

Community

Anticoagulation

Therapy

Clinic

DOCUMENT TITLE	NUMBER	REV
Appointment Process	3501CATC	0

PURPOSE (outline the intent or objective of the document)

To outline the process of initial and follow-up appointments for patients enrolled in the CAT Clinic.

DEFINITIONS AND ACRONYMS (provide clear understanding to words, abbreviations that may be ambiguous)

CAT Clinic – Community Anticoagulation Therapy Clinic

PROCEDURE/FLOWCHART (describe the steps in which work objectives are achieved; include statements, to the extent necessary, that explain the why, when, where, who and how)

1. The Clinic Assistant receives the CAT Clinic “Referral Standing Order” (6002CATC) form.
2. The form is reviewed by the CAT Clinic Nurse Coordinator.
3. After approval by the CAT Clinic Nurse Coordinator, the assistant will call the patient to schedule an appointment at the CAT Clinic.
4. The assistant will send the “Introduction” letter (4501CATC) and “Patient Agreement” form (4502CATC) to the patient.
5. When the patient arrives for the first appointment the assistant will:
 - enter demographic and insurance information into the CAT Clinic software program.
 - assure receipt and signed “Patient Agreement” form; if not signed will review the form with the patient and obtain the patient’s signature.
6. The assistant will schedule more face-to-face appointments with the Nurse Coordinator if needed.

RECORDS (results/evidence of work performed)

Introduction Letter 4501CATC
Referral Standing Order Form 6002CATC
Patient Agreement Form 4502CATC

REVISION HISTORY			
Rev	Description of Change	Approval	Date
0	Initial document	J. Levett, MD	12/16/05

This is a sample page from the CRHA Toolkit. For more information or to obtain hi-resolution printable copies of these documents, please visit www.crhcarealliance.org