

Approved 3/30/07

## **ANMC Department Service Agreement Imaging and Family Medicine Departments**

The following is a collaborative service agreement between the Imaging and Family Medicine 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)

FMC 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 and ordering provider with special attention to procedure specific requirements

### **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.

FMC will provide the following access:

- Same day access offered for all Family Medicine empanelled 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 2-3 providers who cover 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 evening and customers who can schedule by 4:00 p.m. and arrive by 4:30 p.m. on Saturdays

### **Consultation /Treatment Process**

- Ordering providers not working on the ANMC campus must be credentialed for billing at ANMC
- Ordering provider or support staff will call PCC Imaging at x 2299 for scheduling
- Ordering provider or support staff initiates and completes ROE or requisition for diagnostic mammogram
- Name of ordering provider must appear on ROE or requisition
- Ordering provider or support staff will give the patient the appointment time and prep instructions for exam

### **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
- Imaging will 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
- Family Medicine will provide updated contact lists including Primary Care Contact Sheet and Village assignments
- Family Medicine will complete ROE with pertinent clinical history, correct exam and ordering provider with special attention to procedure specific requirements
- For same day appointments when, the Provider will be paged. Pages from Imaging will be answered by the provider as soon as the current encounter allows, when it’s not possible for the provider to answer the page the provider will have the CMA or Case Manager return the page.
- For future appointments Imaging will contact the Case Manager with questions
- In the case that Imaging cannot reach the provider or Case Manager the Clinic Manager will be contacted

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**Consultation / Treatment Guidelines** (for each consultation 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
- Fluoroscopy
- 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

Verlyn Corbett, MD

Signature of Family Medicine Medical Director

Douglas Eby, MD, MPH

Signature of SCF Vice President Medical Services

Daniel Jessop CPA, MBA,

Signature of ANMC Administrator