



### Standard Operating Procedure

<b>Procedure Title:</b>	<b>Ortho Injections Process</b>
<b>Date:</b>	<b>1/25/2023</b>
<b>Version:</b>	<b>1.0</b>
<b>Department:</b>	<b>CCHC/CIC</b>
<b>Approved By:</b>	<b>Cece</b>

**Purpose: Successfully obtain PA for Injections.**

**Definitions:**

**Procedure:**

**Step one: Dr. Lee evaluates the patient. Once it is determined that they are a good candidate for injections, she will circle the codes for the type of injection the patient will be receiving and send the patient to front to review with and discuss next steps with receptionist.**

**Step two: 3132- receptionist will then take that form with the circled codes, scan it into the patient chart and send over to MA assigned to prior authorizations for PA request.**

**Step three: Said MA determines if PA is appropriate and will submit, document decision and send over to Dr. Lee's care team to call and discuss // notify patient of estimated coverage or non-coverage and then schedule the patient with both Dr. Lee and Sarah. (This will increase quality of patient care // satisfaction and communication as well as help reduce phone calls and scheduling errors.) If there is a urgent request from provider please mark as urgent.**

**Step four: Pt checks in at CIC, signs appropriate waivers and completes appropriate payment.**