

Cancelling an Exam in eRAD

Last Modified on 06/09/2025 1:47 pm EDT



Cancelling an Exam in eRAD

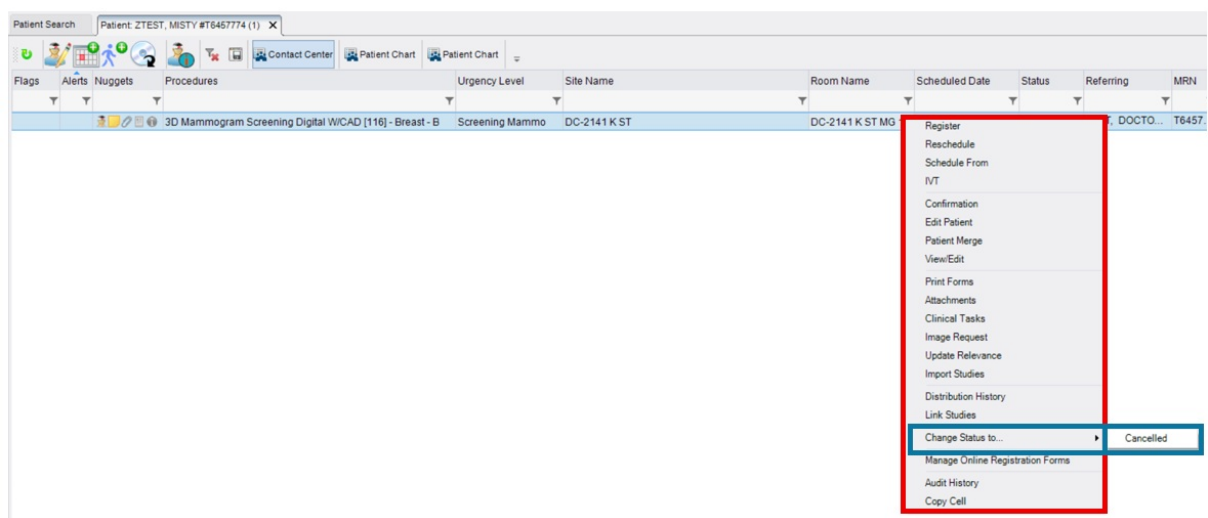
Purpose: Use this workflow when a patient request to cancel a scheduled exam.

Step 1: Locate the Exam

1. Use the search function in eRAD to locate and open the correct **Patient Folder**.

Step 2: Cancel the Exam

1. **Right-click** the highlighted exam
2. Hover over "**Change Status to...**" and select "**Cancelled**"



3. The **Cancel Study** window will populate

Cancel Study

Choose the studies to be cancelled for patient ZTEST, MISTY.

☒ Select / deselect all

☒ Referring: TEST, DOCTOR Carrier: CAREFIRST BCBS

Study	Date/Time	Location	Status
<input checked="" type="checkbox"/> 3D Mammogram Scre...(116)	06-16-2025 8:30 AM	DC-2141 K ST MG 1	Scheduled

Reason: **Reschedule**

Schedule Later **OK** Cancel

- If multiple exams are scheduled on the same day, a list will populate.
- **Check the box** next to any additional exams the patient wants to cancel.
- Select **"Reschedule"** as the **Reason** from the dropdown.
- Click **[OK]** to finalize the cancellation.
 - **Do NOT select "Schedule Later"**

4. The exam status will now appear as **"Cancelled"**

Flags	Alerts	Nuggets	Procedures	Urgency Level	Site Name	Room Name	Scheduled Date	Status	Referring	MRN	Accession #	Or
			3D Mammogram Screening Digital W/CAD [116] - Breast - B	Screening Mammo	DC-2141 K ST	DC-2141 K ST MG 1	06-16-2025 8:30 AM	Cancelled	TEST, DOCTO...	T6457...	T19236265	15

Step 3: Add Cancellation Notes

1. **Right-click** the now **cancelled** exam and select **"View/Edit"**

Flags	Alerts	Nuggets	Procedures	Urgency Level	Site Name
			3D Mammogram Screening Digital W/CAD [116] - Breast - B	Screening Mammo	DC-2141 K ST

- Schedule
- Reschedule
- Schedule From
- IVT
- Edit Patient
- Patient Merge
- View/Edit**
- Print Forms
- Attachments
- Clinical Tasks
- Update Relevance
- Distribution History
- Manage Online Registration Forms
- Audit History
- Copy Cell

2. The **View/Edit** tab will open, navigate to the **Order** tab.

Patient Search Patient: ZTEST, MISTY #T6457774 (1) View/Edit: ZTEST, MISTY #T6457774 X

ZTEST, MISTY | 08-29-1985 (39y 9m) | Female | #T6457774

Patient Contacts / Demographics Clinical **Order** Documentation Exam Details Billing Codes Attachments Notes / Exam Times Mammography Extra Data Contact Log Breast Diagram *Solis- 3D Mammo Screening

Reason for order
06-09-2025 stephanie.johnson2 -
06-09-2025 stephanie.johnson2 - ANNUAL/ROUTINE SCREENING MAMMOGRAM

Referring Details
Referring *TEST, DOCTOR K,
Visited at *1234 FAKE ST, Fort Worth, Texas, 76104
Img notes
Ref. date MM-dd-yyyy Ord. dept.

CC Physicians
Visit location for CC*
Copy to patient

Preferred Location
Practice *Washington Radiology
Site DC-2141 K ST

Flags
☐ Direct referral ☐ Transportation required
☐ STAT exam ☐ Special accommodations
☐ STAT read
☐ STAT PreCert
Urgency Level * Screening Mammo

Insurance Policies
Note Carrier Code Carrier Name Policy # Group Number Group Name Phone Priority Card Eligibility
WRA1024 CAREFIRST BCBS ABC123456 555 555-5555 Primary
Billing Method (Bill to insurance)
06-09-2025 stephanie.johnson2 -

Manage Policies IVT Notes Verify Verification not required Insurance verified Amount to collect * \$0.00

Order Notes
06-09-2025 stephanie.johnson2 -

Scheduling Notes
06-09-2025 stephanie.johnson2 -

Payments
Date Posted By Method Amount

3. Add notes in the **Order Notes** field

- Use **ALL CAPS** for visibility and consistency
- **NOTE:**
 - **Order Notes** = Specific to the exam (e.g., cancellation reason, who requested it).
 - **Patient Notes** = General patient information **not tied** to a specific exam.

4. Click **[Save]** in the lower right-hand corner to complete.

Save Close

EDITED: 06/09/2025