

# Processing EMR Orders from the Orders to Schedule Worklist

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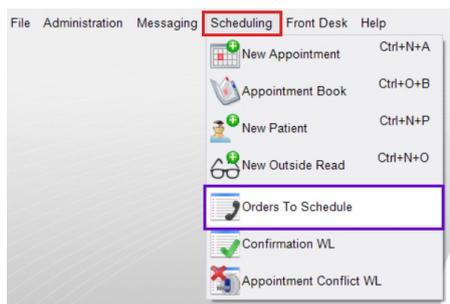


## Processing EMR Orders from the Orders to Schedule Worklist

### Key Differences with EMR Orders

- Admin PAR II team members will work from the Orders to Schedule Worklist
- This process applies to EMR orders such as:
  - DigitalONE
  - Electronic Orders
  - EMR Athena

### Step 1: Access the Worklist



1. Go do the **Scheduling** menu located at the top of the eRAD screen.
2. Select "**Orders To Schedule**"
3. Use the "**WRA (7) Electronic Orders**" filter to work the orders assigned to the WR Admin team



### Step 2: Review Patient Folder

1. **Right-click** the patient name.

2. Select **Patient Folder** (opens in a new tab).
  3. Review the records to determine next steps.
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### If the Exam Should NOT be Scheduled

- If the patient:
    - Is **already scheduled for a future date**,
    - Has **already completed the exam**, or
    - The **order is a duplicate**
  - Then:
    - **Cancel the order** with "**Duplicate Booking**" as the Cancel Reason.
    - Add a **note in Order Notes**.
    - Update the **Urgency Level** to: 3 - 3rd Call Completed
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### If the Exam Needs to be Scheduled

1. **Double-click** the order (or right-click > **Schedule**).
  - If the patient has more than one ordered exam, an alert display.
2. Go to the **Patient tab**:
  - Check for an **existing MRN**.
  - If a match is found, the order attached to that records.
  - The EMR origin (e.g., DigitalOne, Athena) appears under the System MRN.

### If No MRN is Assigned:

- Click the **magnifying glass** to search.
  - If a correct match is found, **double-click** it.
    - Confirm the match when prompted.
  - If no match is found:
    - You'll see: "**No patient found matching your search**".
    - Click [**New Patient/New Appointment**] to create a new eRAD MRN.
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### Step 3: Complete the Order Tab

1. Fill out all required details:
  - **Reason for Order**
  - **Referring Physician**
  - **Preferred Location**
    - Update to the **center listed on the order**, or the **location closest to the patient**, based on zip code.
  - **Urgency Level**
  - **Class**

- **Order Notes**
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#### **Step 4: Review & Update Exam Details**

1. Click the **Schedule Tab**
  2. Review the ordered exam(s)
  3. Ensure **scheduling rules** are followed (e.g., age, exam type, etc.).
  4. **Laterality** will be required for certain exams, select based on order.
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#### **Step 5: Save the Order**

1. Click [**Save as Order**] (bottom right).
  2. If any required fields are incomplete, a **warning will populate**.
    - Resolve all error before saving.
  3. Once saved, the exam is removed from the **Orders to Schedule Worklist**.
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#### **Important Notes**

- **Missing Electronic Order Script?**
    - Notate this in **Order Notes**.
    - Continue processing as normal, **schedulers** will update once the patient is scheduled.
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#### **Urgency Level: "Recall" Usage Guidelines**

- Set **Urgency Level** to **Recall** in the following scenarios:
    - **Washington Radiology:**
      - **ANY exam not scheduled** by the Contact Center (biopsies, MRI, Dr. Allison, etc.)
    - **Progressive Radiology (PR) Orders:**
      - **ALL** orders for PR locations must be placed in "**Recall**" status
    - **Winchester, VA Order:**
      - Work the following exams as **normal**
        - **Screening Mammogram**
        - **Diagnostic Mammogram** (due to new symptoms or follow-up)
        - **Breast Ultrasound** (new symptoms, follow up, or dense breast)
      - **Place ALL other exams in Recall**, including:
        - **Callback exams**
        - **Any exam not clearly listed as offered at Winchester** (general ultrasound, x-ray, etc.)
          - This ensures the **Center works the order**, even if it appears unsupported for that location.
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