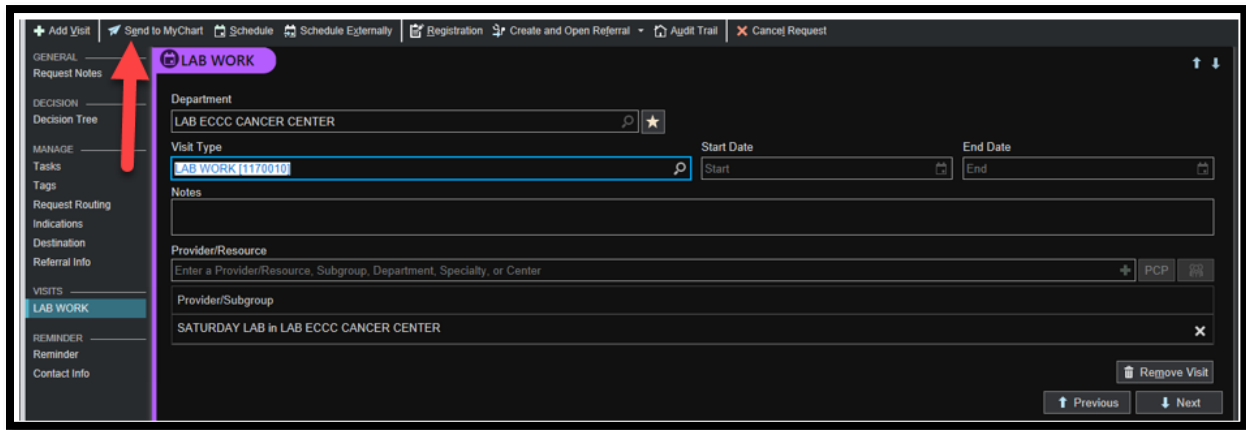
6. Once message has been sent to patient, patient will follow link within task to schedule appointment via MyChart. A Tip Sheet on what the patient will see when scheduling can be found here.

Scheduling Patients without MyChart

1. Provider will place lab order into Epic before team member scheduling.
    -   Orders will be placed on a Thursday or Friday for Saturday lab needs.
2. The provider or clinical team member will send In-Basket message to ***Ancillary Clerical Support Pool*** to alert Access Team Member that a request for a Saturday lab is needing to be scheduled.
3. Access Team Member will then attempt to contact patient to schedule visit for lab work.
4. Access Team Member will navigate to "Book It" from the patient "Appointment Desk"
5. From the Book It screen team member will enter the department, visit type and provider/resource.
    -   Department: Lab ECCC Cancer Center
    -   Visit Type: Lab Work
    -   Provider/Resource: Saturday Lab
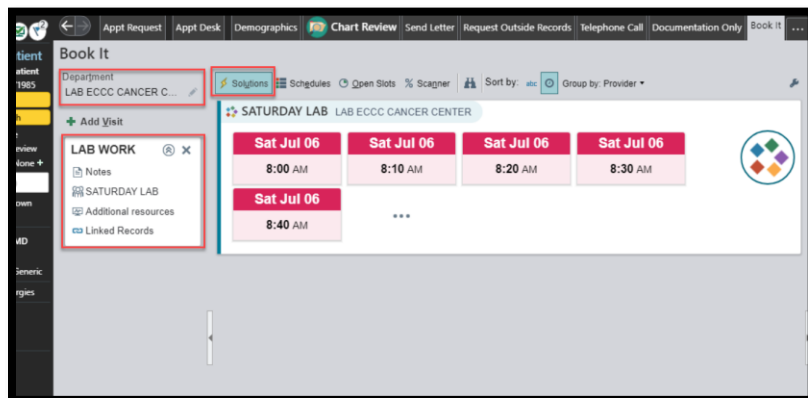
Note: Team member should ensure that they schedule from the Solutions tab and not the Schedules tab.

6. Once patient has selected a time to be seen, team member will continue through registration as normal.
7. 3 contact attempts should be made before close of business on Friday.
    - Patients can return call at 434-297-4829 to schedule.
8. If the patient is unable to be reached after the third contact attempt, an In-Basket message should be sent to the ordering provider alerting them that the patient could not be contacted.

Note: If a patient calls in with ticket scheduling issues, team member can utilize the Epic Tip Sheet here to help guide through the process.

ADDITIONAL INFORMATION:
RESOURCES:
- MyChart for Scheduling Patients Tip Sheet
    - https://ell.healthsystem.virginia.edu/mychart-scheduling-ticket-for-patients-tipsheet/

REVISION HISTORY				
Version	Reason (new, cyclical, external)	Relevant Reviewers	Approved By	Date of Approval
1.0	New	Sarah Mabe, Kelsea Garrison, Terri Solomon, Caitlin Jenkins		

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