

VRC Policies/ Procedure	Subject: Policy for Contacting Referring Physician Offices for Change Orders Department Affected: All Issued by: Rex Old, Operations Manager	Date: 12/31/2016
Effective: 01/03/2017	Approved by: Allen Nalbandian, M.D. References:	Revisions Annual Last Revision Date: 1/3/2017

Policy for Contacting Referring Physician Offices for Change Orders and authorizations.

This document is intended to provide guidance to all VRC staff in deciding when to contact a Referring Physician office, on behalf of the VRC radiologists, to change an order or when to proceed as ordered.

- A study / test should be completed as ordered by an Ordering Practitioner unless there is communication between the Radiologist and the Ordering Practitioner.
- VRC staff will NOT contact any provider’s office for order changes under any circumstances except when instructed by a VRC radiologist and for breast imaging orders as outlined below.
- VRC staff (Technologists) will contact the VRC radiologist on site (or radiologist assigned to a particular subspecialized modality such as mammography) to review orders that might require a request to be changed by the Referring Physician’s Office in the following circumstances:
 - The indication for the exam does not match the body part to be imaged (e.g. indication=cough and the order is for an XR of the knee, or CT of the Abdomen with contrast for RLQ pain should be Ab/Pelvis)
 - A non-contrast exam is ordered when a contrast exam is more appropriate (e.g. periumbilical pain with rebound tenderness to rule out Appendicitis ordered as a CT non-contrast Ab/Pelvis)
 - Any changes must be documented in MI..
- VRC staff (Technologists) will proceed with the exam as the Referring Physician ordered it in the following circumstance:
 - Exam is ordered with and without IV contrast, but the non-contrast portion of the procedure is not part of the customary VRC protocols (e.g. CT Ab/Pelvis with and without is ordered for RLQ pain, normally this would be with contrast only. In this instance, the Tech shall proceed as ordered)
- Technologists will complete a line item on the order tracking log (Appendix A) for all orders that are deemed to be incorrect by our staff. This log will be submitted to the site leads on Friday each week.

On a monthly basis Site Leads will provide copies of these logs to VRC Marketing Director and Operations Manager who will review these cases with Chief Medical Officer to educate referring offices on appropriate ordering procedures.

- **AUTHORIZATIONS:** VRC staff must contact the Referring Physician office if it is noted that the order does not match the provided authorization. VRC staff will not request an order change, rather , VRC staff will need to ensure that the authorization is changed to match the order.
- **Breast Imaging: Screening mammography:** no need to contact radiologist or referring physician regardless of unilateral, bilateral or augmentation as no orders are required for screening mammography.
- **Diagnostic mammograms/Breast Ultrasound:** no order needed for recall from screening mammogram. If Diagnostic ordered by referring doctor and something seems wrong then tech may call office and get verbal to change order. Same applies to breast US situation. Verbal order change must be noted in the RIS.