# Adding Notes in eRAD (Patient Notes vs. Order Notes)

Last Modified on 06/04/2025 5:14 pm EDT



## Adding Notes in eRAD (Patient Notes vs. Order Notes)

Purpose: To ensure Contact Center agents accurately document information in the correct section of the Patient Folder in eRAD

### **?** Order Notes

**Used for:** Documenting details **specific to a patient's exam/order. Examples:** Prep instructions provided, patient requests, appointment changes, confirmation details.

#### 1. Open the Patient Folder

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

#### 2. Open the Patient's Accession:

• If exam status is "Ordered" → Double-click the accession to open.

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∘ If any other status (e.g., Scheduled, Canceled, Competed) →

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- **Right-click** the accession
- Select "View/Edit"

#### 3. Enter Order Notes

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- Navigate to the **Order Tab**.
- Type your note in ALL CAPS in the Order Notes field.
- Date and agent name are automatically applied.

#### 4. Save Documentation

Save

• If exam status is "Ordered" → Click [Save as order]



Close

## **?** Patient Notes

**Used for:** Documenting information that applies to the **patient overall**, regardless of a specific exam. **Examples:** Communication preferences, Do Not Contact requests, interpreter needed, etc.

#### 1. Open the Patient Folder

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

#### 2. Open the Edit Patient Screen



• Click [Edit Patient] in the toolbar.

#### 3. Enter Patient Notes

Patient Search	Patient: ZTEST, MISTY #4196996 (19) Edit Patient: ZTEST, MISTY #4196996 * X	$\leftarrow \vdash$	• x
Patient Patient I	Notes Attachments Extra Data		
Patient Notes			
06-04-2025 step	phanie.johnson2 - PT CALLED TO REQUEST INFO ON OBTAINING RECORDS - ADVISED TO VISIT OUR WEBSITE AND COMPLETE THE MRF FORM TO SUBMIT REQUE	<mark>EST</mark>	
Previous Patient	t Notes		
		Save Clos	e

- In the Edit Patient tab, go to Patient Notes
- Add relevant patient-level notes in ALL CAPS, using a clear, professional format.
- Click [SAVE]

#### EDITED: 06/04/2025