Sending a SecurePIC Request in eRAD

Last Modified on 06/11/2025 12:14 pm EDT



Sending a SecurePIC Request in eRAD

This guide provides step-by-step instructions for sending a SecurePIC Request to a patient, and explains when and why it should be used.

When Should You Send a SecurePIC Request?

- Send a SecurePIC request when:
 - The patient has a written order but will bring it with them to their appointment.
 - The patient does not have their insurance card for confirmation at the time of scheduling.

Why Send a Request if the Patient Has the Order?

- It ensures a copy is on file in case the patient forgets to loses it.
- Prevents reschedules due to missing documentation.
- Can be used after an appointment is scheduled if the patient didn't have their order during the initial call.

How to Send a SecurePIC Request

- You can send a request while:
 - Scheduling a new appointment (new accession or ordered accession)
 - Editing an existing scheduled appointment

Step 1: Open the Patient Folder

• Use the search function in eRAD to locate and open the correct Patient Folder

Step 2A: If Scheduling a New Appointment

• Click the [New Appointment] button from the toolbar in eRAD.



• The Schedule Order tab will open

Patient Search	Patient: ZTESTGPSPRING, LISA #7702661 (3) Schedule Order. ZTESTGPSPRING, LISA #7702661 * x								
ZTESTGPSPRING, LISA 01-01-1985 (4095m) Female #7702661									
Patient Notes Contacts / Demographics Order Clinical Schedule Image Request (0) Billing Codes Review Contacts							Contact Log		
General Information									

Step 2B: if Scheduling from an Ordered Accession

• Locate the appointment in the **Patient Folder**.

Patient Search Patient: ZTESTGPSPRING, LISA #7702661 (4) ×				< > • × ×
🕑 💐 👬 📌 🧙 🦾 🖌 🖳 Contact Center	Patient Chart 👳			
Flags Nuggets Aler Procedures	Urgency Level Site Name	Room Name Schedul	ed Status Referring	MRN Acces O
т т т	т т	т	тт	т т т
3D Mammogram Screening Digital W/C/	A 0 - No Call (HOU-Grand Parkway Spring		Ordered TEST, TE.	770 19
3D Mammogram Screening Digital W/C/	A Screening M HOU-Grand Parkway Spring	HOU-GP SP 11-06-2	25 Cance TEST, TE.	770 19984 18

• Right-click on the accession that requires the document, select "Schedule"

Schedule
Reschedule
Schedule From
IVT
Edit Patient
Patient Merge
View/Edit
Print Forms
Attachments
Clinical Tasks
Update Relevance
Distribution History
Audit History
Copy Cell

• The Schedule Order tab will open.

Patient S	earch	Patier	nt: ZTESTGPSPRING, LISA	#770266	i1 (4) ×	Schedule	Order: ZTESTGPSPR	ING, LISA #7702	2661 * ×		
ZTESTGPSPRING, LISA 01-01-1985 (40y5m) Female #7702661											
Patient	Patient N	otes	Contacts / Demographics	Order	Clinical	Schedule	Image Request (0)	Billing Codes	Review	Extra Data	Contact Log
General	Informatio	n									

Step 2C: If Editing an Existing Appointment

• Locate the appointment in the **Patient Folder**.

Patient Search Patient: Z	Patient Search Patient: ZTESTGPSPRING, USA #7702651 (4) ×									
ಲ 🧦 🛱 🏄 🧐	🐴 😨 Contact Center 🐺 Patient Chart	🙀 Patient Chart 🝦								
Flags Nuggets Aler	Procedures	Urgency Level	Site Name	Room Name	Scheduled	Status	Referring	MRN	Acces Or	
T T T		τ τ	r T	r T	T	T	· •	T	· •	
2010	3D Mammogram Screening Digital W/CA.	Screening M	HOU-Grand Parkway Spring	HOU-GP SP	11-06-2025	Cance	TEST, TE	770	19984 18	
2000	3D Mammogram Screening Digital W/CA.	0 - No Call (VA-Arlington	VA-ARLING	07-22-2025	Sched	TEST, TE	770	35670 19	
3 / E @	3D Mammooram Screening Digital W/CA	Screening M.	HOU-Grand Parkway Spring	HOU-GP SP	10-31-2024	Cance	TEST. TE	770	19984 18	

• Right-click the exam, select "View/Edit".

Schedule
Reschedule
Schedule From
IVT
Edit Patient
Patient Merge
View/Edit
Print Forms
Attachments
Clinical Tasks
Update Relevance
Distribution History
Audit History

• The View/Edit tab will open

Patient S	earch Patient: ZTES	TGPSPRING	, LISA #	7702661 (4)	View/Edit: ZTES	STGPSPRING, L	ISA #7702661	×
ZTESTGR	SPRING, LISA 01-01-19	85 (40y 5m)	Female	#7702661				
Patient	Contacts / Demographi	cs Clinical	Order	Documentation	Exam Details	Billing Codes	Attachments	Notes /
				~				

Step 3: Send the SecurePIC Request

- From any tab in the Schedule Order or View/Edit window:
 - Locate the SecurePIC button in the bottom-left corner.
 - Click Request SecurePIC to open the request window.

Request SecurePIC

Step 4: Important Settings to Update



- Before sending, always review the following fields:
 - To: Confirm the correct patient name is listed
 - Make the appropriate selection:
 - SMS Confirm the number listed (this cannot be changed)
 - Email Confirm the email address listed (this cannot be changed)
 - $\circ~$ "Requested Document" Field Choose from the following depending on what is needed from the

patient:

- Insurance Card
- Physician Order

Step 5: Send the SecurePIC Link

- Click [Send]
 Send
 Cancel
- A text or email will be sent to the patient with instructions to securely upload the requested document.

EDITED: 06/11/2025