

## STAT Exam Workflow

**When a provider needs to order a STAT exam (any modality aside from PET). These steps should be taken to ensure fast and accurate patient care.**

- Provider creates an order for the necessary STAT Radiology exam.
  - The order shall have the word STAT written or printed on it in bold letters
  - The order shall have follow up instructions for the patient. Examples below:
    - Patient may return home and referring MD will call the patient with results
    - Patient must remain at the Radiology office for the exam results
    - Patient must return to the referring physician's office immediately following the Radiology exam
- Provider faxes the order, chart notes, Labs (if required) & demographics to:
  - 760-858-2020 General Providers
  - 877-392-4462 ( Authorization line for STATS)
- Authorizations
  - If patient is HMO, office is to provide authorization in the order packet
  - If patient is PPO, office is to provide authorization in order packet as stated on our referral pad.
- Provider office to call scheduling department directly and inform them that they have a STAT exam they need to send, and that the order has been faxed.
- Scheduling department will instruct the provider to send patient immediately to the designated facility (Elm, GW, CB)
  - The patient shall also hand carry the order packet with them to the facility to ensure that there are no delays in getting the exam completed
- Scheduling department shall schedule patient

- Scheduling department shall call the modality tech and inform them that STAT patient is on their way – “Hi (MRI Tech), I have added a STAT MRI of the head to your schedule. The patient is on their way.”
  - If unable to speak to tech, schedulers will leave a voicemail
- If an exam has been ordered with IV contrast material, Lab results within 90 days of the exam must accompany the patient in certain situations. The Requirements for labs accompanies this document.