## Athena - Adding Order - Administrative Task

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## Athena - Adding Order

## NOTE: This process is for all exams the Contact Center handles. For orders for all other exam types (MRI, Biopsy, etc.), send via email to their contact personnel based on the exam type.

- 1. Log into Athena
  - athenahealth.com
  - Click on "Login"

<b>Vathena</b> health	WELCOME BACK	athenaNet
	PROVIDERS 120,000+	Username
	PATIENT LIVES COVERED 117,400,000	Forgot password?   Configure browser
	CLAIMS SUBMITTED 52,300,000 Q3 2018	
		Log In We learn from every new provider who joins our network. Introduce us to a colleague >

- Enter Username and Password
- Click "Login"



- Confirm Department is set to "Main Office"
- Click on "Ok"
- 2. Once logged in, click on the tab for "Coordinator Inbox"



- 3. Filter List by
  - Enter Start and End Date

- Receiver Status: Select "New"
- Click "Filter"
- Organize by "Date Received" and confirm arrow is pointing up

Ę	rint selected	d orders								
	Patient	Provider	Order Type	Notes	Referring Practice	Referring Provider	Date Received	Order	STAT	Receiver Status

- 4. Pull up the order to work by clicking on the link to view order
- 5. Save the PDF File
  - Right Click on the Order
  - Click "Save"
  - Save file in the Athena Orders folder
  - Name the file: LASTNAME, FIRST NAME
    - Note: If there are duplicates, put a number after the first name. Example: TEST, JAMIE 2
- 6. Pull up patient in Merge
  - Using the Athena Order, pull up the correct patient in Merge
  - Verify and update all demographics in Merge based on information on Athena Order
- 7. Determine Next Steps by reviewing patient file/history including reports
  - If exam is already scheduled, do not create an ordered exam
  - If exam has not been scheduled, create an ordered exam in Merge
- 8. Creating Ordered exam in Merge
  - Follow process for creating order in Merge
  - On the Order Details Screen:
    - Referring Physician Confirm from the Athena Order
    - Reason Confirm on the Athena Order
    - Location Set to "All"
    - Status Set to "Ordered"
    - Exam Priority Set to "Routine"
    - Assign To Set to "Athena"
      - DELETE the Order Number in Merge and input the number from Athena Portal that is labeled "Order Type"
    - Add Comment: "ATHENA ORDER IN ATHENA FOLDER AND MDM"
      - Comment Information:
        - Category: Visit
        - Priority: Medium
    - Click "Complete" to save ordered exam in Merge
  - Review patient file to confirm order has been created for patient
- 9. Load the Order to Merge Document Manager
  - Open Document Management



- Connect to MDM via Merge RIS using the "View/Scan Document" icon, this will pull up the patient record in MDM
- $\circ~$  Right-click in the MRN Level area and select "Import  $\rightarrow$  Scan or File"

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Viewer Worklist Patient Manager Image Manager Batch Proce	essor Document Finder	Audit Trail		
MRN 1026613 STEST, PATIENT 5/23/1964				
⊜⊖≜/⇒↓				
Document Type Post date User Name Batch Number Locked	By Scan Loca File N	Doc		
MRN: 1026613				
E Patient ID 8/12/2021 1:03 eamerge.ctr faxestest	z Incoming Fax 30	32		
Patient ID 4/12/2022 2:00_ jennifer.patrick jennifer.patrick20220412	Bethesda 1388729	138873	Import •	Scan
Patient ID 4/12/2022 3:11 kimberly.scott kimberly.scott20220412	Park Potomac 1388730	138873	b Distribution Queue	File
Insurance Card 4/12/2022 3:11 kimberly.scott kimberly.scott20220412	Park Potomac 1388730	138873		
Marce Card 4/12/2022 2:07 jennifer.patrick jennifer.patrick20220412	Bethesda 1388729	138873	LOCK / UNIOCK	
			Cut Ctrl+X	
			Copy Ctrl+C	
Document Type Post Date User Name Batch Number Locked	By Scan Loca File N	Doc	Paste Ctrl+V	
Accession: 1107122014			Remove From Patient	
Order 4/12/2022 3:11_ kimberly.scott kimberly.scott20220412	Park Potomac 1388730	138873	Add Workflow	
			Workflow Status	
		í í	Document Type	
			Tans	
			Undate Tags	
			opuate rags	
		•	Print	
			Style +	
		1	Image Manager	
			Audit Document	

 The "Document Type Selector" window will populate, select the appropriate document type then click "Select"

Patient	Access	sion	Encounter			
Name		Desc	ription		Category Name	Compression
Registration Doo	cuments	Use to	scan multiple	documents at one time.	Radiology	TIF (Group 4 Cor
Patient Informati	ion Sheet				Radiology	TIF Color - Level
Patient ID		Patien	t ID		Radiology	TIF Color - Level
Insurance Card		Insura	nce Card		Radiology	TIF Color - Level
Sample Doc Typ	e (.PDF)	Sampl	e Doc Type		Sample Category	TIF Color - Level
Outside Reports	3				Radiology	TIF (Group 4 Cor
Test Order Doc					Sample Category	TIF - Black and V
New Fax		new in	coming faxes		Radiology	TIF - Black and V
New Fax		new in	coming faxes		Radiology	TIF - Black and V

- The document will import and be displayed
- 10. Update Receiver Status in Athena Portal
  - For the Order worked, update the Receiver Status based on the outcome:
  - Exam Already Scheduled Change to "Completed"
  - Exam Ordered Change to "Completed"
  - Exam is Already Completed Change to "Completed"
  - Exam is not performed by WR Change Status to "Canceled"

## EDITED: 04/26/2023