



Spartanburg Regional

Spartanburg Regional is prepared to provide you with excellent customer service at North Grove. As we make this transition, please share with us any issue that needs attention. We are committed to working with you to resolve them. The information is a reference tool as we settle in. If we have left anything unanswered, please let us know as soon as possible.

- **Hours of Operation:** Monday - Friday 8 a.m. to 5 p.m.
- **Medical Orders:**
 - Scheduled Imaging patients: Fax orders to Regional Scheduling 560-6613
 - Walk-in Non-Scheduled Patients LAB and/or RAD: Give order to patient and/or fax to 560-9020
 - Orders written on "Void" or "Illegal" watermarked Rx pads are not acceptable
 - Compliant orders are required: What constitutes a compliant order?
 - Patient's Name
 - MD Signature (electronic signature acceptable if attestation form signed for Health Informatics)
 - Date (current date or test date)
 - Specific test name and/or CPT code
 - Valid diagnosis ICD9 code and/or narrative (R/O and history of are not acceptable)
- **Appointment Scheduling**
 - Call Regional Scheduling at 560-7777
 - Procedures that require scheduled appointments
 - Imaging procedures that require insurance pre-certification
 - Imaging procedures that require patient prep
 - Information needed to schedule appointments
 - Patient name and SSN or DOB
 - Patient current address and telephone number
 - Specific procedure/exam
 - Compliant ICD-9 (diagnosis) code and/or narrative (signs and symptoms are acceptable)
 - Ordering physician name
 - Patient insurance type
 - Please have patient chart available to answer procedure-specific questions
 - Fax medical order to 560-6613 for all scheduled appointments
- **What does a patient need to bring to registration?**
 - Picture ID
 - All insurance cards
 - Physicians order for non-scheduled patients



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- **How will CT patients get contrast?**
 - Patient presents with request for CT contrast
 - CT staff are alerted to request by Patient Access staff
 - CT staff present and escort patient to CT area to give them the contrast with directions sheet

- **Imaging and Lab test results will be faxed to the ordering physician.**
- **Lab test results can also be obtained by calling SRMC Lab Customer Service 560-6212.**
- **Laboratory tests not performed at North Grove lab will be referred to the main lab at SRMC.**
- **Specialized tests not performed at SRMC will be referred to Lab Corp.**

Important Numbers:

Contact	Office	Cell
Regional Scheduling	560-7777	
Regional Scheduling Fax	560-6613	
Regional Scheduling Manager: Waynette Wall	577-4170	316-7132
Reception/Registration	560-9000	
Registration Fax	560-9020	
Registration Supervisor: Pam Parris	560-7841	809-9675
Registration Manager: Ed Spires	560-6292	706-6701
SRMC Laboratory Customer Service	560-6212	
Director of Laboratory: Cheryl Fifield		612-8620
Director of Imaging: Noel Rhodes	560-6521	706-5788