**SCHEDULING TEAMS**

- Cardiology Scheduling VDN:44000 Skill:600
- Infectious Disease Scheduling VDN:44002 Skill:602
- Gastroenterology Scheduling VDN:44005 Skill:605
- Rheumatology Scheduling VDN:44006 Skill:606
- Allergy / Immunology Scheduling VDN:44007 Skill:607
- Pulmonary Triage VDN:44008 Skill:608
- Neurology Scheduling VDN:44003 Skill:603
- Comp Care / PM&R Scheduling VDN:44004 Skill:604
- Nephrology Scheduling VDN:44012 Skill:612
- Endocrinology Scheduling VDN:44010 Skill:610
- Adolescent Medicine Scheduling VDN:44009 Skill:609

**PRE AUTH TEAM**

- Pre Auth Triage 3-7793 659 451

**HIM TEAM**

- PHARMACY LAB MEDICAL QUESTIONS PROVIDER TO PROVIDER
- Orange Triage 3-331 457
- Purple Triage 3-331 457
- Blue Triage 3-7788 331 447
- RX Triage 3-7795 658 450

**TRIAGE TEAMS**

- **OPTION 1**
  - SCHEDULE APPT
  - PREAUTH
  - PROCEDURE
  - SCHEDULING
  - Peds Operator VDN: 72665

- **OPTION 2**
  - PROVIDER TO PROVIDER
  - MEDICAL QUESTIONS
  - LAB
  - PHARMACY
  - Pre Auth Triage 3-7793 659 451

- **OPTION 3**
  - MEDICAL RECORDS VDN:44026
  - Provider to Provider (Purple Triage) 3-7788 331 447

- **OPTION 4**
  - ALL OTHER CALLS

- **OPTION 5**
  - SPANISH VDN:44027

**KEY**

- Bold lined black boxes are options the caller will select.
- Teal lined boxes are where “operators” will answer and route the calls to the appropriate queue.
- White boxes are existing queues.
- Colored boxes indicate which team internally will field the calls – new queues will be built for these and will be named by the specific Division.

801-213-3599 MAIN

801-587-2665

801-587-2323

801-587-2156

UPDATE 09.17.2015 SN