

# Lourdes Introduces Online Patient Self-Scheduling



Patients often cite a difficulty in scheduling appointments during normal business hours as a reason why they don't follow their physician's recommendations to have additional testing performed.

Lourdes Health System has launched a new online patient self-scheduling option that should alleviate those problems and increase compliance with ordered tests. The easy-to-use system complements Lourdes' existing patient appointment line.

## Continuum of Care

Lourdes is dedicated to patient-centered care and providing easy, convenient options to meet the needs of our busy patients. These choices on how to make and fulfill appointments sets Lourdes apart and ensures a continuum of care by providing a single source for all care provided—from hospitalizations to outpatient diagnostics—the outcomes of which are easily accessed by physicians by secure online connection or fax.

"This new online service provides patients with convenient, 24-hour access to request appointments," said **Maria Wence**, Lourdes corporate director of patient access. "Written instructions, preps and directions can be accessed 24 hours a day and can be printed from the patient's own computer. The system also will send confidential e-mail reminders of the appointment."

## Making a Request

Requesting an appointment only takes a few minutes. Once the patient goes to [www.lourdesnet.org/patients/request.php](http://www.lourdesnet.org/patients/request.php), he or she is asked to select the location for the test, Our Lady of Lourdes Medical Center in Camden or Lourdes Medical Center of Burlington County in Willingboro, the referring physician, the procedure, the diagnosis, some minimal demographic and insurance information and a preferred date and time. The new site also provides patients an opportunity to scan and upload a copy of their script, though it is not required.

Lourdes staff will confirm the appointment time, perform conflict checking, offer alternative dates and times if necessary and respond back to the patient via e-mail within one business day.

The site also features frequently asked questions, such as "Do patients need appointments for an X-ray?" and "Do I need to schedule laboratory appointments?" as well as information about available services.

In addition to requesting an appointment, the patient has the ability to update or enter all of his or her demographic and insurance information to speed up the registration process on the day of the test.

Services available for online scheduling include:

### Our Lady of Lourdes Medical Center

- Radiology (general, ultrasound, CT, MRI)
- Heart Testing (Heart Station)
- EEG
- Respiratory Therapy
- Physical, Occupational, Speech Therapy
- Audiology
- Antenatal Testing and Counseling
- Heart Failure Care
- Cardiac Rehab
- Pre-Admissions Testing
- Nuclear Medicine Studies

### Lourdes Medical Center of Burlington County

- Radiology (general, digital mammography, bone densitometry, ultrasound, CT, MRI)
- Heart Testing (Heart Station)
- EEG
- Respiratory Therapy
- Physical, Occupational, Speech Therapy
- Sleep Studies
- Wound Care
- Nuclear Medicine
- Pre-Admissions Testing

For surgeries and interventional procedures such as catheterizations, physicians still need to coordinate with the appropriate surgical area.

Patients who encounter problems with the online system or would prefer to speak to a live person can call 1-877-APPT-LHS (1-877-277-8547) Monday through Friday, 7:30 a.m. to 5 p.m. and Saturday 8 a.m. to noon.

## CONTACT

For more information about online patient self-scheduling, contact **Maria Wence**, corporate director of patient access, at 856-757-3676 or [wencem@lourdesnet.org](mailto:wencem@lourdesnet.org).