

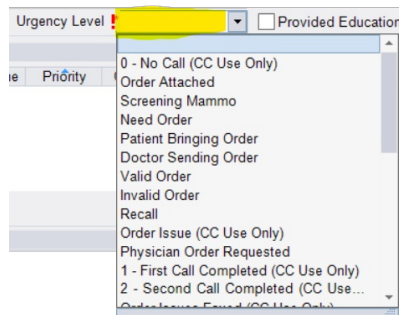
# Selecting the Correct Urgency Level (Order Status) in eRAD

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## Selecting the Correct Urgency Level (Order Status) in eRAD

Use this guide to accurately choose the Urgency Level when processing orders in eRAD.



### Outbound Team Use Only

These status are used **exclusively by the Outbound orders team**:

- **0-No Call:** Exam requested, but **no call has been made** to the patient.
- **1-First Call Completed:** One contact attempt made, **exam not scheduled**.
- **2-Second Call Completed:** Two contact attempts made, **exam not scheduled**.
- **Order Issue (CC Use Only):** Select when **phone number is incorrect** and you're **unable to reach the patient**.
- **Future [Month]:** Order has been **received**, but patient is **not due until a specific future month**
  - *Ex: If order is received in April but the exam is due in November, it will be set as "Future: Nov"*

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### 3-Third Call Completed

- Final contact attempt made, **exam not scheduled**. **No further calls** will be placed regarding this order.
- May also select this option if:

- Patient completed exam elsewhere
  - Patient declined further contact
  - Referring physician cancelled the order
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## Recall

- **DO NOT** leave the **Urgency Level** as **Recall**
  - If **order is on file**, change to **Order Attached**
  - If **order is missing or needs to be updated**, change to **Need Order**
  - **Recall** will also be used for the following purposes:
    - The **Contact Center** **does not schedule** the exam type (e.g., Biopsies, MRI, etc.)
    - Please follow normal protocol and **transfer** the patient to the **Center** for scheduling
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## Screening Mammo

- Select **only if ALL** of the following apply:
    - **Screening appointment is scheduled**
    - **Routine annual exam**
    - No order required (based on patient age and physician preference)
    - **No order is attached**
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## Order Attached

- Select **after appointment is scheduled** when:
    - **Order is uploaded and verified**
    - Applies to ALL exam types (including Screening Mammograms)
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## Patient Bringing Order

- Select **only after appointment is scheduled** when:
    - Patient has **written order in hand**
    - They will **bring it to their appointment**
    - Offer to send a **SecurePIC link**
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## Doctor Sending Order

- Select **only after appointment is scheduled** when:
    - **Physician's office** is scheduling on behalf of patient
    - They confirm they will **fax the order**
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## Need Order

- Select **after appointment is scheduled if**:
    - **No order is attached**
    - Order attached is for the **wrong exam**
    - Patient **does not** have the order in hand
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## Center Use Only - DO NOT MODIFY

- These statuses are for **Center/Clinical use only**:
    - **Valid Order**: Verified by a clinical team member
    - **Invalid Order**: Reviewed by clinical team member, deemed not valid
    - **Physician Order Requested**: Awaiting response from referring physician
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