Step 1: Study Coordinator Initiates Scheduling
- Reviews Outlook calendar (CRS Mission Bay NeuroDev)
- Submits scheduling form to CRS scheduler, CRSMissionBayND@ucsf.edu

Step 2: CRS Scheduler Reviews and Schedules
- Reviews request
- Schedules evaluation and notifies study coordinator within one to two business days
- After appointment confirmation, study team submits outpatient registration form to peds.crs@ucsf.edu

Step 3: Changes?
- Study coordinator notifies CRS scheduler at least two business days prior for cancellations or rescheduled evaluations*
- Study coordinator repeats Step 1 and begins the process anew

* Review cancellation policy

SCHEDULING CONTACT

CRS Neurodevelopment scheduling: Michelle Torres, CRSMissionBayND@ucsf.edu, 415.632.5010

Revised February 25, 2015
NeuroDevelopmental Testing Scheduling Guidelines

The following procedure must be followed by all studies who wish to use the CRS NeuroDevelopmental Research testing services at the UCSF Mission Bay Benioff Children’s Hospital.

1. Study coordinators are encouraged to check the Outlook calendar for availability at “CRS Mission Bay NeuroDev”.
2. The study coordinator emails the reservation form to the CRS scheduler at CRSMissionBayND@ucsf.edu.
3. The CRS scheduler assigns a testing appointment within one to two business days of receipt of the reservation form and notifies the study coordinator via email of the confirmed appointment and location.
   • If none of the preferred requested appointment slots are available, the CRS scheduler will communicate with the study coordinator and work to identify a mutually agreed upon slot.
4. The CRS scheduler checks email and assigns testing sessions Monday through Friday, from 8AM to 4PM only. No scheduling occurs during University holidays.
5. Any concerns regarding the scheduling process should be directed to Wendy Staub, CRS Operations Analyst, Wendy.Staub@ucsf.edu.

Note: The outpatient registration form still needs to be completed and submitted to the CRS pediatric appointment coordinator at peds.crs@ucsf.edu

* Cancellation/No show/Late arrival policy

In an effort to minimize the number of same-day cancellations, “no-show” or late arrivals, the following policies will apply to all users of the CRS NeuroDevelopmental Research testing services:

- All cancellations with the exception of emergency situations must be received at least two business days prior to appointment. Example: Cancel on Thursday for a Monday appointment.
- If a visit is cancelled or is a “now show” on the scheduled day or is cancelled less than 2 business days in advance then that study participant will be subject to lower priority re-scheduling.
For All Patients

- Review the shared Outlook calendar from your own calendar. To do this:
  - Select “Open Calendar” from the “Manage Calendar” area on the horizontal Outlook ribbon at the top of the screen.
  - Next, select “From Address Book” and type in “CRS Mission Bay NeuroDev”. The calendar name will automatically highlight as the predictive text is validated.
  - Click “Calendar” at the bottom of the dialog box to add the calendar name to the selection field, and then
  - Click “Ok”. The calendar should now open on your screen.
  - Submit a Scheduling Request Form to CRSMissionBayND@ucsf.edu

- After receiving confirmation of a scheduled appointment:
  - Submit an outpatient registration form to the CRS pediatric appointment coordinator at peds.crs@ucsf.edu
  - Escort family to your scheduled room on the day of the appointment.

Tip:

We strongly recommend that you schedule testing session prior to invasive procedures, e.g., Lab work, radiology exams or other mental and physically draining procedures.