

Unscheduled Radiology Orders Q&A

<i>Question</i>	<i>Answer</i>
For the clean-up process, are you working off current WQs?	Radiology is not currently working off the current WQs as it was noticed there are some gaps. The WQs were given at EPIC go live in 2016 and it is not a complete accounting. ECare team has provided an extract of all unscheduled radiology orders across the system. This allows us to work off a single list as there are puts and calls and WQs are always moving. The eCare extract is a static list and will be using that to work down.
How does this dovetail with managing the overdue orders folder at the individual provider level?	It dovetails in far as we will be addressing of all the radiology orders that might be populating that folder. It will help but the scope of the project is limited only within the boundaries of the radiology orders. If only radiology orders go into that folder, we will be working to bring it down to zero. By the end of this initiative, there should not be any backlog showing in that folder
It seems that it is giving the ability at the practice level to look over the whole practice as what might be overdue in terms of radiology which the practices don't currently have. Individual doctors get dinged every time when the orders are over a month and currently there is no way at the practice level to see that. Is this a fair statement?	Yes. It will help the doctors as more eyes will be looking at the orders from a different lens and it will be wiggling down everybody's set of orders. One benefit at Brigham was they were able to resolve the orders completely within 29 days and that is one day before it becomes overdue and the goal is to resolve the orders before it hits the overdue list.
If we put an outside order and we print off the order and fax it over and if it has not been scheduled, is it okay at that time to cancel the order?	If we did not indicate that the order was an outside order when it was placed, there is no way to look at it and reconcile if the patient was able to get the imaging done outside. There are some follow up steps that as we want to make sure the imaging was brought back to our system and the results were seen by the provider at our system. At this point, it is a local call as we think about the gaps in the workflow and what we want to accomplish in the future. This discussion is very central with this project as it happens in high frequency.
If the orders are being done at an outside facility, does it make sense to delete it at that time?	If we identify that we have an order in our system for an imaging study that has taken place at an outside facility and the results have been faxed in, we can then delete our order. The distinction is if the provider needs any kind of follow up after that outside image, we need to look into the patient medical record and make sure what needed to be resolved, has been resolved rather than mass deleting these orders. We will monitor the WQs to make sure we take the appropriate action and provide resources as well to take those appropriate actions
Where is the WQ to see all the orders. Is that something in EPIC under the referral WQ?	WQ is a moving thing and there are always items being added or removed to that WQ. Backlog is the snapshot of the extract that

	was taken at the end of April and was converted into excel sheet and radiology is working off that WQ for the initial clean-up. You can look at your WQ, but the actual baseline data would be the extract.
Referrals have the expiration date, must return the referral, and can link the referral, will the future state look like that?	Yes, the order WQ is already set up and it can work similarly as referral WQ. As a system, we have not been clear on the workflow of the WQ; how to use the WQ, what are we supposed to do, where we need to mark the outreach and how many outreach we have to do. Future state will have all that clear who should be working the WQ and what should be the timeframe