Scheduling Express FAQs for Surgeon Offices

The first section is for the Schedule View, and the second section is for the use of the eRequest functionality.

Section One: Calendar View-Only

1. How long does it take to log in to Scheduling Express?
   - Typically 3-5 seconds (username and password required)
   - Surgeons and their staff can use their "preferred" email address as their username, which is included as part of the eSAF process.

2. Does it matter what version of windows users have? What operating system or web browsers are preferred?
   - Scheduling Express$_{SM}$ can be accessed using Apple or PC desktops/laptops. The only thing that really matters is browsers:
       - Internet Explorer 11 and above
       - Safari
       - **Chrome (preferred)**
       - Firefox
   - Scheduling Express was not designed for a mobile browser on the iPad or iPhone. Screen size is a factor and is not recommended for iPhone/smartphone use, as it is difficult to view properly.

3. How often is Scheduling Express$_{SM}$ updated?
   - Scheduling Express$_{SM}$ automatically receives the live schedule from Meditech approximately every 5 minutes.

4. How can users tell which rooms are which?
   - Scheduling Express$_{SM}$ displays the room's name that exists in Meditech, and the facility OR analyst can update Meditech to display pertinent information in the room description, like if it is a robotic room, has special equipment, etc.
   - Additionally, the Hospital Scheduler can limit which rooms a surgeon and their staff can view, so that they have access to the rooms that are pertinent to their specialty (e.g. Ortho surgeons can see the Ortho rooms).

5. Will other surgeon offices be able to see other surgeon's case volume and/or book into their block time on this tool?
   - No, time that is related to another surgeon, either as a case or block, will be displayed in Scheduling Express$_{SM}$ as 'Confidential' to other surgeons. Privacy of cases, patient information, and blocks are important to surgeons, and Scheduling Express$_{SM}$ is designed to respect that privacy.

6. If I am a scheduler for multiple surgeons, or if a set of office schedulers is responsible for a group of surgeons, can they see all of their surgeons' cases?
   - Yes, schedulers who have responsibility for multiple surgeons will be able to see blocks and cases for all the surgeons in their practice.

7. Who do surgeons and their staff call for problems with Scheduling Express$_{SM}$?

- Questions about the schedule (missing cases/blocks, etc.): Contact the Hospital Scheduler
- Can login but don't have any hospitals to choose from: call the Physician Support Coordinator
- Have never logged in: request access from the Physician Support Coordinator
- Have been able to login before, but can't login anymore, or receive an error: call the same support number they use for the other HCA systems, which is typically the technical support number for the hospital's Meditech support line.

8. How do surgeons get new staff registered to be able to use Scheduling Express$_{SM}$ if there is turnover?
- The local Physician Support Coordinator for the hospital will be responsible for getting new staff registered into Scheduling Express$_{SM,}$ as well as deactivating access for those that have left.

9. Can it be used for multiple HCA hospitals?
- Yes, as long as they have permissions in Meditech for associated HCA hospitals.

10. Can the office set the default hospital to their preferred hospital if they have privileges to multiple HCA hospitals?
- Yes a default facility can be set up under the Profile Set Up tab.

Section Two: eBooking Requests

1. Will the surgeon or their staff be able to book via ipad or iphone?
- Mobile Browsers on iPads/iPhones are not supported at this time. The ability to view the schedule appears to work well using Chrome on an iPad, but filling out the electronic form does not appear to work and is not advised.

2. Is Scheduling Express$_{SM}$ going to replace the in-house OR schedulers?
- No, this will simply be another (easier and more accurate) way for them to receive the booking requests.
- Furthermore, due to the complex nature of case scheduling, the items/ equipment/ staff/ instruments that need to be available for a case to be scheduled, we need our schedulers to continue to check that we have everything needed so that the case CAN be scheduled, and then to actually schedule it in Meditech. Scheduling Express$_{SM}$ will not do this for them.
- The schedulers will still need to be available for our surgeons and office staff to call them for add-ons, as well as the cases that are needed within 24-48 hours of the day of surgery.
- Studies have also shown that when an electronic form is used, there is a positive impact to patient care due to less interpretation of spelling, handwriting, etc.

3. Is Scheduling Express$_{SM}$ interfaced directly into Meditech, or does the Hospital Scheduler still need to schedule the case?
- The scheduler will still need to review the electronic request and use it to manually schedule the patient in Meditech (there is no interface back into Meditech).
- Once they have scheduled the case in Meditech, the case information will automatically flow from Meditech over to Scheduling Express$_{SM}$ and match up with the electronic request.

4. How does the office know their case has been approved and booked in Meditech? Will they receive notification?
- Once scheduled, the request will disappear from the calendar view and be replaced by the actual case, with a visual indicator that the case was scheduled as the result of the request.

- The office staff will have a worklist view where they will be able to see a request change status to "Completed"
- The office staff can set email notifications using their user settings in Scheduling Express$_{SM}$

5. When a case gets "moved" in Scheduling Express$_{SM}$, does it automatically get moved in Meditech?
   - No, this is treated as a "reschedule" request, which shows up in the Hospital Scheduler's worklist to be processed. Once the Hospital Scheduler reschedules it in Meditech, the case will automatically update in Scheduling Express$_{SM}$ with the new date/time/room, etc.

6. Will surgeons be able to book in cysto and endo rooms as well or just ORs?
   - Yes, as long as the room is assigned to a room type (General, Open Heart, Cysto, Endo) for the Surgical Services Dashboard, the room will be available in Scheduling Express$_{SM}$. This strategy also allows for rooms to be separated into facilities/locations that share a Meditech database, which is managed in the Surgical Services Dashboard.

7. What about Cath Lab, PAT, IR, L&D, etc.? Can we do those in Scheduling Express?
   - Yes, contact your Division OR Analyst for details.

8. If someone is a scheduler for multiple surgeons, or if a set of office schedulers is responsible for a group of surgeons, can they book in **all** of their surgeons' blocks, and yet be able to differentiate when trying to book a case as to which doctor is doing the case?
   - Yes, they will be able to see blocks and cases for all the surgeons in their practice. When they fill out the electronic request, they will select which specific surgeon is doing each procedure for the case.

9. If there are comments/changes, will the trail of comments be visible to both OR and office schedulers?
   - Yes, Scheduling Express$_{SM}$ will keep track of all the comments (and when they were made) and be available to everyone that has access to that case/request.

10. Can Scheduling Express$_{SM}$ be used to request a case during a surgeon's block?
    - Yes, the office will still have to fill out the electronic request so the scheduler can actually schedule the patient in Meditech, and the case will then automatically flow back into the tool and show as scheduled in that Surgeon's block.

11. What happens if a surgeon or their staff submits a case online and someone else calls in for a case request at the exact same time? Who gets priority?
    - The Hospital Scheduler is still expected to follow their facility's policy for order of priority, and to treat a Scheduling Express$_{SM}$ electronic request the same as a faxed request (which also has a timestamp of when it was faxed).
    - Furthermore, the Hospital Scheduler will be able to review Scheduling Express$_{SM}$ while they are on the phone or looking at a fax request, in order to know if there has been a request for the same time. Scheduled cases, blocks, and submitted requests will all be displayed together on Scheduling Express$_{SM}$ calendar view, in order to provide a quick and easy way to view any scheduled and requested activity for the room and day.

12. If a procedure requires special equipment, personnel, or other such special requests, how can the office request those and be assured that they are factored in when the case is approved (i.e. robot, microscope, laser, Interventional radiologist, etc.)?
    - There is a place in the online booking form to note any special needs. The hospital scheduler will review the notes and confirm they are available in order to schedule the case.

13. Can the Surgeons and Clinic staff attach documents, and send over surgery orders this way? Or do they still have to fax in orders?

- Each facility determines what types of attachments they can accommodate in Scheduling Express$_{SM}$. If the facility has added "orders' as an available file type, the users can attach orders for the patient, as well as several types of documents, like the patient's info from your own EMR. They are still able to fax in orders and/or other documents if desired.
- For PODS sites, when an office attaches a document in Scheduling Express, it will automatically flow over into PODS.

14. How does the preop testing scheduling happen and how do patients get notified of their preop testing appointment?

- The PAT requested date and time gets processed following the current process at each facility. For example, if the Hospital scheduler also schedules PAT and then notifies the surgeon's staff, then they will continue to follow that process.

15. How do the hospital schedulers calculate turn-around time between cases and or surgery lengths to ensure that offices aren't cramming cases into a timeslot knowing that they will push later cases back?

- Prior to actually scheduling the case, the Hospital Schedulers will continue to use their knowledge and/or the Meditech screen that calculates the average duration for the surgeon for the procedure requested.
- The offices may request durations that aren't actually possible to accommodate, and the hospital scheduler can either return the request or call the office to work out an alternative time prior to completing the request.

16. What is the average time to book a case using Scheduling Express$_{SM}$ vs calling in?

- At a minimum, each request should be processed the same day it is submitted.
- The submitted requests display on the schedule and the system does not allow others to submit a request while the request for a room/date/time is waiting to be processed.