

Unknown Physician

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



Unknown Physician

When scheduling an exam or loading an order for a patient, we must enter referring physician information. If the physician isn't found within eRAD, we must follow the steps outlined below.

NOTE: If caller does not have the referring physician's credentials or the information isn't available on an order, we should default to this process as well and make detailed notes.

1. From the **Order Tab**, under the **"Referring Details"** section, type the name of the physician and hit Enter or use the magnifying glass to search.

A screenshot of the eRAD software interface. The 'Order' tab is selected at the top. The 'Referring Details' section is highlighted with a red rectangular box. This section contains fields for 'Referring' (a dropdown menu with a magnifying glass icon), 'Visited at' (a dropdown menu), 'Img notes' (a text area), and 'Ref. date' (a date picker set to MM-dd-yyyy). Other visible sections include 'Reason for exam', 'Preferred Location', 'Flags' (with checkboxes for Direct referral, STAT exam, STAT read, STAT PreCert, Transportation required, and Special accommodations), 'Insurance Policies' (a table with columns for Note, Carrier Code, Carrier Name, Policy #, Group Number, Group Name, Phone, Priority, and Eligibility), 'Billing Method' (a dropdown menu set to '(Bill to insurance)'), 'CC Physicians' (a search field), 'Visit location for CC*', 'Copy to patient' checkbox, 'Class' (a dropdown menu set to 'Outpatient'), 'Sedation' (a dropdown menu), 'Transition of care' checkbox, 'Provided Educational Resources' checkbox, 'Urgency Level' (a dropdown menu), 'Amount to collect *', 'Order Notes', and 'Scheduling Notes'. The 'Reason for exam' and 'Order Notes' sections contain the text '12-26-2018 stephanie williams -'.

2. **Referring Search** window will populate. If provider is NOT in the system, search and select as follows:

- First Name: UPDATEREQUIRED
- Last Name: PHYSICIAN

Referring Search

First name

UPDATEREQUIRED

Last name

PHYSICIAN

NPI

↺↻

City

Phone #

License #

Add Unknown

Search

Reset

Last Name	First Name	Middle Name	Summary	Primary Office	Additional Office	Referring
PHYSICIAN	UPDATEREQ		UPDATEREQUIRED PHYADD PHYSICIAN Cell: Internal ID: 10049848	UPDATEREQUIRED		

NOTE: We MUST notate the physician information in eRAD on the Order Tab to ensure the Center is aware of the correct physician information that was not able to be located. (Example: Patient's Order is from Dr. John Smith in Frisco)

EDITED: 11/06/2020