

Sending a SecurePIC Request in eRAD

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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.
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Why Send a Request if the Patient Has the Order?

- It ensures a **copy is on file** in case the patient forgets to bring 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.
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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**
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Step 1: Open the Patient Folder

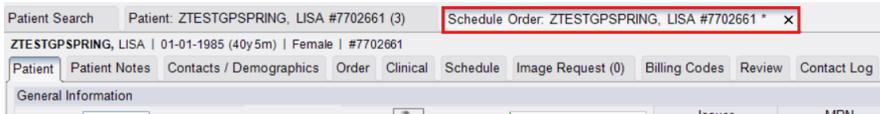
- Use the **search function** in eRAD to locate and open the correct **Patient Folder**
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Step 2A: If Scheduling a New Appointment

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



- The **Schedule Order** tab will open



Step 2B: if Scheduling from an Ordered Accession

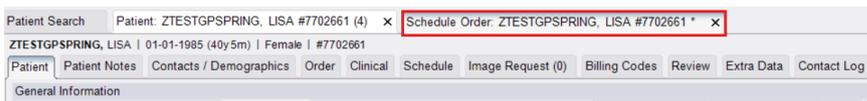
- Locate the appointment in the **Patient Folder**.

Flags	Nuggets	Alert	Procedures	Urgency Level	Site Name	Room Name	Scheduled...	Status	Referring	MRN	Acces... O
			3D Mammogram Screening Digital W/CA... 0 - No Call (...)		HOU-Grand Parkway Spring			Ordered	TEST, TE...	770...	18
			3D Mammogram Screening Digital W/CA... Screening M...		HOU-Grand Parkway Spring	HOU-GP SP...	11-06-2025...	Cance...	TEST, TE...	770... 19984...	18

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



- The **Schedule Order** tab will open.

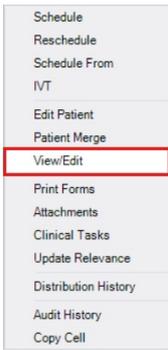


Step 2C: If Editing an Existing Appointment

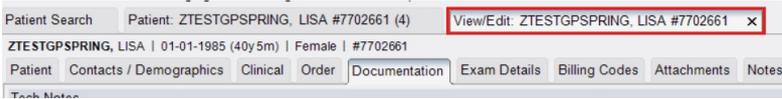
- Locate the appointment in the **Patient Folder**.

Flags	Nuggets	Alert	Procedures	Urgency Level	Site Name	Room Name	Scheduled...	Status	Referring	MRN	Acces... O
			3D Mammogram Screening Digital W/CA... Screening M...		HOU-Grand Parkway Spring	HOU-GP SP...	11-06-2025...	Cance...	TEST, TE...	770... 19984...	18
			3D Mammogram Screening Digital W/CA... 0 - No Call (...)		VA-Arlington	VA-ARLING...	07-22-2025...	Sched...	TEST, TE...	770... 35670...	19
			3D Mammogram 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"**.

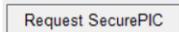


- The **View/Edit** tab will open

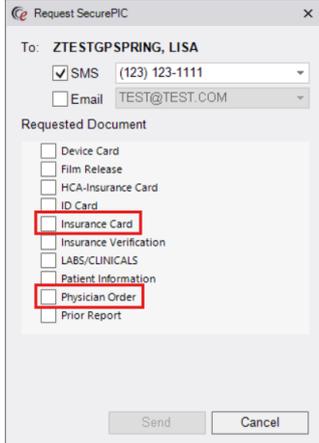


Step 3: Send the SecurePIC Request

- 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.



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)
 - "**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]**



- A text or email will be sent to the patient with instructions to securely upload the requested document.

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