## **Reschedule Exam in eRAD**

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



Contact Center eRAD RIS Reschedule Exam

## Rescheduling an exam can be completed from the Patient Folder

File Administration Messaging Scheduling Front Desk Help			🛃 🕆 1/1 🔰	ZTEST :						
Patient Search Patient: ZTEST, HOLLY #1311026 (34) ×										
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Flags Nuggets Procedures	Urgency Level Site Name	Room Name Scheduled	Status Referring	MRN Acces Ord						
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\$ 9 8 3D Mammogram Screening Digital W/CA.	Screening M DFW-Southlake	DFW-SOUT 06-25-2021	Scheduled TEST, DO	1311026 12621 120						
■ Image: Ima	Screening M DFW-Wichita Falls	DFW-WICHI 04-04-2019	Cancelled New, Phy	1311026 10325 686						
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- 1. To Reschedule:
  - 1. Click on the exam to be rescheduled (it will turn blue)

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2. Right-click the highlighted exam and select Reschedule

Register
Reschedule
Schedule From
IVT
Confirmation
Edit Patient
Patient Merge
View/Edit
Print Forms
Attachments
Image Request
Update Relevance
Import Studies
Distribution History
Link Studies
Change Status to >
Audit History
Copy Cell

3. If more than one exam was scheduled for the same day, a list will appear. Select all exams that need to

## be rescheduled.

Ce Reschedule	х
Select the studies to be rescheduled for patient ZTEST, HOLLY. ✓ Select / deselect all	
Referring: TEST, DOCTOR Carrier: SELF-PAY (USE	)
SD Mammogram Scre(116) 06-25-2021 10:30 AM DFW-SOUTHLAKE MG icheduled	
Reason Please choose a reason  OK Can	cel

4. Select reason: If no reason is provided by caller, select "Reschedule"



5. Click "OK"

Reason Rescheduled	ок	Cancel
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6. Reschedule Order Tab will open and default to the Patient Tab

Patient Search Patient: ZTEST, HOLLY #1311026 (34)		Resch	Reschedule Order: ZTEST, HOLLY #1311026 * 🗙							
Patient	Patient N	Votes	Contacts / Demographics	Order	Clinical	Schedule	Image Request	Billing Codes	Review	Contact Log

7. Click on the Schedule Tab to search for available days and times.

Patient Search Patient: ZTEST, HOLLY #1311026 (34)			Resch	edule Order	ZTEST, HOLLY #	±1311026 * 🗙		
Patient Patient I	Notes Contacts / Demographics	Order	Clinical	Schedule	Image Request	Billing Codes	Review	Contact Log

8. Click on the Order Tab to document notes under Order Notes.

Patient Search	Patient Search Patient: ZTEST, HOLLY #1311026 (34)			Resch	Reschedule Order: ZTEST, HOLLY #1311026 * 🗙				
Patient Patier	t Notes	Contacts / Demographics	Order	Clinical	Schedule	Image Request	Billing Codes	Review	Contact Log

- 9. On the Confirmation Page, confirm the exam type(s), updated date/time of appointment(s). Ask the caller if they need the Center address and prep instructions for the exam provided to them again.
- NOTE: If rescheduling an exam that has already been canceled:
  - Reschedule can be completed either from the canceled accession or by creating a new accession
  - If rescheduling from the canceled accession, all previous documented information (Reason for Order, Referring Physician, Manage Policies, Urgency Level, Class and Order Notes, as well as any attached

Orders) will carry over

- If rescheduling by creating a new accession and the canceled exam has an attached order, we <u>MUST</u> notate that order is attached to different accession and collect all of the necessary information to complete the reschedule process.
- What information on the Order Tab should be collected when rescheduling an exam?
  - None! The only time information must be collected is if it is missing at the time of reschedule. This includes the following:
    - Reason for Order
    - Referring Physician
    - Insurance
- What information must be updated on the Order Tab when rescheduling an exam?
  - Urgency Level when necessary
  - Must add notes

## EDITED: 06/06/2022