

Master Order Processing

This contains processes for analog, efax, SCMG e-order, website and in-person:

ANALOG FAX:

- Faxes that are still sent to the front desk are notated with Greg Nesler the marketer.
- Orders should be processed if not already in RIS.
- Check Pt. chart for duplicate requested exams before requesting a new order.

IN PERSON:

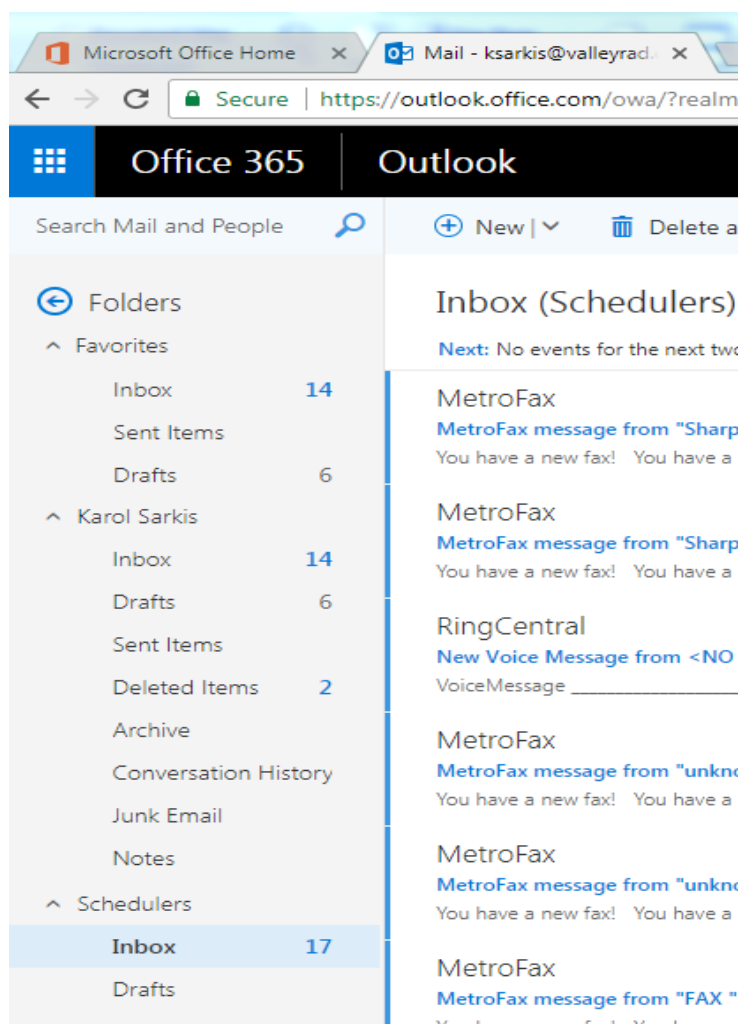
- Patients that walk in to schedule will be added to the schedule either the day of, or at the patient's preference.
- If the pt. walks in with an order and needs additional documents, schedule the pt. and initiate the "Chaser" process. **THE PT WILL BE INFORMED THAT THEY WILL BE SCHEDULED OUT AND DOCUMENTS WILL BE OBTAINED AS NEEDED.**
- **ALL STAT PTS WILL BE ADDED TO THE SCHEDULE, INFORM THE TECHNOLOGIST OF ANY ADD ONS.**
- **REFERRERING PHYSICIANS WILL OBTAIN STAT AUTH, FOLLOW UP IF AUTH ISNT IN THE SYSTEM AT THE TIME OF THE APPOINTMENT.**

WEBSITE ORDERS:

- Check for pt. existing acct in RIS
- If pt. is not in RIS, documents that are needed should be requested on "**referring provider checklist form**" and faxed to pt referring doctor.
- Follow up with the pt. to confirm online requests have been received and clarify status of pending appt.

E-Fax Processing using Nuance PDF Software

Step 1: Open Valley Radiology Email Folder “Schedulers” and click “Inbox”



Step 2: Go to Medinformatix to verify if order is not in our system

Step 3: From Medinformatix Tree click on “Appt Requests”

Medinformatix Workflow View [User KSARKIS/MAIN - STANDARD/CSR] - [Appointment Request View]

File Views Patient Utilities Reports Setup Window Help

VALLEY RADIOLOGY CONSULTANTS

Due Date Range: 2/9/2018 to 2/9/2018 Patient Name: Account: DOB: Refresh Clear All Max

Query Filter: [None] New

Status: PENDING SCHEDULED CANCELLED FINALIZED SIGNED

Request Type: Inbound Fax Inbound Call SCMG

Work Step: Request for Biopsy Pending Priors/Auth Pending Rad Protocol Biopsy Callback Request Ready Auto Attempt 1 - Done Auto Attempt 2 - Done

Referral: Select

Demographics Patient List Link Appt Books View Search Wizard Walk In Add Req. View Req. X View L

STAT	Due Date	Req. Status	Work Step	Docs	Patient Name	DOB	Account	Req. I
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Step 4: Once in "Appointment Request View" then click on "Add Req."

Due Date Range

10/26/201710/26/2017

Patient Name

Account

DOB

Refresh

Clear All

Max #

2500

2500

Query Filter

[None]

New

Status

PENDING
SCHEDULED
CANCELLED
FINALIZED
SIGNED

Request Type

Inbound Fax
Inbound Call
SCMG

Work Step

Docked
New
Request for Biopsy
Pending Priors/Auth
Pending Rad Protocol
Biopsy Callback
Request Ready

Dept

CR
CT
DEXA
MG
MR
NM2
OUT

Referral

Select

All

None

All

None

All

None

All

None

Demographics

Patient List

Link Appt

Books View

Search Wizard

Walk In

Add Req

Edit Req

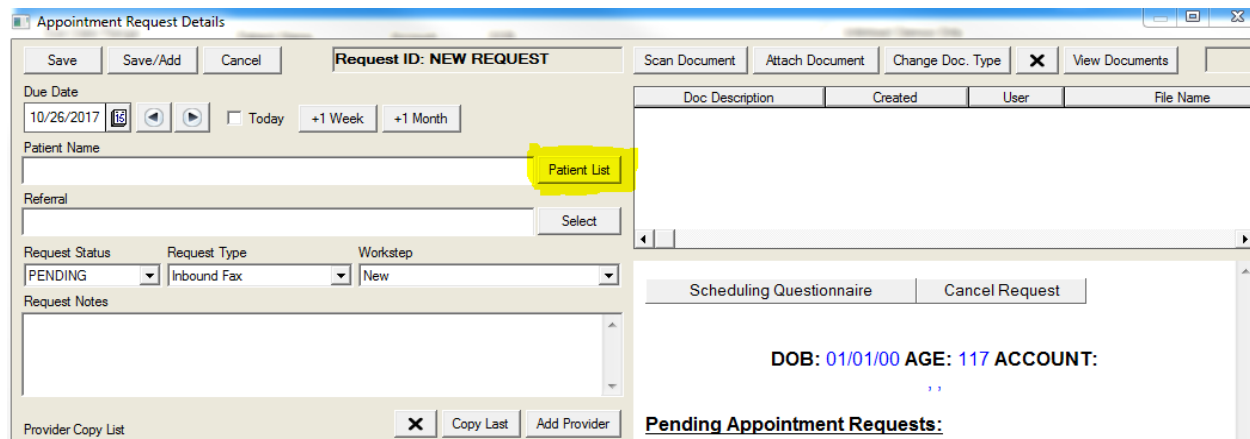
X

View Doc.

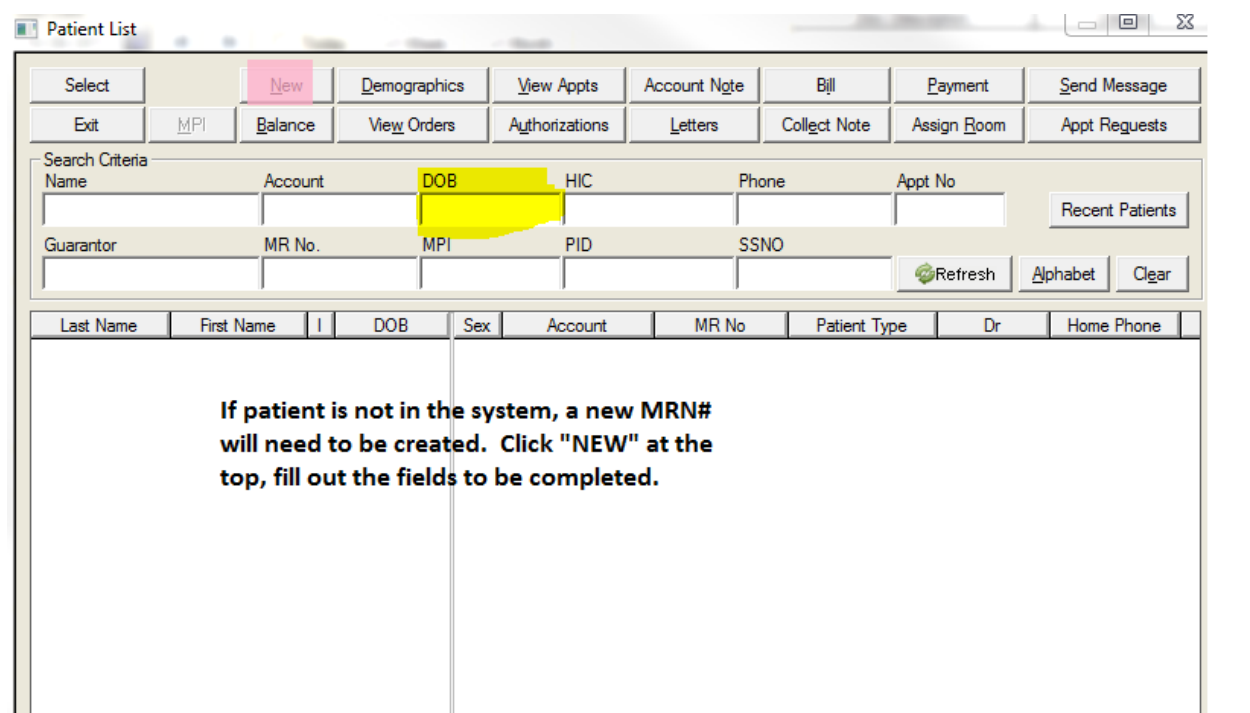
Import Doc.

STAT	Due Date	Req Status	Work Step	Docs	Patient Name	DOB	Account	Req. ID	Dept	Reason	Request Notes
N	10/26/2017	PENDING	Docked	1	Mackay, William	10/08/1943	0075970	3024	US	US ABDOMEN/RENAL US	
N	10/26/2017	PENDING	Docked	1	Callahan, Margaret	07/25/1959	368005	3025	DEXA	DEXA DXA BONE DENSITY	
N	10/26/2017	PENDING	Docked	1	Callahan, Margaret	07/25/1959	368005	3026	MG	MG BILATERAL SCREENING MAI	
N	10/26/2017	PENDING	Docked	1	Mccormack, Shirleen	11/17/1961	0045324	3028	US	US THYROID US	
N	10/26/2017	PENDING	Docked	1	Hartman, Janet	07/14/1960	3015892	3029	MR	MR ABDOMEN WO/W CONTRAS	
N	10/26/2017	PENDING	Docked	1	Moreno, Graciela	10/29/1969	3139256	3031	US	US PELVIC W TRANSVAGINAL	
N	10/26/2017	PENDING	Docked	1	Fitzgerald, Beverly A	07/14/1969	117329	3032	MG	MG BILATERAL SCREENING MAI	
N	10/26/2017	PENDING	Docked	1	Cano, Adan	12/18/1938	0088314	3036	MR	MR SHOULDER WO CONTRAST	
N	10/26/2017	PENDING	Docked	1	Cano, Adan	12/18/1938	0088314	3036	MR	MR SHOULDER WO CONTRAST	
N	10/26/2017	PENDING	Docked	1	Hilliard, Miriam	07/21/1963	3074388	3037	MG	MG BILATERAL SCREENING MAI	
N	10/26/2017	PENDING	Docked	1	Poole, Howard D	03/06/1951	0096774	3040	US	US ABDOMEN/RENAL US	
N	10/26/2017	PENDING	Docked	1	Pazzacio, Maria	07/23/1977	3167393	3044	US	US SONOHYSTEROGRAM	
N	10/26/2017	PENDING	Docked	1	Pazzacio, Maria	07/23/1977	3167393	3044	US	US PELVIC W TRANSVAGINAL	
Y	10/26/2017	PENDING	Docked	1	Moore, Richard E	03/30/1929	306001494	3045	CR	CR CHEST 2 VIEWS (PA & LAT	
N	10/26/2017	PENDING	Docked	1	Kanj, Ghazi A	01/12/1947	321055	3046	CT	CT UROGRAM	
N	10/26/2017	PENDING	Docked	1	Samano, Esther A	04/11/1937	270996	3047	CR	CR ANKLE 2 VWS LT	
N	10/26/2017	PENDING	Docked	1	Samano, Esther A	04/11/1937	270996	3047	CR	CR FOOT 2 VWS LT	
N	10/26/2017	PENDING	Docked	1	Piedras, Estela	09/02/1973	3044577	3049	MG	MG BILATERAL SCREENING MAI	
N	10/26/2017	PENDING	Docked	1	Albalos, John	10/06/1983	306001497	3050	CT	CT SINUS WO CONTRAST	
N	10/26/2017	PENDING	Docked	1	Duran, Hortencia	05/26/1963	306001499	3052	MG	MG BILATERAL SCREENING MAI	
N	10/26/2017	PENDING	Docked	1	Weaver, Christina	09/26/1973	306001500	3053	CT	CT CORONARY ARTERY CALCIU	
N	10/26/2017	PENDING	Docked	1	Quevasdesaval, Maria	12/12/1971	3083369	3055	US	US ABDOMINAL, COMP	
N	10/26/2017	PENDING	Docked	1	Thikif, Moneka	01/26/1974	306001501	3056	MG	MG BILATERAL SCREENING MAI	
N	10/26/2017	PENDING	Docked	1	West, Michael	11/19/1975	0010813	3057	MR	MR BRAIN WO/W CONTRAST	
N	10/26/2017	PENDING	Docked	1	Ohare, Charlotte	02/13/1941	254066	3060	US	US RENAL, COMPLETE	
N	10/26/2017	PENDING	Docked	1	Ohare, Charlotte	02/13/1941	254066	3060	DEXA	DEXA DXA BONE DENSITY	
N	10/26/2017	PENDING	Docked	1	Eldressi, Khadija	12/16/1969	306001506	3061	MG	MG BILATERAL SCREENING MAI	
N	10/26/2017	PENDING	Docked	1	Mehra, Ram C	09/29/1937	3026896	3062	CT	CT LUMBAR SPINE WO CONTRA	
N	10/26/2017	PENDING	Docked	1	Mehra, Ram C	09/29/1937	3026896	3062	CT	CT LUMBAR SPINE MIN 4 VWS	
N	10/26/2017	PENDING	Docked	1	Cattolico, Michael A	09/20/1945	306001509	3063	CT	CT CHEST WO CONTRAST	
N	10/26/2017	PENDING	New	1	Garcia, Maria	11/05/1976	319972	3064	MG	MG BILATERAL SCREENING MAI	
N	10/26/2017	PENDING	Docked	1	Myron, Kathleen	01/06/1963	0097600	3066	MR	MR CERVICAL SPINE WO/W COI	
N	10/26/2017	PENDING	Docked	1	Myron, Kathleen	01/06/1963	0097600	3066	MR	MR THORACIC SPINE WO/W COI	
N	10/26/2017	PENDING	Docked	1	Martinez, Vincent	10/15/1959	005001574	3069	US	US ABDOMEN/RENAL US	

Step 5: “Appointment Request Details” will open up then click on “Patient List” – Search for patient by DOB and click Enter



The screenshot shows the "Appointment Request Details" window. The "Request ID" is "NEW REQUEST". The "Due Date" is "10/26/2017". The "Patient Name" field is empty, and the "Patient List" button is highlighted in yellow. The "Request Status" is "PENDING", "Request Type" is "Inbound Fax", and "Workstep" is "New". The "Request Notes" field is empty. The "Provider Copy List" button is at the bottom left. The "Scheduling Questionnaire" and "Cancel Request" buttons are on the right. The "DOB: 01/01/00 AGE: 117 ACCOUNT:" information is displayed in the center.



The screenshot shows the "Patient List" window. The "New" button is highlighted in pink. The search criteria include Name, Account, DOB, HIC, Phone, and Appt No. The "DOB" field is highlighted in yellow. The "Guarantor" field is empty. The "MR No." field is empty. The "MPI" field is empty. The "PID" field is empty. The "SSNO" field is empty. The "Refresh" button is highlighted in green. The "Alphabet" and "Clear" buttons are also visible. The table below the search criteria is empty, and the text "If patient is not in the system, a new MRN# will need to be created. Click 'NEW' at the top, fill out the fields to be completed." is displayed.

Last Name	First Name	I	DOB	Sex	Account	MR No	Patient Type	Dr	Home Phone
If patient is not in the system, a new MRN# will need to be created. Click "NEW" at the top, fill out the fields to be completed.									

- If patient is not in the system “Patient List” then click “New” to establish a new patient record

Patient List									
Select	New	Demographics	View Appts	Account Note	Bill	Payment	S		
Exit	MPI	Balance	View Orders	Authorizations	Letters	Collect Note	Assign Room	A	
Search Criteria									
Name	Account	DOB	HIC	Phone	Appt No				
Guarantor	MR No.	MPI	PID	SSNO					
					Refresh	Alpha			
Last Name	I	Sex	DOB	Account	MR No	Patient Type	Dr	Home Phone	

- b. "Add New Patient Information" window will pop open and click "Auto" for system to automatically populate "Medical Rec. No." and "Account No."

Add New Patient Information									
Required fields marked in blue									
Save	Cancel	Delete	Auth	Copy	Medical Rec. No.	Account No.			
Salutation	Patient First Name	Patient Middle Name	Patient Last Name	Suffix	Nickname				
Date of Birth	Time of Birth	Patient Street Address	Patient Street Address 2						
Sex	City	State/Province	Zip/Postal Code	Country					
Male	Home Phone	Daytime Phone	Mobile Phone	Social Sec. Number					
Female									
Undiff.									
Guarantor Info									
<input checked="" type="checkbox"/> Same as Patient	First Name	Middle Name	Last Name						
Street Address	Address 2/Mailing Note	City	State						
Registration Doctor	Patient Type	E-Mail Address	Preferred						
NA	STANDARD		NO PRE						
Fee Schedule	Drug Formulary	Other Patient ID	Patient Employer						
STANDARD	STANDARD								
Ethnicity/Language				Current Referral Source					
Ethnic Group				Legal Representation					
Race	Language				Emergency Contact				
Deceased Date	Cause of Death	Collector	Collect						
<input type="checkbox"/> Deceased									
Accounting of Disclosures	Family Members	Patient Identifiers	Create Portal Account	Reset Portal Pas					
Flags									
Stmt Cycle	Accept Assign	Finance	Sign On File	Employment	Delinq.	Release Of Info	Medicare Status	Student	
Insurance Coverages									
									Add Coverage

- c. Fill in information in the required fields marked in blue then save
 - Make sure address, insurance, phone #s are included
 - Also fill in “E-mail Address” and “Preferred Communication Method”
 - If no social security # then input 000-00-0000.
- d. Click Save and “Patient List” window will appear
- e. Once patient is identified, highlight then click “Select”

Step 6: “Appointment Request Details” window will open – go to – “Referral” field to select referring doctor and click “Select”

Step 7: “Referral to Search” window will open – input referring Doctor’s name and click “Ok” or use other ways to find the referring doctor such as phone # or address.

Step 8: Once the correct Doctor is identified (verify address and phone #) then double click on the doctor and click “Select.”

Step 9: “Appointment Request Details” window will open - In order for the patient to be called automatically go to "WORKSTEP" dropdown and select "DOCKED"

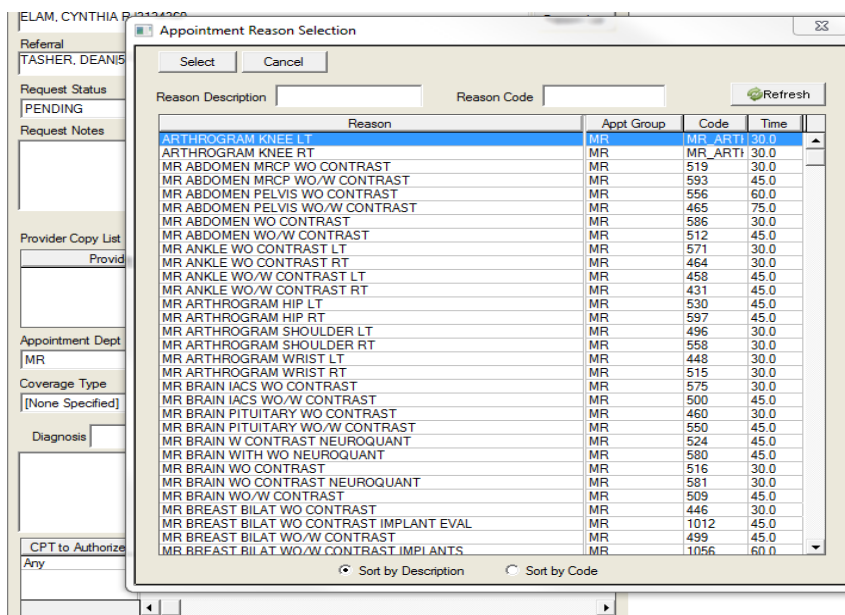
Step 10: Go to "Appointment Dept" dropdown and select the relevant modality



Appointment Dept: MR Reason: Find

Step 11: Will be routed to "Appointment Reason Selection" window – identify and pick the right procedure and click "Select"

- Note: Screening Mammograms are always **"Bilateral Screening"**
- Diagnostic Mammograms are (1st one) **"Bilateral Diagnostic"** or **"left"** or **"Right"** Breast



Appointment Reason Selection

Select Cancel

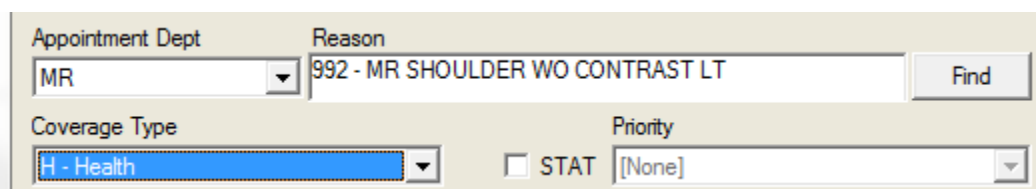
Reason Description Reason Code Refresh

Reason	Appt Group	Code	Time
ARTHROGRAM KNEE LT	MR	MR_ARTH	30.0
ARTHROGRAM KNEE RT	MR	MR_ARTH	30.0
MR ABDOMEN MRCP WO CONTRAST	MR	519	30.0
MR ABDOMEN MRCP WO/W CONTRAST	MR	593	45.0
MR ABDOMEN PELVIS WO CONTRAST	MR	556	60.0
MR ABDOMEN PELVIS WO/W CONTRAST	MR	465	75.0
MR ABDOMEN WO CONTRAST	MR	586	30.0
MR ABDOMEN WO/W CONTRAST	MR	512	45.0
MR ANKLE WO CONTRAST LT	MR	571	30.0
MR ANKLE WO CONTRAST RT	MR	464	30.0
MR ANKLE WO/W CONTRAST LT	MR	458	45.0
MR ANKLE WO/W CONTRAST RT	MR	431	45.0
MR ARTHROGRAM HIP LT	MR	530	45.0
MR ARTHROGRAM HIP RT	MR	597	45.0
MR ARTHROGRAM SHOULDER LT	MR	496	30.0
MR ARTHROGRAM SHOULDER RT	MR	558	30.0
MR ARTHROGRAM WRIST LT	MR	448	30.0
MR ARTHROGRAM WRIST RT	MR	515	30.0
MR BRAIN IACS WO CONTRAST	MR	575	30.0
MR BRAIN IACS WO/W CONTRAST	MR	500	45.0
MR BRAIN PITUITARY WO CONTRAST	MR	460	30.0
MR BRAIN PITUITARY WO/W CONTRAST	MR	550	45.0
MR BRAIN W CONTRAST NEUROQUANT	MR	524	45.0
MR BRAIN WITH WO NEUROQUANT	MR	580	45.0
MR BRAIN WO CONTRAST	MR	516	30.0
MR BRAIN WO CONTRAST NEUROQUANT	MR	581	30.0
MR BRAIN WO/W CONTRAST	MR	509	45.0
MR BREAST BILAT WO CONTRAST	MR	446	30.0
MR BREAST BILAT WO CONTRAST IMPLANT EVAL	MR	1012	45.0
MR BREAST BILAT WO/W CONTRAST	MR	499	45.0
MR BREAST BILAT WO/W CONTRAST IMPLANTS	MR	1056	60.0

Sort by Description Sort by Code

Step 12: "Appointment Booking Message" window will appear. Then click "Exit"

Step 13: If patient health insurance information is available then go ahead and select "H-Health" if there is NOT then you could leave it blank or select what best describe the "coverage type"



Appointment Dept: MR Reason: 992 - MR SHOULDER WO CONTRAST LT Find

Coverage Type: H - Health Priority: [None] STAT

Step 14: Go to "Diagnosis" field and enter diagnosis code-if given- should be on patient order, under "Reason for Exam." It should be a letter and a number. Then hit "Tab" if more than one diagnosis code exists then add another diagnosis code and verify.

Diagnosis Search Dx

Enter Diagnosis if given

CPT to Authorize	Description	Auth No (Enter Below)
73221	Mr Shoulder Wn Contrast Lt	2283003
7322111	Mr Shoulder Wn Contrast Lt	

Step 15: Go to "Auth No (Enter Below)" field and enter Authorization No. – It should be with patient's order on a separate sheet.

Step 16: Go to the fax right click and "Save As" Last name, First name it will prompt you to a PDF extract the file and select the pages to be save in our "GENERAL X DRIVE" again rename by last name, first name. After saving close pdf.

10-25-17 13:26 FROM- NEIGHBORHOOD HEALTHC T-267 P0001/0010 F-311

Nhc Grand
1001 E Grand Ave , 340B00575000NH
Escondido, CA, 920254604
760-520-8200 658-633-4695

Elam, Cynthia R, Female,
503-313-2584 17092 Bernardo Oaks Dr, San Diego, CA 92108

Primary Insurance Name: CHG Medi-Cal
Insurance Address: PO Box 210100 , Chgo, IL 60621
Subscriber Number: 3022475800
Insured Name: Elam, Cynthia R
Address: 17092 Bernardo Oaks Dr, San Diego, CA 92108

Diagnostic Name: MRI : Shoulder, left

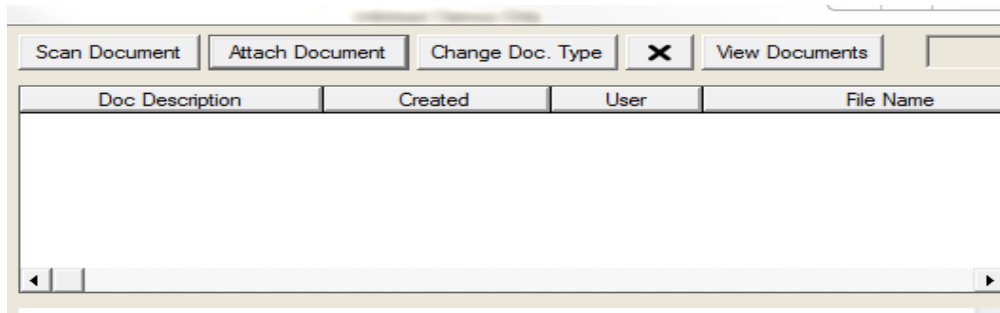
Assessment(s): S46.812D. Tear of left infraspinatus

Instructions: 016852, 817673, 9210

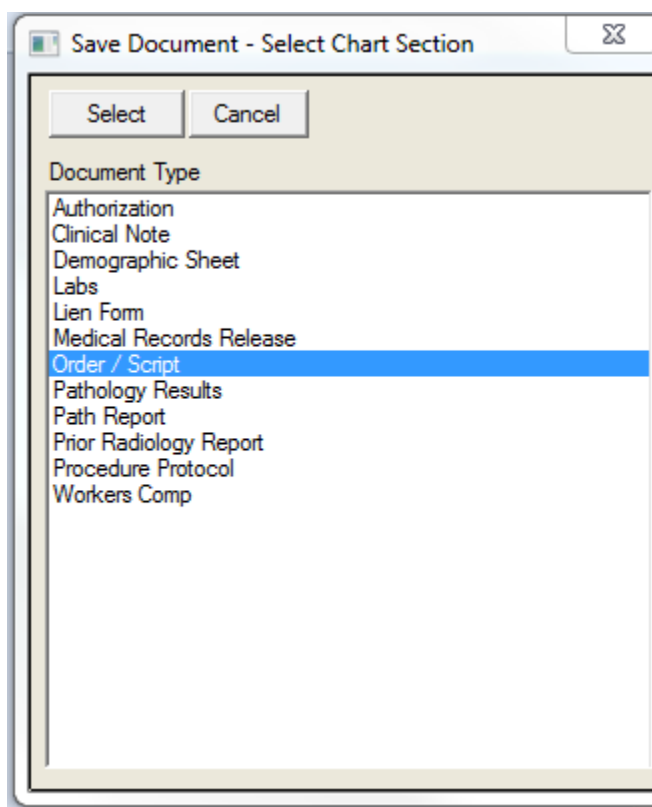
Form

Save As dialog box showing file list and save options.

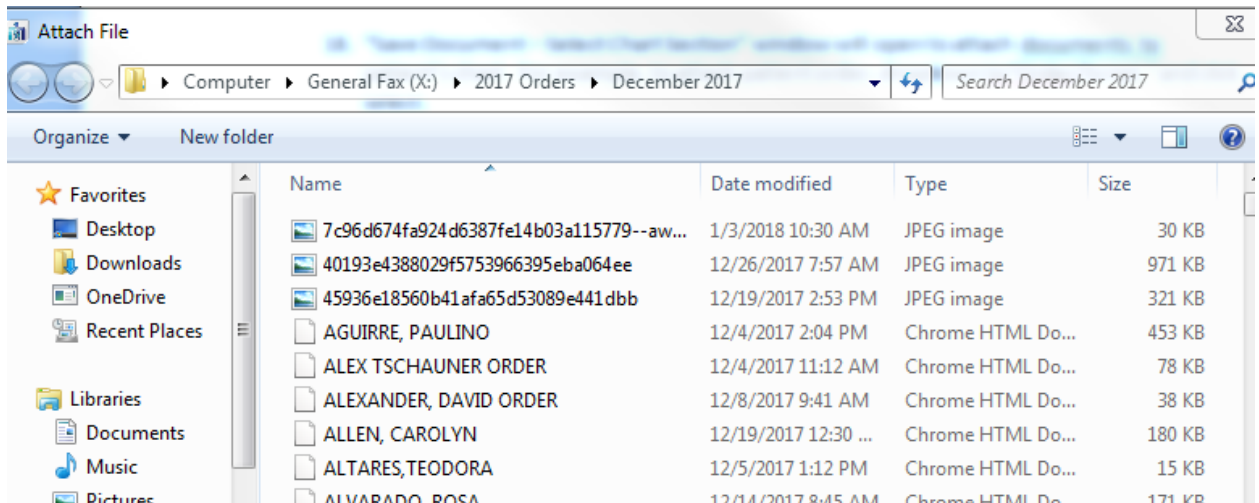
Step 17: Go back to Medinformatix - “Appointment Request Details” and select "Attach Document" - to attach documents to patient’s chart. You may attach documents such as Dr. notes/Clinical notes, primary or secondary insurance.



Step 18: “Save Document – Select Chart Section” window will open to attach documents to patient’s chart. For example, to attach patient order, dropdown to “Order/Script,” and click select.

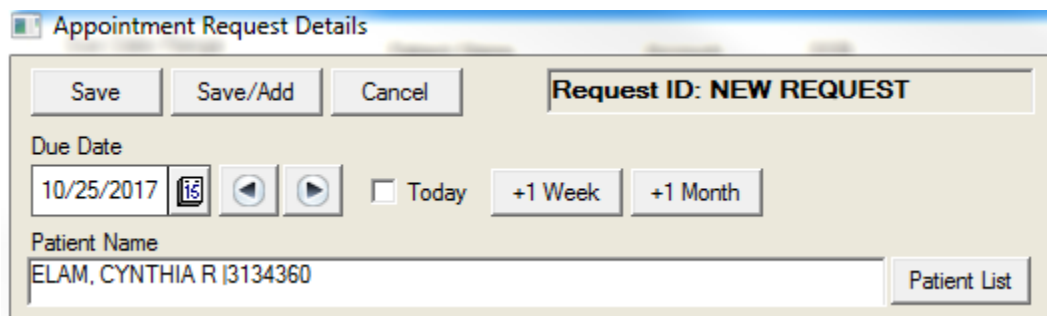


Step 19: “Attach File” window will appear then pick and highlight patient’s order for example (TEST, BETTY ORDER) and click on “Open.” Repeat steps for each attached document such as authorization, lab works, clinical notes and etc.



Step 20: Once all documents are attached to confirm the attachments then double click on "View documents" – all attached documents should appear on this screen. Then Exit

Step 21: If there is no more order/attachments to enter then select the "save" bottom or "save/add" if needed



Step 22: Go back to download and Exit

Step 23: Once all is done then delete email from Valley Rad Email page

IF ADDITIONAL DOCUMENT IS RECEIVED AND ORDER IS IN THE SYSTEM ALREADY,

Step 1: Click on "patient list"

Step 2: Search by DOB locate patient (double click on patient name)

Step 3: Locate exam scheduled from paperwork/fax received

Step 4: Click on "RESPOSITORY"

Step 5: Depends on what kind of paperwork/fax you received (ex: AUTH, LABS, Clinic Notes, Eligibility) on the "document repository" screen, click on "IMPORT"

Step 6: Choose "Document Type" select document you have saved on the "unprocessed folder"

Step 7: SAVE

FOR X-RAY ORDERS

Step 1: Print patient order and save to "Computer General Fax"

Step 2: Double click on X-Ray 2018 orders – whatever month you're working with (for example if you're in "February" then click on month of February)

Step 3: Add patient name and save

PATIENT WITH PENDING REQUESTS FOR TODAY/FUTURE EXAMS

Step 1: If patient has today and future exams – Go to Medinofromatix Big Tree to "Patient List"

Step 2: Enter DOB

Step 3: Double click on Appt.

Step 4: Repository

Step 5: Save order – Insurance

Step 6: Back to Repository to "Import"

Step 7: "Appointment Request Details" will show the patient and look for pending request for today and future exams.

IF NO PENDING ORDER OR NO APPOINTMENT IS SCHEDULED

Step 1: Create an order on patient chart

Step 2: Highlight and click on "copy" patient name from Medinformatix

Step 3: Click on download button from the email order

Step 4: Open the download and do "Ctrl P" to print – document must be in "Cute PDF Writer" or "Nuance" page 1 and hit print

Step 5: Printing Screen (Save as box) appears – Paste the saved patient name and save and type in the name of the document such as (Order, Authorization, Lab Work, Insurance Card)

Step 6: If there is a 2nd page – then click print to print 2nd page – (Save as box) appears – Identify the patient and save patient name and "Insurance Card" and click save

Step 7: Close download

SCMG E-Orders Workflow

How to dock a SCMG E-Order

Step 1: Select the Appt. Request View(ARV)

Step 2 Un-select the Due Date Range

Step 3 Select PENDING in Status and Select NEW in Work Step; click Refresh.

Step 4 Select patient. Note the TW00000000 under the Req. ID tab – this denotes they are SCMG orders.

Valley Radiology Consultants software interface. The top bar shows 'Valley Radiology Consultants' and 'Unlinked Demos Only'. The main area displays a 'Patient List' with columns for 'Due Date Range', 'Patient Name', 'Account', 'DOB', 'Status', 'Request Type', 'Work Step', and 'Dept'. The 'Query Filter' is set to 'New'. The 'Status' dropdown is set to 'PENDING' and the 'Work Step' dropdown is set to 'NEW'. The 'Patient List' shows a patient named 'HARRIS, KRISTEN' with a 'Request ID' of 'TW374298860'.

Step 6 click – Edit Request button. A new drop down will appear named Appointment Request Details.

Appointment Request Details form. The form is for Request ID: TW374298860. It includes fields for Due Date (2/13/2018), Patient Name (HARRIS, KRISTEN), Referral (KOHATSU, KAREN E), Request Status (PENDING), Request Type (SCMG), and Workstep (New). The Request Notes section contains patient contact information. The Appointment Dept is set to MG and the Reason is 413 | MAMMO BILATERAL SCREENING MAMMOGRAM. The Coverage Type is [None Specified] and the Priority is [None]. The Diagnosis is G43.909 | Migraine, unspecified, not intractable, without status migrain Screening breast examination. The form also includes a 'Pending Appointment Requests' section with details about the request and insurance status.

Pending Appointment Requests:

02/13/18 MAMMO BILATERAL SCREENING MAMMOGRAM
Request ID#TW374298860 Ordering Phys: KAREN E KOHATSU,
MD Request Created by:

INSURANCE:

NO INSURANCE ENTERED

NO SECONDARY INSURANCE ENTERED

TODAY & FUTURE EXAMS:

Date Appointment Description

Account Created by/Date: CONV on 2017-10-01
Last Edited by/Date : CONV on 2017-10-01

Step 7 Click the drop-down menu in Workstep: Then change from NEW to DOCKED:

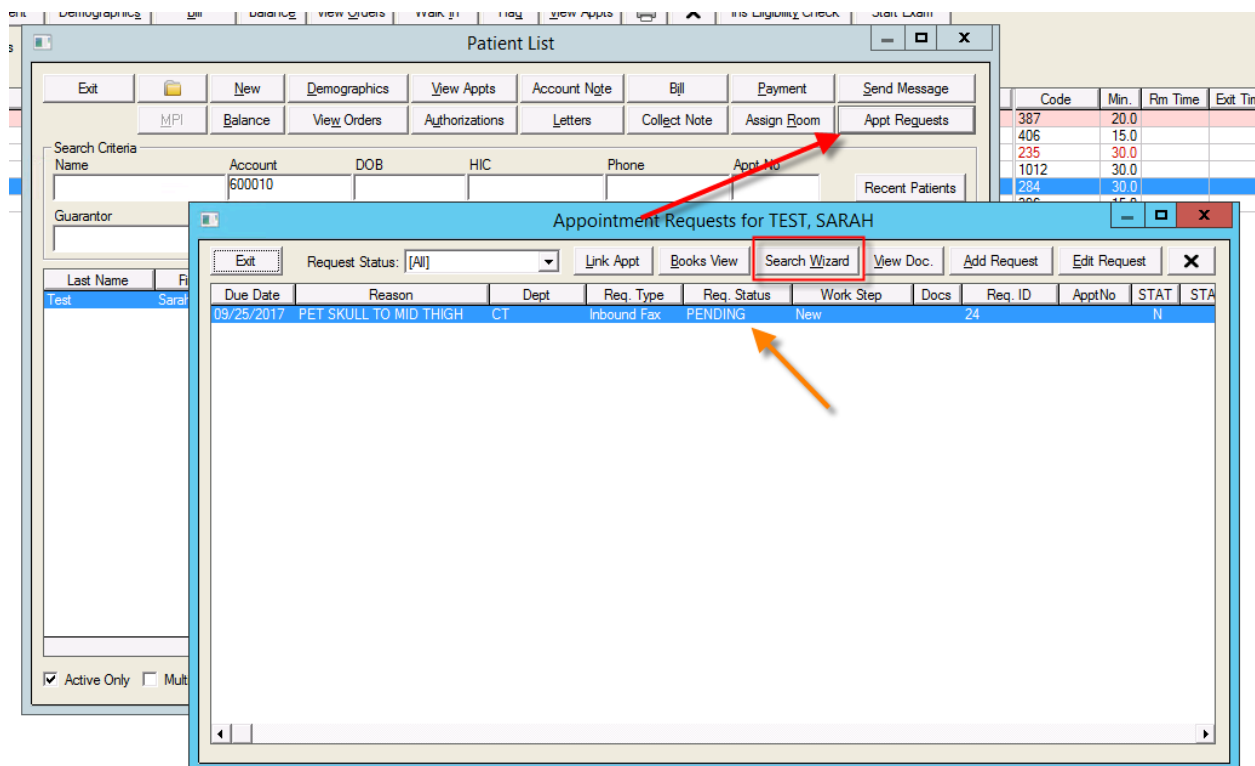
Step 8 click SAVE

Steps to locate an SCMG E-Order in MI

If a patient comes to the front desk to schedule an appointment, you will want to check in the Appt Requests to see if an order **already exists**.

To do this, follow the below steps:

1. When you go to search for the patient using the PATIENT LIST, make sure to click on the 'Appt Requests' button on the top right. (red arrow)
2. When the Appt Requests screen opens, you will want to look for PENDING requests. If there are no pending requests, then you will need to look in the Unprocessed folder (on the fax server). If there is pending requests (orange arrow), you can schedule that order straight from this screen by using the Search Wizard button (red box). It will then default everything from the order in the search wizard for you automatically, and the only thing you'll need to do is find the time/date the patient wants to come in and set the appointment. Make sure you are still filling out the scheduling questions (this will be in the Search Wizard to fill out using the 'Scheduling Questionnaire' button on the Patient Summary).



Changing an E-Order Protocol

- If an E-Order needs to be changed **DO NOT** change it in MI.
- Authorizations Department will change the order and authorization if they recognize it is incorrectly ordered.
- VRCMG staff will call the referring physicians office to change the order in their EMR; not MI.

If the patient is in office: Call the referring physician's office and let them know the patient is waiting in the office; ask if they can expedite the order change and authorization if needed based on the radiologist protocol. If they cannot; the patient will be rescheduled. VRCMG will NOT request to have a paper order faxed.

- Technologist will monitor the SCMG As-Requested folder for the new order; or designate a staff member to watch for it. (When the [-order is changed by referring physician the patient appointment will disappear from the RIS schedule; the new [-Order will be rescheduled in the open spot if in a reasonable amount of time; patients should not wait longer than 30 minutes; case by case basis and Site Lead may request to reschedule patient instead of having them wait)
- VRCMG will make notes in the Administration Tab notes section about calling office to change order etc.
- VRCMG will communicate to the patient that their order and authorization is being changed based on the Radiologist protocol for safety; the Authorization to be changed so they do not receive a bill from their insurance company. The patient can make the decision to wait or reschedule depending on procedure. The patient may call VRCMG within 2 hours to re-schedule or we can offer to call them when VRCMG receives the new E-Order. Apologize for the inconvenience.

Changes within 24-72 hours & scheduled patients: Call the referring physician's office to request to the E-order and authorization to be changed per radiologist's protocol.

- VRCMG staff will then call the patient to reschedule the patient within 5 days of the original appointment date. This allows time for the new E-Order and Authorization to be updated. **DO NOT** Cancel the exam or change the exam in RIS.
- Technologist will make notes in the Technologist Notes section in MI about the E-Order change so that VRCMG staff does not schedule the patient. (The incorrect E-Order will disappear when it has been changed by the referring physician)