

SELF-GUIDED PRACTICE WORKBOOK [N80]
CST Transformational Learning

WORKBOOK TITLE:
RadNet- Medical Imaging Technologists
(MI Technologist / MI Supervisor)

Sechelt

TABLE OF CONTENTS

- TABLE OF CONTENTS 2
- SELF-GUIDED PRACTICE WORKBOOK 3
- Using Train Domain 4
- PATIENT SCENARIO 1 5
 - Activity 1.0 – Logging onto Citrix..... 6
 - Activity 1.1 – Register a Patient in PM Office 8
 - Activity 1.2 –Place an Order Using Department Order Entry (DOE)..... 12
- Practice creating a new encounter and adding an order for a XR Chest for the same patient who has a cough for 4 weeks. 16
 - Activity 1.3 – Exploring the RadNet Online Work List: Modify Order Details, Replace and Cancel Orders 16
 - Activity 1.4 – Exploring the RadNet Online Work List..... 20
 - Activity 1.5 – Exam Management: Start and Complete an Exam. 27
 - Practice 30
- PATIENT SCENARIO 2 31
 - Activity 2.1 – Overview of Scheduling Appointment Book 32
 - Activity 2.2 – Checking In a Patient from the SchApptBook 37
- PATIENT SCENARIO 3 (Supervisors Only) 40
 - Activity 3.1 – Removing a Completed Exam (Supervisors Only) 41
 - Activity 3.2 – Run Reports from Discern Reporting Portal (Supervisors Only) 44
 - End of Book..... 48

SELF-GUIDED PRACTICE WORKBOOK

| | |
|-------------------------------|---|
| Duration | 8 hours |
| Before getting started | <ul style="list-style-type: none"> ■ Sign the attendance roster (this will ensure you get paid to attend the session). ■ Put your cell phones on silent mode. |
| Session Expectations | <ul style="list-style-type: none"> ■ This is a self-paced learning session. ■ The workbook provides different scenarios that are applicable to your daily workflow. . ■ Each scenario will allow you to work through different learning activities at your own pace. |
| Key Learning Review | <ul style="list-style-type: none"> ■ At the end of the session, you will be required to complete a Key Learning Review. ■ This will involve completion of specific activities that you will have the opportunity to practice through in the scenarios. |

Introduction

Welcome to the Medical Imaging classroom session. This workbook contains scenarios meant to mimic the functionalities used in your daily practice. This workbook is designed to introduce you to a variety of Cerner system functionalities. While working through this workbook, you may find yourself completing tasks that are not be specific to your role, however all tasks are designed to cover key functionalities of the system that you can apply to your own work

■ Using Train Domain

You will be using the train domain to complete activities in this workbook. It has been designed to match the actual Clinical Information System (CIS) as closely as possible.

Please note:

- Scenarios and activities are designed to demonstrate CIS functionality and **may not reflect exact workflows**.
- Some **clinical scenario details have been simplified** for training purposes.
- Some **screenshots may not be identical** to what is seen on your screen and should be used for reference purposes only.
- **Follow all of the steps outlined** to be able to complete activities.
- If you have any trouble, please **raise your hand for assistance** immediately in order to use classroom time effectively.

PATIENT SCENARIO 1

Learning Objectives

At the end of this Scenario, you will be able to:

-  Register patients using DOE (Department Order Entry)
-  Utilize DOE to create an order and activate future orders
-  Modify, replace and cancel orders at Radiologist's request in RadNet
-  Check allergies and add notes on an order
-  Utilize Exam Management to start and complete orders

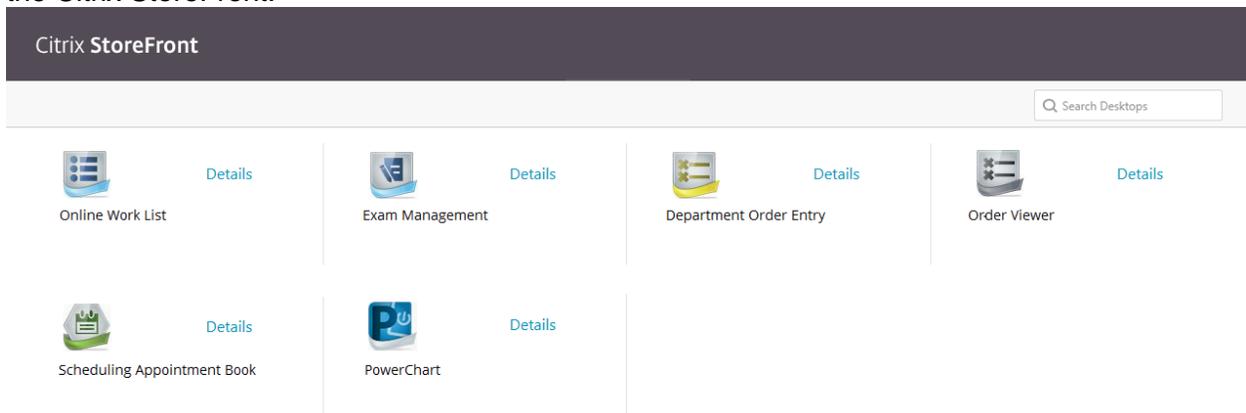
SCENARIO

This first part of the course is a step by step guided introduction to PowerChart and RadNet. You will be asked to accomplish a variety of tasks that may be a part of your daily workflow. Follow the guidelines included to move through the scenario.

Activity 1.0 – Logging onto Citrix

- 1 When you start your shift, you will be using a device to log onto the computer called **Tap n' Go**. This will either look like a black device resting near your keyboard or it will be plugged in to a USB on the side of the Workstation on Wheels (WOW). You must log into your workstation at the beginning of your shift using your password; the rest of the day you will be able to tap using your Photo ID card to log in and log out.

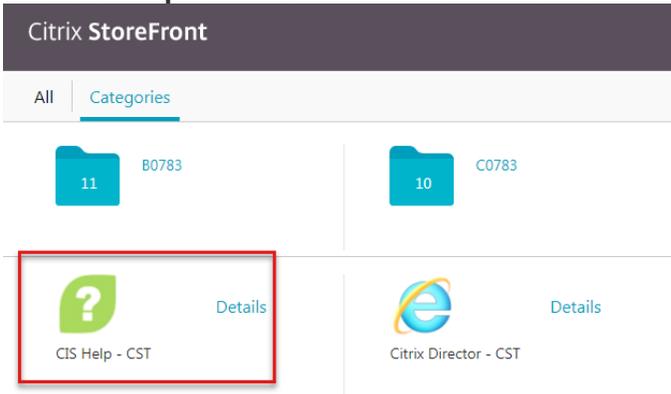
After you log in, your name will be located at the top right hand corner of your screen. This is important to note as you **must not** use anyone else's log in for Privacy and Security reasons. In the top left corner of your screen you will see the Launchpad and a variety of apps you will be using in your day to document your patient care. You can also click into the Launchpad where you will see the Citrix StoreFront.



This is where you will access the same RadNet areas in your top toolbar such as the patient chart called PowerChart, the Online Work List, and Department Order Entry etc. where you will be doing the majority of your work. You should only have one of each application open at a time. Having more may cause errors in your work.

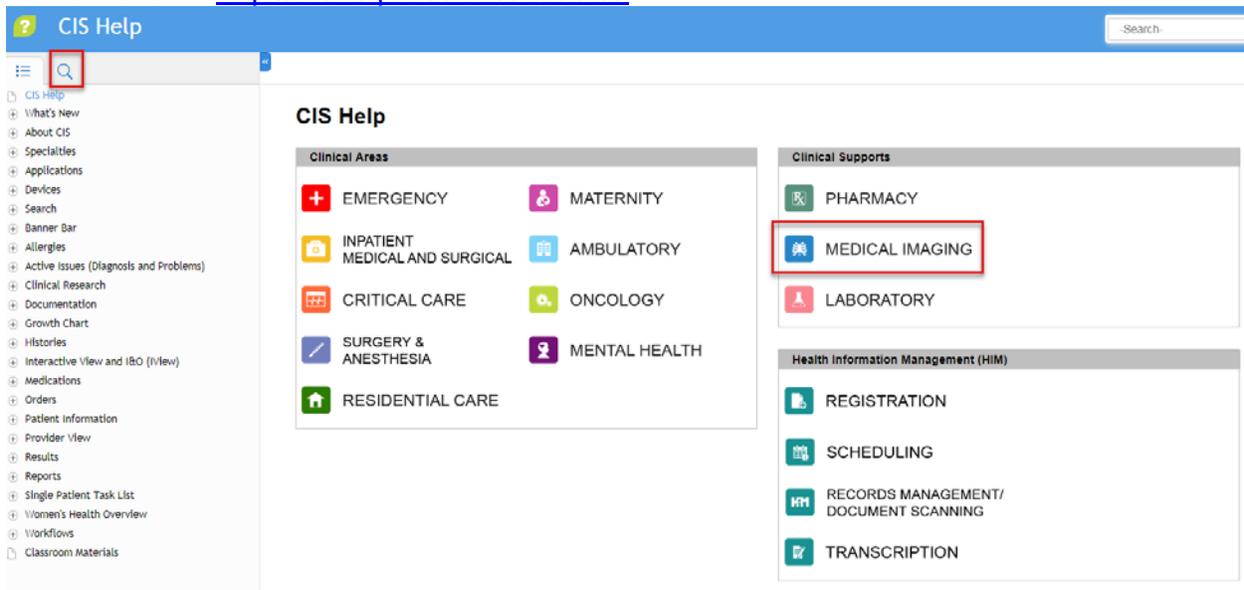
- 2 **PowerChart** is the main patient record where all clinical information is stored. You will continue to access patient information as previously done. When the whole hospital uses the Clinical Information System (CIS) you will be able to use PowerChart.

3 The **CIS Help** icon in StoreFront is accessible for when you need help.



You can access all the Medical Imaging and Registration workbooks as well as Help Topics that go over education that may not be in the workbooks. If you have any questions about the CIS, access this area first.

It is also available as an external website and can be accessed at home or from work by connecting to this website. <http://cishelp.healthcarebc.ca>



Activity 1.1 – Register a Patient in PM Office

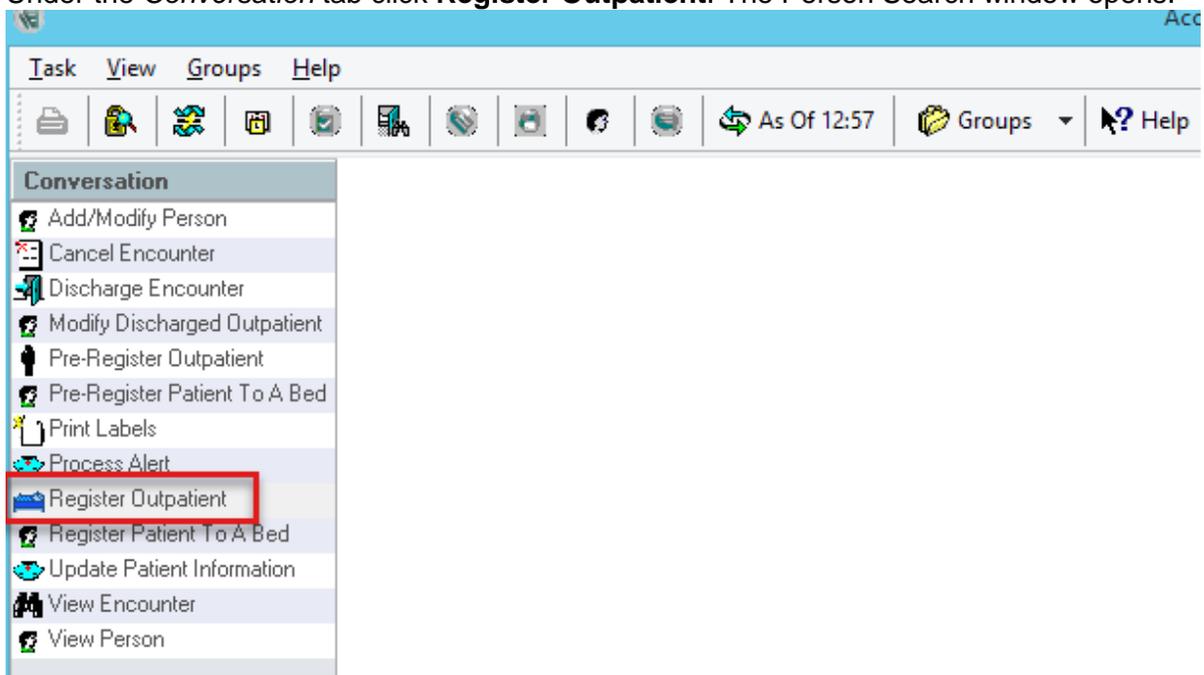
A patient needs to be registered in the Clinical Information System in order to have clinical procedures performed. Each order or clinical procedure needs to be attached to an encounter (formally known as the account number), either as a Current Encounter or a New Encounter. A patient can have more than one encounter open at a time; this is why it is important to choose the correct encounter when you work with a patient. You can place multiple orders on the same encounter.

In this scenario, your outpatient arrives with a requisition from their GP for an ankle X-ray. You will **Register** the patient and create a **New Encounter** in **PM Office** then place an order for **XR Ankle Right** in **Department Order Entry (DOE)**.

1 Access PM office



1. Click the **PM Office** icon from StoreFront to launch the application.
2. Under the *Conversation* tab click **Register Outpatient**. The Person Search window opens.



3. **Search** for your patient using their PHN, Last Name and First Name.



NOTE: In your work, you will search for patient using their MRN or PHN first. If you do not find your patient, you can search by their Last Name, First Name and Date of Birth. For more information on this and how to create a New Registration, please refer to your Registration classroom training.

2 Add an Encounter

After clicking *Search*, your patient will be viewable in the top box.

1. Select your **patient** to highlight it in blue. Their list of the patient's encounters will open in the box below.
2. Click **Add Encounter**. (If you clicked on an encounter the patient already has, the order would be added to that encounter.) You will see the Organization Box open.

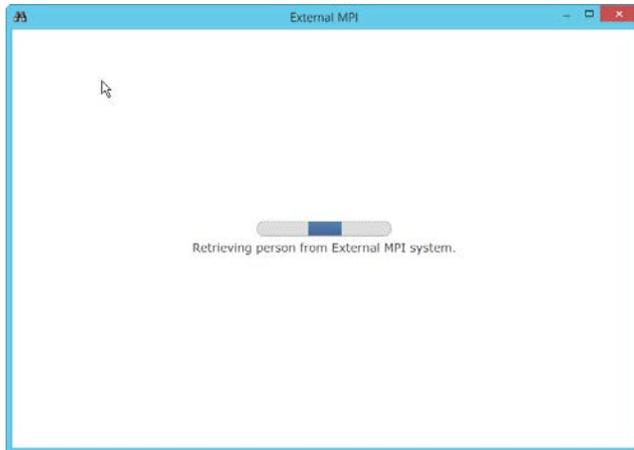
The screenshot shows the 'Encounter Search' window. On the left, there are input fields for patient information: BC PHN, MRN, Last Name (validate), First Name (mittech), DOB (13-Aug-1938), Gender, Postal/Zip Code, Any Phone Number, Encounter #, Visit #, and Historical MRN. There are 'Search', 'Reset', and 'MPI Search' buttons. The main area contains two tables. The top table lists patients, with one row highlighted in blue and marked with a red '1'. The bottom table lists encounters, with the first row highlighted in blue and marked with a red '2'. At the bottom right, the 'Add Encounter' button is highlighted with a red box.

| Facility | Encounter # | Visit # | Enc Type | Med Service | Unit/Clinic | Room | Bed | Est Arr |
|----------------|---------------|---------------|-----------|---------------------------|-------------|------|-----|---------|
| LGH Lions Gate | 7600000002014 | 7600000002014 | Inpatient | General Internal Medicine | LGH 6E | 6EL | 02 | |

3. Select **LGH Medical Imaging** and click **OK**.

The screenshot shows the 'Organization' dialog box. It prompts the user to select a facility. There are two tabs: 'Facility Name' and 'Facility Alias'. A list of facilities is shown, with 'LGH Med Imaging' selected and highlighted in blue. Below the list, the 'Facility' field contains 'LGH Med Imaging'. There are 'OK' and 'Cancel' buttons at the bottom.

4. The EMPI Search window will open. Click **Close**. (Note that the EMPI is not set up in the train environment so no information will display).



NOTE: Warning pop-ups may alert you that your patient has an active encounter. Because DOE is primarily for walk-in patients, you likely will be creating a new encounter for their exam.

3 The **Register Outpatient** box will open. You will see various tabs to review and input information.



All mandatory fields are highlighted in yellow.

Complete all yellow fields with the following patient information:

1. Ensure **Patient Information** tab information is correct.
2. Under the **Encounter Information** tab
 - g) Encounter Type: *Outpatient*
 - h) Medical Service: *Medical Imaging*
 - i) Reason for Visit: *X-Ray*
 - j) Source of ID: *BC Services Card with Photo*
 - k) PCP Verified?: *Yes*
 - l) Referring Provider: *Kroll, Edward Steve*
3. Under the **Insurance** tab
 - d) Status in Canada: *Insured Resident*
 - e) Accident Related Visit?: *No*
 - f) Search for Health Plan button, type: *MSP ...* Then select: *see card British Columbia*
4. Click **Complete**, once the information is entered. If there are any required fields not complete, it will move your cursor to what is missing. You are required to complete any missing information before moving to the next step.

Register Outpatient

Medical Record Number: 760002014 Encounter Number: Last Name: VALIDATE First Name: MITECH Middle Name: Preferred Name:

Previous Last Name: Validate Maiden Name: Date of Birth: 13-Aug-1938 Age: 79Y Gender: Male BC PHN: 9860002014

Images

ALERTS | Patient Information | Encounter Information | Insurance | Insurance Summary | Additional Contacts

Encounter Type: Outpatient Medical Service: Medical Imaging Reason for Visit: X-ray Referral Source: Arrival by Ambulance: Source of ID: BC Services Card With ...

Location

Facility: LGH Med Imaging Building: LGH Med Imaging Unit/Clinic: LGH Med Imaging Patient Accom Requested: Accom Form Signed: Isolation Precautions:

Care Providers

Attending Provider: Primary Care Provider (PCP): Train, GeneralMedicine-f PCP Verified?: Yes Referring Provider: Kroll, Edward Steve, MD

ALERTS | Patient Information | Encounter Information | Insurance | Insurance Summary | Additional Contacts

MSP Eligibility

Verify Status: Not Checked Verify Date: 08-Aug-2018 Verify Time: 14:49

Inquire if patient has proof of other Provincial or Federal health insurance coverage (if YES, select Insured Resident)

Status in Canada: Insured Resident

UNINSURED Residency Information

Accident/Injury Information

Accident Related Visit?: No

PRIMARY INSURANCE

Guarantor

Relationship to Patient: Self

Search for Health Plan

4 A pop-up window with the Encounter number and visit identification number will appear. Note the number and click **OK**.

Register Outpatient

The following LGH Medical Imaging aliases have been assigned for MITECH, GLEN:

Encounter Number: 7600000010101
Visit Id: 7600000010101

OK

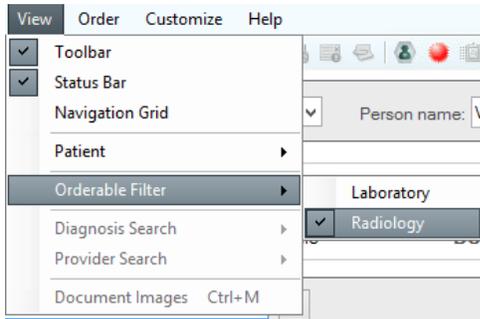
Activity 1.2 –Place an Order Using Department Order Entry (DOE)

RadNet is where you will spend most of your working hours. The applications will allow you to complete the daily tasks in your department. For further education regarding RadNet, please complete the Learning Hub e-learning module. This will review the main functionalities of RadNet including: **Department Order Entry (DOE)**, **Online Work List**, **Exam Management**, and **Order Viewer**.

Department Order Entry (DOE) will primarily be where you create orders for an outpatient who requires an exam.



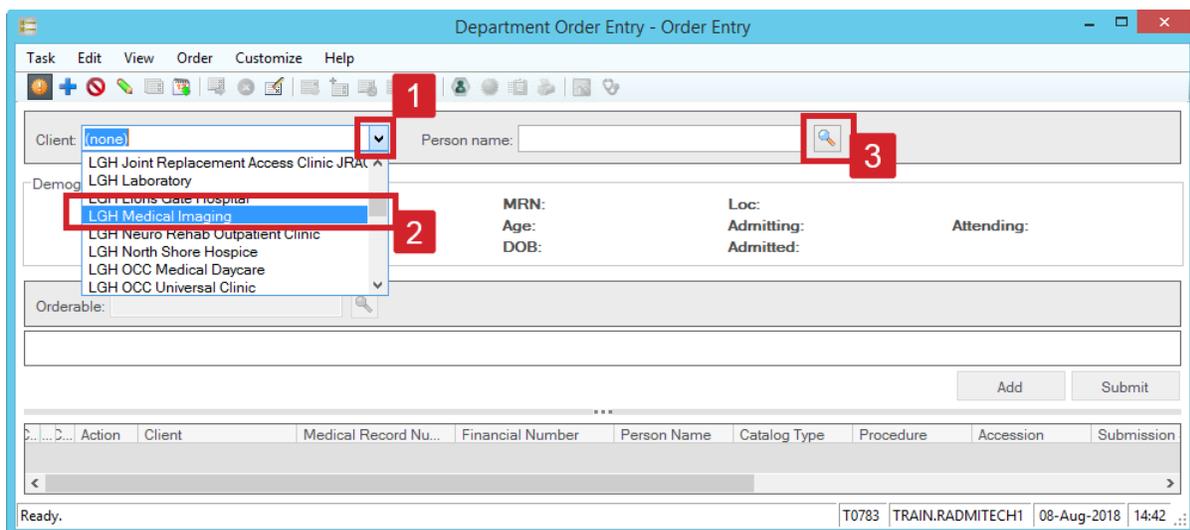
NOTE: Make sure that the *Orderable Filter* in DOE is set to **Radiology** under view in the toolbar.



1

Open **DOE**  from Storefront by clicking on the icon. Once in the application:

1. First select the **Client** which you will select from the drop-down menu.
2. Select **LGH Medical Imaging**. Note* this will be your site's Medical Imaging area.
3. Click on the **Magnifying Glass** to select the **Person Name**. It is a registration best practice to open your patient via the Person Search.
4. The Person Search will open and you can now search for your patient.



2 Select an Encounter

The Encounter Search window will open. Search for your patient using their PHN, Last Name and First Name.

1. After clicking **Search**, your patient will be viewable in the top box. Select your **patient** to highlight it in blue. Their list of the patient's encounters will open in the box below.

| VIP | Deceased | Alerts | BC PHN | MRN | Name | DOB | Age | Gender | Address | Address (2) | City | Postal/Zip Code | Home Phone | His |
|-----|----------|--------|------------|------------|--------------------|-------------------|----------|--------|--------------------|-------------|-----------|-----------------|---------------|-----|
| | | | 9880003007 | 7600002007 | MITTECH, GLEN | 13-Aug-1938 11:35 | 80 Years | Male | 3008 West Broadway | | Vancouver | V6R 3L3 | (604)123-3009 | |
| | | | 9880002010 | 7600002010 | MITTECH, GUILLERMO | 13-Aug-1938 11:35 | 80 Years | Male | 2011 West Broadway | | Vancouver | V6R 2L3 | (604)123-2011 | |

| Facility | Encounter # | Visit # | Enc Type | Med Service | Unit/Clinic | Room | Bed | Est Arrival Date | Reg Date | Disch Date | Attending Provider |
|-----------------|---------------|---------------|----------------|---------------------------|-----------------|------|-----|-------------------|-------------------|------------|------------------------|
| LGH Med Imaging | 7600000010041 | 7600000010041 | Pre-Outpatient | Medical Imaging | LGH Med Imaging | | | 23-Aug-2018 09:00 | 10-Oct-2018 12:36 | | |
| LGH Med Imaging | 7600000010101 | 7600000010101 | Outpatient | Medical Imaging | LGH Med Imaging | | | | | | |
| LGH Lions Gate | 7600000002007 | 7600000002007 | Inpatient | General Internal Medicine | LGH GE | 622 | 03 | 26-Jul-2018 10:00 | 23-Jul-2018 11:36 | | TestUser, GeneralMedic |

2. Double-click the **Encounter** you just created. Look at the *Reg Date* and ensure there is no *Discharge Date* to make sure you are selecting the correct encounter.

3 Create an Order

The Department Entry – Order Entry which remained opened in the background is now populated with your patient information.

1. Identify the **Orderable** section and type in the order you want to place: **XR Ankle Right** and press the **Enter** button on your keyboard. After your selection, the information for this order will populate below.



NOTE: If the search cannot find your order or you want to explore other orders, you can also click the **Magnifying Glass** to see all order options available. For example, if you type **XR** and click the **magnifying glass**, all **XR** orders will populate.

Orderable: XR Ankle Right

* Requested Start Date/Time: 20-Jul-2018 1054

* Priority: Routine

* Reason for Exam: [Magnifying Glass]

Special Instructions / Notes to Sc... [Text Area]

Provider Callback Number: [Text Field]

Pregnant:

Transport Mode: [Dropdown]

Performing location: [Dropdown]

Special Handling: [Magnifying Glass]

If Portable, specify reason: [Dropdown]

Other Reason for Portable: [Text Field]

Request Received Date/Time: [Text Field]

CC Provider 1: (Name) [Text Field]

CC Provider 2: (Name) [Text Field]

CC Provider 3: (Name) [Text Field]

CC Provider 4: (Name) [Text Field]

CC Provider 5: (Name) [Text Field]

* Ordering Physician: (Name) [Text Field]

* Order Date/Time: [Text Field]

* Order Communication Type: [Text Field]

Add Submit



NOTE: If the order doesn't move into the working space, double-click the order.

4 Complete the mandatory information shown in yellow.

1. Reason for Exam: *Slip and Fall*.
2. Ordering Physician (Name): *Kroll, Ed*.
3. Click **Add**.



NOTE: If a patient requires multiple orders, keep entering the subsequent exams into the orderable and click Add. Once all orders are in the Ordered area, you can move to the next step.

The screenshot shows a form with several fields. Red boxes and numbers highlight the following elements:

- 1:** A red box around the "Reason for Exam" field containing the text "slip and fall".
- 2:** A red box around the "Ordering Physician: (Name)" dropdown menu, which shows "Kroll, Edward Steve, MD".
- 3:** A red box around the "Add" button at the bottom right of the form.

5 You are now ready to submit your order. Review the information in the box below and then click **Submit**. The Order Status changed to *Submitted*. The Accession Number is assigned at this time. Anything submitted that is in an ordered status, will also show up on the **Online Work List**.

The screenshot shows the "Submit" button highlighted with a red box and the number 1. Below it is a table with the following data:

| Type | Procedure | Accession | Submission Sta |
|------|----------------|-----------|----------------|
| v | XR Ankle Right | Ordered | Ready |

The "Accession" field in the table is highlighted with a red box and the number 2.

6 To see your Order in the Online Work List, click on the **Online Work List** icon  from **Storefront**. This is another application in RadNet and is used to show orders and order statuses. This is the main area technologists will add allergies, cc other providers, as well as Start and Complete exams in **Exam Management**.



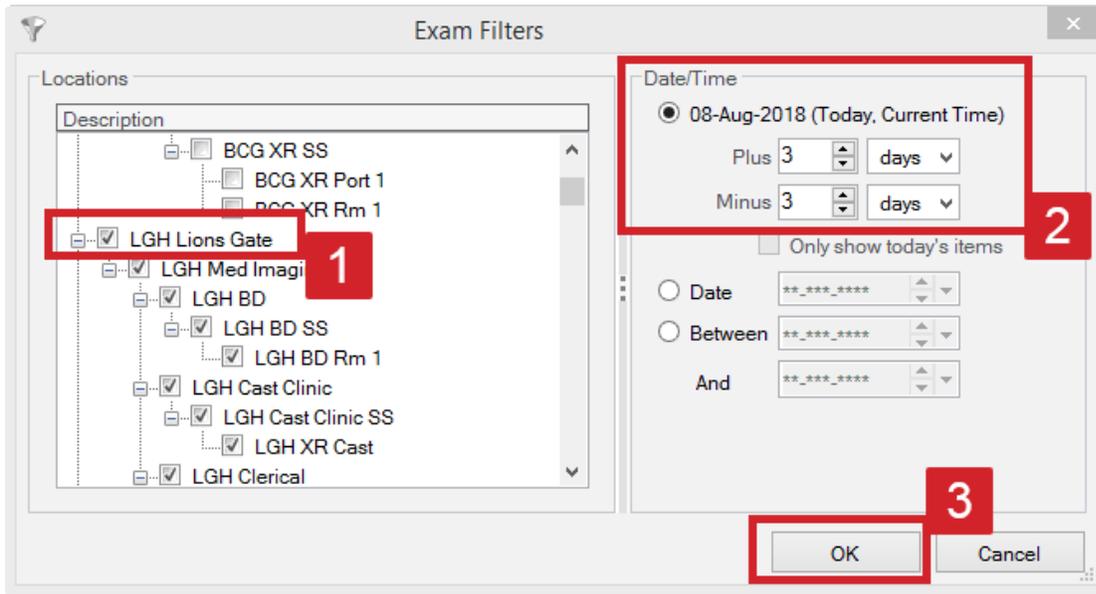
NOTE: An Options pop-up will occur if this is the first time you opened the Online Worklist. Click OK to pass through.

Set Filters for the Online Work List

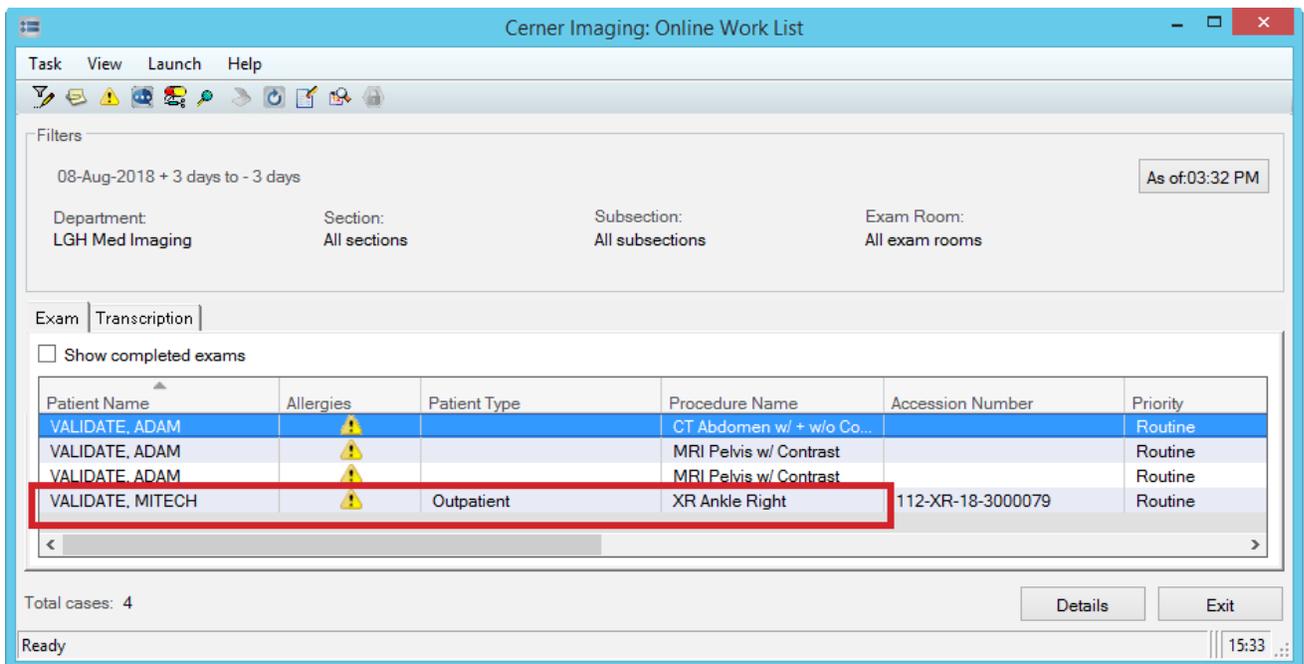
When you first open the **Online Work List**, you will need to set your filters appropriately to view your order. When you have your own log in you can set it up to your specific location and modality. You will likely select the current date plus or minus 12 hours.

For this activity, In the Exam Filters window,

1. Select your **Location**: *LGH Lions Gate*  **LGH Lions Gate**
2. Select the **Date/Time** interval for your current date, plus/minus 3 days
3. Click **OK**.



7 You should now see your order in the Online Work List.



NOTE: You can set colour preferences from the View button to identify order types such as STAT, portable etc. once you have your own account to set personal preferences.

Practice: Create a new encounter and adding an order for a XR Chest for the same patient who has a cough for 4 weeks.

Activity 1.3 – Exploring the RadNet Online Work List: Modify Order Details, Replace and Cancel Orders

Actions on the order such as modify, replace and cancel, can be accessed from the **Online Work List**. Prior to choosing the action, click on the order to highlight it in blue.



NOTE: Most of the actions available in the menu bar at the top are also available to you by selecting the patient/exam and right-clicking.

1 Modify an Exam

Use the same patient from the previous activity and modify the **XR Chest**.

1. Select the order you would like to modify by highlighting it in blue.
2. Right-click on the order and select **Modify Order Details**.

| Patient Name | Allergies | Patient Type | Procedure Name | Accession Number | Priority |
|----------------|-----------|--------------|----------------|-------------------|----------|
| VALIDATE, ADAM | | Outpatient | XR Chest | 112-XR-18-3000079 | Routine |
| VALIDATE, ADAM | | Outpatient | | 112-CT-18-3000019 | Routine |
| VALIDATE, ADAM | | Outpatient | | 112-XR-18-3000080 | Routine |

| |
|------------------------------|
| Print/Reprint Patient Packet |
| Exam Management |
| Transcription |
| Schedule Inquiry |
| Protocol |
| Add Interesting Case File |
| Comments |
| Allergies |
| Patient Exam History |
| Document Imags... |
| Modify Order Details |
| Replace... |
| Details... |

The Order Details pop-up window opens. You can modify the order details here as required such as adding their transport mode, whether an interpreter is required or cc'ing another provider so they can get a copy of the patient's results. Explore all the fields and ensure all yellow mandatory fields are complete.

1. Add a new **CC: Provider: Test, Med E**.
2. Click **OK**.

2 Replace an Exam

The Radiologist comes to you and says that they'd like to change the **XR Chest** to an **XR Chest/Abdomen Single Exposure**.

1. Select **XR Chest** so it is highlighted
2. Right-click and select **Replace**.

| Patient Name | Allergies | Patient Type | Procedure Name | Accession Number | Priority |
|----------------|-----------|--------------|-----------------------|--------------------|----------|
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest | 112-300-18-3000079 | |
| VALIDATE, ADAM | ⚠ | Outpatient | CT Chest w/o Contrast | 112-300-18-3000079 | |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Ankle Right | 112-300-18-3000079 | |

- Print/Reprint Patient Packet
- Exam Management
- Transcription
- Schedule Inquiry
- Protocol
- Add Interesting Case File
- Comments
- Allergies
- Patient Exam History
- Document Image...
- Modify Order Details
- Replace**
- Details...

The Replace Procedure window pops up. Explore this window. You can scroll and choose from a list of most usual exams used to replace the initial order. If the requested replacement exam is not in the list, type it in the *Replace with* in the textbox.



NOTE: Click the Show all procedures box to see more procedures.

1. Choose the replace with **XR Chest/Abdomen Single Exposure** from the drop-down menu.
2. Select the Replace Reason **Changed by Radiologist as per Protocol**.
3. Ensure that the **Copy accession to new order** box is checked.
4. Click **OK**.

NOTE: You can only replace within the same modality. If you are changing modalities, you **must cancel and reorder**.

Click the Modify order details box to change the details in one step.

In the Online Work List both orders are displayed with the same accession number. The old order, XR Chest, has the status changed to *Replaced*, while the new order's status is *Ordered*, as long as the **Show completed exams** box is checked.

Show completed exams

| Patient Name | Allergies | Patient Type | Procedure Name | Accession Number | Priority | Status | Requested DT/TM | Status D |
|----------------|-----------|--------------|--------------------------|-------------------|----------|----------|-------------------|----------|
| VALIDATE, ADAM | ⚠ | Outpatient | CT Chest w/o Contrast | 112-CT-18-3000019 | Routine | Ordered | 10-Aug-2018 08:29 | 10-Aug- |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Ankle Right | 112-XR-18-3000080 | Routine | Ordered | 10-Aug-2018 08:30 | 10-Aug- |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000079 | Routine | Ordered | 10-Aug-2018 08:28 | 10-Aug- |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest | 112-XR-18-3000079 | Routine | Replaced | 10-Aug-2018 08:28 | 10-Aug- |

3 Cancel an Exam

You will now learn how to cancel an exam. Your patient's Primary Care Provider calls and asks for the **XR Ankle Right** to be **cancelled**.

1. Right-click on the exam in the Online Work List and select **Exam Management**.

| Patient Name | Allergies | Patient Type | Procedure Name | Accession Number | Priority | Status | Requested DT/TM |
|----------------|-----------|--------------|--------------------------|-------------------|----------|----------|-----------------|
| VALIDATE, ADAM | ⚠ | Outpatient | CT Chest w/o Contrast | 112-CT-18-3000019 | Routine | Ordered | 10-Aug-21 |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Ankle Right | 112-XR-18-3000080 | Routine | Ordered | 10-Aug-21 |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000079 | Routine | Ordered | 10-Aug-21 |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest | 112-XR-18-3000079 | Routine | Replaced | 10-Aug-21 |

Print/Reprint Patient Packet

Exam Management

Transcription

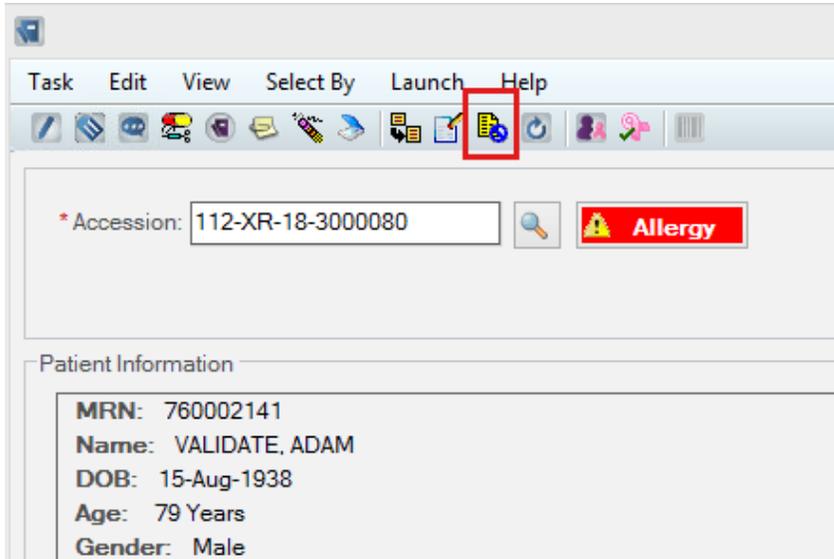
Schedule Inquiry

Protocol

Add Interesting Case File

The Exam Management window will open.

1. Identify the **Cancel exam** icon in the menu bar and click it.

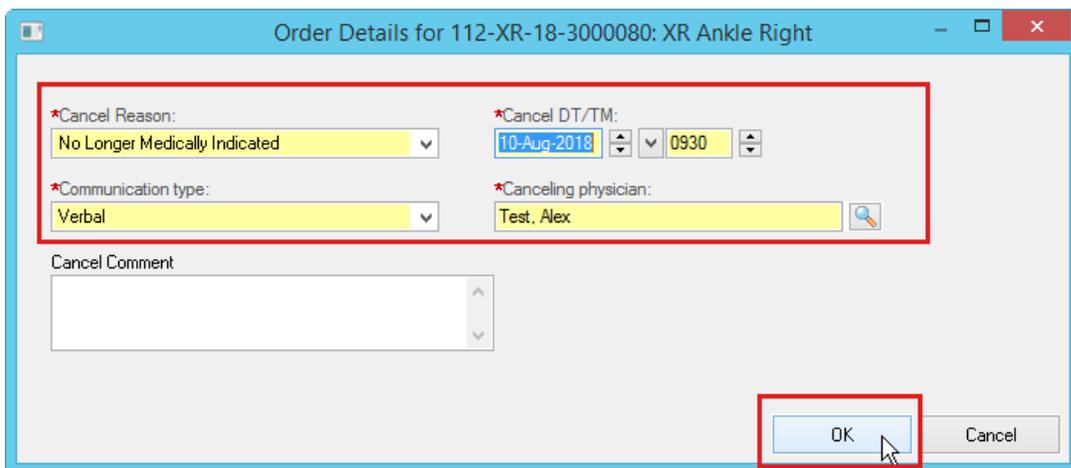


The Order Details window opens.

1. Choose the **Cancel Reason**: *No Longer Medically Indicated*.
2. Enter the **Communication Type**: *Verbal*.
3. Enter the *date and time* of cancellation.
4. Click **OK**.



NOTE: By entering “t” in the Date and “n” in the Time section, the system automatically populates it with the current date and time



You can click **Exit**. Within the Online Work List, the order’s status changes to **Canceled**. You may need to refresh your Online Work List. You can do this by clicking the **As of: TIME** in the top right

corner **As of: 11:00 AM**.

Show completed exams

| Patient Name | Allergies | Patient Type | Procedure Name | Accession Number | Priority | Status | Reque |
|----------------|-----------|--------------|--------------------------|-------------------|----------|----------|-------|
| VALIDATE, ADAM | ⚠ | Outpatient | XR Ankle Right | 112-XR-18-3000080 | Routine | Canceled | 10-Au |
| VALIDATE, ADAM | ⚠ | Outpatient | CT Chest w/o Contrast | 112-CT-18-3000019 | Routine | Ordered | 10-Au |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000079 | Routine | Ordered | 10-Au |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest | 112-XR-18-3000079 | Routine | Replaced | 10-Au |

Activity 1.4 – Exploring the RadNet Online Work List

1 Review Allergies

In the Online Work List, identify the Allergies column (1). There are four types of notifications:

1. ANR = Allergies Not Recorded
2. NKA = No Known Allergies,
3. NKMA = No Known Medication Allergies
4.  = represents the presence of allergies.

| Patient Name | Allergies | Patient Type | Procedure Name | Accession Number | Priority | Requested DT/TM |
|--------------------|-----------|--------------|----------------------------|-------------------|----------|-------------------|
| MICLERKONE, ADRIAN | | Outpatient | XR Chest | 112-XR-18-3000082 | Routine | 13-Sep-2018 09:14 |
| MICLERKONE, ADRIAN | | Outpatient | XR Duplication | 112-XR-18-3000086 | Routine | 13-Sep-2018 09:17 |
| MICLERKONE, ADRIAN | | Outpatient | US Abdomen | 112-US-18-3000006 | Routine | 13-Sep-2018 09:53 |
| MICLERKONE, ADRIAN | | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000082 | Routine | 13-Sep-2018 09:14 |
| MICLERKONE, JIM | | Outpatient | XR Chest | 112-XR-18-3000083 | Routine | 13-Sep-2018 09:14 |
| MICLERKONE, JIM | | Outpatient | XR Duplication | 112-XR-18-3000084 | Routine | 13-Sep-2018 09:16 |
| MICLERKONE, JIM | | Outpatient | XR Abdomen Single View | 112-XR-18-3000083 | Routine | 13-Sep-2018 09:14 |
| MICLERKTWO, BRIAN | | Outpatient | XR Ankle Right | 112-XR-18-3000079 | Routine | 13-Sep-2018 08:58 |
| MICLERKTWO, JUSTIN | | Outpatient | XR Ankle Right | 112-XR-18-3000080 | Routine | 13-Sep-2018 08:58 |
| MICLERKTWO, JUSTIN | | Outpatient | XR Knee Right | 112-XR-18-3000081 | Routine | 13-Sep-2018 09:01 |
| MICLERKTWO, JUSTIN | | Outpatient | CT Head Spine Cervical ... | 112-CT-18-3000019 | Routine | 13-Sep-2018 09:55 |
| MITECH, GLEN | | Outpatient | XR Chest | 112-XR-18-3000090 | Routine | 13-Sep-2018 09:40 |
| MITECH, GLEN | | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000090 | Routine | 13-Sep-2018 09:40 |
| MITECH, GLEN | | Outpatient | XR Ankle Right | 112-XR-18-3000087 | Routine | 13-Sep-2018 09:20 |
| MITECH, MICHAEL | | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000089 | Routine | 13-Sep-2018 09:37 |
| MITECH, MICHAEL | | Outpatient | XR Chest | 112-XR-18-3000089 | Routine | 13-Sep-2018 09:37 |
| MITECH, MICHAEL | | Outpatient | XR Ankle Right | 112-XR-18-3000088 | Routine | 13-Sep-2018 09:24 |
| MITECH, NOEL | | Outpatient | XR Ankle Right | 112-XR-18-3000085 | Routine | 13-Sep-2018 09:20 |
| MITECH, NOEL | | Outpatient | XR Chest | 112-XR-18-3000091 | Routine | 13-Sep-2018 09:43 |
| MITECH, NOEL | | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000091 | Routine | 13-Sep-2018 09:43 |

2 Mark Allergies as Reviewed

Allergies must be reviewed for a patient on every encounter. Check the allergies on your patient with the XR Chest/Abdomen Single Exposure:

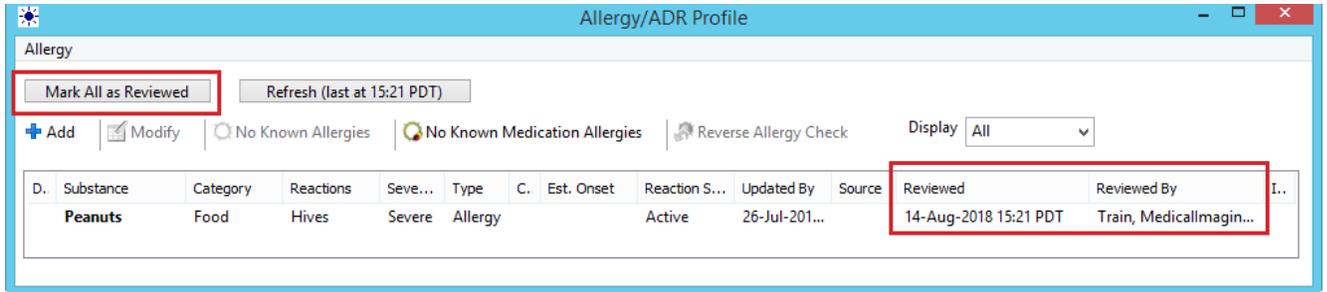
1. Right-click your patient and select **Allergies**.

| | | | | | |
|----------------|--|------------|--------------------------|-------------------|-----|
| VALIDATE, ADAM | | Outpatient | CT Chest w/o Contrast | 112-CT-18-3000019 | Rou |
| VALIDATE, ADAM | | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000079 | Pat |
| VALIDATE, ADAM | | Outpatient | XR Chest | | |

- Print\Reprint Patient Packet
- Exam Management
- Transcription
- Schedule Inquiry
- Protocol
- Add Interesting Case File
- Comments
- Allergies**
- Patient Exam History
- Document Images

The patient's allergy profile opens. After reviewing the allergies:

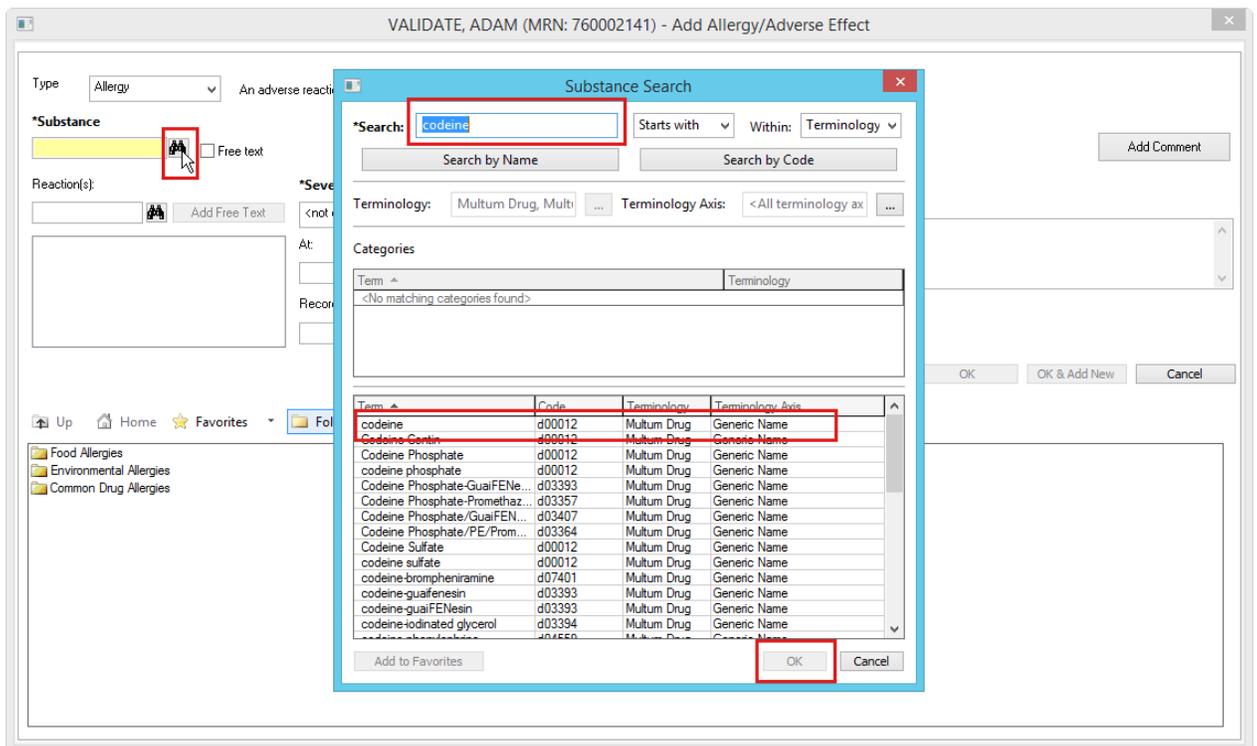
1. Click **Mark All as Reviewed**.
2. You will note that the *Reviewed* and *Reviewed By* columns have changed to the current time and your name will populate.



3 Add an Allergy

Your patient has an allergy to Codeine, with a moderate reaction.

1. Add a new allergy using the **+ Add** button.
2. Click the **Binoculars** beside the yellow mandatory Substance field. The Substance Search window will open. You can search by the name or the code of the substance.
3. Type **Codeine** into the Search box and select **Search by Name**.
4. Select **Codeine**.
5. Select **OK**.



Back in the Add Allergy/Adverse Effect window,

1. Select the Severity as **Moderate** and Category as **Drug**.
2. Type **itchy skin** as a *Reaction*, note the difference in icons if you use free text or search using the binoculars.
3. Click **OK** to save.

Type: Allergy An adverse reaction to a drug or substance which is due to an immunological response.

*Substance: codeine Free text Add Comment

Reaction(s): Add Free Text

- itchy skin
- Itchy skin

*Severity: Moderate

Info source: Patient

At: <not entered> Onset: <not entered>

Recorded on behalf of:

*Category: Drug

Status: Active Reason:

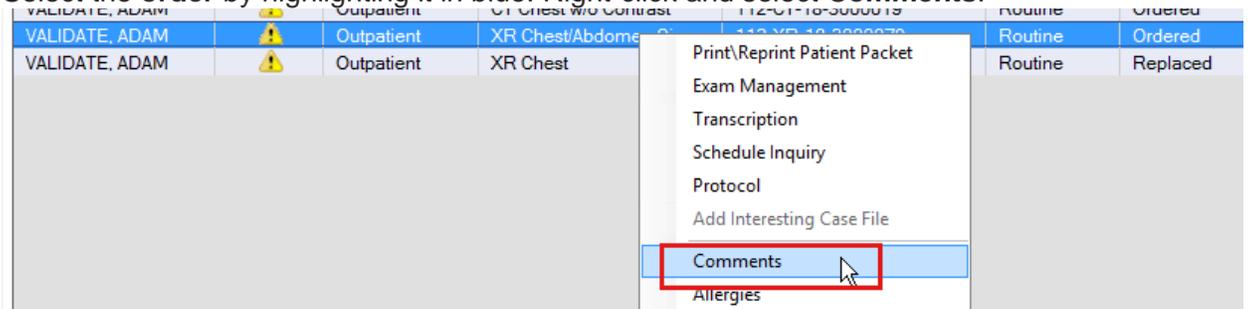
OK OK & Add New Cancel

This will take you to the Allergy-ADR Profile. Click the **X** to close the window and return to the Online Work List. Your patient now has  icon present under the Allergies column.

4 Add a Comment

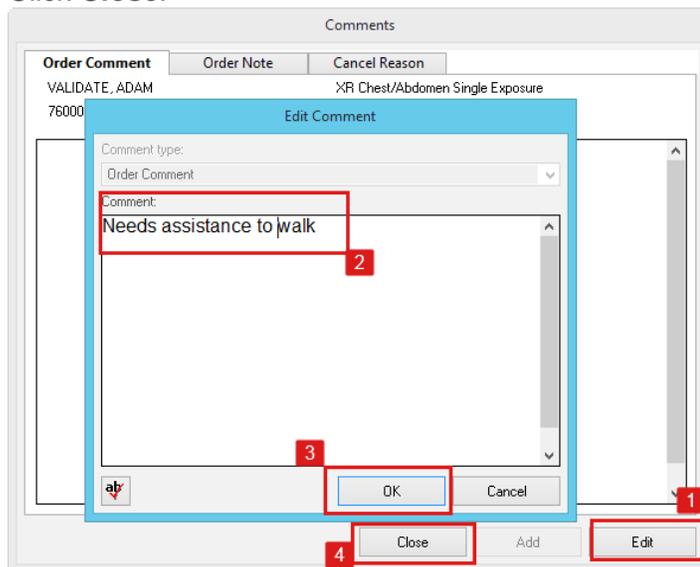
Comments can be added to a patient for various reasons. For example, one of the patients coming today for an exam needs assistance to walk. You need to add a note to the order.

1. Select the **order** by highlighting it in blue. Right-click and select **Comments**.



The Comments window will open. Choose the appropriate tab (**Order Comment, Order Note or Cancel Reason**).

2. Click **Edit** and type in the free text box: *needs assistance to walk*.
3. Click **OK**.
4. Click **Close**.



Your comment can be viewed if you right-click the patient name and select **Comments**. The comments column will now have the **Comments icon** present; you may have to scroll to the right.

| | | | | | | | | |
|----------------|---|------------|--------------------------|-------------------|---------|----------|-------------------|---|
| VALIDATE, ADAM | ⚠ | Outpatient | CT Chest w/o Contrast | 112-CT-18-3000019 | Routine | Ordered | 10-Aug-2018 08:29 | |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000079 | Routine | Ordered | 10-Aug-2018 08:28 | 🗨 |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest | 112-XR-18-3000079 | Routine | Replaced | 10-Aug-2018 08:28 | |



NOTE: Order Comments will be displayed both in the RadNet Online Work list as well as other areas where the Order is visible, such as PowerChart. Order Notes are displayed only within the RadNet system and should only be used for departmental documentation.

5 Review Patient Exam History

Check your patient's exam history in order to see what other orders were placed and completed on this patient. From any of the orders placed on the patient,

1. Right-click to access the drop-down menu and click on **Patient Exam History**.

| Status | Priority | Patient Name | Procedure Name | Tr... | Or... | Requested DT/TM |
|-----------|----------|-------------------------|--|-------|-------|-------------------|
| On Hold | Routine | CSTPRODMI, TESTADRIENNE | MRI Spine Cervical w/o Contrast | | | 08-Dec-2017 15:05 |
| Ordered | Routine | CSTPRODMI, TESTADRIENNE | CT Chest Abdo Pelvis w/ + w/o Contrast | | | |
| On Hold | Routine | CSTPRODMI, TESTADRIENNE | NM Myocardial Perfusion Rest | | | |
| On Hold | Routine | CSTPRODMI, TESTADRIENNE | NM Myocardial Perfusion Treadmill | | | |
| Completed | Routine | CSTPRODMI, STLGH | RF Esophagus Stomach Duodenum | | | |
| Completed | Routine | CSTPRODMI, STLGH | RF Esophagus Stomach Duodenum | | | |
| Completed | Routine | CSTPRODMI, STLGH | CT Duplication | | | |
| Completed | Routine | CSTPRODMI, STLGH | CT Elbow Arthrogram Left | | | |
| Completed | Routine | CSTPRODMI, STLGH | CT Elbow Arthrogram Right | | | |
| Completed | Routine | CSTPRODMI, STLGH | CT Elbow w/ + w/o Contrast Right | | | |
| Completed | Routine | CSTPRODMI, STLGH | CT Elbow w/ + w/o Contrast Left | | | |
| Completed | Routine | CSTPRODMI, STLGH | CT Elbow w/ Contrast Right | | | |
| Completed | Routine | CSTPRODMI, STLGH | CT Elbow w/ Contrast Left | | | |

Print/Reprint Patient Packet

Exam Management

Transcription

Schedule Inquiry

Protocol

Add Interesting Case File

Comments

Allergies

Patient Exam History



NOTE: You will only see exams that have been ordered/ completed since the CIS went live.

The **Order Viewer** will open. Here you can see displayed the entire list of orders placed on the patient, and the status.

1. The **menu bar** allows you to see what other functions you are able to do from here. Click to explore.

Task View Select By Launch Help

* Patient name: CSTPRODMI, TESTADRIENNE As of: 8:35 Allergy

Patient Information

Name: CSTPRODMI, TESTADRIENNE DOB: 25-May-1995
MRN: 700003789 Age: 22 Years
Accession: Gender: Female

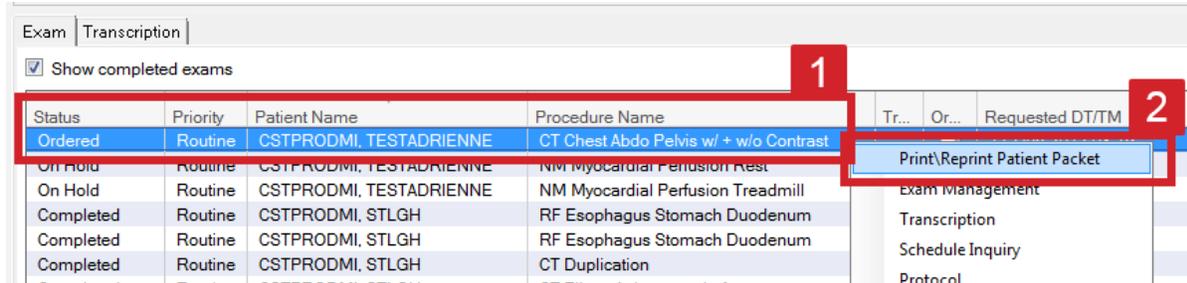
No Exclusion Filters Applied

| Request DT/TM | Accession | Order | Priority | Status | Exam Status | Report Status | Order Details |
|-------------------|-------------------|--------------------------------------|----------|-----------|-------------|---------------|--|
| 12-Dec-2017 10:00 | | NM Myocardial Perfusion Treadmill | Routine | Future | On Hold | New | 12-Dec-2017 10:00 PST, Routine, Reason: catest, Weight: 50, Transport: Ambulatory |
| 12-Dec-2017 08:00 | | NM Myocardial Perfusion Rest | Routine | Future | On Hold | New | 12-Dec-2017 08:00 PST, Routine, Reason: catest, Weight: 50, Transport: Ambulatory |
| 11-Dec-2017 08:19 | 112-CT-17-0004994 | CT Chest Abdo Pelvis w/ + w/o Contr. | Routine | Ordered | Ordered | New | 11-Dec-2017 08:19 PST, Routine, Reason: Query pneumonia |
| 08-Dec-2017 15:05 | | MRI Spine Cervical w/o Contrast | Routine | Future | On Hold | New | 08-Dec-2017 15:05 PST, Routine, Reason: test future on request queue, Order for future visit, Schedu |
| 08-Dec-2017 14:33 | 112-CT-17-0004980 | CT Abdomen w/ Contrast | Routine | Ordered | Ordered | New | 08-Dec-2017 14:33 PST, Routine, Reason: Abdomen Pain |
| 08-Dec-2017 13:30 | | CT Elbow Arthrogram Left | Routine | Cancelled | Cancelled | Cancelled | 08-Dec-2017 13:30 PST, Routine, Reason: Query fracture, Transport: Ambulatory |
| 08-Dec-2017 13:30 | 112-CT-17-0004988 | CT Elbow w/ Contrast Left | Routine | Ordered | Ordered | New | 08-Dec-2017 13:30 PST, Routine, Reason: Query fracture, Transport: Ambulatory |
| 08-Dec-2017 08:50 | 112-IR-17-0001926 | IR Bopsy Liver Transjugular | Routine | Ordered | Ordered | New | 08-Dec-2017 08:50 PST, Routine, Reason: MI IR Workbook, Transport: Ambulatory, Scheduling Loca |
| 07-Dec-2017 16:45 | | CT Ankle w/ + w/o Contrast Left | Routine | Future | On Hold | New | 07-Dec-2017 16:45 PST, Routine, Reason: Query Fracture, Transport: Ambulatory |
| 07-Dec-2017 09:32 | 112-XR-17-0006485 | XR Chest | Routine | Ordered | Ordered | New | 07-Dec-2017 09:32 PST, Routine, Reason: Query Pneumonia |
| 07-Dec-2017 08:58 | 112-US-17-0003916 | US Abdomen and Doppler | Routine | Cancelled | Cancelled | Cancelled | 07-Dec-2017 08:58 PST, Routine, Reason: Query gallstones, Baggoo, Alan Keith |
| 07-Dec-2017 08:58 | 112-US-17-0003916 | US Abdomen | Routine | Cancelled | Replaced | Cancelled | 07-Dec-2017 08:58 PST, Routine, Reason: Query gallstones, Baggoo, Alan Keith |
| 07-Dec-2017 08:42 | 112-XR-17-0006480 | XR Abdomen Single View | Routine | Ordered | Ordered | New | 07-Dec-2017 08:42 PST, Routine, Reason: Lungs Test |

6 Print\Reprint Patient Packet

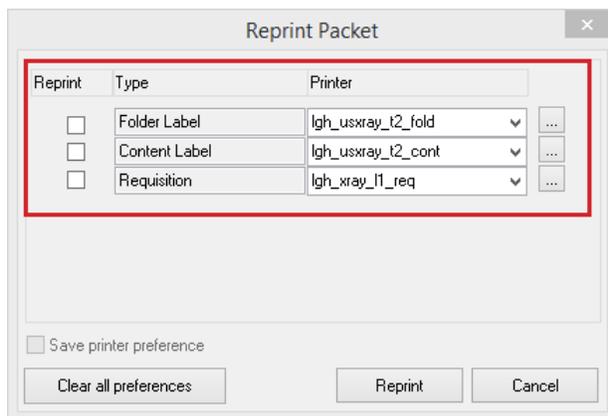
If you need to re-print the patient packet (requisition and labels) from the **XR Chest**

1. Select the exam.
2. Right-click on the exam and select **Print\Reprint Patient Packet**.

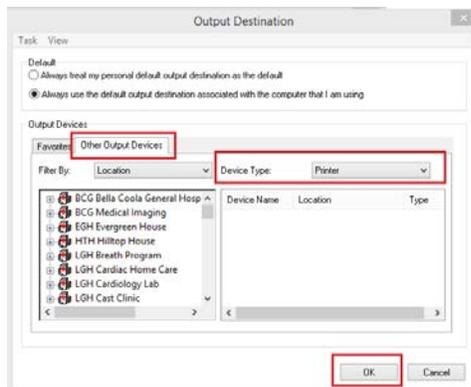


The **Reprint Packet** window opens.

1. Click on checkboxes to choose the document you want to print.
2. The type of document can be selected.
3. Select the printer.
4. Click on the **ellipsis** button (to choose the printer and the location. It will automatically default to the pre-selected printer).



To change the printer location, from the **Output Destination** pop-up window choose new output device, the **location**, and the **type**. Click **OK** to print.



The packet consists of three components: the **Requisition**, the **Content label** and a **Folder label**. The **Folder label** does not contain a barcode and can be used to give to a porter or on other forms.

BEBE, TINY
 MRN: 740002057
 DOB: 10-AUG-1970 Age: 48 Years
 Gender: Female
 Exam: XR Abdomen 2 Views
 Location: LGH ED ACWR
 Isolation:
 Alert
 Disease:
 Alert

The **Content** label is placed on the back side of the requisition and the accession number on the label can be scanned.

BEBE, TINY
 BCPHN: 9876098253 Fin Class:
 MRN: 740002057 Gender: Female
 DOB: 10-AUG-1970 Age: 48 Years
 Enc: 740000003725
 XR Abdomen 2 Views
 Exam Date: 10-AUG-2018
 Ordering MD: Pliska, Benjamin Tobias, DEN
 Accession: 
 112-XR-18-1000101

The **Requisition** will print and three fields need to be completed by the technologist:



REPRINT

LGH Lions Gate Hospital

BEBE, TINY

Exam: XR Abdomen 2 Views
Accession: 112-XR-18-1000101
Research Study:
Isolation:
Process Alert:
Disease Alert:
Fall Risk Score:
Patient Type: Emergency
Patient Loc: LGH ED
 Room: ACWR

BCPHN: 9876098253
MRN: 740002057
DOB: 10-AUG-1970
Age: 48 Years
Gender: Female
Dosing Wt: Ht:
Enc #: 740000003725
Primary Health Plan

| | | |
|---|--|-------|
| Requested Date/Time: 10-AUG-2018 10:20 | Ordering Phys: Pliska, Benjamin Tobias, DEN | 55197 |
| Priority: Routine | Physician Phone: 6047326333 | |
| Transport Mode: Not specified | Ordered By: Young, Gil | |
| Reason for Portable: | Provider Callback Number: | |
| | Ordered Date/Time: 10-AUG-2018 10:21 | |

Additional Copies To:

Reason for Exam: test

Special Instructions / Notes to Scheduler:

Relevant Labs:

Creatinine:
eGFR:
INR:
PTT:
PLT:

Allergies:

Tech Comments:

Fluoro Time:

Images:

Imaging Protocol and Priority (Radiologist's Use Only)

Radiologist's Initials _____

P1 P2 P3 P4 Specified Date: _____

-
1. **Technical comments** including: Anticoagulant stoppage time, patient supplied medications, medications, patient history, LMP, Pregnancy status, contrast/radiopharmaceuticals, and if shielding was used.
 2. The **Fluoro Time** in HH:MM:SS format
 3. The number of **Images** archived to PACS.

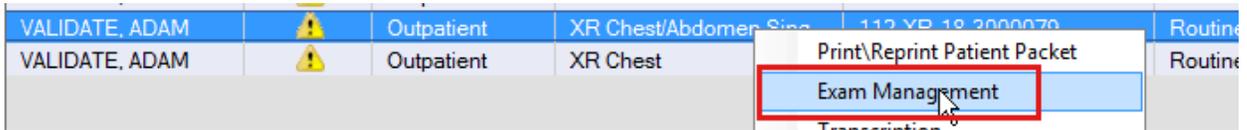
If additional comments are needed, use the reverse side of the requisition.

Activity 1.5 – Exam Management: Start and Complete an Exam.

This next activity will guide you through how to Start and Complete an exam. Please use the **XR Chest/Abdomen Single Exposure** for your patient.

- From the Online Worklist, you will choose the **XR Chest/Abdomen Single Exposure** in order to complete the exam.

- Select the exam, right-click and choose **Exam Management** from the drop-down menu.



- The **Exam Management** window opens.

- Verify the **Personnel list** to ensure all relevant personnel are included. To add a technologist or other personnel, type the name of the personnel on the line below and press enter.

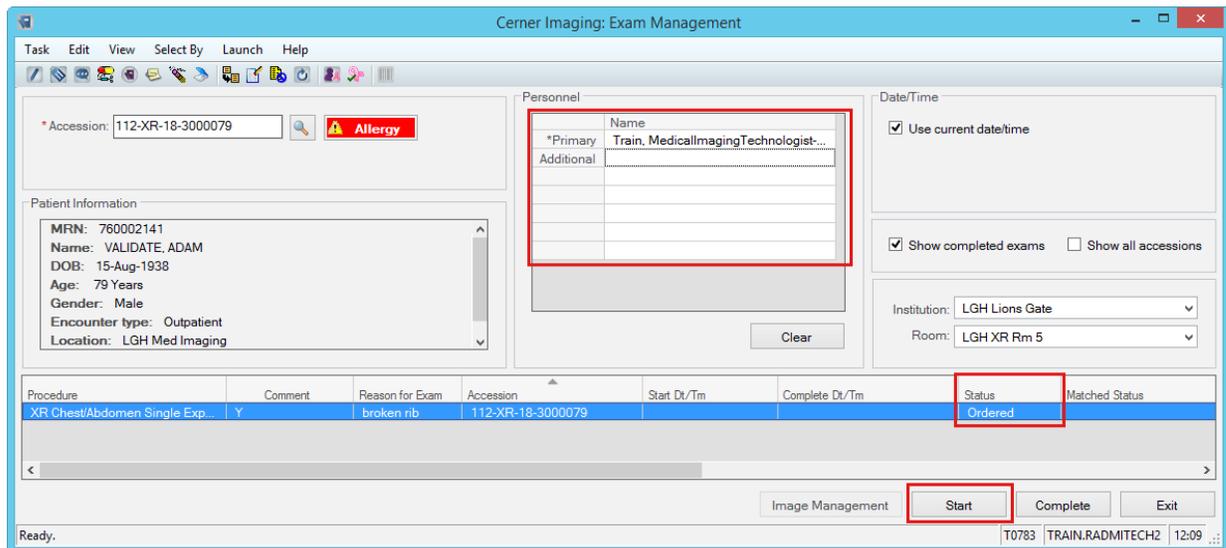


NOTE: Your name will default at the top of this list. Review all personnel before completing the exam.

- The exam appears listed in the working window with the status of **Ordered**.
- Click **Start**.



NOTE: It is important to click on **Start** before the patient comes into the room in order to avoid non-MI staff cancelling or modifying the exam while it is in progress.



NOTE: When the patient is having multiple exams, you can start and complete them simultaneously. Access Exam Management where you will see a **Show all accessions checkbox**. Selecting this will bring all active accessions to your working window. Use the CTRL button on your keyboard to select multiple exams.

Patient Information

MRN: 76000785
Name: MIWBOnePOne, Billy
DOB: 1945-Feb-12
Age: 73 Years
Gender: Male
Encounter type: Outpatient
Location: LGH Med Imaging

Show completed exams Show all accessions

Institution: LGH Lions Gate
Room: LGH XR Rm 5

| Procedure | Comment | Reason for Exam | Accession | Start Dt/Tm | Complete Dt/Tm | Status |
|----------------|---------|-----------------|-------------------|-------------|----------------|---------|
| XR Ankle Right | | X-ray | 112-XR-18-1000173 | | | Ordered |
| XR Foot Right | | x-ray | 112-XR-18-1000174 | | | Ordered |
| XR Toe Right | | x-ray | 112-XR-18-1000175 | | | Ordered |

Image Management Start Complete Exit

3

1. The exam status changes to **Started**.
2. When the exam is done, click **Complete**.



NOTE: For all modalities except ECHO, the order will not be available to be reported on in Fluency for Imaging (FFI) until you click on Complete. It is very important to complete this step.

| Procedure | Comment | Reason for Exam | Accession | Start Dt/Tm | Complete Dt/Tm | Status | Matched Status | PAC |
|--------------------------------|---------|-----------------|-------------------|-------------------|----------------|---------|----------------|-----|
| XR Chest/Abdomen Single Exp... | Y | broken rb | 112-XR-18-3000079 | 10-Aug-2018 12:12 | | Started | | 20 |

Image Management Start Complete Exit

4

The **Technical Comments** window opens.

1. Complete the yellow highlighted required fields by double clicking into the appropriate box: in this scenario, **Pregnancy Status** and **Patient Shielded**.
2. Add the number of images taken and number of images sent to PACS.
3. Click **OK**.



NOTE: There are different required fields depending on the modality and/or the exam.

Cerner Imaging: Technical Comments

Task View Help

Patient
 Accession: 112-XR-18-3000079 Patient name: VALIDATE, ADAM MRN: 760002141

| Field | Data | Last Updated By | Updated DT/TM | Chartable | Min Number | Max Number |
|--|------|-----------------|---------------|-----------|------------|------------|
| Number of Images/Series Taken | 3 | | | | | |
| Number of Images/Series Sent to PACS | | | | | | |
| Technologist Notes: | | | | | | |
| <input checked="" type="checkbox"/> Pregnancy status? | | | | | | |
| <input type="radio"/> Not Required (Exam does not inv ... | | | | | | |
| <input checked="" type="radio"/> N/A (Male, or Female <11 or >55 ... | | | | | | |
| <input type="radio"/> No Chance Pregnant - Confirmed ... | | | | | | |
| Comment: | | | | | | |
| <input type="radio"/> No Chance Pregnant - Confirmed ... | | | | | | |
| <input type="radio"/> No Chance Pregnant - Confirmed ... | | | | | | |
| <input type="radio"/> Possibly Pregnant, Status Uncertain | | | | | | |
| Comment: | | | | | | |
| <input type="radio"/> Definitely Pregnant | | | | | | |
| Comment: | | | | | | |
| <input type="radio"/> Unable to Obtain | | | | | | |
| Comment: | | | | | | |
| <input checked="" type="checkbox"/> Patient Shielded? | | | | | | |
| <input checked="" type="radio"/> Yes | | | | | | |
| <input type="radio"/> No | | | | | | |
| Comment: | | | | | | |

Modify **OK** Cancel Apply

Ready 12:15

5 The **Bill-Only Charging** window opens. If needed, select the Bill-Only Categories including workload to be attached to the exam.

1. Select a **Charge** specifying the Quantity and using the arrows.
2. Click **OK**. Billing is done on the order in the background. (Not adjustable field)

Exam Management Bill-Only Charging: VALIDATE, ADAM - 760002141

Accession: 112-XR-18-3000079 Order Date/Time: 10-Aug-2018 12:14

Procedure: XR Chest/Abdomen Single Exposure Responsible person: Train, MedicalImagingTechnologist-F

New Charges Previously Charged

Default selections All bill-onlys

| Bill-Only/Category | CPT |
|------------------------------|-----|
| MI Standard Bill Onlys | |
| Isolation | |
| Lift or Transfer Per Patient | |
| Patient Condition Change | |
| Porting by MI non-Tech 1 Way | |
| Porting by MI Tech 1 Way | |
| XR Chest Each Added View > 2 | |
| XR Line/Tube Placement | |
| XR Standard Bill Onlys | |
| Operating Room | |
| Portable | |

Quantity: 2

>> <<

| Quantity | Bill-Only | CPT |
|----------|-----------|-----|
|----------|-----------|-----|

OK Cancel Apply

6 You will be returned to the Exam Management window and the status shows **Completed**. Click **Exit**.

| Procedure | Comment | Reason for Exam | Accession | Start Dt/Tm | Complete Dt/Tm | Status | Matched Status | PAC |
|--------------------------------|---------|-----------------|-------------------|-------------------|-------------------|-----------|----------------|-----|
| XR Chest/Abdomen Single Exp... | Y | broken rib | 112-XR-18-3000079 | 10-Aug-2018 12:12 | 10-Aug-2018 12:22 | Completed | | 20 |

Image Management Start Complete **Exit**

Ready: T0783 | TRAIN.RADMITECH2 | 12:22

- 7
1. On the **Online Work List**, the exam status will be changed to **Completed**.
 2. Ensure the **Show completed exams** is selected.
 3. Click **Refresh** if you don't see the exam.

Filters

10-Aug-2018 + 44 hours to - 23 hours As of: 12:23 PM

Department: LGH Med Imaging Section: All sections Subsection: All subsections Exam Room: All exam rooms

Exam | Transcription

Show completed exams

| Patient Name | Allergies | Patient Type | Procedure Name | Accession Number | Priority | Status | Requested DT/TM | Comments |
|----------------|-----------|--------------|--------------------------|-------------------|----------|-----------|-------------------|----------|
| VALIDATE, ADAM | ⚠ | Outpatient | XR Ankle Right | 112-XR-18-3000080 | Routine | Canceled | 10-Aug-2018 08:20 | |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest/Abdomen Sing... | 112-XR-18-3000079 | Routine | Completed | 10-Aug-2018 08:28 | |
| VALIDATE, ADAM | ⚠ | Outpatient | CT Chest w/o Contrast | 112-CT-18-3000019 | Routine | Ordered | 10-Aug-2018 08:29 | |
| VALIDATE, ADAM | ⚠ | Outpatient | XR Chest | 112-XR-18-3000070 | Routine | Ordered | 10-Aug-2018 08:28 | |

Practice:

- Practice registering your patient in PM Office adding a new outpatient encounter and add an order in DOE with the modality you work for example: CT Abdomen, XR Wrist.
- Start and Complete the exam add in 2 way porter by an MI technologist.

Key Learning Points

- You can insert today's date and time using the shortcuts T and N.
- There are usually at least two ways to access functionality within RadNet ("to do things in the system"): from the icons in the menu bar at the top of the window, or by right-clicking on the exam you are performing, and choosing the action from the pop-up menu.
- You can add or replace personnel on an exam. Any exam needs at least one technologist role to complete.
- Make sure all personnel are added before completing the exam as it cannot be edited.
- If you replace an order in the same modality, the new order will retain the accession number as long as you have the Copy Accession Number to new Order box checked.
- By modifying order details you can add additional CCs for distribution of the final report.

PATIENT SCENARIO 2

Learning Objectives

At the end of this Scenario, you will be able to:

-  Access the Scheduling Appointment Book (SchApptBook)
-  Setting personal preferences for optimal use
-  Utilize Appointment Inquiry
-  Check In a patient

SCENARIO

This is a step by step guided introduction to the Scheduling Appointment Book. A brief overview of the scheduling appointment book and how to open your modalities book will be demonstrated. You will be asked to check in a patient for an appointment which creates an accession number and puts them on the Online Work List so that the exam can be started and completed. Follow the guidelines included to move through the scenario.

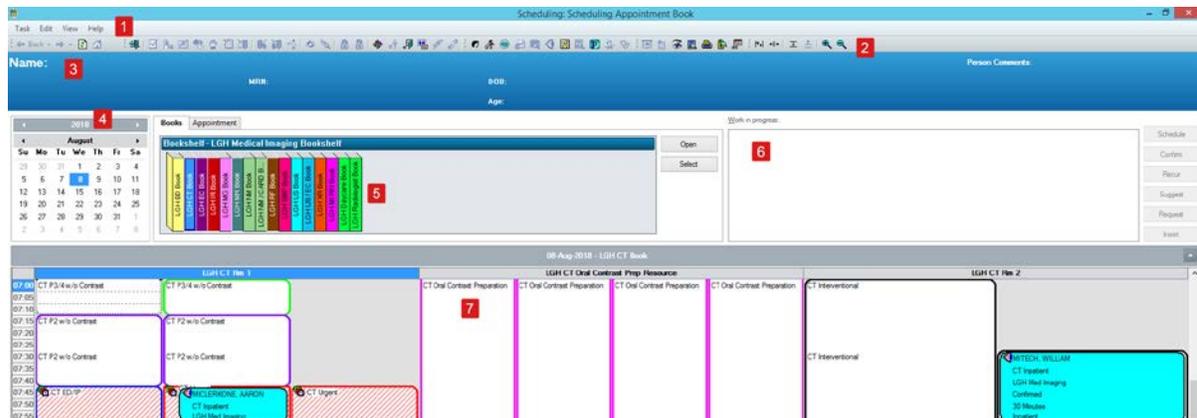
Activity 2.1 – Overview of Scheduling Appointment Book

This first activity will guide you through the Scheduling Appointment Book (SchApptBook) application. This is where appointments can be booked for different departments.

- 1 From StoreFront, select the SchApptBook icon .



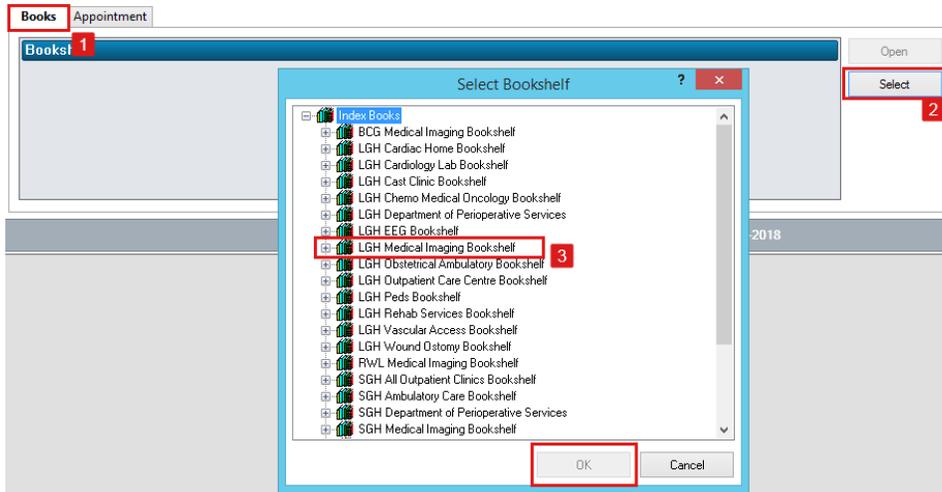
NOTE: Please review the following. Your screen may not appear exactly as below



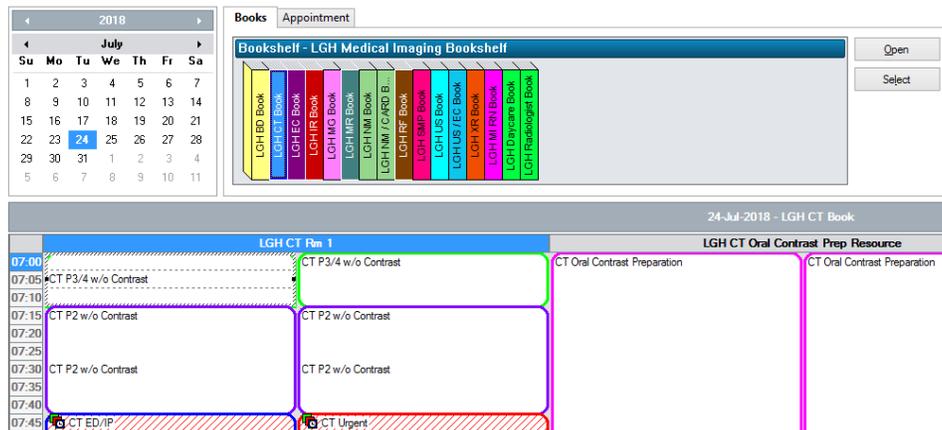
1. **Menu Bar:** Includes Task, Edit, View and Help options.
2. **Toolbar:** Includes icons of additional app elements (i.e. Person Management, Request List Inquiry, Modify, Cancel, Reschedule, Print, Shuffle, Create Group Session, Swap Resources, and Exit) to facilitate accomplishing a task.
3. **Demographics Bar:** Displays Patient's Name, Age, Date of Birth, Gender and MRN.
4. **Calendar:** Assists in booking appointments by the days, weeks and months of a particular year.
5. **Bookshelf:** Contains the Scheduling Appointment Books that are used to schedule and manage appointments.
6. **Work in Progress (WIP):** An area where a partially completed appointment resides until you are ready to book and confirm it.
7. **Scheduling Grid:** Contains appointment slots with Resources (i.e. person, equipment, location) schedules. This is where appointments are scheduled and managed.

2 Opening a Bookshelf/Book:

1. Select the **Books** tab, click the **Select** button.
2. Select the **LGH Medical Imaging Bookshelf** and click **OK**.



3. Double-click on the **Scheduling Book** of the modality you typically work in.

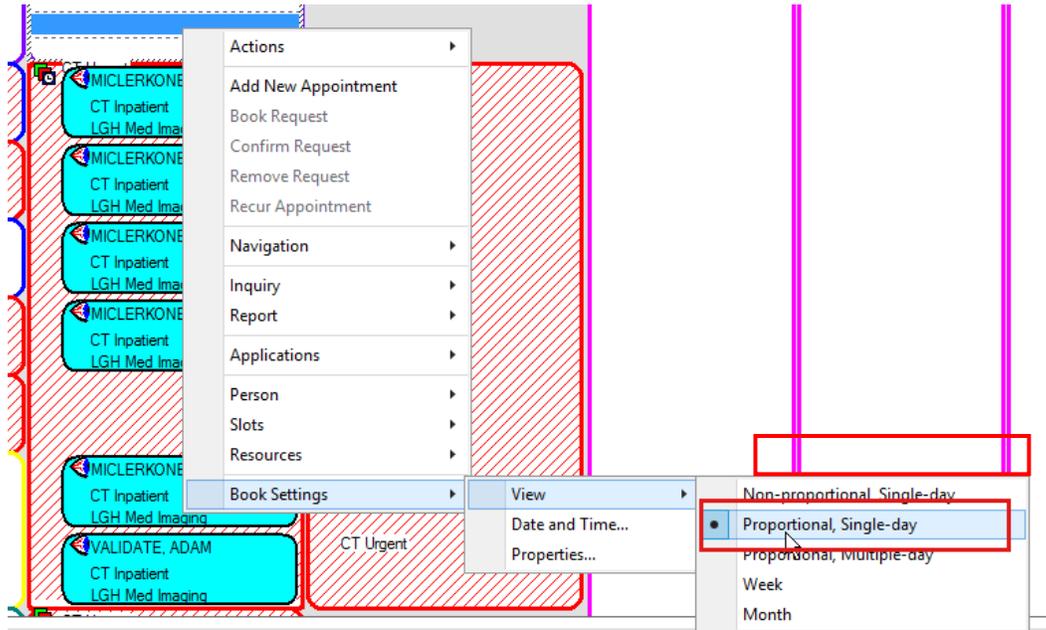


4. Double-click on the **LGH MR Book** to see your patient's booked MR appointment.

3 Book Settings (Review only)

Book settings determine the view of the appointment book. These can be accessed by right-clicking in the scheduling grid and selecting **Book Settings**.

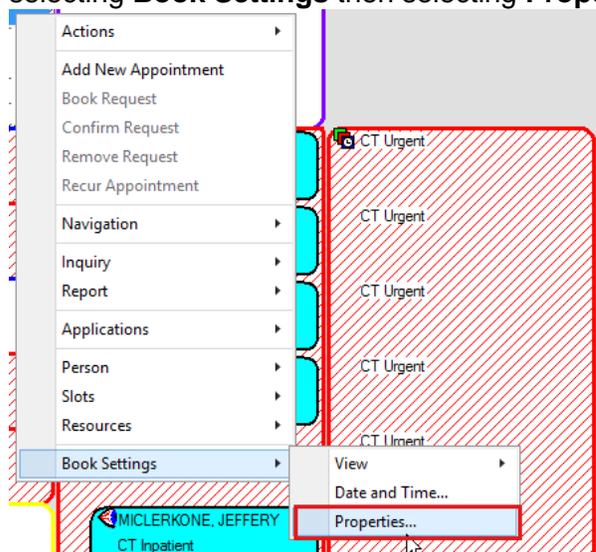
View



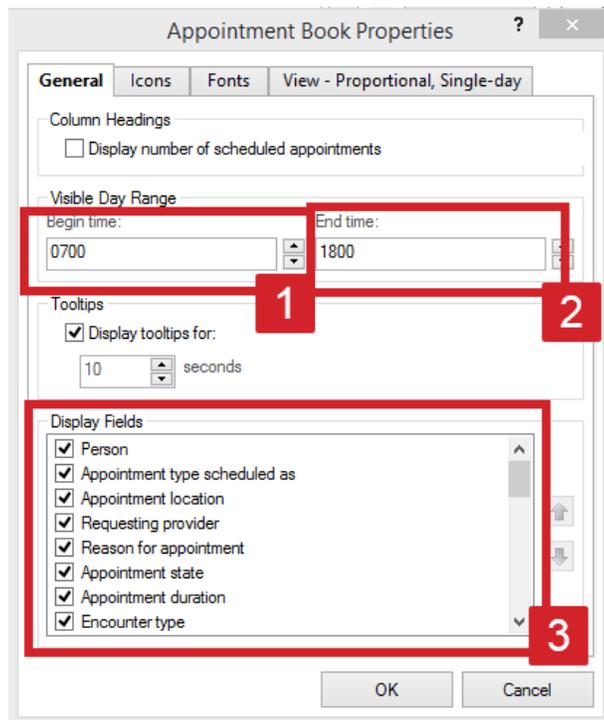
Proportional, Single-day View: This is the default and recommended view that allows the user to see all of the breaks in the day. The times are at the left-hand side of the book.

Appointment Book Properties

Appointment book properties include settings such as the Begin and End time of the scheduling grid, the data that displays in a scheduled appointment and the time interval of the scheduling grid. Appointment book properties can be accessed by right-clicking on the scheduling grid, selecting **Book Settings** then selecting **Properties**.



General Tab



1. **Begin Time:** In military time, this determines the time that the appointment book will start; this crosses all books and bookshelves.
2. **End Time:** In military time, this determines the time that the appointment book will end; this crosses all books and bookshelves



NOTE: If there are any slots beyond the designated time, they will not be visible on the books. However, by using suggest, you can still schedule into these.

3. **Display fields:** These are the fields that will show in a scheduled appointment on the scheduling grid. By clicking the up or down arrows, you can change the order in which they are displayed.

4 Appointment Inquiry (Schedule Inquiry)

Appointment Inquiry allows the users to view appointments in a list format. Schedule Inquiry allows you to enter the parameters required to view the schedule associated with a specific person or resource.

There are four available options for using Schedule Inquiry: *Person tab*, *Resource tab*, *Location tab* and *Request List tab*. Each of these is described below, along with the available elements for each tab.

The Appointment Inquiry can be accessed in two different ways.

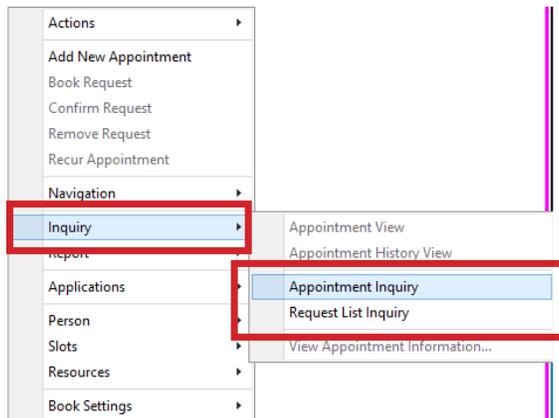
1. Click the **Appointment Inquiry icon** (eyeball) located at the top of your screen.



OR

2. Right-click anywhere on the scheduling grid, select **Inquiry**, and then select

Appointment Inquiry.



3. The Appointment Inquiry window appears on your screen.

1. **Person Inquiry Tab:** Use this inquiry to view information (such as confirmed appointments, no-show, inquiry with orders) associated with a specific patient in the SchApptBook.
2. **Resource Inquiry Tab:** Use this inquiry to view information (such as displaced appointments, open slots available, booked outside of slot) associated with a specific resource in the SchApptBook.
3. **Location Inquiry Tab:** Use this inquiry to view information (such as location with person name, check-in) associated with a specific location in the SchApptBook.
4. **Request List Inquiry Tab:** Use this inquiry to view information (such as request list by location, cancellation list, and request queues) associated with a specific request list in the SchApptBook.

Select the appropriate parameters to run any of the above inquiries to view results.

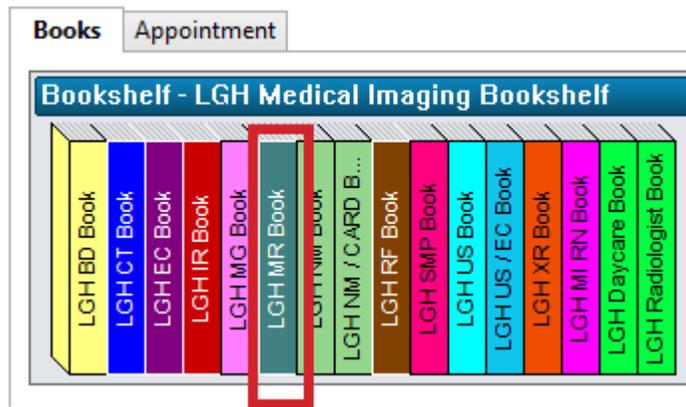
Activity 2.2 – Checking In a Patient from the SchApptBook

1 Checking in a Patient

Checking-in appointments activates the order and assigns an accession number so that the exam can be started in RadNet. This is also a good way to keep track of patients who have shown up for their appointments and those who have not.

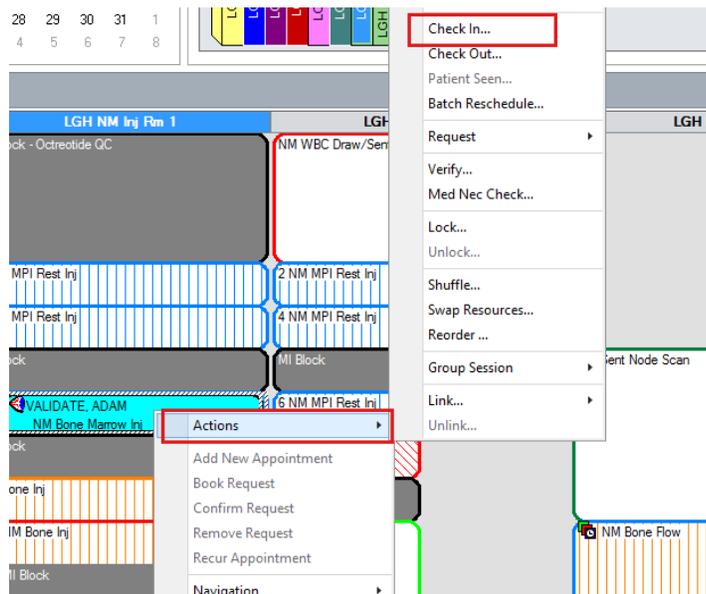
There are multiple options for Checking-In appointments, however the following is the one you will use most often:

Open the MR Book in the Bookshelf



Right-click on the appointment within the scheduling grid area

1. Right-click the appointment you want to check in **MR Head w/o contrast**, select **Actions** then **Check In**.



2. The Check In window will display, click **OK**.

3. The Available Conversations pop-up will appear. Select **Register Outpatient** from the drop-down list and click **OK**.

4. The EMPI will search for the patient. Click **OK**.



NOTE: In the train environment this will not work. Please revisit your Registration Course if you need further information on the EMPI.

5. The Register Outpatient Conversation window opens.
6. All the available mandatory fields will display in yellow. In order to Check-In a patient for an appointment, a **full registration of the patient information is needed**.
7. In the **Encounter Information** tab select *Outpatient* for Encounter Type and complete the rest of the mandatory fields.

8. Complete the *Insurance* tab by adding an **Insured Resident, No Accident Related Visit** and **MSP** for *Health Plan*, see card.
9. Click **Complete**. If you missed any mandatory fields it will take you to the missed field.

| | LGH NM Inj Rm 1 | LGH NM I |
|-------|--------------------------------------|-------------------|
| 07:40 | 3 NM MPI Rest Inj | 4 NM MPI Rest Inj |
| 07:45 | | |
| 07:50 | MI Block | MI Block |
| 07:55 | | |
| 08:00 | VALIDATE, ADAM NM Bone Marrow Inj | 6 NM MPI Rest Inj |
| 08:05 | | |

The appointment is now in a *Checked In* status and the appointment will turn green in the Scheduling Appointment book.



NOTE: In the train environment, you may see an error message. Please bypass this by clicking **OK**.



NOTE: The Outpatient Encounter Types will be automatically discharged (auto-discharged) by the system. The auto-discharge will occur one day after the registration date, and will be backdated to 23:59 on the registration date.

PATIENT SCENARIO 3 (Supervisors Only)

Learning Objectives

At the end of this Scenario, you will be able to:

- Remove a completed exam on an incorrect patient
- Run Reports using Discern Reporting Portal

SCENARIO

As a supervisor you have some extra tasks to complete. A tech informs you that an exam was completed on the wrong patient but has not yet been reported on. You will now learn how to remove the exam so it does not get reported on by the Radiologist. After you will run a departmental report.

Activity 3.1 – Removing a Completed Exam (Supervisors Only)

There may be an occasion where a clerk or a technologist has completed an exam on an incorrect patient. You can remove this by doing the following exam. Please note that as per your site, you will need to reorder the exam on the correct patient following this activity if you have not done so already. In order to complete this activity you **must be logged in as a supervisor**.

1 Find the completed **XR Chest/Abdomen Single Exposure** exam for your patient in the **Online Work List**.

1. Right-click on the Exam and select **Details**.



NOTE: Make sure you have the **Show completed exams** ticked.

Show completed exams

| Status | Priority | Patient Name | Procedure Name | Transport Mode | Or... | Requested DT/TM | Accession Number |
|-----------|----------|-----------------------------|-----------------------------|----------------|-------|-------------------|--------------------|
| On Hold | Routine | CSTPRODMI, TEST PATIENT BOB | RF Aspiration Foot Left | | | 05-Sep-2017 15:00 | |
| On Hold | Routine | CSTPRODMI, TEST PATIENT BOB | CT Ablation Bone | Ambulatory | | 06-Sep-2017 11:30 | |
| Completed | Routine | CSTPRODMI, TESTAC | XR Ankle Right | | | 05-Sep-2017 12:13 | 112-XR-17-0002629 |
| On Hold | Routine | CSTPRODMI, TESTAC | NM Lymphatic Sentinel No | | | 07-Sep-2017 13:00 | |
| Completed | Routine | CSTPRODMI, TESTAC | NM Bone Whole Body | | | 05-Sep-2017 13:22 | 112-NM-17-00003... |
| Completed | Routine | CSTPRODMI, TESTAC | MRI Shoulder w/ Contrast F | | | 05-Sep-2017 13:15 | 112-MR-17-00011... |
| Completed | Routine | CSTPRODMI, TESTAC | MRI Head w/ Contrast | | | 05-Sep-2017 14:30 | 112-MR-17-00011... |
| Ordered | Routine | CSTPRODMI, TESTAC | MRI Head Stereotactic w/ C | | | 05-Sep-2017 13:12 | 112-MR-17-00011... |
| Completed | Routine | CSTPRODMI, TESTAC | IR Tube Removal Biliary | | | 05-Sep-2017 13:05 | 112-IR-17-0000450 |
| Completed | Routine | CSTPRODMI, TESTAC | CT Wrist w/ Contrast Bilate | | | 05-Sep-2017 13:09 | 112-CT-17-0003014 |
| Completed | Routine | CSTPRODMI, TESTAC | CT Head w/ Contrast | | | 05-Sep-2017 10:55 | 112-CT-17-0002949 |
| Completed | Routine | CSTPRODMI, TESTAC | BD Single Area | | | 05-Sep-2017 13:11 | 112-BD-17-0000202 |
| On Hold | Routine | CSTPRODMI, TESTADRIENNE | RF Arthrogram Ankle Right | | | 05-Sep-2017 14:15 | |
| Canceled | Routine | CSTPRODMI, TESTADRIENNE | MRI Ankle Arthrogram Righ | | | 05-Sep-2017 14:45 | |
| On Hold | Routine | CSTPRODMI, TESTADRIENNE | CT Sinogram or Fistulograr | | | 07-Sep-2017 09:00 | |
| Canceled | Routine | CSTPRODMI, TESTANNAB TES... | XR Calcaneus Left | | | 05-Sep-2017 00:30 | 112-XR-17-0001736 |
| On Hold | Routine | CSTPRODMI, TESTANNAB TES... | RF Arthrogram Hip Right | | | 05-Sep-2017 13:45 | |
| On Hold | Routine | CSTPRODMI, TESTCASTCLINIC | CT Head Spine Cervical w/ | | | 05-Sep-2017 08:15 | |
| On Hold | Routine | CSTPRODMI, TESTEASE | CT Spine Cerv/Thor w/ + w/ | | | 06-Sep-2017 09:15 | |
| On Hold | Routine | CSTPRODMI, TESTEASE | RF Sinogram or Fistulograr | | | 05-Sep-2017 13:00 | |

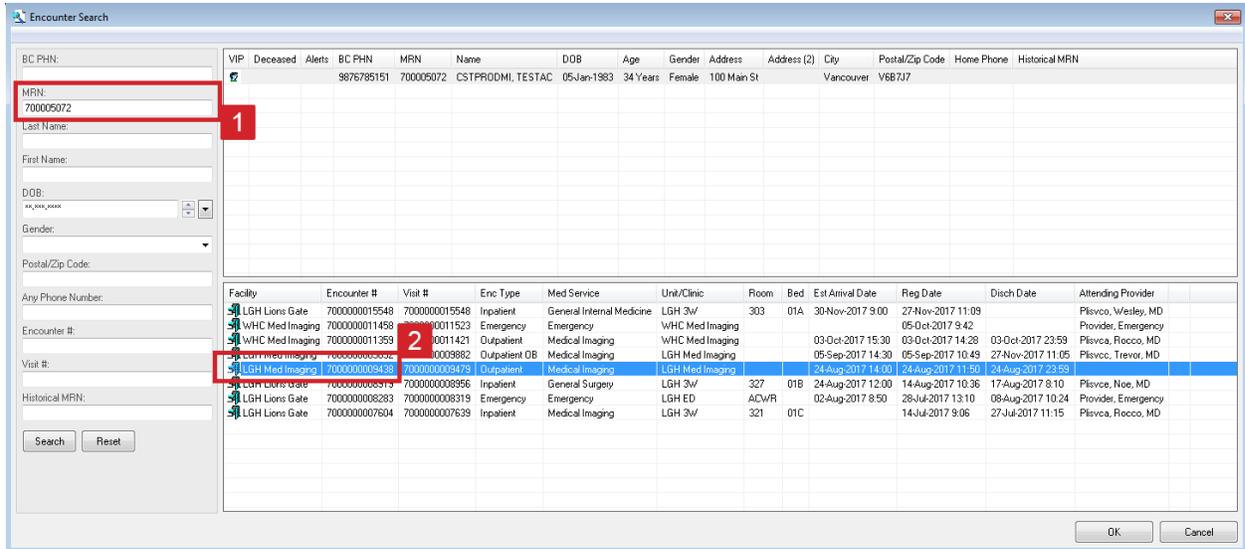
2 In the Order Detail Inquiry, note the patient's MRN and their Financial number (their Encounter #).

Cerner Imaging: Order Detail Inquiry

| | |
|---------------------------------|--|
| Patient name: CSTPRODMI, TESTAC | Date of birth: 05-Jan-1983 |
| MRN: 700005072 | Sex: Female |
| Financial number: 7000000009438 | Exam DT/TM: 05-Sep-2017 12:15 |
| Accession: 112-XR-17-0002629 | Ordering physician: Plisvcb, Stuart, MD |
| Procedure: XR Ankle Right | Original Ordering physician: Plisvcb, Stuart, MD |
| Exam status: Completed | |

3

Next, select the **Remove Exam** icon  from Store Front. Find your patient by clicking the **magnifying glass** and using the person search.



Encounter Search

BC PHN: 9876785151 VIP Deceased Alerts BC PHN MRN Name DOB Age Gender Address Address (2) City Postal/Zip Code Home Phone Historical MRN

MRN: 700005072

Last Name: [Empty]

First Name: [Empty]

DOB: [Empty]

Gender: [Empty]

Postal/Zip Code: [Empty]

Any Phone Number: [Empty]

| Facility | Encounter # | Visit # | Enc Type | Med Service | Unit/Clinic | Room | Bed | Est Arrival Date | Reg Date | Disch Date | Attending Provider |
|-----------------|---------------|---------------|---------------|---------------------------|-----------------|------|-----|-------------------|-------------------|-------------------|---------------------|
| LGH Lions Gate | 7000000015548 | 7000000015548 | Inpatient | General Internal Medicine | LGH 3W | 303 | 01A | 30-Nov-2017 9:00 | 27-Nov-2017 11:09 | | Pisvco, Wesley, MD |
| WHC Med Imaging | 7000000011458 | 00011523 | Emergency | Emergency | WHC Med Imaging | | | 05-Oct-2017 9:42 | | | Provider, Emergency |
| WHC Med Imaging | 7000000011359 | 00011421 | Outpatient | Medical Imaging | WHC Med Imaging | | | 03-Oct-2017 15:30 | 02-Oct-2017 14:28 | 03-Oct-2017 23:59 | Pisvco, Rocco, MD |
| LGH Med Imaging | 7000000009438 | 00009882 | Outpatient OB | Medical Imaging | LGH Med Imaging | | | 05-Sep-2017 14:30 | 05-Sep-2017 10:49 | 27-Nov-2017 11:05 | Pisvco, Trevor, MD |
| LGH Med Imaging | 7000000009438 | 7000000009479 | Outpatient | Medical Imaging | LGH Med Imaging | | | 24-Aug-2017 14:00 | 24-Aug-2017 11:50 | 24-Aug-2017 23:59 | |
| LGH Lions Gate | 7000000008519 | 7000000008956 | Inpatient | General Surgery | LGH 3W | 327 | 01B | 24-Aug-2017 12:00 | 14-Aug-2017 10:36 | 17-Aug-2017 8:10 | Pisvco, Noe, MD |
| LGH Lions Gate | 7000000008283 | 7000000008319 | Emergency | Emergency | LGH ED | ACWR | | 02-Aug-2017 8:50 | 28-Jul-2017 13:10 | 08-Aug-2017 10:24 | Provider, Emergency |
| LGH Lions Gate | 7000000007604 | 7000000007639 | Inpatient | Medical Imaging | LGH 3W | 321 | 01C | | 14-Jul-2017 9:06 | 27-Jul-2017 11:15 | Pisvco, Rocco, MD |

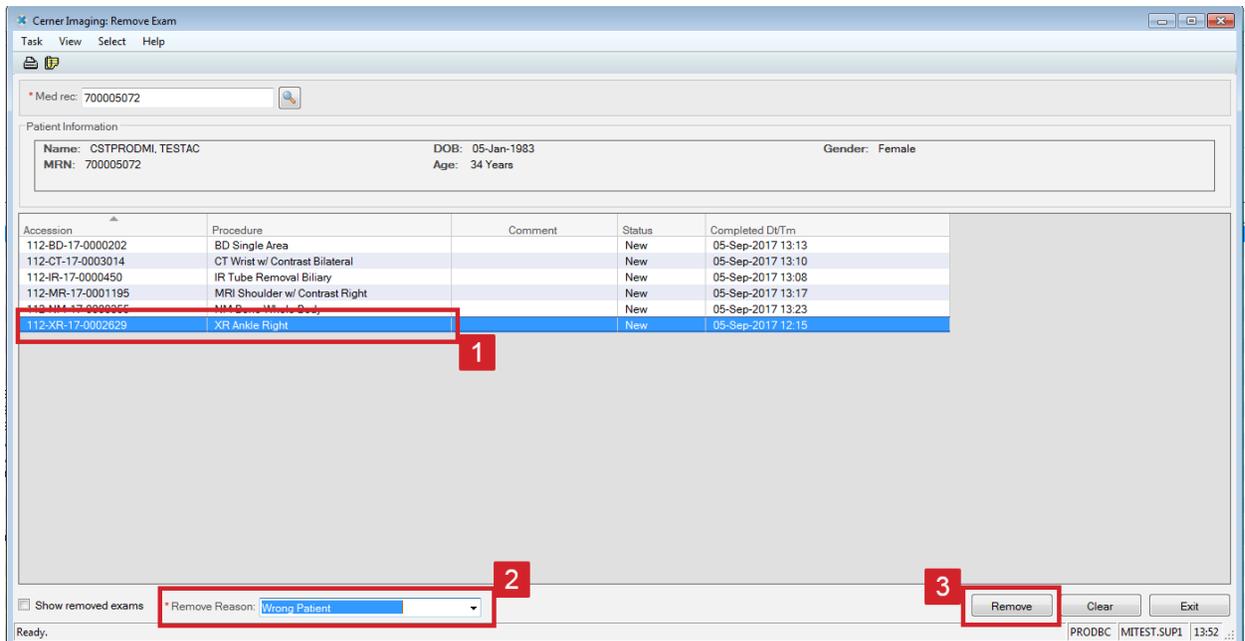
Search Reset

OK Cancel

4

The Remove Exam window will reopen.

1. Select the **Exam** you wish to remove.
2. Choose a **Remove Reason** from the drop-down list.
3. Select **Remove**.



Center Imaging: Remove Exam

Task View Select Help

* Med rec: 700005072

Patient Information

Name: CSTPRODMI, TESTAC DOB: 05-Jan-1983 Gender: Female
MRN: 700005072 Age: 34 Years

| Accession | Procedure | Comment | Status | Completed Dt/Tm |
|--------------------|--------------------------------|---------|--------|-------------------|
| 112-BD-17-0000202 | BD Single Area | | New | 05-Sep-2017 13:13 |
| 112-CT-17-00003014 | CT Wrist w/ Contrast Bilateral | | New | 05-Sep-2017 13:10 |
| 112-IR-17-0000450 | IR Tube Removal Biliary | | New | 05-Sep-2017 13:08 |
| 112-MR-17-0001195 | MRI Shoulder w/ Contrast Right | | New | 05-Sep-2017 13:17 |
| 112-NM-17-0000055 | NM Scan Whole Body | | New | 05-Sep-2017 13:23 |
| 112-XR-17-0002629 | XR Ankle Right | | New | 05-Sep-2017 12:15 |

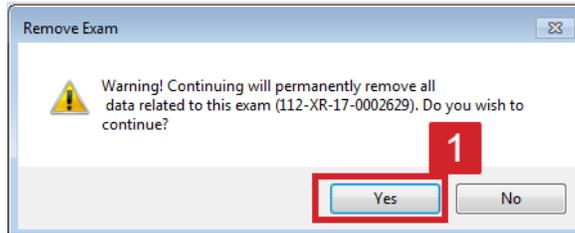
Show removed exams * Remove Reason: Wrong Patient

Remove Clear Exit

Ready. PROD8C MITEST.SUP1 13:52

An Alert will pop up confirming

4. Click **Yes**.



The exam will be removed.

5. Click **Exit**.

The exam's status will be listed as **Removed** on the **Online Work List** as long as the Show Completed Exams checkbox is ticked.

| Status | Patient Name | Procedure Name |
|---------|-------------------|--|
| Removed | CSTPRODMI, TESTAC | XR Ankle Right |
| On Hold | CSTPRODMI, TESTAC | NM Lymphatic Sentinel Node Breast Bil AT |

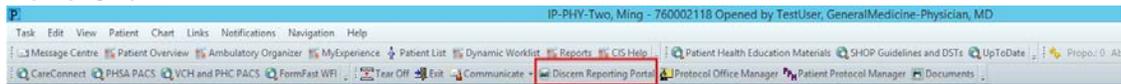
A red box highlights the 'Status' column header and the 'Removed' value in the first row. A red square with the number '1' is placed to the right of the 'Removed' text.

Activity 3.2 – Run Reports from Discern Reporting Portal (Supervisors Only)

The **Discern Reporting Portal** tool will be used by techs, clerks, database analysts (DBAs), database coordinators (DBC), and supervisors to generate reports on Medical Imaging activity such as Run, Cancel, Removed, Replaced Exams by Personnel report.

1

1. Select the **Discern Reporting Portal** icon  from StoreFront or you can find it in the toolbar in PowerChart.



A list with all reports opens up.

| Report Name | Categories | Source | Favorite |
|---|---|--------|----------|
| Completed Exams | Imaging - Radiology Operational Reports | Public | ☆ |
| Completed Non-Final Exams Week to Date | Imaging - Radiology Operational Reports | Public | ☆ |
| Credited MI Charges | Imaging - Radiology Operational Reports | Public | ☆ |
| Detail Daily Exam Log | Imaging - Radiology Operational Reports | Public | ☆ |
| Exam Statistics Report by Exam and Patient Type | Imaging - Radiology Operational Reports | Public | ☆ |
| Exam Volumes by Ordering Provider | Imaging - Radiology Operational Reports | Public | ☆ |
| Exams on Time | Imaging - Radiology Operational Reports | Public | ☆ |
| Exams with Add'l Charges B. Os. CPT 4 ICD-9 Codes | Imaging - Radiology Operational Reports | Public | ☆ |
| Fluoroscopy Time | Imaging - Radiology Operational Reports | Public | ☆ |

You can select the reports by **Source** or by **Categories**. The Categories will help you narrow down your reports by selecting the appropriate imaging folders: Imaging – Radiology Operational etc.

1. Scroll to see the different reports available, use the numbers or arrows to change the page.

NOTE: Depending on your position, you are permitted access to all folders or only certain folders.

You can add a report to your favorites by selecting the **star** which will then be highlighted in yellow and the report will appear in the My Favorites tab.

2

1. Click **Categories** to find the Imaging reports.
2. Select the **Imaging – Radiology Operational** box.
3. Click on the report titled **Completed Exams**.
4. Click **Run Report**.

The screenshot shows a web interface for report management. On the left, a 'Filters' sidebar is visible with a 'Categories' section where 'Imaging - Radiology Operational' is checked. The main content area displays a table of reports. The first report, 'Completed Exams', is selected. Below the report name, there are several buttons: 'Run Report', 'Run Report in Background', and 'View Previous Run'. A red rectangular box highlights the 'Run Report' button. The report details include a description, suggested report users, reporting application (DA2), and a support reference number.

3

A window pop- up requesting for you to select the Exam Complete DT/TM, department and Section must be completed before you can execute the report.

1. Click the **icons** to choose the appropriate dates, departments and section you want to display in your report.
2. Click **Execute**.

The screenshot shows a dialog box titled 'Completed Exams'. It contains three input fields: 'Exam Complete DT/TM', 'Department', and 'Section'. Each field has a small icon to its right. At the bottom of the dialog, there are two buttons: 'Execute' and 'Cancel'. Red rectangular boxes highlight the icons next to each input field and the 'Execute' button.

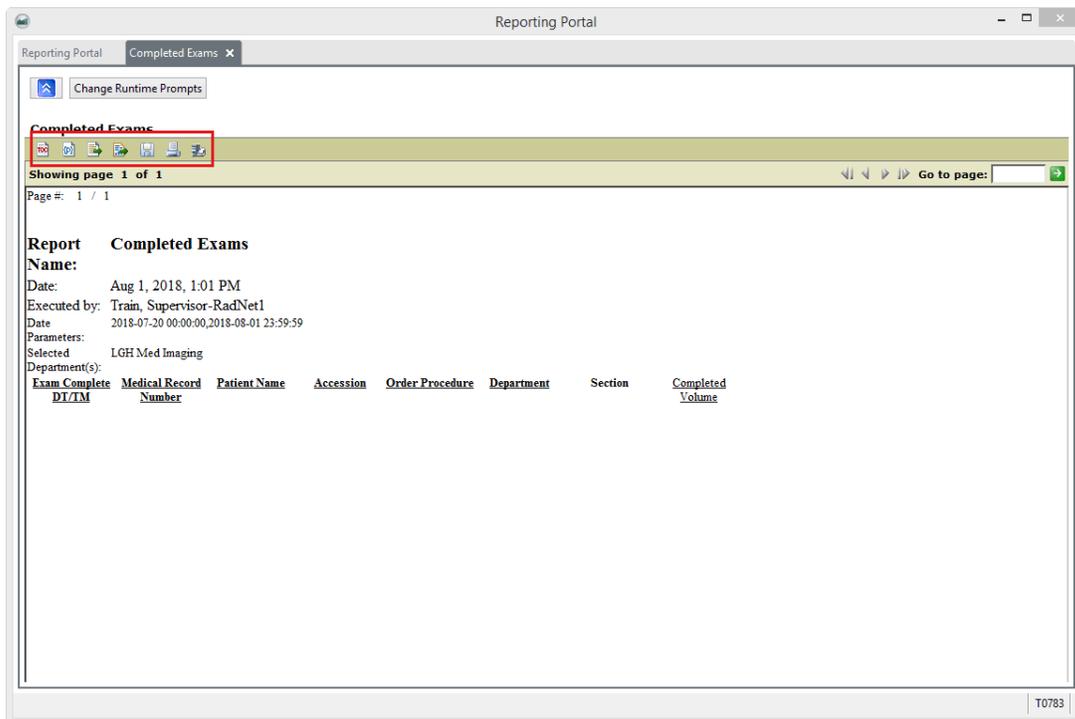


NOTE: The reports in the Train domain may not produce any results. The criteria you enter will be different depending on the report you run.

- 4 The report will load and then display. If you would like to save this report, you can export it and you can save it directly onto your desktop. You can also print this report by selecting the printer icon and choosing your printer. Hover to discover over each of the icons.



NOTE: If you chose to save your report on the portal it will only be saved for a period of 24 hours.



Key Learning Points

- Only supervisors can remove exams for data remediation.
- Exams can only be removed if they haven't been reported on by a radiologist.
- Use Discern Reporting Portal to run reports.

MI Exam Status Matrix

| Status Type | Cerner | | | | ISP PACS Exam Status | FFI Exam Status |
|-----------------------------------|--------------------------------|---------------------------|--------------------------|----------------------------|-------------------------------|-------------------------|
| | PowerChart Order Status | RadNet Order Status | RadNet Exam Status | RadNet Report Status | | |
| Future/ Scheduled | Future (On Hold) | On Hold | On Hold | New | N/A | N/A |
| Ordered | Ordered (Exam Ordered) | Ordered | Ordered | New | S | N/A |
| Started | Ordered (Exam Started) | Started | Started | New | S | N/A |
| In Process (multi- segment) | Ordered (Exam Started) | In Process | In Process | New | S | N/A |
| Completed | Ordered (Exam Completed) | Completed | Completed | New | C | Available/ Completed |
| Finalized | Completed | Final | Completed | Final | F | Signed |
| Addendum | Completed | Final | Completed | Final | A | Signed |
| Canceled | Canceled | Canceled | Canceled | Canceled | X | N/A |
| Replaced (Before Completed) | Canceled (Exam Replaced) | Replaced | Replaced | Canceled | S | N/A |
| Replaced (After Completed) | Canceled (Exam Replaced) | Replaced | Replaced | Canceled | C | Available/ Completed |
| Removed | Canceled (Exam Removed) | Removed | Removed | Canceled | X | Canceled |

End of Book

You are ready for your Key Learning Review. Please contact your instructor for your Key Learning Review.