Adding Order Notes

Last Modified on 04/04/2025 6:02 pm EDT

When adding notes for a patient in eRAD, the Contact Center will put notes in two spots.
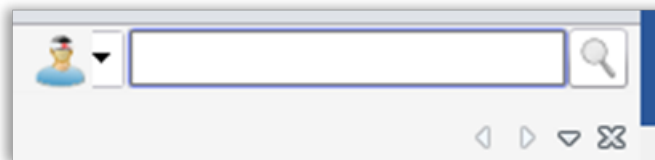Order Notes: Related to the patient exam
Patient Notes: Patient Level Notes
Do NOT use "Scheduling Notes" at any time!

Updating Order Notes:

1. Search for the patient using the search bar in the top right corner

2. Click on patient in Search Results to open patient history

First Name	Last Name	Middle Name	Birth Date	MRN	Issuer	Gender	Address	City	State	Zip Code
HOLLY	TEST		04-29-1960	T3000057	system	F	15601 DALLAS PARKWAY	Addison	TX	75001

3. Order Notes can always be accessed (no matter the status of the exam)!

   - If the status of the exam is "Ordered", double click on the accession to add notes into the order notes.

   - If the status is anything else (in progress, canceled, scheduled, etc.), right click on the accession, click "View/Edit", and then the accession will open to allow for order notes to be added.

4. Click on the "Order" tab

5. Contact Center notes are to be placed in the "Order Notes" section on the Order tab. Type in ALL CAPS!

Note: Date and Agent Name automatically displays
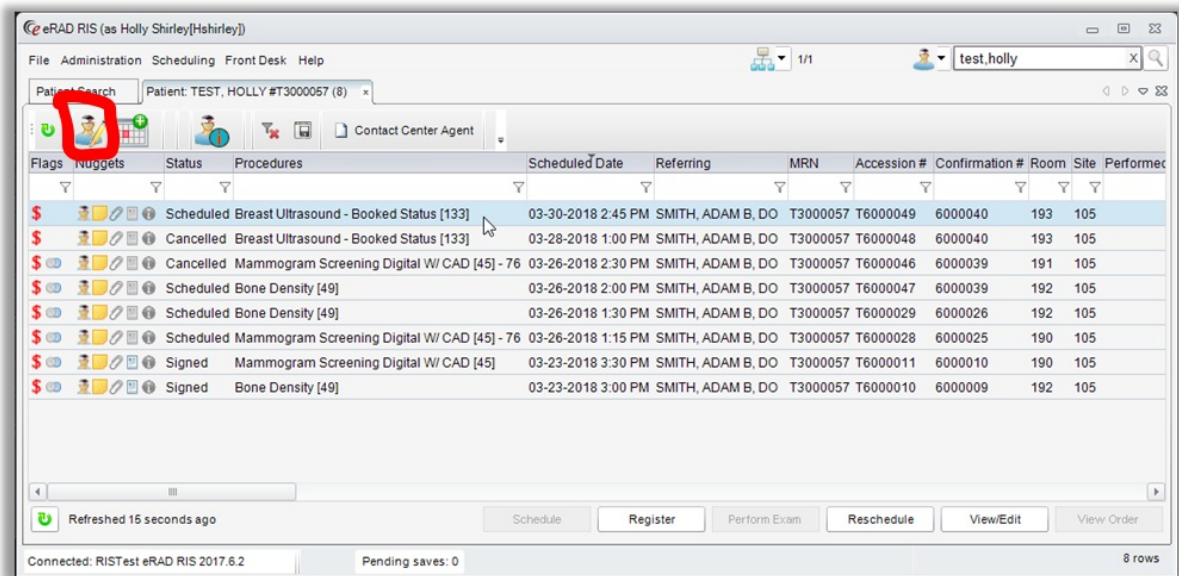
6. Click "Save"

Updating Patient Notes:

1. Search for the patient using the search bar in the top right corner
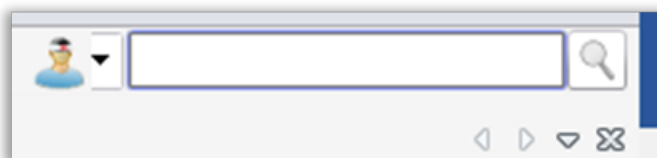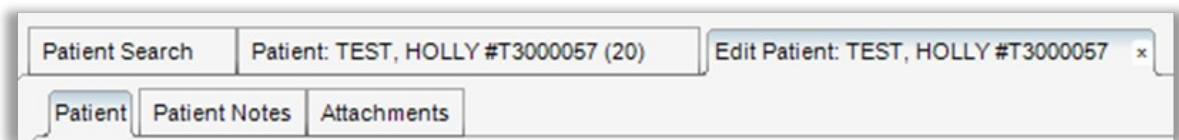

2. Click on patient in Search Results to open patient history

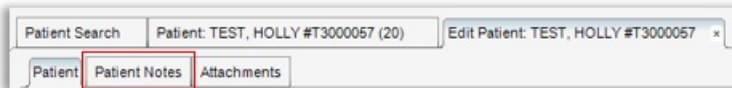| First Name	Last Name	Middle Name	Birth Date	MRN	Issuer	Gender	Address	City	State	Zip Code
HOLLY	TEST		04-29-1960	T3000057	system	F	15601 DALLAS PARKWAY	Addison	TX	75001

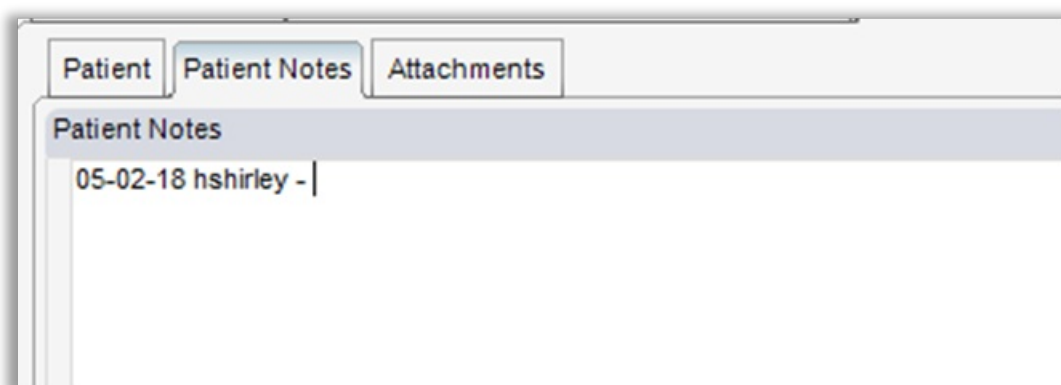3. Click on edit patient to add notes to patient

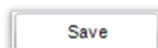
4. Patient File Opens

5. Click on "Patient Notes" tab

6. Enter Notes

7. Click "Save"

EDITED: 04/02/2021