# Processing Do Not Call (DNC) Requests in eRAD

Last Modified on 06/09/2025 5:00 pm EDT



# Processing Do Not Call (DNC) Requests in eRAD

Purpose: When a patient requests to be placed on the Do Not Call (DNC) list, it is important to follow all required steps to ensure their request is properly documented and honored.

Step 1: Open the Patient's Folder

- Use the patient search function in eRAD to locate and open the correct Patient Folder.
- From the Patient Folder, click the "Edit Patient" icon (person with a pencil).



## Step 2: Update the Patient Tab

- 1. Address:
  - Cut the existing address from the "Address 1" field and paste it into "Address 2"
  - In the "Address 1" field, type:
    - DNC [Insert reason if provided, e.g., PT MOVED, INS IS OON, etc.]
- 2. Phone & Email:
  - Delete all phone numbers listed.
  - Delete all email addresses listed.

Example:

#### BEFORE:

I	Primary Address	Preferences						
Γ	Address 1	1234 FAKE ST	Phone (in order of	preference)		Email (in order of preference)		
	Address 2		Description	Phone	Cell?	1	Email	1
	City	Washington	Mobile	(123) 999-5555	$\checkmark$	↓	STEPHANIE.JOHNSON2@SOLISMAMMO.COM	↓
	State	Washington D.C. 👻	Alternate			Ð	Click here to add a new row	Ð
	County	ict of Columbia (Washington D.C.) 🔻		Click here to add a new row				
	Zip	20002						
	Country	US				×		×

AFTER:

Primary Address	Preferences						
Address 1	DNC - PT MOVED	Phone (in order of p	reference)			Email (in order of preference)	
Address 2	1234 FAKE ST	Description	Phone	Cell?	Ť	Email	Ť
City	Washington	Alternate			t	Click here to add a new row	↓
State	Washington D.C. 👻	Mobile		$\checkmark$	Ð		Ð
County	ict of Columbia (Washington D.C.) 🔻	CI	ick here to add a new row				
Zip	20002						
Country	US				×		×

# 3. Click [Save]



## Step 3: Add a Patient Alert

1. While still in the Patient Folder, click the "Patient Alerts" icon (person with an exclamation point).

Patient	Patient Search		Patient: ZTEST	F, MISTY #	#T645	7774 (	(1) 🗙								
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Flags	Flags Alerts Nuggets				Procedures					Urgency Level			Site Name		
	Ŧ	Ŧ	T								Ŧ			٣	
			1000	3D Man	nmog	ram S	Screeni	ing Digital	W/CAD	[116] - Breas	t - B	Screening	Mammo		DC-2141 K ST

2. In the pop-up window, check the box next to "Do Not Contact".

€ Pa	atie	int Alerts				-		×
Searc	:h a	lerts						
Patient	t Al	erts						
Ico	on	Description	Level	Notes				-
	in.	Assistance Required	Patient					
1	į۶	Bilateral Mastectomy-NO FOLLOW UP	Patient					
	1	Breast Implants	Patient					
	2	Dense Breast	Patient					
✓ 🤅	9	Do Not Contact	Patient					
N	ŝ	Fall Risk	Patient					
	7	Hearing/Visually Impaired	Patient					
		Mammo+Heart Paid	Patient					
	9	MEDICAL DEVICE	Patient					
	5	Owe Balance	Patient					
	9	PATIENT DISMISSED-DO NOT CONTACT	Patient					
		Patient has opted in to Mammo+Heart previously	Patient					
	D	RISK - CONTACT RISK MANAGEMENT AT CO	Patient					
		Unilateral Mastectomy	Patient					Ŧ
								•
Patient	t N	otes						
06-09-	202	25 stephanie.johnson2 -						
						_		-
				C	ĸ	0	ancel	

3. Click **[OK]** to save the alert.

ОК	Cancel
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## EDITED: 06/09/2025