

## **Division of Otolaryngology**

### **Appointment Request Protocol for Schedulers**

**Objective:** As with basic ENT appointment requests, all calls shall be answered in a timely fashion and the parent/family will receive an appointment that reflects the practices and principles of the Division of Otolaryngology Children's National Health System. Our physicians are Board Certified/Fellowship trained Pediatric Otolaryngology Head and Neck Surgeons, and only see patients with complex ENT conditions or recurrent conditions requiring surgical consultation as recommended by American Academy of Pediatrics and American Academy of Otolaryngology – Head and Neck Surgery practice guidelines (AAP/AAO-HNS).

#### **Cardinal Rules for scheduling:**

- Good communication skills are a must. Use open-ended questions when taking requests.
- The more vague the complaints, the greater the need for good data collection. Continue to ask questions/validate information until you have a clear picture of the request. Symptoms that might not be serious in an adult might be very serious in a child.
- When in doubt in regards to acuity of complaint\*\* or urgent appointment requests, direct parents to contact ENT office and ask for the ENT Triage RN. Triage RN's will review requests and will call if they feel it is necessary or think the parent needs additional support/advice.
- Please ensure the patient has not seen another provider within our Division before scheduling, as well as, an outside ENT provider (which will require transfer of medical records before scheduling).

Below is a quick reference of guidelines for scheduling with the Division of Otolaryngology, which should serve as a tool to ensure the patients are seen in a timely manner pertaining to chief complaint and acuity. When in doubt refer to ENT Logic Set (revision 08/2012). Revisions forthcoming as needed.

**Acute Dizziness/ Vertigo – Schedule in Vertigo slots only next available.**

Reilly (CNMC, SG, CNSV)

Preciado (CNMC, UM, CNSV)

\* Please note: If pt. had head/ear trauma and not seen in ER for injury suggest nearest ER for evaluation.

**Airway (Complex) – Schedule in Complex Airway Clinic / NPC slots only.**

Zalzal Complex Airway Clinic (CNMC only)

All Providers (CNMC Only)

\*Please note: Required for appointment Stridor/Stertor/Laryngomalacia/ Tracheomalacia, Subglottic Stenosis. If acute respiratory distress suggest nearest ER for evaluation.

**Barking Cough / Croup – Schedule next available at CNMC only.**

All Providers (CNMC only)\*

\*Please note: Required for appointment, 3 or more episodes in 12 months; if active croup present suggest nearest ER or Primary Care Provider for evaluation.

**Breathing Difficulty - Suggest nearest ER for evaluation.**

**Chest or Neck sinking in while breathing (Retractions) – Suggest nearest ER for evaluation.**

**Deviated Septum - Schedule next available.**

All Providers (CNMC, CNSV, UM, SG, LL)

Please Note: If under one year of age CNMC only.

**Droling/ Oral Motor – Schedule next available at CNMC only.**

Bedwell first Friday of each month at CNMC only.

\*Please note: Appointments should only be offered for patients 4 years old and above with neurologic deficits interested in discussing surgical options only. If they are not interested in surgery at all, then they should contact Hearing and Speech Dept. for evaluation and alternative treatment options.

**Ear Drainage/Otorrhea (Non -Bloody) - Schedule next available.**

All Providers (CNMC, CNSV, UM, SG, LL)

Please Note: If bloody otorrhea suggest PMD evaluation or ER for treatment.

**Ear Drum Perforation/Puncture - Schedule next available.**

All Providers (CNMC, CNSV, UM, SG, LL)

**Ear Infections - Schedule next available.**

All Providers (CNMC, CNSV, UM, SG, LL)

\*Please Note: New patients are scheduled next available if 4 or more infections within the last 6 months; OR 6 infections or more in the past 12 months.

**Ear Tubes - Schedule next available.**

All Providers except Zalzal and Pena (CNMC, CNSV, UM, SG, LL)

\*Please Note: New patients are scheduled next available with transfer of medical records required before scheduling. Exclude: Drs. Zalzal and Pena when scheduling these patients.

**Ear Wax – Schedule next available at CNMC only.**

All Providers (CNMC only)

\*Please note: New Patients are scheduled only after receipt of AUDIOGRAM showing hearing loss by a hearing specialist.

**Epistaxis - Schedule next available in epistaxis slots at CNMC only.**

All Providers except Zalzal and Pena (CNMC only)

\*Please note: Only (TWO) slots are available in the AM only, no overbooking allowed for this appointment.

**Fluid in Ears/Middle Ear Effusion - Schedule next available.**

All Providers (CNMC, CNSV, UM, SG, LL)

\*Please Note: Patients are scheduled if fluid present for 3 months or greater; OR fluid present with hearing loss or speech issues.

**Foreign Body - Schedule next available.**

All Providers (CNMC only).

\*Please Note: Three (3) 8 AM slots are available per clinic at the CNMC location.

**Hearing Loss - Schedule next available after receipt of an AUDIOGRAM for proper triage.**

Sensorineural/Mixed Hearing Loss - Schedule in Hearing Impairment Clinic with Preciado (CNMC, CNSV, UM) or Reilly (CNMC, CNSV, SG).

Conductive Hearing Loss - All Providers (CNMC, CNSV, UM, SG, LL)\*

\*Please Note: If hearing loss due to wax/cerumen impaction schedule at CNMC only, AUDIOGRAM required).

**Laryngomalacia - See Airway.**

**Nasal Congestion, Stiffness, Runny Nose - If the only complaint is congestion/stiffness/rhinorrhea refer to PCP or Allergist; If above signs are in conjunction with sleep disturbed breathing, see snoring.**

**Nasal Fracture** - If fracture occurred more than 7 days ago refer to Plastic Surgery; if fracture occurred less than 7 days ago, please schedule with ENT physician on-call. Please note the patient must be seen within 7 days of injury for evaluation in case surgery is indicated, which is highly recommended to be completed within this time frame as well.

**Neck Mass/Swollen Lymph Nodes** - Schedule next available.

All Providers (CNMC, CNSV, UM, SG, LL)

Please Note: If acute infection (redness, pain, drainage, fever) suggest nearest ER or Primary Care Provider for evaluation.

**Nosebleeds/Epistaxis** - Schedule next available.

All Providers (except: Zalzal, Pena, Reilly) at CNMC ONLY.

Please note: Only (TWO) slots are available in the AM only, no overbooking allowed for this appointment type.

**Oromotor Dysfunction/ Swallowing Difficulties** - See Drooling.

**Persistent/Chronic Cough** – Suggest consultation PULMONARY.

**Post-Operative Patients** — See surgical coordinator list or check EMR if patient had emergency procedure in CNMC ER.

**Ringling in ear/Tinnitus** - Schedule next available in Tinnitus slots only.

Reilly (CNMC, SG, CNSV)

Preciado (CNMC, UM, CNSV)

\* Please note: If pt. had head/ear trauma and not seen in ER for injury suggest nearest ER for evaluation.

**Sinus Problems** – Schedule next available.

Pena Complex Sinusitis Clinic (CSC) CNMC only – **Required** asthma/pulmonary/allergy issues and more than 4 treated sinus infections in 12 month period.

\*Please note: If patients are 5 years old or over, they should be scheduled for PFTs, (pre and post bronchodilator spirometry). Whoever schedules appointments can call PFT scheduler, Crystal Hawkins, ext. 3153 to make sure the PFTs are scheduled ahead of appointment date or on the same day to ensure completion for the pulmonary portion of the visit).

All Providers (CNMC, CNSV, UM, SG, LL) if patients don't meet CSC clinic requirements.

\*Please Note: Less than (1) year of age schedule at CNMC only.

**Skull Fracture Temporal Bone** - ENT Triage RN.

**Sensorineural Hearing Loss/SNHL/Mixed Hearing Loss** - See hearing loss.

**Snoring/Trouble Breathing when sleeping - Schedule next available.**

All Providers (CNMC, CNSV, UM, SG, LL)

Please Note: Required witnessed gasping/pauses/mouth breathing for scheduling.  
Less than (1) year of age must be scheduled at CNMC only.

**Squeaking Breathing – See Airway.**

**Stridor - See Airway.**

**Throat Infections/Tonsillitis - Schedule next available.**

All Providers (CNMC, CNSV, UM, SG, LL) Age 0-23 months CNMC only.

Please Note: Required Recurrent Strep/Tonsillitis (7) infections in 12 months, (5) infections two years in a two OR (3) infections three years in a row for scheduling.

**Tongue Tied/Frenulum - Schedule next available.**

Age 0-3 months: May schedule for in-office procedure with the following Surgeons:

Bauman (CNMC) (2) slots in the AM only

(SG) (1) Slot right before lunch

Reilly (CNMC) (2) slots in the AM only

(CNSV) (1) slot in AM only

(SG) (1) slot in AM only

Bedwell (CNMC) (4) slots in the AM only

Mudd (CNMC) (2) slots in the AM only

(SG) (3) slots, two in AM, and one before or after lunch.

Age 4-23 months: All Providers (CNMC, CNSV, UM, SG, LL)

Please Note: If older than 24 months need speech evaluation before scheduling.

**Tracheotomy - Medical records must be faxed and reviewed before scheduling.**

**Voice Disorders /Hoarse - Schedule next available in the Voice Clinic (3<sup>RD</sup> Wednesday of each month at CNMC)**

Mudd Voice Clinic - Age 4 years old and up only.

Please Note: If under 4 years of age schedule with Mudd in a general clinic slot at CNMC only.

Guideline Add-on's

**Eustachian Tube Dysfunction (popping noise)**

Schedule next available, any location with any provider

**Hypernasal Voice**

VPI clinic only with Dr. Preciado in DC

**Preauricular Sinus**

Scheduled next available with any doctor

**Branchial Cleft Cyst**

Next available with any doctor

**Microtia**

Next available with Dr. Reilly or Dr. Preciado

**Cyst under Chin**

Next available with anyone

**Bronchitis (must be referred by Pulmonary)**

Next available

**Globus Sensation**

Next available DC only

**High arch palate-Plastic Surgery Department**

**Cut Frenulum**

Next available, any location

**Floppy airway (Laryngomalacia)**

See guidelines

*Laryngeal cleft ask for Michelle ZA/ZA ONLY DC  
~~next available w/ any doctor~~*

*choanal Atresia  
next available DC ONLY*