

Scheduling Newborn Appointments

- Schedule newborn within 48-72 hours from hospital discharge
- High risk/NICU newborns must be scheduled within 24 hours from discharge
- Search for a newborn slot first; Any WCC slot second; any other slot last. Do not use the yellow same day appointments
- If no appointment available within timeframe needed, send email to Call Center Leadership to escalate
- If you do schedule the newborn appointment, request medical records.

Important: Make sure to screen for COVID-19 when scheduling & rescheduling appointments

Fill out the newborn request template and copy into EHR for medical records request

- **For New Born Record Requests**
- Record Request Communication
- Patient Name: **(John Smith)**
- Newborn Mother: **(Kay Tootsie Smith – FIRST, MAIDEN, &LAST Name is very important as baby may have a different last name)**
- DOB: **(01/01/1000)**
- CB#: **(209-123-4567)**
- Caller Name: **(Nurse Kay Smith or Mother)**
- Relationship to Patient: **(Mother)**
- Hospital: BE SPECIFIC - **(DMC Manteca or DMC Modesto - MMC Los Banos or MMC Modesto)**
- Item(s) Requested w/ Reason & Date of Service: **New Born Summary from DOB 01/01/1000**
- Records Due by/for: **Appt. scheduled 11/12/2018 with Dr. Test in North Merced**

If you don't schedule (no appointments available within timeframe requested) fill out template and email to Call Center Leadership and add the reason why you are escalating.

Example: 1. Was advised to follow up ASAP or 24 hours due to jaundice. 2. No appointments available within 48-72 hours.
3. Mom is requesting an appointment ASAP because is concerned that newborn is not eating.

I need to schedule an appointment for my newborn

Follow steps to register a new patient

Parents may tell you by a certain day before the 48-72 hours, whether high risk or not. Schedule or escalate based on the information provided

Newborn discharge follow up is typically 48-72 hours after hospital discharge

By when does the newborn need to be seen?

High Risk Newborns and/or discharged from NICU are to be scheduled within 24 hours

Is there an appointment within timeframe needed for newborn?

1st search for Newborn event. If none available...
2nd search for any/all WCC events. If none available...
3rd search for any event slot except for same day slots. If none available within timeframe needed...
Lastly, Send email to Call Center Leadership with all newborn information & call back information and it will be escalated to clinic. Make sure to include reason why needs to be seen asap or sooner than the 48-72 hours.

Fill out the Newborn Request template & request medical records by following the Tasking a Globe Patient instructions

Fill out the Newborn Request template & send it in email to Call Center Leadership. Add details as to why we are escalating.
Example: needs to be seen ASAP/24 hours & no appointments available or no appointments available within 48-72hours

scheduled

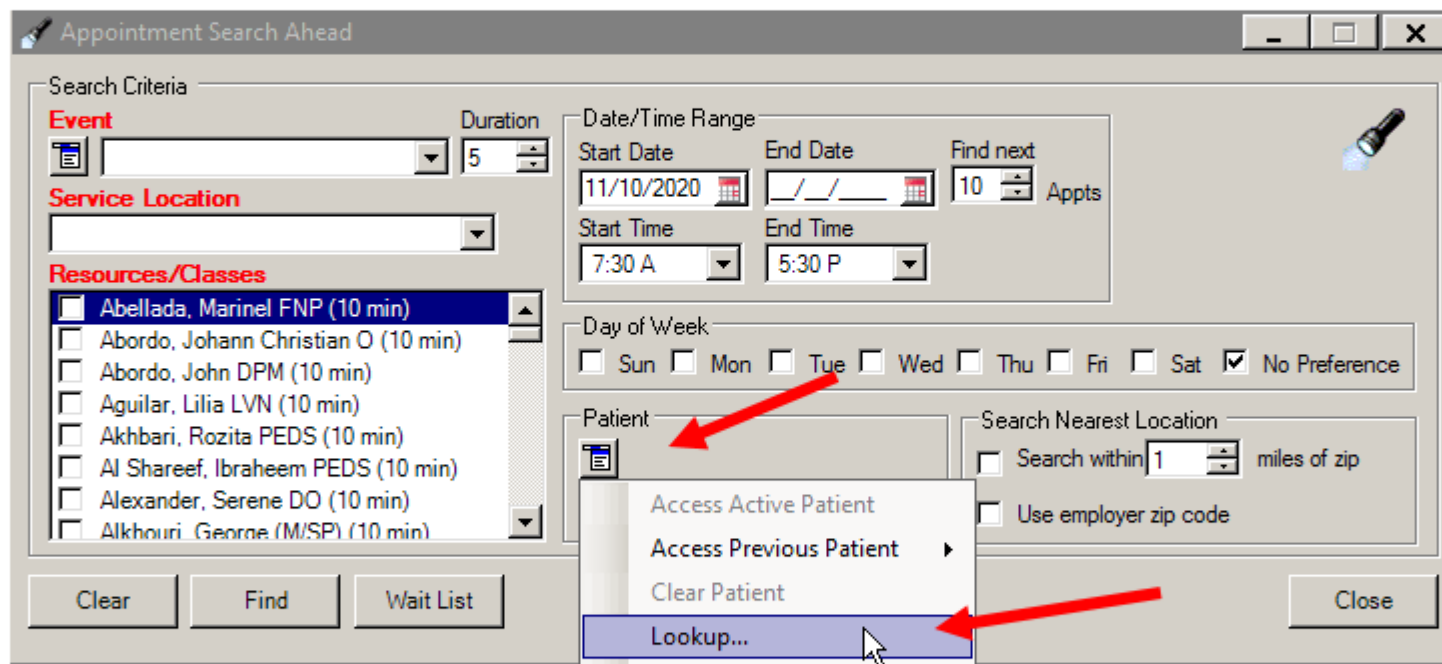
Did you schedule newborn or escalated via email?

escalated

1. From Appointment book, click on the flashlight



2. Appointment Search Ahead will come up. Click on patient >>click on Lookup



3. People Look Up will come up.

- a. Enter date of birth & click find
- b. Look for patient's name, last & first
- c. Highlight patient and double click

Note: If patient not found with date of birth, search by name, phone number, and/or address

Search Criteria

Last First / Nickname Middle Previous Last City Address Line 1 Zip Mother's Maiden Name

Social Security Birth Date Sex Phone Med Rec Nbr Policy Nbr

View By External System External ID

All Patients Exclude Expired Patients

Matching Records

Name	Patient Portal	Nickname	Maiden Name	Address	Sex	Birth
PATIENT, TEST	Y	Twilight Spa...		1058 Bill Street Modesto, CA 95855 USA	Female	08/29/1990

Records Found: 43

Clear Find New Open Close

Note: Newborn will more likely not be registered, follow steps to register a new patient. It's a good idea to check anyways in case newborn was registered before and not scheduled for some reason.

Event: Newborn

Service Location: Select patient's preference or with soonest available

Resource/Classes: Pediatrics

Appointment Search Ahead: Test Patient

Search Criteria

Event: Duration:

Service Location:

Resources/Classes:

- Pediatrics
- Pharmacist
- Podiatry
- Psychiatry
- Retinopathy
- Teen Preg Prevention Educator
- TPHC

Date/Time Range

Start Date: End Date: Find next: Appts

Start Time: End Time:

Day of Week

Sun Mon Tue Wed Thu Fri Sat No Preference

Patient

Zip Code:

Search Nearest Location

Search within miles of zip

Use employer zip code

Available Timeslots

Date/Time	Resource(s)	Location(s)	Distance	Location Address
Wednesday, December 09, 2020 at 08:20 A.	Gohel, Charmin MD PEDS	GVHC Florida..	2.79	1510 Florida Avenue M
Wednesday, December 09, 2020 at 08:20 A.	Petrova, Ekaterina MD (PEDS)	GVHC Florida..	2.79	1510 Florida Avenue M
Wednesday, December 09, 2020 at 08:20 A.	Ng, Theresa DO PEDS (F)	GVHC Florida..	2.79	1510 Florida Avenue M
Wednesday, December 09, 2020 at 08:50 A.	Gohel, Charmin MD PEDS	GVHC Florida..	2.79	1510 Florida Avenue M
Wednesday, December 09, 2020 at 08:50 A.	Bernardino, Conalu MD(No Ras...	GVHC Florida..	2.79	1510 Florida Avenue M
Wednesday, December 09, 2020 at 08:50 A.	Petrova, Ekaterina MD (PEDS)	GVHC Florida..	2.79	1510 Florida Avenue M

Buttons: Clear, Find, Wait List, Close

You can first check by caller's location preference, follow the Newborn following the flow. Offer other locations within their County to provider more options if appointments not available Within their preferred location.

Add Appointment

Date: 12/18/2020 Time: 8:20 A

Event/Event Chain: Newborn Duration: 10

Resources: De Ocampo, Emillie MD (F) (Sp) (10 min)

Service Location: GVHC Florida Medical

Description: Patient, TEST

Details: NB Check Modesto DMC, Mom Jane Doe DOB 1/15/1987

Procedure with Resident Confirmed

Appointment Kept

User Defined: Code Jane Visit No

Transportation Coordinated

In the details box, add:
NB Check, hospital name, mother's name & date of birth

Once appointment has been scheduled, request medical records by following the flow to task a globe patient

