

Approved 3/30/07

ANMC Department Service Agreement Imaging and Pediatrics Departments

The following is a collaborative service agreement between the Imaging and Pediatric departments. The departments agree on the following scope of practice for the provision of primary & specialty care.

Core Competencies:

Imaging will provide the following core services:

- Routine x-Ray, Fluoroscopy, MRI, CT, US and Bone Densitometry
- Consultative services for Imaging related questions
- Interventional Imaging (biopsies)

Pediatrics will provide the following core services:

- Sedation and monitoring for radiology procedures requiring sedation if non-intubated
- Accompany children who are at risk for complications during radiology procedures
- Appropriate and necessary exam and work-up of medical conditions prior to ordering of radiology procedures
- Radiology Order Entry (ROE); complete pertinent clinical history, correct exam, ordering provider.
- Patient is given appropriate prep instructions/ date and time.

Access Agreements

Imaging will provide the following access:

- All patients will be offered an appointment within one day for any urgent or emergent problem
 - Currently Fluroscopy, MRI, CT are working on backlog reduction. The goal is to offer these within 24 hours.
- MRI's needed as a part of a seizure work-up for a child from a village will be worked in within 24 hours and will be mutually scheduled with Pediatrics if sedation is needed.
- Currently, MRI is working on a backlog reduction project. Routine MRI examinations may take longer to schedule.

Pediatrics will provide the following access:

- Same day access offered for all Pediatrics patients who can schedule by 4:00 p.m. and arrive in the clinic by 4:30 p.m. Monday - Friday
- Evenings between 5:00 p.m. – 8:00 p.m. and Saturdays between 8:30 a.m. and 4:30 p.m. the clinic is staffed with one provider who covers the practice for customer convenience and urgent needs for customers who can schedule by 7:00 p.m. and arrive by 7:30 p.m. in the evenings and customers who can schedule by 4:00 p.m. and arrive by 4:30 on Saturdays
- Inpatient consultation at any time
- The sedation and monitoring for MRI's needed as a part of a seizure work-up for a child from a village will be worked in within 24 hours and will be mutually scheduled with Imaging.

Consultation /Treatment Process

- Ordering provider or support staff will call PCC Imaging at x 2299 for scheduling
- Ordering provider or support staff initiates and completes ROE
- Name of ordering provider must appear on ROE
- Ordering provider or support staff will give the patient the appointment time and prep instructions for exam

Communication Process

- Pediatrics will identify patients who have complex issues such as, medical, logistical or social issues, when sending a consult
- Results of requested Imaging procedures will be sent back to ordering provider via e-mail with specific follow up recommendations when indicated
- Provider to provider phone contact for any conditions discovered by radiologist deemed to be urgent or need quick follow up, if provider not available page on-call physician
- Provide a verified report within 24 hours of exam being completed
- Preliminary reports of Imaging studies is available prior to the verified report through hospital "listening only" Imaging dictation system

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Consultation / Treatment Guidelines (for each referral guideline include graduation criteria)

- The process for approving guidelines:
 - Guidelines developed at department (or other) level
 - Department presents guideline to appropriate Clinical Core Business Group (CCBG)
 - After CCBG approval guideline goes to PIC for final approval
 - After PIC approval guideline is posted on ANMC intranet

Quality Assurance Agreements

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of the Medical Services Division and the ANMC Administrator.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.
- Quality review of the system will occur on a regular basis. Metrics to include:
 - % of time guidelines are met
 - % of time processes are followed
 - % of time adequate information is provided to consultant clinic
 - % of time adequate information is provided to referring clinic
 - % of time appointment is booked using the phone process
 - % of dictation consultation summary received

John Midthun, MD

Signature of Imaging Medical Director

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Signature of Women's Health Medical Director

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Signature of SCF Vice President Medical Services

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Signature of ANMC Administrator