



SCOR™

Frequently Asked
Questions

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SCOR™ Remote Case Scheduling

The end of inefficient scheduling and missed case opportunities

a service of ScheduleSurgery.com

888.463.9058

How do you improve physician utilization and operational efficiency of your ASC?

Improve the communications interface between your facility and their practices.

Common ASC Problem(s):

- How to increase efficient utilization of block time for higher volume physicians?
- How to attract more utilization from low or no volume physicians?
- How to make case scheduling more efficient and manageable for the ASC and the physician practice schedulers?

The Solution:

SCOR™ remote case scheduling leverages the Internet to improve ASC efficiency, customer service and marketing capabilities by providing a better case scheduling and communications interface between the ASC and physician offices.

By improving upon the phone and fax as the primary scheduling and communications medium, SCOR™ improves ASC case capture and case fulfillment performance, helping ASC's to improve overall performance and efficiency throughout the three critical phases of Case Life Cycle.



The Bottom Line:

SCOR™ improves how ASCs engage and communicate with their physician practice clientele enabling the ASC to maximize volume of realized business opportunities. At the same time, SCOR™ also markedly enhances efficiency for the ASC as well as for the physician practice.

Frequently Asked Questions:

1. Does SCOR™ replace my existing scheduling system?

No. The SCOR™ system is a solution that works in conjunction with many existing scheduling systems.

2. How do I know if SCOR is compatible with my current scheduling system?

Ask. SCOR currently works with over 70% of the scheduling systems in the ASC market and we are always looking for opportunities to add more systems.

3. Does SCOR™ allow physician schedulers to place appointments directly into our schedule?

No. All the physician scheduler can do is view availabilities and make requests for an appointment time. The ASC facility scheduler still approves the appointment request and maintains full control of the schedule.

4. How does the ASC not lose control of the case schedule?

SCOR™ was built upon the requirement that the ASC must maintain full control of the schedule. With SCOR™ the ASC scheduler reviews & approves case scheduling requests before they are finalized.

In addition, the SCOR™ Rules Engine allows ASCs to create a rule set which governs how and when cases can be scheduled. For example: If you don't want a case scheduled for the next day after a certain time, SCOR™ allows you to implement rules which will prevent this from happening. The same is true concerning implementation of time restrictions based on the type of case.

The SCOR™ scheduling rules engine allows you to automate a lot of the business rules that your ASC scheduler manages now. This helps the ASC scheduler to be more productive in creating a smooth and efficient case schedule.

5. Does SCOR™ allow physician offices to see the case schedule of other physicians?

No. Physicians and their representatives can see their own schedule, but no one else's, unless you explicitly grant them that right.

6. Do I have to maintain scheduling information in SCOR™ as well as my existing system?

No. SCOR™ is updated by data pulled directly from your local scheduling system, so there is no duplication of effort for the facility scheduler.

7. How can SCOR™ improve our registration process?

By routing your appointment requests through SCOR™, you are able to ensure that you are provided with complete patient and procedure information that you need to schedule a case. This means the end of calling physician offices because you were faxed an incomplete appointment request.

8. Does SCOR™ comply with HIPAA requirements?

Yes --- SCOR™ security is driven by the requirements of the HIPAA Security Standard Matrix. All transmissions including ePHI data are encrypted, and all users must go through a secure multifactor login process.

Our software, network and server infrastructure is constantly being monitored, audited, updated and improved to ensure the privacy and security of any ePHI data transmitted through a SCOR system.

Data security is our number one priority.

9. Is a high speed internet connection required?

A high speed connection is required for the ASC, but not for the physician offices utilizing SCOR™.

10. How much does SCOR™ pricing work?

- SCOR™ is billed as a monthly service with charges based on utilization.
- Pricing for SCOR™ currently starts at \$400/month.
- **We provide a free 30 day trial of SCOR™ so you can decide for yourself if SCOR™ is right for your facility.**

11. How can SCOR™ benefit our facility?

Consider this list of commonly recognized benefits:

- **Reduction in the volume of illegible, incomplete or missing faxes.**
Not to mention all the return calls you don't have to make back to the physician office.
- **Decrease in the amount staff time you need to dedicate to case scheduling.**
SCOR™ can increase the capacity of an ASC scheduler by over 50%.
- **MD offices have a much easier time scheduling cases.**
They can use SCOR™ to search and find appropriate schedule openings at virtually anytime, even when the facility is closed. The offices get online confirmation and SCOR™ scheduled cases are confirmed at a rate of over 99%.
- **Increase in utilization of released and open block time.**
SCOR™ makes these openings available for scheduling as soon as they are released from within your local scheduling system.
- **Reduction in cases impacted by anesthesia issues.**
With SCOR™ you can provide anesthesia staff with increased access to review the schedule. In addition, MD offices can indicate patients who require an early anesthesia review.
- **Reduction in late arriving patients and MDs.**
MD offices can print custom turn-by-turn driving directions for patients with a single click. They also have anytime access to view and print their physician's current case schedule.
- **Reduction in case cancellations and delays.**
SCOR's rules based scheduling reduces scheduling mistakes, incomplete communications and resource conflicts.
- **Increased satisfaction in your MD offices**
They no longer have to deal with busy signals; being put on hold; or waiting for return calls to schedule cases or get confirmation for the cases they've scheduled.
- **Track patient rights notification compliance**
If your physician offices distribute Rights & Responsibility Documents to patients, you can track for which patients that this has been completed.
- **Increased happiness in your back office**
Case scheduling moves from unregulated chaos to the manageability, predictability and structure of SCOR's rules based scheduling process.
- **Increased accountability for everyone**
Cases scheduled through SCOR™ always have an audit trail.

12. How do I get more information about SCOR™?

Email: SCOR@ScheduleSurgery.com

Go to the [Contact Us](#) page on our website at ScheduleSurgery.com

You can also contact our sales department at 888.463.9058.

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