

Urgency Level (Order Status)

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Urgency Level (Order Status)

The information below can be useful when selecting the Urgency Level (Order Status) in eRAD.

- 0-No Call, 1-First Call Completed & 2-Second Call Completed:
 - Exam has been requested but not yet scheduled
 - Contact Center will call patient to schedule exam
 - Move from Futures to 0-No Call when within 31 days of month due for exam

- 3-Third Call Completed:
 - Exam has been requested but not scheduled
 - CC Agents will not call patient due to one of the following reasons
 - Patient has already been called 3 times
 - Patient went elsewhere
 - Patient asked us not to call back (for any reason)
 - Physician requested to cancel the order

- Recall:
 - DO NOT leave Urgency Level as Recall!
 - Update to Order Attached when order is on file
 - Update to Need Order when no order is on file OR if an updated order is needed

- Screening Mammogram:
 - ONLY select AFTER appointment has been scheduled
 - Annual Routine Screening Mammograms ONLY
 - No order attached and patient does not have an order to bring with them

- Order Attached:

- ONLY select AFTER appointment has been scheduled
 - Verify that the correct order is attached to the correct patient
 - Used for ALL exams where an order is attached (including Screening Mammograms)
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- Patient Bringing Order:

- ONLY select AFTER appointment has been scheduled
 - Patient has their order in hand and will bring it with them to their appointment
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- Doctor Sending Order:

- ONLY select AFTER appointment has been scheduled
 - ONLY selected when a physician's office is calling to schedule for a patient and advises they will fax the order
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- Need Order:

- ONLY select AFTER appointment has been scheduled
 - No Order is attached
 - Order for the wrong exam type is attached
 - Patient doesn't have order to bring in with them
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- Order Issue:

- ONLY select when calling Outbound Orders if number on file is wrong
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- Future: Jan-Dec:

- Selected when an order has been received from a physician but patient is not due for exam until a specified "Future" date
 - Example:
Order was received 04/2021 but patient is not due for exam until 11/2021. Urgency level will be updated to Future: Nov
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- Valid Order:

- CENTER USE ONLY - DO NOT CHANGE
 - Order is attached and has been verified by clinical team member
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- Invalid Order:

- CENTER USE ONLY - DO NOT CHANGE
 - Order is attached and has been reviewed by clinical team member and is NOT valid
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- Physician Order Requested:
 - CENTER USE ONLY - DO NOT CHANGE
 - Order has been requested by clinical team member and we are awaiting a response from the referring physician
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EDITED: 07/27/2021
