

Unscheduled Radiology Orders Q&A-Pulse Calls

<i>Question</i>	<i>Answer</i>
To confirm, radiology central scheduling takes the final actions once orders are marked in the spreadsheet?	Yes. Central Radiology has offered their resources in this process, and once the documentation process is complete by the ordering providers, final steps will be taken by the central Radiology schedulers.
Can someone do this review on behalf of the ordering provider? Admin, MA, or RN?	Remaining unscheduled radiology orders that are being handed off to the practices require clinical input by the ordering provider. The providers can use their discretion for how this exercise will be completed. They are responsible for the information provided.
Is this being used for Obstetrics?	Yes, all the DEPs that have unscheduled radiology orders remaining are part of this project. If there are any orders remaining for Obstetrics, those will be handed off for next steps.
What is the range of # of orders that need to be reviewed per provider?	Based on the final central Radiology clean-up, estimation can be made on the range of numbers of orders that need to be reviewed by each provider. Looking at the baseline data, maximum number of unscheduled orders for one provider was 2300. This number is before central Radiology started doing their clean-up.
Does the spreadsheet connect to Epic for providers to look up patients to help them make decisions?	The spreadsheet does not connect directly to Epic. The recommendation is that providers have the spreadsheet and Epic open at the same time as they are completing the documentation process to review the next steps and identify if an office visit is needed along with the imaging.
Where can we get the "one pager"?	Click here . The one-pager is also linked in the wrap-up email message for these Pulse Calls and on the AM Blueprint page Unscheduled Radiology Orders .
What about resident physicians? Some may have left since the order was placed.	The idea is that practices might have a process already in place for resident physicians who may have left the practice since the order was placed. It is the responsibility of the practice to identify and plan a workflow around those orders. It is possible that some providers might not have any orders to review.

<p>Where will the link in the MGPO email link take them? To a SharePoint Site where they will look up their individual spreadsheet?</p>	<p>The link will take them to the SharePoint site where they will find a complete list of all operational cohorts. Once that is identified, they will click on their operational cohort folder and find a list of spreadsheets by the provider names.</p>
<p>Will we as managers know which of our providers are going to get the email for this?</p>	<p>The managers will also receive the same link to the SharePoint site and will be able to access their operational cohorts' ordering provider spreadsheets.</p>
<p>Where would the provider note the patient's upcoming appointment?</p>	<p>Providers will select Yes or No for the follow-up question option and schedulers will be able to see that and will schedule accordingly. Providers are not required to separately note the upcoming appointment, just to answer the question in Column C of the spreadsheet.</p>
<p>What is the purpose of doing this work on the SharePoint site and not on the workqueue?</p>	<p>One difference from the SharePoint site and the workqueues is that the providers will be working with Radiology directly. The other key difference is that we are being measured based on the baseline set of orders identified when the snapshot was taken in May. The spreadsheet is limited to those orders, whereas the workqueue contains additional orders that have been placed since.</p>
<p>How will Radiology know that the ordering provider completed their SharePoint sheet?</p>	<p>Radiology schedulers will be working and looking at the spreadsheets at the same time as the ordering providers are completing their review process. Schedulers will be assigned based on the ordering provider groups and they will be consistently tracking for the latest updates.</p>
<p>Will these links be sent to department leadership as well? Can someone in the department review on behalf of provider?</p>	<p>Yes, the link to the SharePoint site will be provided to the department managers as well so that they can see the progress being made by the providers and keep track of the updates.</p>