

Outbound Orders Rules

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



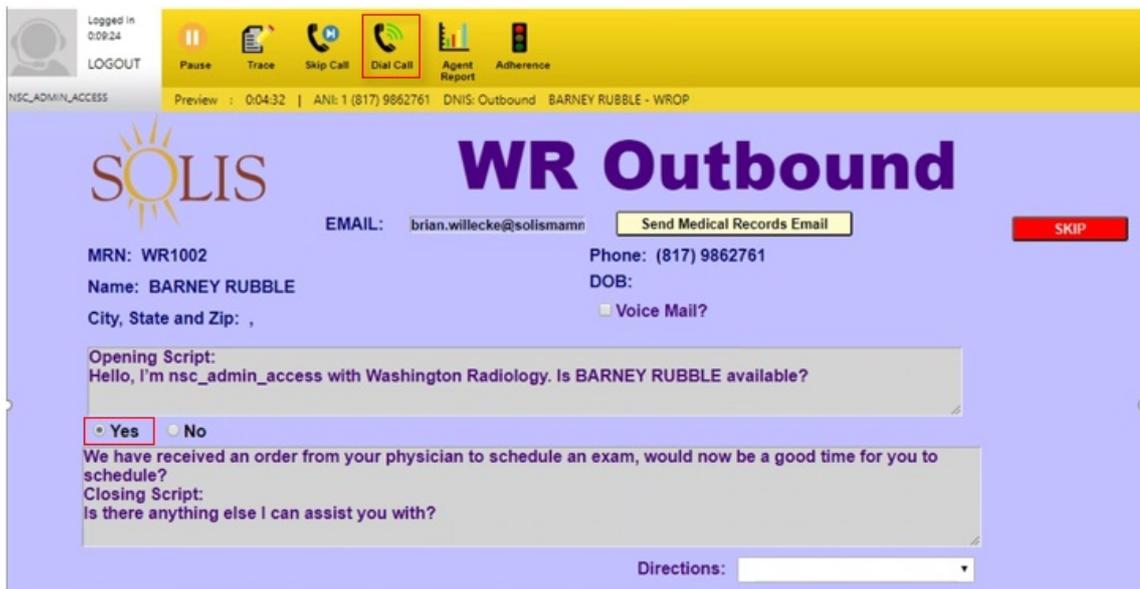
Outbound Orders Call Flow

- **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.

A screenshot of a web-based interface for "WR Outbound" orders. The interface has a yellow header bar with navigation icons (Pause, Trace, Skip Call, Dial Call, Agent Report, Adherence) and a "LOGOUT" button. Below the header, there's a status bar showing "Preview : 0:03:56 | ANI: 1 (817) 9862761 | DNIS: Outbound | BARNEY RUBBLE - WR0P". The main content area is purple and features the "SOLIS" logo and "WR Outbound" title. It displays patient information: MRN: WR1002, Name: BARNEY RUBBLE, Phone: (817) 9862761, and DOB: [redacted]. There is a "Send Medical Records Email" button and a "SKIP" button. An "Opening Script" section contains the text: "Hello, I'm nsc_admin_access with Washington Radiology. Is BARNEY RUBBLE available?" with "Yes" and "No" radio button options.

- **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.



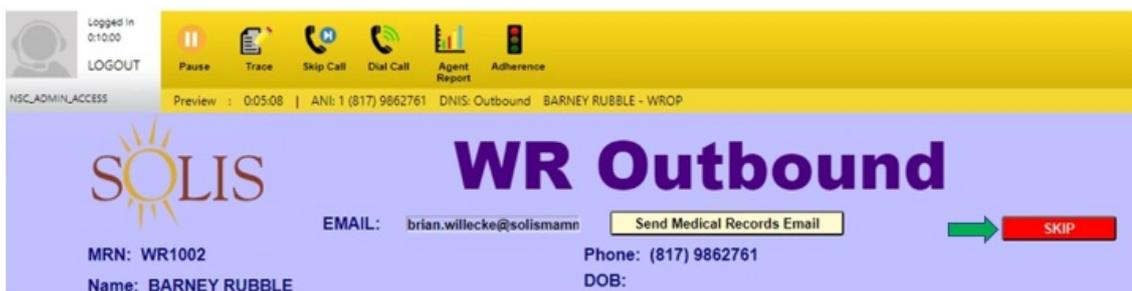
- If someone else answers and the patient is not available, press "NO".
- The remaining opening script will then show in Noble.



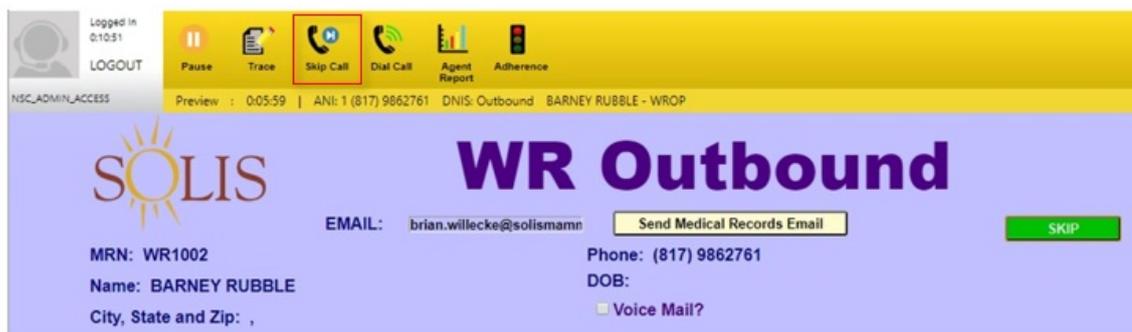
- If the call is sent to voicemail, press the "Voice Mail" box.
- Leave voicemail with the script shown in Noble.



- 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.



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
