

Approved 3/30/07

ANMC Department Service Agreement Imaging and Women's Health Departments

The following is a collaborative service agreement between the Imaging and Women's Health 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, Mammography and Bone Densitometry
- Consultative services for Imaging related questions
- Interventional Imaging (biopsies) Equipment and Ultrasonographer to assist Perinatologist in providing advanced OB services
- Imaging will provide basic HSG supplies

Women's Health will provide the following core services:

- 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
- Schedule of ultrasound in the PCC and Mammograms in PCC and hospital
- Contact the Ultrasonographer when same day appointments are requested
- Case Manager from Women's Health will accompany patients for HSG
- Women's Health will supply staff and additional equipment as needed

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, MRI is working on a backlog reduction project. Routine MRI examinations may take longer to schedule.

Women's Health will provide the following access:

- Twenty four hour per day consultation and inpatient care to Imaging patients
- Same day access for any outpatient consult
- Continuity appointments offered within 5 days for a clinic appointment
- Surgery offered within 10 days

Consultation /Treatment Process

- Ordering provider or support staff will call Imaging at x 2300 for scheduling outside Signature
 - Women's Health schedules directly into the Signature package for appointments at the PCC US and all Mammograms
- 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
- Ordering provider or support staff initiates and completes ROE or requisition for diagnostic mammogram

Communication Process

- 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

Approved 3/30/07

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

- Ultrasound
- Fluroscopy
- CT
- MRI
- Diagnostic Mammogram
- Screening Mammogram
- Bone Densitometry

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

Ben Garnett, MD

Signature of Women's Health Medical Director

Douglas Eby, MD, MPH

Signature of SCF Vice President Medical Services

Daniel Jessop, CPA, MBA

Signature of ANMC Administrator