

Suggested script for Scheduling AAA patients:

Caller may want to read the CDC web page on AAA's before calling the patient for more info. Web page can be found by searching "AAA CDC fact sheet".

http://www.cdc.gov/dhdsp/data_statistics/fact_sheets/fs_aortic_aneurysm.htm

Suggested script: "Hello. This is *office employee calling* from *clinic name*. The Doc wanted me to call you because your chart and medical history suggests you may be at risk for Aortic Aneurism. With a sonographer from the hospital using a mobile ultrasound machine we look for and measure the Aortic Artery and look to see if the main artery is ballooning or if any plaque buildup is present. Medicare policies recommend this test for people with qualifications based on your medical history. It's called an abdominal aortic aneurysms test. Would you be able to come in for ten to twenty minutes on *date*?"

Further information if ambivalence detected:

This is a condition where the Aorta, the largest artery in the body acts like a balloon making the walls get weak. The government education and research organization "Center for Disease Control" says more than 17,000 people die from this every year, 2/3rds are male and over 99 percent who rupture (pop) die and never make it to the hospital alive. Oftentimes there are no symptoms except death. If the condition goes untreated, it can be life threatening. It is easily detected with a simple ultrasound test that our office is currently offering.

Medicare recommends and will usually cover the exam for patients over 65 who are current or former smokers, have high blood pressure, or a family history of abdominal aortic aneurysms. Dr. X wanted me to schedule you for this test because one of the many indications came up in your history or chart

Would you be able to come in for twenty minutes on **Date**?

Please review with patient:

1. Please don't eat or drink six hours before the ultrasound. Food makes gas bubbles that ultrasound can't penetrate. Yes, everyone and all food and beverages, a little water might be ok.
2. Medicare and other Insurance companies publish medical recommendations, this is in the same category of importance as Mammograms and Colonoscopies, it is definitely the easiest test of the three.
There might be a co-pay, so please be prepared. If you have any questions, you can contact your insurance company and give them the test code # 93978. They will be able to tell you if you would have any out-of-pocket costs. This is the same ultrasound machine we use monitor pregnancies. It's the easiest test you'll should pass this year.
3. Emailing the patient or directing them to educational pieces like the CDC article increases patient compliance and chances of showing up to the appointment. Also, you get their email for other educational opportunities. An educated patient *is* a motivated patient.

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