

Athena - Adding Order - Administrative Task

Last Modified on 04/26/2023 9:31 am EDT

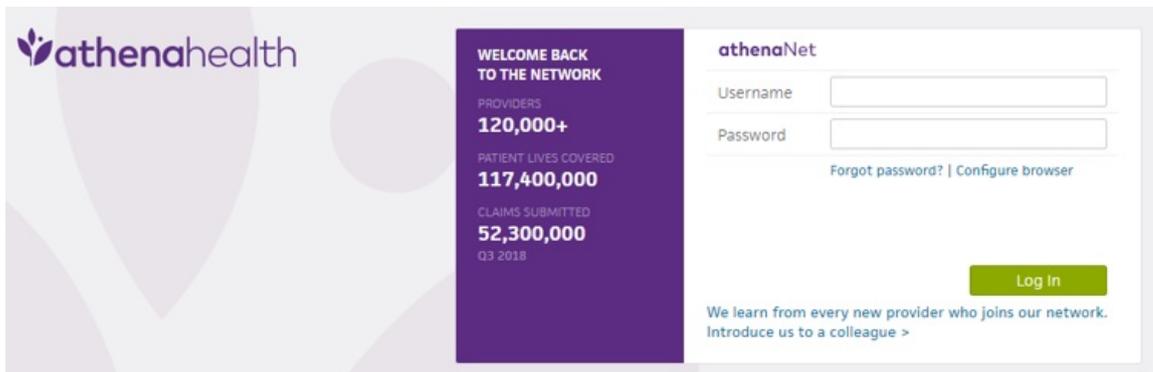


Athena - Adding Order

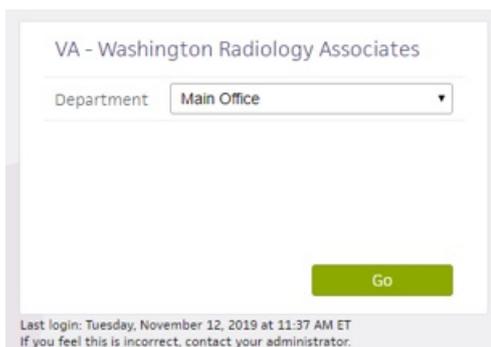
NOTE: This process is for all exams the Contact Center handles. For orders for all other exam types (MRI, Biopsy, etc.), send via email to their contact personnel based on the exam type.

1. Log into Athena

- athenahealth.com
- Click on "Login"



- 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

[Print selected orders](#)

Patient	Provider	Order Type	Notes	Referring Practice	Referring Provider	Date Received ▲	Order	STAT	Receiver Status
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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

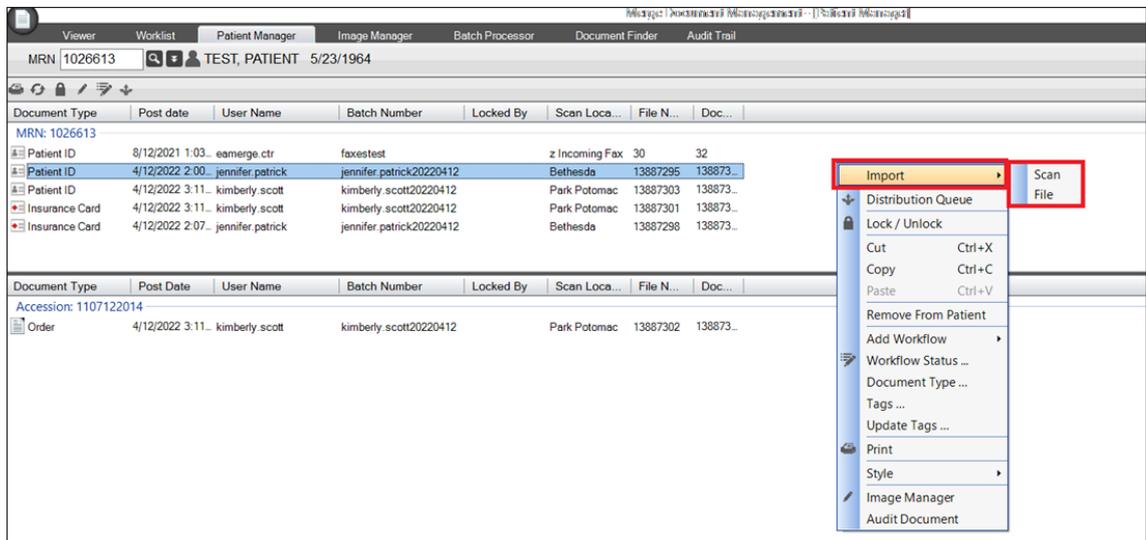
- Follow process for creating order in Merge
- On the Order Details Screen:
 - Referring Physician - Confirm from the Athena Order
 - Reason - Confirm on the Athena Order
 - Location - Set to "All"
 - Status - Set to "Ordered"
 - Exam Priority - Set to "Routine"
 - Assign To - Set to "Athena"
 - DELETE 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

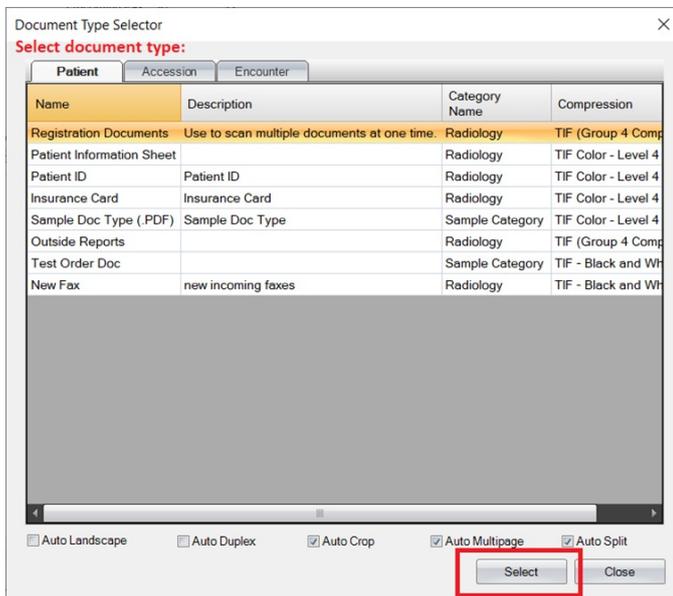
- Open Document Management



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



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



- 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
