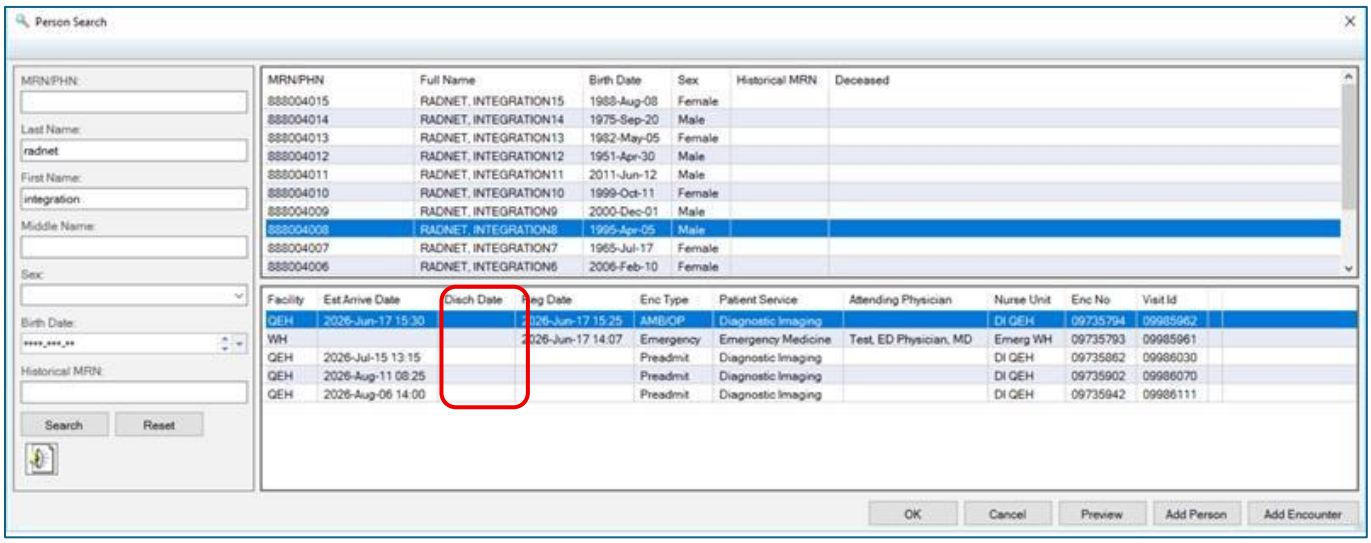
RadNet Quick Reference Guide

Encounters

An encounter represents a specific patient interaction, visit, or episode of care (such as an inpatient stay, outpatient clinic visit, emergency visit). Every clinical note and order must be tied to the correct active encounter to ensure proper documentation and location tracking. Scheduling Clerks create these when they schedule a patient for a DI exam. Admitting Clerks may also create an encounter when a patient arrives at a facility for a service.

How to choose the correct encounter

1. Verify by checking the Facility, Registration date, Encounter type, and service type is correct
2. Facility will be the hospital where the exam is being performed.
3. Registration date will be today if they are an outpatient, or the day they were admitted to ER or Inpatient.
4. Ways to verify correct encounter: correct date, correct facility, AMB/OP encounter, patient service is DI,
   Make sure it does NOT have a discharge date!



Example: This patient is currently registered in the WH Emergency department. They have travelled to the QEH for a DI appointment. Choose the AMB/OP encounter listed for DI/QEH.

If the encounter is a “Preadmit”, this means the patient has not registered in the Admitting department yet and MUST get registered. This turns it into an AMB/OP encounter.

If a WRONG encounter is chosen:

Scenario #1

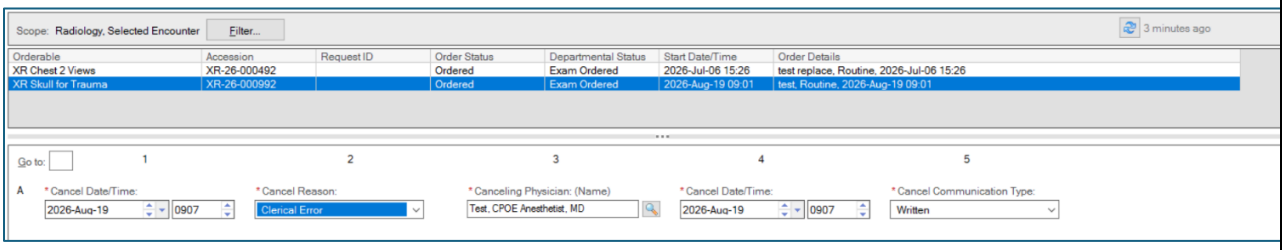
The order has been added to the Scratch Pad but hasn’t been submitted yet.

1. Delete the exam by highlighting it and clicking on “Remove Order from Scratch Pad” 
2. Re-search for the patient by clicking on the magnifying glass by person name.
3. Make sure the correct encounter is chosen.

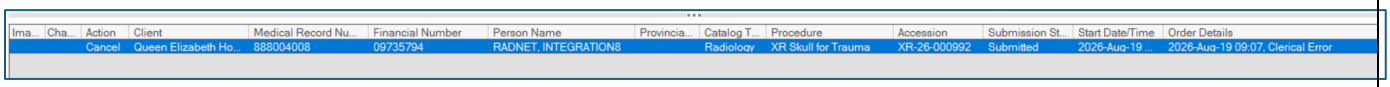
Scenario #2

The order has been submitted in DOE and is currently in the DOE App.

1. Delete the exam by highlighting and clicking on Cancel Order 
2. A list of exams ordered on this encounter will populate. Click on the one to cancel.
3. Select a cancel reason from the dropdown.



4. Click submit
5. The action field should now say CANCEL and the reason for the cancel should appear in the order details field.



Scenario #3

In the Online Work List, the order has been submitted to DOE and it hasn’t been completed.

1. Highlight the exam and right click and select Exam Management
2. Highlight exam and click the Cancel Exam icon 

3. Select a cancel reason from the dropdown

4. Click Ok.

5. If there are images, they need to be re-ordered under the correct encounter in DOE. Notify PACS to move the images to the correct accession #.

Scenario #4

The exam has been completed and there are images.

1. Re-order under the correct encounter # in DOE to generate a new accession #.
2. Start and complete the new order.
3. Notify PACS to move the images to the correct accession #.
4. Contact your coordinator/supervisor to remove the incorrect exam.