

**OLIVE VIEW-UCLA MEDICAL CENTER
NEUROLOGY DEPARTMENT
POLICY & PROCEDURE**

**NUMBER: 2164
VERSION: 2**

SUBJECT/TITLE: GUIDELINES FOR REVIEW OF NEUROLOGY CONSULTATION REQUESTS

POLICY: I. Objectives

- A. The efficient triage of requests by the medical and surgical services for neurological evaluation.
- B. Screening consultation requests in an effort to maintain a reasonable interval between requests for service and an appointment date for new patients.
- C. Provide guidance and educate faculty and housestaff on points of management in common neurological outpatient issues.

The Neurology Department receives some 150 to 200 requests each month for outpatient consultation. The monthly capacity for our combined clinics is around 100 new patients, 150 returns, and 40 urgent.

II. Mechanism of Consultation-Request Review

- A. Consultation requests should be sent to the Neurology Department by E-Consult. The will be distributed to Neurology attending physicians for evaluation.
- B. Each request will be evaluated and approved or disapproved. If approved a request for laboratory or diagnostic tests may be requested prior to being seen in the clinic. On approval an appropriate clinic will be designated. .
- C. Acceptance or denial of consultation requests will **be based on the information provided**, regarding the appropriateness and urgency of the request and the need for diagnostic testing prior to the appointment.
- D. Decisions for each request will be made through E-Consult.

III. Consultation Denials

We approve appointments for all patients whom we judge to have a neurological problem that necessitates evaluation by a specialist. Practically, we cannot accommodate all patients with neurological problems due to our limited clinic resources and manpower. Reasons for denial of appointment will be made through E-Consult. A patient may have a neurological problem, usually chronic, which

SUBJECT/TITLE: GUIDELINES FOR REVIEW OF NEUROLOGY CONSULTATION REQUESTS

Policy Number: 2164

Page Number: 2

does not require evaluation by a neurologist. In such instances, general principles of management for the particular disorder are outlined. Denials may be accompanied with suggestions for management and care of patients. If a patient is denied a clinic appointment, a determination is made as to what is the proper disposition for that patient and any appropriate referral request is completed (e.g., to Primary Care, Cardiology, etc.).

If there is a **lack of critical information**, the consultation request will be denied. If the request indicates that results are pending, this must be available in ORCHID. . If the request states “lost to follow-up,” the medical record is reviewed to determine whether the patient was discharged from clinic.

PURPOSE: Describe the procedure and criteria for reviewing Neurology consultation requests

DEPARTMENTS: NEUROLOGY

DEFINITIONS:

PROCEDURE:

References:	
Approved by: Shannon Thyne (Chief Medical Officer)	Date: 05/09/2017
Review Date: 05/09/2020	Revision Date:
Distribution: Neurology	
Original Date: 05/09/2017	