

# Order Up Imaging & COVID Testing Scheduling

Order Up allows schedulers to efficiently schedule Imaging orders across MGB sites from the patient's Appt Desk. Order Up is not available from work queues. You can continue to schedule COVID Testing orders via the Make Appt activity; however, Order Up allows for a more visually appealing scheduling experience.

When patients request elective COVID testing (e.g., for travel), clinicians will indicate this on the testing order in Epic.

We are no longer collecting pre-payment for elective tests. Reference to the \$160 charge in the elective testing Decision Tree pathway in Epic has been removed.

## Notes:

- Order Up should only be used for scheduling Imaging and COVID testing orders.
- Not all centers allow schedulers from different sites to schedule into their imaging areas. When trying to schedule at some centers, you might be prompted to call the center directly for scheduling.
- Order Up is the new standard process for imaging scheduling; however, if rescheduling an imaging exam, users will be taken to the Make Appt activity to book the new appointment.
- When placing Imaging orders, clinicians can indicate if the procedure needs to be performed at their institution (parent site) based on the login department they are placing the order from. The default is "No" however, if the clinician changes to "Yes" appointment options in Order Up will display for the provider's login department institution only.

Does this exam need to be performed at your institution\* for the purpose of imaging care coordination?

Yes No

Sched Inst.: [+ Add Scheduling Instructions](#)

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## Scheduling Using 'Order Up'

1. From the patient's Appt Desk, click the **Active Requests** tab.
2. Select the appropriate COVID testing or Imaging order to schedule and then click **Order Up** on the bottom toolbar.

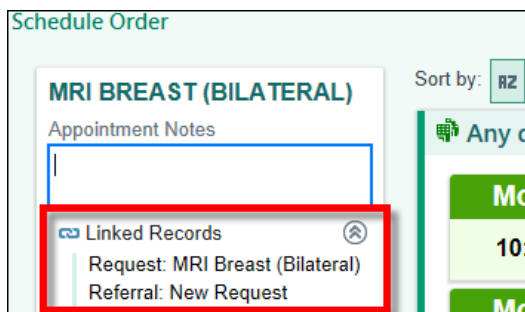
Future Past **Active Requests** Referrals

F/S	Class	Procedure
■	Internal, Schedule in Epic	MRI Brain
■	Internal, Schedule in Epic	CT Head
■	Internal, Schedule in Epic	MRI Shoulder (Left)

←

Schedule **Order Up** Walk In Edit Notes CC R

- Based on the procedure/order type and coverage for the patient, the Preauthorization Required window may appear and if you are responsible for documenting authorization, enter the information. If you are not responsible, click **Continue**.
- Complete any order scheduling questionnaires that may appear.
  - To view COVID testing indication or any other order details, click the **clipboard** icon.

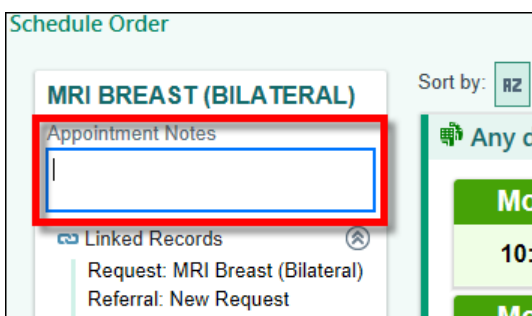


**Notes:**

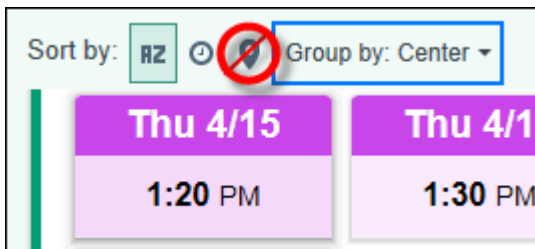
- COVID Testing Scheduling instructions are not currently available in Order Up
  - For imaging scheduling, please reference [MGB Enterprise Imaging Scheduling Guidebook](#) for helpful information about scheduling imaging at other MGB Sites. Details are summarized in Appendix A.
- For scheduling –

If...	Then...
<b>Imaging where <u>home institution</u> was indicated on the order</b>	Scheduling options appear for that home institution only. Schedule at the provider’s home institution.
<b>Imaging at any site or COVID testing (elective &amp; non-elective)</b>	Epic will search all MGB options by default. Say to the patient – <i>“We can schedule your procedure at various Mass General Brigham locations, some have more availability than others. Would you prefer the first available slot or prefer a specific location?”</i>

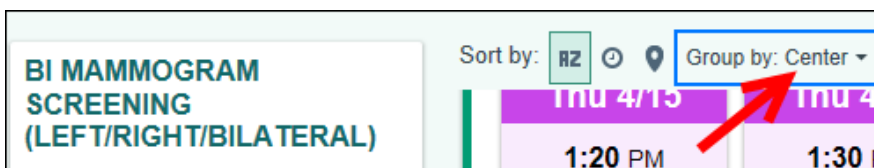
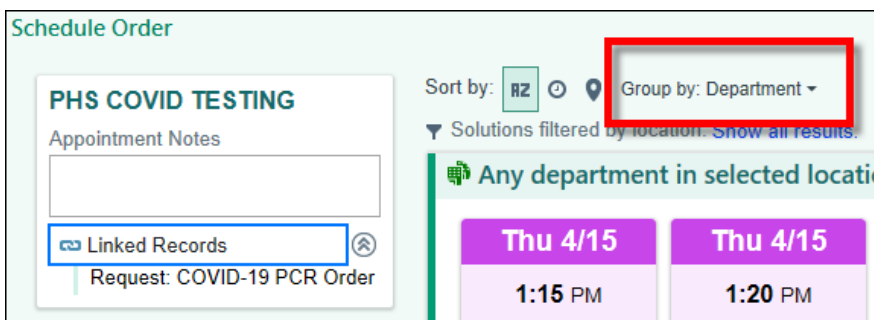
- Enter any appropriate appointment notes in the **Appointment Notes** field.



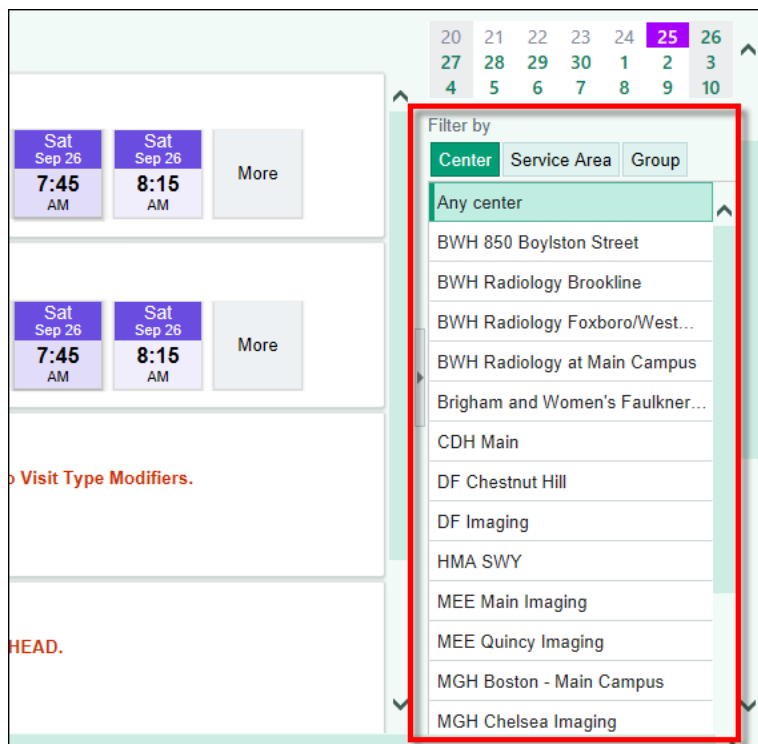
- Depending on the patient’s availability/response to above scripting, you can see a list of appointment options using various methods –
  - Sort by – Allows you to sort grouped by **Name** of site or by **First available**. NOTE: The **Distance** to site option is not yet turned on to provide accurate information. Do not sort by Distance.



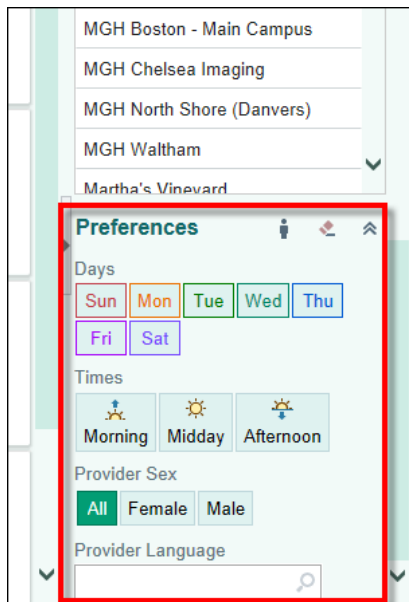
- **Group by** – Allows you to search based on **Department**, **Center**, or **Provider**.
  - **Note:** For Imaging, **Group by** should be set to **Center**. For COVID testing scheduling, **Group by** should be set to **Department**.



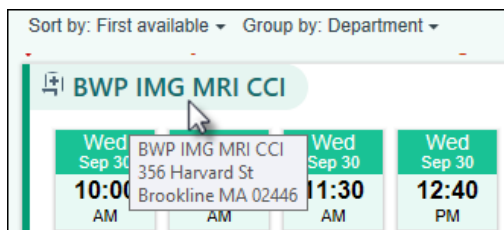
- **Filter by** –
  - **Center (for Imaging)** – Allows you to select any imaging center to schedule or select a specific center from a list. use Ctrl+click to select multiple centers at once.



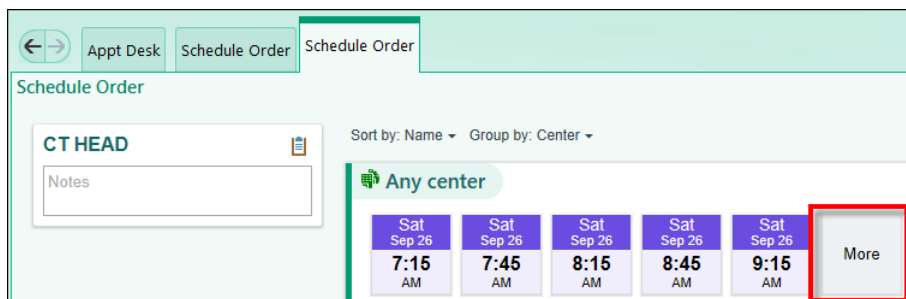
- **Preferences** – Allows you to find times based on patient preferences. Scroll to the bottom of the 'Filter by Center' list and choose the days, times, etc.



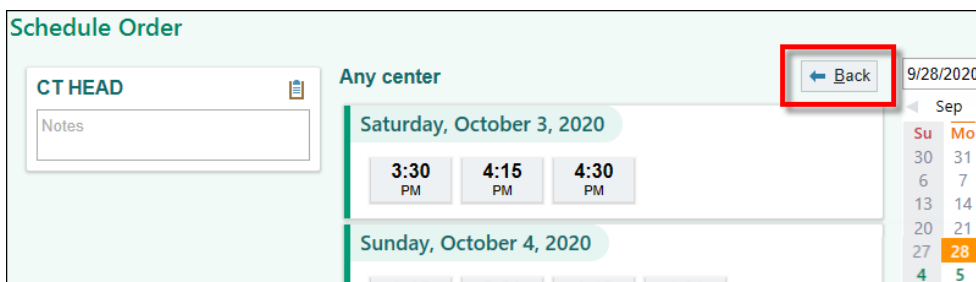
- To view the location's/center's address, hover over the location/center name with the mouse.



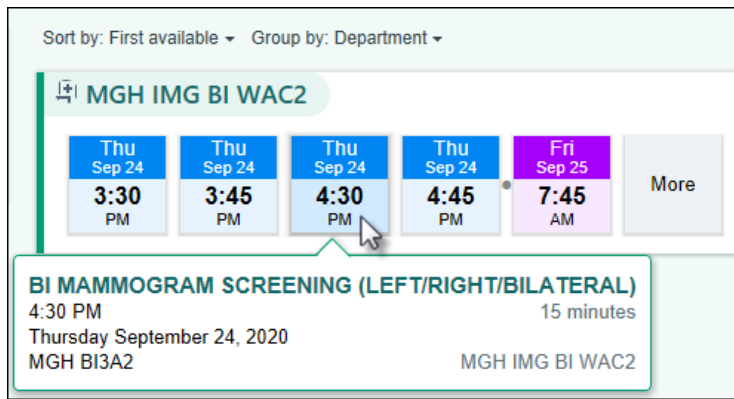
- To view additional date/time options for a specific center, click the **More** button.



- To return to the full listing of search results, click the **Back** button.



- To see details/resources for a specific timeslot, hover over the time with the mouse.

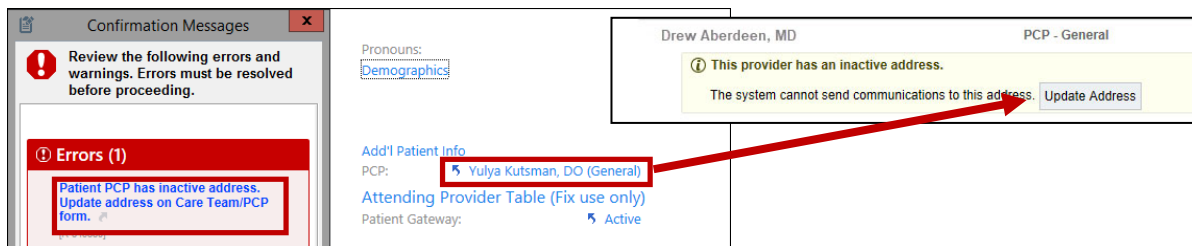


8. Select a time that works for the patient.
9. Complete the normal scheduling process. Location address and any patient instructions display on the Appointment Review window.

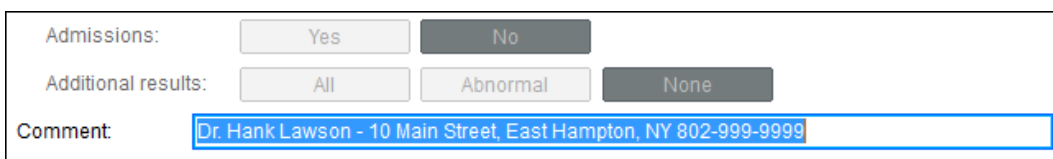


NOTE: When cancelling and rescheduling an Imaging or COVID Testing appointment, users will use the Make Appt activity.

- If you receive the “Patient PCP has Inactive address, update address on Care Team/PCP form” registration warning, please follow steps below:
  - a. Click the Error message hyperlink.
  - b. Click the PCP name hyperlink.
  - c. Click the Inactive Address button on the Care Team page.



- **Provider Not in System** – PCP is not listed in Epic system. Staff should enter all known information (PCP name, address, and phone number) into the *Comments* field, so that the PCP can be added to Epic.



- **Unknown PCP** – Patient forgets PCP’s name, patient has been assigned to a practice group and does not have a specific PCP, or patient has not selected a PCP. Enter as much known information as possible about the PCP in ‘Comments’ field. Do not use ‘Unknown, Unknown.’
- **PCP, Not Required** – PCP is not required for patient’s insurance company and they do not have a PCP.

## Appendix A: MGB Enterprise Imaging Scheduling Guidebook

A comprehensive [MGB Enterprise Imaging Scheduling Guidebook](#) has been developed by Imaging. This tool will aid schedulers using Order Up who are scheduling to other MGB sites and contains -

- site descriptions/crosswalk
- equipment descriptions/crosswalk
- site contact information
- site restrictions
- financial clearance details
- and more