

**ARROWHEAD REGIONAL MEDICAL CENTER
REFERRAL CENTER POLICY AND PROCEDURE MANUAL**

2022 Summary of Policy Revisions

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (New and Major Revisions Only)
				X	Index	
101.00 v1				X	Department Mission and Goals	
102.00 v2			X		Plan of Provision of Care	
103.00 v2				X	Management of Information	
104.00 v2				X	Customer Service (AIDETS)	
105.00					No Policy	
106.00 v1				X	HIPAA Compliance – Information Privacy & Security	
200.00 v3				X	Orientation and Staff Development	
201.00 v2			X		Referral Center Operation Guidelines	
202.00-203.00					No Policy	
204.00 v1				X	Supervisor Responsibilities	
205.00 v1				X	Office Assistant III Responsibilities	
206.00 v2				X	Clinic Assistant Responsibilities	
301.00 v2			X		Appointment Scheduling	
302.00-307.00					No Policy	
308.00 v1				X	Patient Access to Care	
309.00 v1				X	Patient Complaints	
310.00 v2			X		Management of Customer Inquiries	
311.00 v1				X	Downtime/Systems Failure Management	
401.00-402.00					No Policy	
403.00 v2				X	Evacuation of Referral Center	