To schedule an appointment:
Please call or fax requests to:
Phone: (340) 714-6455
Fax: (340) 693-6217

Call Center Hours of Operation:
7:30am - 5:00pm
Monday - Friday

#9048 Sugar Estate
St. Thomas, VI 00802
Phone: (340) 714-6455
Fax: (340) 693-6217
I. What is the Community Wide Scheduling Center?

The Community Wide Scheduling Center is a centralized location which provides doctors’ offices and patients with a simplified and coordinated method to schedule outpatient services.

II. Scheduled Departments

- Diagnostic Imaging (including Nuclear Medicine)
- Pulmonary Medicine
- Rehabilitation Medicine
- Podiatry
- Physiological Testing
- Respiratory Therapy
- Hyperbaric Chamber
- Pre-Admissions Testing

III. To schedule an appointment:

Contact the scheduling center at (340) 714-6455 between the hours of 7:30am to 5:30pm, Monday thru Friday.

The following information is required:

1. Patients’ Demographics
2. Insurance Information
3. Physician’s Orders
   A. Diagnosis Code
   B. Test or Procedure Code

Physicians’ offices may call the scheduling center, or fax requests to (340) 693-6217.

The following information is required when faxing appointment requests:

1. Patients’ Demographics
2. Insurance Information
3. Physician’s Orders
   A. Diagnosis Code
   B. Test or Procedure Code
4. Patient contact number

IV. How to re-schedule or cancel an appointment

- Call the scheduling center at (340) 714-6455 between the hours of 7:30am to 5:30pm, Monday thru Friday.

V. Community Wide Scheduling Process

- The scheduler will book the appointment
- Pre-Register the patient by telephone
- Collect co-pay and or deductibles by telephone if patient chooses to pay at that time (Credit cards only).

Fast Track Window

1. On date of service, patients should report to Fast-Track window, located on the 2nd floor in the main admitting area.

2. The Patient Access Representative at the window will:
   A. Obtain copies of:
      - Physician orders
      - Photo identification
      - Insurance cards
      - Signed consent forms
      - Collect co-pay and deductible if not paid by phone in advance.