Managing External Orders

Information you will find in this document:

- <u>Marking an order as Scheduled Externally</u> – Only for Orders that show up on Workqueue or in Appt Desk as needing scheduling. Use this when you know of an appointment scheduled at another institution for that order.
- <u>Changing an order to External in Ancillary Orders</u> – Only for Imaging staff with Change Order button available in Anc Orders.
- <u>Releasing an order to make it able to take the result</u> – If you try to find an order in Ordered status in Media manager to attach the report, you won't find it. This step will make it available.
- <u>Attaching a scan to an external order</u> – This is used for attaching a final report from an external institution, and marking the order as Final.
- <u>Finalizing an order with Enter/Edit results</u> – This activity is only available to some staff and it allows more detailed editing of a Result.
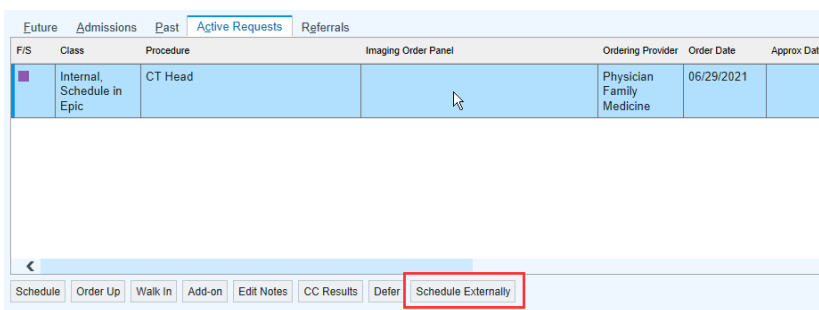
Schedule Externally

If the order is in the Appt Desk or WQ, you can mark the order Scheduled Externally if you know the appointment information at the outside institution.

Click Schedule Externally button.

From the WQ:
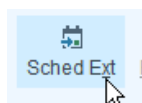
From Appt Desk:

All fields are required except for the comments. Click Accept. <u>The order will no longer be schedulable, because the order will be performed at another institution.</u> **Note: if the patient changes their mind, a new order is needed.**

Change an Order to External in Anc Orders

Only applies to Radiology/Imaging staff who have access to the Change Order button within Ancillary Orders.

In Ancillary Orders, select the order that should be made External. Click Change Order.

Change the Order Class to External, Print Only – then click Accept.

You may be prompted with an ordering mode window. Fill out the required fields per your institutional policy. You can add comments to inform a cosigning provider for the change order reason. Click Accept.

## Release an Order to enable Scanning/Resulting

You have received faxed paper results for a patient's study from another institution (for CD imports, please follow the image import workflow at your institution).

Open the patient's Chart. Access Open Orders. Optional: If you wish you can star the activity for future easy access (Opening chart will also open this activity for every patient)


3
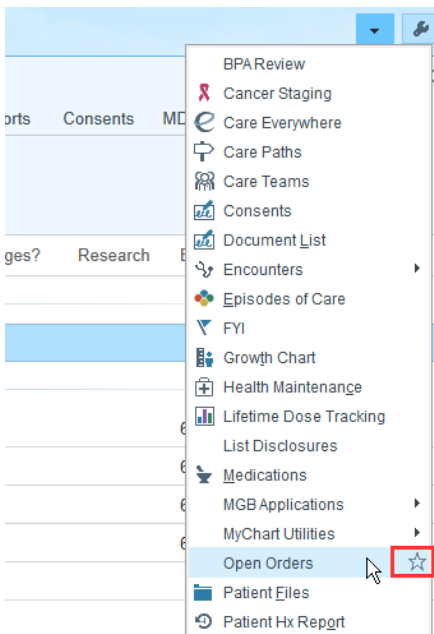
Locate the order that you want to put results on. **Check that the Order ID of the order is the correct one.**

IMPORTANT: if there is more than one order in Open Orders, you must confirm that you are touching the correct order. The order will disappear from open orders once you release it.
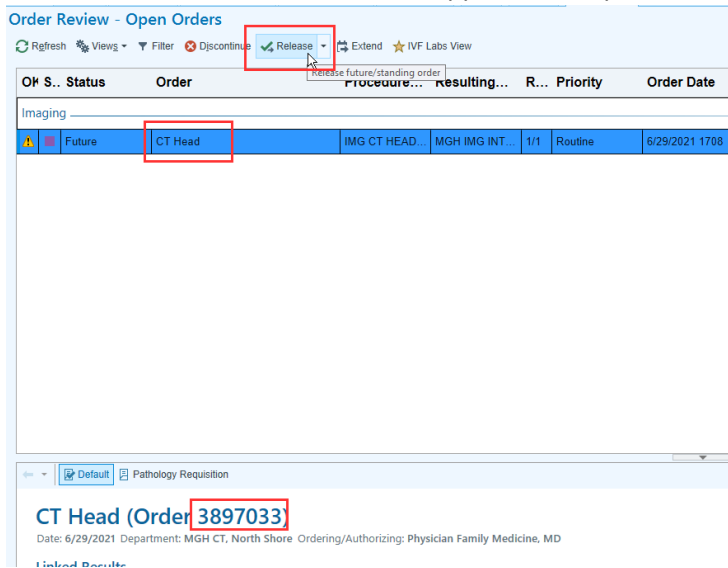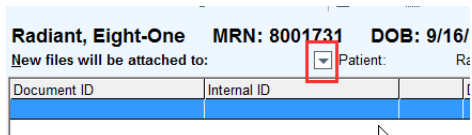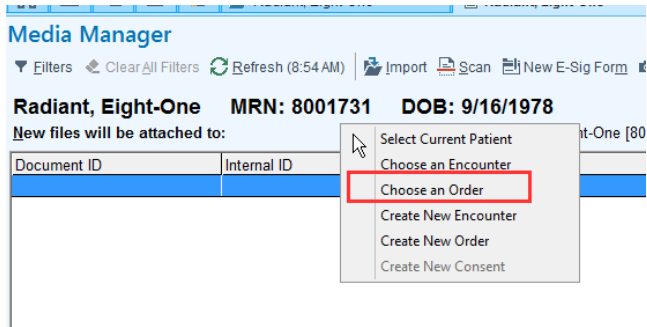

Attach a Scan to a Released Order

Go to Media Manager. You may have it on your toolbar, but as long as you have access to it, you can find it by using Search
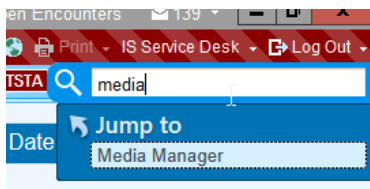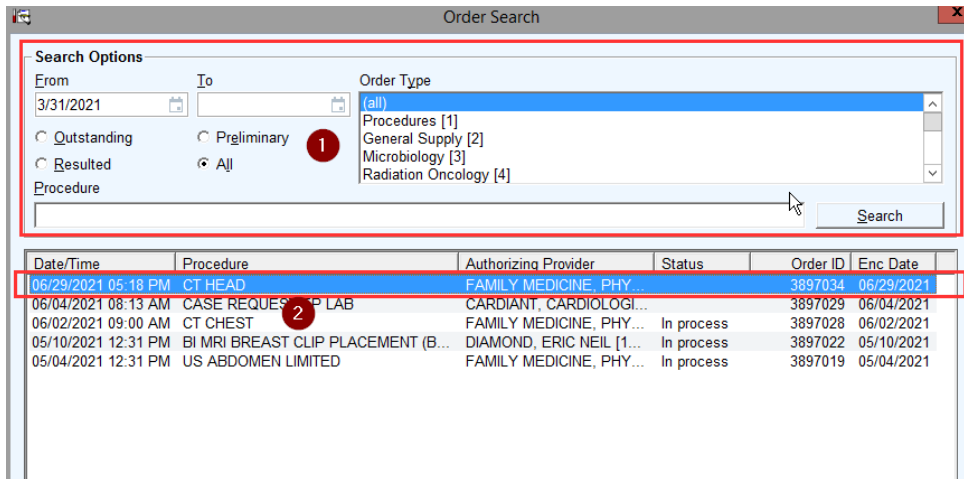

In order to attach the scan or file to the order, click the little Arrow


Select "Choose an Order"

Look for your order. You may need or want to adjust filter settings (selecting All and adjusting date range as needed should help you find all the orders) and click Search, if you have too many or too few results in the lower pane. Find your order.

Confirm that new files will now be attached to the Order you selected. Click Scan or Import and follow the tip sheets you already have for scanning workflows.
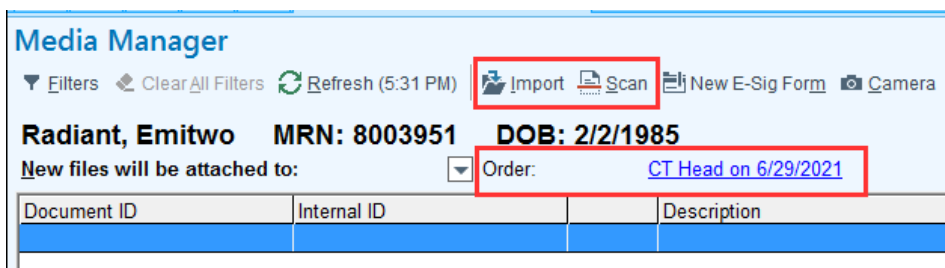
Once you have scanned or imported, you have the opportunity to edit the file information. The Edit button will also let you go back and do this step.
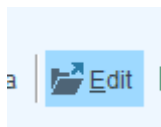
In the lower corner you can click Modify Result (1) and mark the Result status as Final result (2). You can also add CC recipients. By default, the Send Message box is checked, because the ordering provider will want to see the results.

Note: if you have a report with no corresponding order in the system, you can use the Ext Result button (1) which allows you to generate an order (2) to scan a result against (3 & 4). The associated encounter field is not necessary, but if the order is related to an encounter it may be beneficial to find the order through the encounter.

Once you have scanned and finalized the order, you will see the order as Final in Chart Review. The scan will appear as a link.

Finalizing an Order with Enter/Edit Results

You will need to release the order to make it available for finalization with this method. **Note: You must be very careful with this step, and only release and finalize orders that you know you have a result for. Double check your Order ID before editing and finalizing an order.**

Look for your order. You may need or want to adjust filter settings (selecting All and adjusting date range as needed should help you find all the orders) and click Search, if you have too many or too few results.

Select the Order (verify in the lower pane that your order ID is the correct one) and click Edit. Before you finalize you may wish to scan any paper result against the order from this menu or launch Media Manager.

After you click Edit, a form will appear.

In the Result area (1) Enter the date/time and set the status to Final. If the result is normal or abnormal you can select the value in the abnormal field (if result is normal you can leave it blank, if Abnormal, it can help to flag it for providers, it will show with a red Exclamation).

The Unsuccessful Attempt checkbox can be helpful for certain tests like Mammogram Screenings which may satisfy health maintenance activities. Only if the scan was an unsuccessful attempt, use the checkbox.
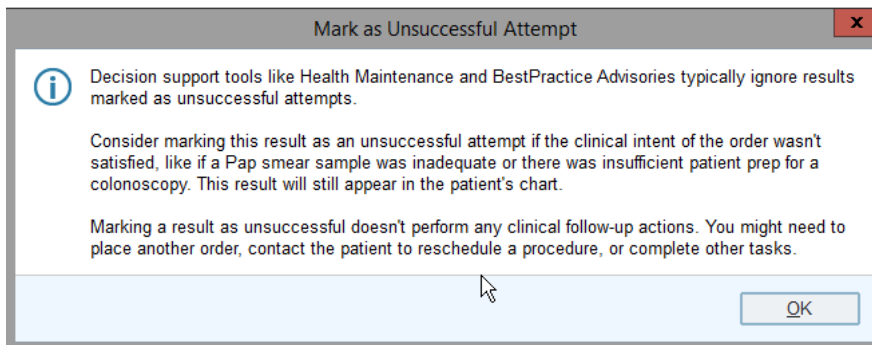
The Narrative and Impression boxes are optional. If you're scanning a report you can skip this step, but if you have selectable text it may be helpful to providers if you paste the text into the box.
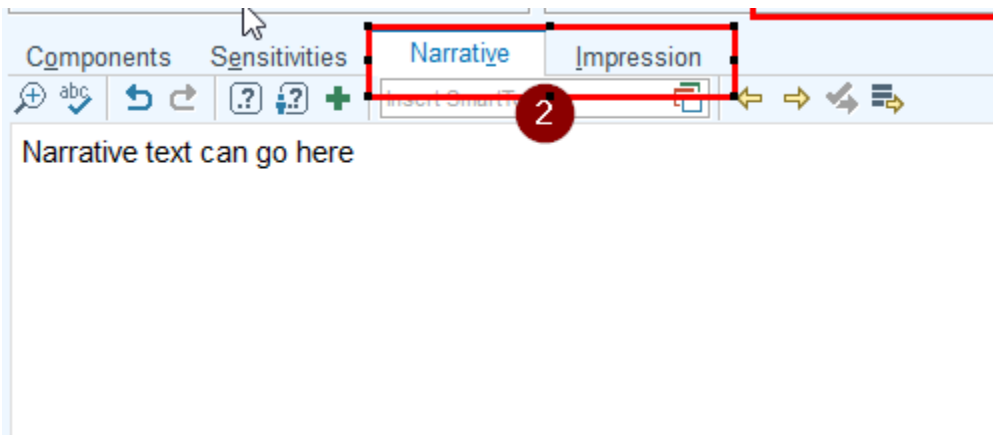
Fill in other optional information about the providers who performed and read the test as well as whether to route the result to any providers.