



How Scheduling Works with Dr. Tangchitnob

Dear Patient,

Here is the order in which you will be scheduled for your surgery/procedure.

- 1- Surgery decision made
- 2- Rhema, Nicole or Adriana send a message for surgery to Nadine our surgery scheduler
 - a. If you do not hear from Nadine 1 week please call
- 3- Nadine gets message
 - a. Starts working on message within 24 hours
 - i. If PPO - calls insurance to verify eligibility/authorization(s), within a week
 - ii. If HMO– calls insurance and submits authorization, within 3 days
- 4 - Fax of approval comes to our office (Nadine)
 - i. If insurance approves, then Nadine calls patient to schedule surgery day
 - If patient does not answer phone, leaves voicemail AND text

- If patient answers phone, surgery will be scheduled (so please have our phone number SAVED on your phone!) 626-338-5377
- * If you decide to postpone surgery we cannot guarantee the date you want so we encourage you to book a date soon.
- 5 - Once surgery date and time are confirmed, **preoperative appointment** will be made
 - Consent
 - Order for labs (must be *FASTING****), EKG, CXR
 - Labs must be done within 3 days of receiving the orders
- 6- **Postoperative appointment** : made for 1 week after surgery, day of preoperative appointment (or can be made day of scheduling surgery to streamline)

FEES

- \$200 fee if surgery not cancelled within 48 hours. If you cancel we can not guarantee an earlier opening due to the high surgical volume of both doctors.
- \$50 fee if you lose the lab order and we need to reprint it