

Helpful Reminders to Better Serve Our Patients

Scheduling Tips:

- Have the patient's social security number and date of birth ready.
- Give the patient's most recent demographic information.
- Mammograms- have date of last mammo ready.
- Precerts – must be received before the patient can have test performed. The patient may be rescheduled if the precert is not received in a timely manner. Please call precert information to Centralized Scheduling at 523-8602.
- All orders need to be faxed after they are scheduled to 523-8539 or 523-8603. These are the only numbers orders should be faxed to.

Ordering Tips:

Each order must have a patient name, ordered test, accurate diagnosis and the proper provider signature.

- No stamped, verbal or nurse co-signed signatures are allowed!!

Example: Dr. Doe/AJones RN VO. Dr. Doe

- No Home Health orders will be accepted that are not complete and does not include the nurses contact information.
- Orders for non-scheduled services are only valid for 30 days from the date they are written unless otherwise specified. Standing orders (lab or IFT) are only valid for no more than 6 months. If the patient is an Inpatient the standing orders are void and new orders must be written.

***Please ensure the patient knows where their scheduled test will be performed. ***

Hospital performed tests only:

- All Mammogram
- All Nuclear Med: HIDA Scan, Bone Scan, Thyroid Uptake, MUGA Scan, etc.
- All Non-Invasive Procedures: Echo, Stress Test, Venous or Arterial Duplex/Doppler
- All Injections/Infusions (IFT) and EEG

ODC performed tests only:

- MRI
- PET
- DEXA Scan

CT's and Ultrasounds will be scheduled at both locations depending on availability.

Please alert your patients that they can pre-register either by calling 523-8633 or by going online to www.baptistregional.com at least 24 hours in advance.

Important Contact Numbers

Centralized Scheduling: 523-8602 Fax: 523-8539 or 523-8603
Kristen Magee, Centralized Scheduling Lead

Medicare Compliance Questions/ CPT codes
Pam Doan 523-8512 Barbara Bryant 523-8791

Estimates: 523-8735
Kim Jeffries

Patient Access Services
Andy Dunn, Coordinator 523-8656
Katrinia Moore, Outpatient Registration Lead 526-4033
Donna Helton, ODC Lead and Lifeline 523-8774

Bedboard/Admitting 523-8714
****All Inpatient Admits report to ER Registration****

Insurance Verification
Judy Martin 523-8659 Kolleen Hodge 523-8604

Outpatient Surgery Center Registration
523-8692

Source: Baptist Health Corbin (KY).