Outbound Orders Rules

Last Modified on 10/28/2022 1:08 pm EDT



Outbound Orders Call Flow

- Group 102 in Noble for Outbound Order
- A new call will come in as a "Preview". This will allow you time to review the patient account to determine if a call to the patient is necessary.
 - Noble will show the patient's name, patient phone number and DOB.
 - Disregard the MRN number, this will not be valid to what is listed in Merge.

Q	Logged in 0:08:48 LOGOUT	11 Pause	Trace	CO Skip Call	Co Dial Call	Agent	Adherenc															
NSC, ADMIN, A	CCESS	Preview	0:03:56	ANI: 1 (8	317) 9862761	DNIS: 0	Outbound	BARNEY	Y RU	BBLE	- WRO	P										
	MRN: WI Name: B City, Stat	R1002 ARNEY F	S RUBBLE	EMA	VIL: bri	an.willec	Ke@solis	R :mamr [Phe	one B: Voi	Send I : (81 ce Ma	Medica 7) 986 ail?	1 Recc	ords En	DL]	n	d	-	SKI	>	
	Opening Hello, I'm	Script: n nsc_adr	min_acc	ess with	Washin	gton Ra	adiology	/. Is B/	ARI	NEY	r RUE	BBLE	avail	lable?	•			1				
	O Yes	No																				

• Research the Patient History and Order details.

- Examples of what to look for in their history (not limited to the list below)
 - Is patient already scheduled for the exam?
 - Has patient had the exam recently?
 - How old is the patient?
 - What is the reason for the order?
 - Is there more than 1 order for the exact same exam?
 - What does the last report say?
 - READ ALL NOTES in Merge!
- Do NOT call on orders for:
 - Biopsy, MRI or Dr. Allison Patients/Orders
 - Instead, send an email to the necessary Center Contacts
 - Email Template:

- Subject: Electronic Order Received [ENCRYPT]
- Body of email:
 - Patient Name:
 - MRN/Jacket Number:
 - DOB:
 - Exam:

• If a call is needed, you will press "Dial Call" in the toolbar on Noble.

- Noble will begin to call the phone number listed.
- The opening script will show in Noble.
- If patient answers, press "YES".
- The remaining opening script will then show in Noble.

Logged in 0:09:24 LOGOUT	II E Sip Call Dial Call Adherence Report
NSC_ADMIN_ACCESS	Preview : 0:04-32 ANI: 1 (817) 9862761 DNIS: Outbound BARNEY RUBBLE - WROP
SC	LIS WR Outbound
- P	EMAIL: brian.willecke@solismamn Send Medical Records Email SKIP
MRN: WR	1002 Phone: (817) 9862761
Name: BA	ARNEY RUBBLE DOB:
City, State	and Zip: , Uvice Mail?
Opening S Hello, I'm	Script: nsc_admin_access with Washington Radiology. Is BARNEY RUBBLE available?
• Yes	No
We have re schedule? Closing Sc Is there any	eceived an order from your physician to schedule an exam, would now be a good time for you to cript: ything else I can assist you with?
	Directions:

- If someone else answers and the patient is not available, press "NO".
- The remaining opening script will then show in Noble.

Opening Script:	
Hello, I'm nsc_admin_access with Washington Radiology. Is BARNEY RUBBLE available?	
Yes No	
Please have BARNEY RUBBLE call us back at 703.280.9800.	

- If the call is sent to voicemail, press the "Voice Mail" box.
- Leave voicemail with the script shown in Noble.

	EMAIL:	brian.willecke@solismamn		Send Medical Records Email		SKIP
MRN: WR1002			Pho	one: (817) 9862761		
Name: BARNEY RUBBLE			DO	B:		
City, State and Zip: ,			•	Voice Mail?		
Hello. This message is for I Radiology. We received an 703.280.9800. Thank you a	BARNEY RI order from nd have a g	JBBLE. My name is nsc_ your physician. Please o reat day!	_adr	nin_access calling from Wasl act us at your earliest conver	nington nience at	

- If a call is NOT needed, you will press the red "SKIP" button.
 - Once pressed, the button will turn green.



• To move to the next patient, you will then press "Skip Call" in the toolbar on Noble.

Q	Logged In 0:10:51 LOGOUT	T Pause	Trace	CO Skip Call	Co Dial Call	Agent Report	Adherence		
NSC_ADMIN_A	CCESS	Preview	0:05:59	ANI: 1 (8	17) 9862761	1 DNIS: Out	tbound BARI	IEY RUBBLE - WROP	
	MRN: WE Name: BA	R1002 ARNEY F	S RUBBLE	EMA	IL: bri	V rian.willecke	VR e@solisman	Send Medical Records Email Phone: (817) 9862761 DOB: Voice Mail?	SKIP

Summary:

- Review patient account in Merge.
- Determine if a call is needed or not.
- If call is needed, press Dial Call on the toolbar and follow the Opening Script.
 - No answer, select Voice Mail box and follow the voice mail script.
- If call is not needed, press the red SKIP button.
 - Then press Skip Call on the toolbar.
- Document notes on Patient File.

Updated: 10/28/2022