

Referring Physician Not Found in eRAD

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Referring Physician Not Found in eRAD

When scheduling an exam or loading an order, it is required to enter the referring physician's information. If the physician is not found in eRAD, follow the steps below.

When to Use This Process:

- Use this process if:
 - The **referring physician is not found** in eRAD.
 - The **caller does not know** the physician's information at the time of scheduling.
 - The **referring info is missing or unclear** on the patient's written order (**Admin only**).
 - **Important:** Patients must have a referring physician listed. Inform the patient that:
 - They must provide the referring physician's information before their appointment.
 - This can be done by calling us back or at the time of registration.
 - WR will not see patients without a referring provider.

Step-by-Step Instructions

1. Attempt to Search for the Physician

- Go to the **Order Tab**.

- Under **Referring Details**, type the physician's name and press **Enter**, or click the **magnifying glass icon**.

2. If the Physician is Not Found

The screenshot shows a window titled "Referring Search". Under "Search Criteria", there are input fields for "First name" (containing "DOCTOR"), "Last name" (containing "WHO"), "NPI", "City", "Phone #", and "License #". There are "Search" and "Reset" buttons. Below the search criteria is a table with columns: Last Name, First Name, Middle Name, Summary, Primary Office, Additional Office, and Refer. A yellow message box states: "No person found matching your search".

- Use the placeholder entry as follows:

The screenshot shows the same "Referring Search" window. The "First name" field now contains "UPDATEREQUIRED" and the "Last name" field contains "PHYSICIAN". The "Search" and "Reset" buttons are still present. Below the search criteria, the table is highlighted with a red border. The table has columns: Last Name, First Name, Middle Name, Summary, Primary Office, Additional Office, and Refer. The data row shows: Last Name: PHYSICIAN, First Name: UPDATEREQ, Middle Name: (empty), Summary: Dr. UPDATEREQUIRED ADD PHYSICIAN, Primary Office: UPDATE REQUIRED, Additional Office: (empty), and Refer: (empty). Below the table is a "Select" button and a "Close" button.

- **First Name:** **UPDATEREQUIRED**

- **Last Name:** **PHYSICIAN**

- This placeholder ensures the accession can be saved while alerting the Center that the actual provider info is pending.

Required Documentation

Be sure to add detailed notes to the **Order Tab** (in the **Order Notes** field) so the Center staff is fully informed.

Example Note:

PT'S REFERRING IS DR. JOHN SMITH IN WASHINGTON D.C. - NOT FOUND IN eRAD

Things to Remember

- If the patient **does not have a referring physician at the time of scheduling** and the exam requires an order, always schedule the appointment with **enough lead time** to allow the patient to obtain the required information.
- The **Center cannot contact a referring provider's office** if their details are not listed in the patient's chart.
- **Include as much detail as possible** about the referring provider in the Order Tab, even if they're not found in eRAD. This includes:
 - Full name
 - Office address

- Phone and/or fax numbers
 - NPI number (if available)
- **Clearly advise the patient** that they are responsible for providing the written order before their appointment and bringing it with them on the day of the exam.
- Document in Order Notes, include what was advised to the patient.

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