

Cleaning Up Unscheduled Radiology Orders

via Chart Review

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Accessing Chart Review via the Unscheduled Orders Workqueue

- 1) From the Unscheduled Orders Workqueue, select the order (single click) and then click **Appt Desk** from the toolbar

Sched Order Workqueue MGH RHEUM SCHED ORDERS WQ Last refreshed: 4/24/2021 8:52:26 AM

Refresh Filter Transfer Sched Walk In Sched Ext Resolve Defer Cancel Appt Remove Add-on **Appt Desk** Pat Demog Edit Notes Special Request New Call Screening Form

Active (Total: 128) Deferred (Total: 0) Removed (Total: 23) Open the Appointment Desk for the selected patient (Alt+P) Column Actions

Unkept Appt	Ordering Date	MRN	Name	Procedure N...	Procedure C...	Expiration Date	Title	Abbreviation	Number of C...	Scheduling N...	Ordering Dep...
	10/02/2020			XR HAND (BI...	IMG XR UPP...	10/02/20/21	Routine	FUTURE	0		BWP RHEU...
	10/03/2020			BD DXA MO...	IMG BD BO...	10/03/20212	Routine	FUTURE	0		BWP RHEU...
	10/09/2020			XR KNFF ST	IMG XR I O	01/09/20212	Routine	FUTURF	0		BWP RHFU

- 2) Once in the Appt Desk, click **More > Review** from the toolbar to open Chart Review.

Claus, Santa

MRN: 30517007 Pt Ver Status: Ver Infection: None Care Team: [icon] Patient Gateway: D... Research: Active
Lang: African-Berber Patient Types: None Private: No PCP: Not Required Pcp No HIPAA FYI

Appointment Desk

Make Appt One Click Walk In Classes History Reports Itinerary Locate Week View Reg Calendar Travel Screening **Review** AVS Patient Options New Recall

- 3) Navigate to the Imaging tab of Chart Review

Chart Review

SnapShot Encounters Surgery Labs **Imaging** Cardiology Procedures Other Orders Meds Episodes Letters Notes Referrals Media LDAs Misc Rept

Scenarios – Applicable to both Clinicians and Administrative Staff

Scenario # 1

A single unscheduled (non-duplicate) order exists.

Chart Review

Snapshot Encounters Surgery Labs **Imaging** Cardiology Procedures Other Orders Meds Episodes Letters Notes Referrals Media LDAs Misc Rep

Refresh (3:17 PM) Route Review Selected Preview

Filters Hide Canceled XRay MRI CT IR Breast Imaging NM US Echo Show Resulted

Atta	Ordered	Performed	Site	Resulted	Accession #	Exam	Status
	05/24/2021				E8493554	NC Myocardial Perfusion Pharmacologic Stress Multiple	Ordered
	05/21/2021	05/22/2021 1437	BWF...	5/22/2021	E8459718	Comprehensive Echo (TTE)	Final

Action Required

The order needs to be scheduled or needs to have the ordering clinician (or designated provider in your practice) determine if the exam is still clinically necessary. If no longer necessary, discontinue the order.

Scenario # 2

Multiple orders exist for the same modality and body part. One is unscheduled (Status of Ordered) and another has been completed (Status of "Final") after the Ordered date of the unscheduled order. This indicates the remaining order is a duplicate.

Chart Review

Snapshot Encounters Surgery Labs **Imaging** Cardiology Procedures Other Orders Meds Episodes Letters Notes Referrals Media LDAs Misc Repo

Refresh (3:32 PM) Route Review Selected Preview

Filters Hide Canceled XRay MRI CT IR Breast Imaging NM US Echo Show Resulted

Atta	Ordered	Performed	Site	Resulted	Accession #	Exam	Status
	02/23/2021	03/02/2021 0901	BWF...	3/2/2021	E7618241	CT Abdomen/Pelvis With Contrast	Final
	02/23/2021				E7619703	CT Abdomen/Pelvis	Ordered

Action Required

Discontinue the remaining order.

Scenario # 3

Multiple orders (same modality and body part) exist, but none are scheduled.

Chart Review

Snapshot Encounters Surgery Labs **Imaging** Cardiology Procedures Other Orders Meds Episodes Letters Notes Referrals Media LDAs Misc F

Refresh (2:38 PM) Route Review Selected Preview

Filters Hide Canceled XRay MRI CT IR Breast Imaging NM US Echo Show Resulted

Medications and orders also exist in active treatment plans: HEMODIALYSIS

Attai	Ordered	Performed	Site	Resulted	Accession #	Exam	Status
	04/14/2021				E9596526	NM Gastric Emptying	Ordered
	04/14/2021					NC Myocardial Perfusion Pharmacologic Stress Multiple	Ordered
	05/07/2021	05/10/2021 0756	BWF...	5/10/2021	E9525600	Interventional Nephrology	Final
	04/18/2021	04/31/2021 1109	BWF...	5/5/2021	E9020282	Interventional Nephrology	Final
	02/19/2021				E9032070	NM Gastric Emptying	Ordered

Action Required

Discontinue all but the newest order. Schedule the newest order.

Scenario # 4

Multiple orders exist, with an unscheduled order on the same date as a Final order.

Chart Review

Snapshot Encounters Surgery Labs **Imaging** Cardiology Procedures Other Orders Meds Episodes Letters Notes Referrals Media LDAs Misc Rep

Refresh (2:51 PM) Route Review Selected Preview

Filters Hide Canceled XRay MRI CT IR Breast Imaging NM US Echo Show Resulted

Attai	Ordered	Performed	Site	Resulted	Accession #	Exam	Status
	12/25/2020	12/25/2020 1959	BWH...	12/26/2020	E7069192	MRI Angio Neck With And Without Contrast	Final
	12/25/2020	12/25/2020 1959	BWH...	12/26/2020	E7069191	MRI Angio Brain Without Contrast	Final
	12/25/2020	12/25/2020 1959	BWH...	12/26/2020	E7069190	MRI Brain With And Without Contrast	Final
	12/25/2020				E7068744	MRI Brain	Ordered

Action Required

Review the multiple orders in question to determine if a duplicate exists. It's possible that an unscheduled order may be a follow-up based on the results of an earlier exam. In the example above, we can determine that the 'ordered' exam is a duplicate because the resulted date of the two 'final' exams is after the ordered dated of the unscheduled order.

Scenario # 5

Multiple orders exist, with the Ordered date of an unscheduled order prior to the Ordered date of a resulted (Final) order.

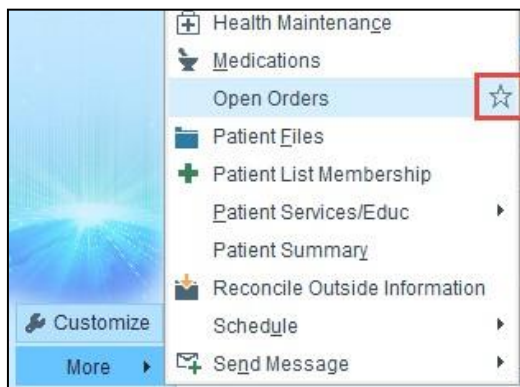
Order Date	Performed	Site	Resulted	Accession #	Exam	Status
03/16/2021	06/15/2021	BWH...	6/15/2021	E7809651	MRI Thoracic Spine (Neuro) Focus With And Without C...	Final
03/16/2021				E7811882	MRI Thoracic Spine	Ordered
02/16/2021	03/16/2021	BWH...	3/16/2021	E7562166	MRI Thoracic Spine (Neuro) Focus With And Without C...	Final
02/04/2021	02/14/2021	BWF...	2/14/2021	E7431831	MRI Thoracic Spine (Neuro) Focus With And Without C...	Final
01/11/2021				E7207746	MRI Thoracic Spine	Ordered

Action Required

Discontinue the unscheduled orders (see page 5).

How to Discontinue an Order

- 1) Click on either the **Order Review** or **Open Orders** tab on the left-hand side (*the available options may vary based on your job role*)
 - a. **Hint:** If Order Review is not an available tab on left side, click the **More** button and search for *Open Orders* or *Order Review* – click the star to the right of the text to favorite it



- 2) Select the order to be discontinued, and click the **Discontinue** button from the toolbar

Order Review - Open Orders

View **Discontinue** Release Extend

Of	St	Status	Order	Procedure C	Resulting A	Ren	Priority	Order Date	Expected	Expires	Department	Authorizing Provic
Imaging												
		Future	XR Chest	IMG XR CH...	PERCIPIO_...	1/1	Routine	7/22/2021:2231	07/22/2021:	7/22/2022:2...	BWP GAST...	Jason M Hemming, MD
		Future	CT Chest	IMG CT CH...	MGH IMG I...	1/1	Routine	8/9/2021:0947	08/09/2021:	8/9/2022:2359	MGH WCP...	Steven Jay Isakoff, MD
		Future	CT Chest	IMG CT CH...	MGH IMG I...	1/1	Routine	8/9/2021:0947	08/09/2021:	8/9/2022:2359	MGH WCP...	Steven Jay Isakoff, MD
		Future	CT Chest	IMG CT CH...	MGH IMG I...	1/1	Routine	8/9/2021:0946	08/09/2021:	8/9/2022:2359	MGH WCP...	Steven Jay Isakoff, MD

- 3) When the Cancel Order window opens, enter *Duplicate* in the **Reason for Canceling** field, then click **Accept**

Cancel Order

CT Chest

Reason for canceling:

Duplicate

Comments:

Obtaining Additional Clinical Input

In cases where additional clinical input is needed, send a staff message to the ordering provider (or designated provider reviewer in your specialty/practice) via In Basket.

- **Hint:** Use F3 to quickly add the current patient to the “Patient” line of a staff message

The screenshot shows the 'Enter Staff Message' interface. At the top, a yellow warning box contains an information icon and the text: 'This message will not be permanently saved to the patient's chart.' Below this is a 'Dismiss for this message type' button. The main form has two tabs: 'Message' (selected) and 'Options'. Under 'Message', there are fields for 'To ...', 'Cc ...', 'Subject:', 'Patient:', and 'Phone:'. The 'Patient:' field is highlighted with a blue border. To its right is a 'Patient Lookup' button with a tooltip that says 'F3: Current patient'. To the right of the 'To ...' and 'Cc ...' fields is a 'Priority' section with radio buttons for 'High', 'Routine' (selected), and 'Low'. Below the 'Phone:' field is a 'Call Me' checkbox. At the bottom, there is a 'Notes:' field with a rich text editor toolbar.

- When the ordering provider responds, launch directly into the patient’s chart by selecting “Chart” while viewing the staff message. From there, the order can be scheduled (following your usual scheduling workflow) or discontinued (via Order Review as described above).



Additional Chart Review – Applicable to Clinicians Only

- Click on Encounters tab, and then review encounters for dates of service that correspond to the order date of the unscheduled radiology order to determine if the order is still clinically necessary.
- In addition, review other relevant encounters after the ordering date (e.g. visits with the ordering provider or relevant specialty, in this case the 6/7/18 appointment in Cardiology).

Chart Review

SnapShot **Encounters** Surgery Labs Imaging Cardiology Procedures Other Orders Meds Episodes Letters Notes Refe

Refresh (3:20 PM) Route Review Selected Preview Lab Flowsheet Apply Default Sorting View/Play Encounter

Filters Default filter Me Internal Medicine BWH Brigham Primary ... Admissions Stuff I want to see Telephone MJH

When	Type	With	Description	Disch Date	Prov Specialty
06/11/2021	Telephone	Fam Med - Morales, R	Hematuria		
06/07/2021	Office Visit	Cardiology - Ramirez, A	Acute systolic heart f...		Cardiology
06/05/2021	Telephone	Fam Med - Mendez, I	stress test		
06/01/2021	Telephone	Fam Med - Barbosa, J	Appointment (? re: St...		
05/30/2021	Telephone	Fam Med - Morales, R	Results		
05/30/2021	Office Visit	Fam Med - O'Hara, F	Chronic atrial fibrillati...		Internal Medic
05/29/2021	Telephone	Fam Med - Morales, R	Care Coordination ID		