

Adding Order Notes

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



Contact Center
eRAD RIS
Adding Scheduling Notes

When adding notes for a patient in eRAD, the Contact Center will put notes in two spots.

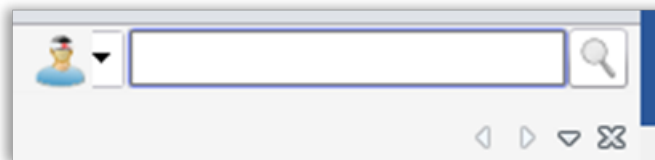
Order Notes: Related to the patient exam

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.

eRAD RIS (as Holly Shirley[Hshirley])

File Administration Scheduling Front Desk Help

Patient Search Patient: TEST, HOLLY #T3000057 (8) 1/1 test.holly

Contact Center Agent

Flags	Nuggets	Status	Procedures	Scheduled Date	Referring	MRN	Accession #	Confirmation #	Room	Site	Performe
\$		Scheduled	Breast Ultrasound - Booked Status [133]	03-30-2018 2:45 PM	SMITH, ADAM B, DO	T3000057	T6000049	6000040	193	105	
\$		Cancelled	Breast Ultrasound - Booked Status [133]	03-28-2018 1:00 PM	SMITH, ADAM B, DO	T3000057	T6000048	6000040	193	105	
\$		Cancelled	Mammogram Screening Digital W/ CAD [45] - 76	03-26-2018 2:30 PM	SMITH, ADAM B, DO	T3000057	T6000046	6000039	191	105	
\$		Scheduled	Bone Density [49]	03-26-2018 2:00 PM	SMITH, ADAM B, DO	T3000057	T6000047	6000039	192	105	
\$		Scheduled	Bone Density [49]	03-26-2018 1:30 PM	SMITH, ADAM B, DO	T3000057	T6000029	6000026	192	105	
\$		Scheduled	Mammogram Screening Digital W/ CAD [45] - 76	03-26-2018 1:15 PM	SMITH, ADAM B, DO	T3000057	T6000028	6000025	190	105	
\$		Signed	Mammogram Screening Digital W/ CAD [45]	03-23-2018 3:30 PM	SMITH, ADAM B, DO	T3000057	T6000011	6000010	190	105	
\$		Signed	Bone Density [49]	03-23-2018 3:00 PM	SMITH, ADAM B, DO	T3000057	T6000010	6000009	192	105	

Refreshed 15 seconds ago

Schedule Register Perform Exam Reschedule View/Edit View Order

Connected: RISTest eRAD RIS 2017.6.2 Pending saves: 0 8 rows

4. Click on the "Order" tab

Patient Search Patient: TEST, HOLLY #T3000057 (8) Register: TEST, HOLLY #T3000057 x

Patient Patient Notes Contacts / Demographics Clinical **Order** Exams Image Request (0) Review Contact Log

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

eRAD RIS (as Holly Shirley[Hshirley])

File Administration Scheduling Front Desk Help

Patient Search Patient: TEST, HOLLY #T3000057 (8) Register: TEST, HOLLY #T3000057

Patient Patient Notes Contacts / Demographics Clinical Order Exams Image Request (0) Review Contact Log

Reason for exam 03-27-18 hshirley -

Referring Details Referring * SMITH, ADAM B, DO Visited at * PARKVIEW DRIVE SUITE, Suite 560, FORT WORTH, TX, 76102

CC Physicians Visit location for CC

Preferred Location Practice * Solis Mammography Site Solis Mammography Southlake

Flags ☐ Direct referral ☐ Transportation required ☐ STAT exam ☐ STAT read ☐ STAT PreCert

Insurance Policies

Billing Method

Payments

Order Notes

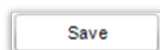
Scheduling Notes

Amount to collect: Request SecurePIC

Checking In Arrive Save Close

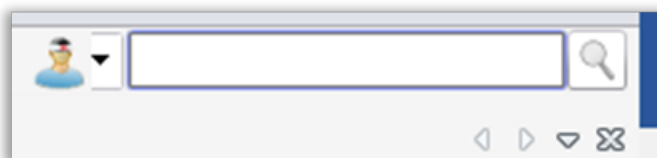
Connected: R!STest eRAD RIS 2017.6.2 Pending saves: 0

6. Click "Save"



Updating Patient Notes:

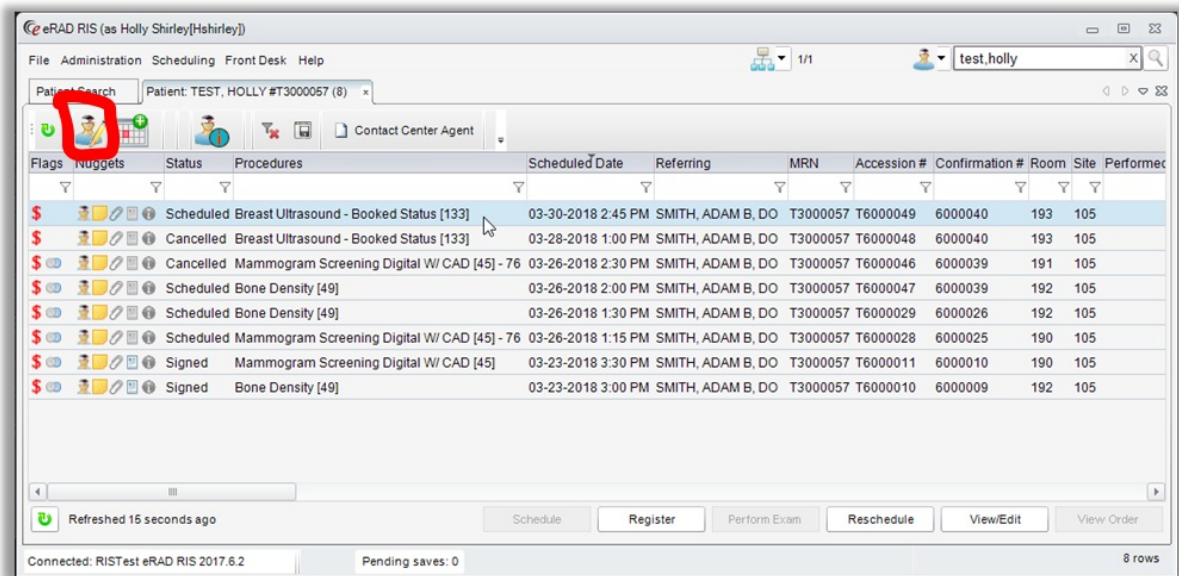
1. Search for the patient using the search bar in the top right corner



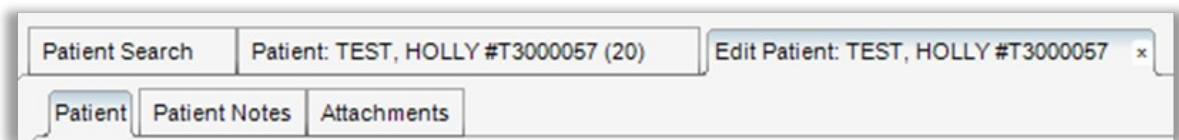
2. Click on patient in Search Results to open patient history

First Name	Last Name	Middle Name	Birth Date	MRN	Issuer	Gender	Address	City	State	Zip Code
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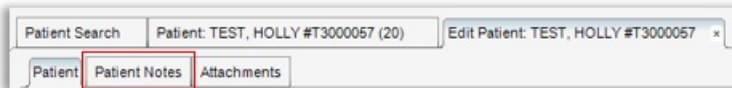
3. Click on edit patient to add notes to patient



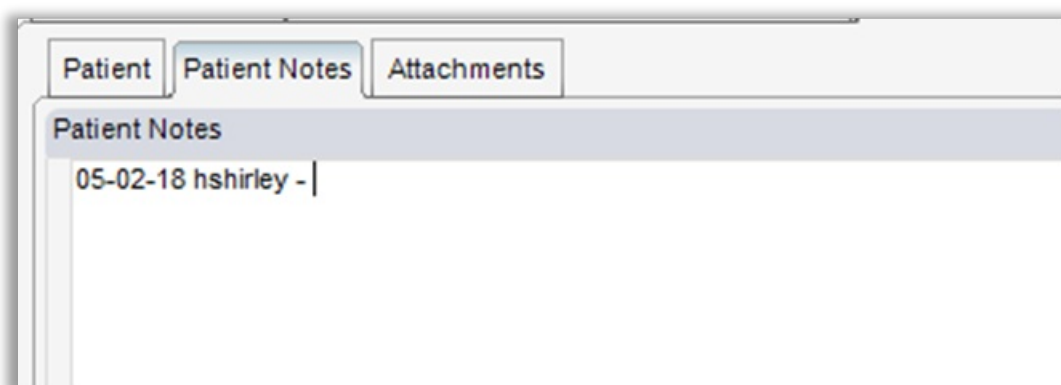
4. Patient File Opens



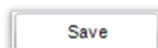
5. Click on "Patient Notes" tab



6. Enter Notes



7. Click "Save"



EDITED: 04/02/2021
