

RadNet Clerk

Manual

Table of Contents

Logging into Cerner Application 4

- **Powerchart** 5

Encounters 6

Where to find the encounter number: 8

Scheduled Appointments vs Ordered Exams 10

Future Orders 10

Department Order Entry (DOE) 11

1) **Through the Order Viewer App** 16

Guide and Explanation 17

2) **Through the Scheduling Appointment Book App** 18

Order to Waitlist (Order Queue/Request List) 20

Scheduling Appointment Book App 24

Schedule An Appointment 24

Schedule Button Method 30

Suggest Button Method 35

Add New Appointment Method 42

Multiple Appointment Scheduling 44

Scheduling An Appt With Additional Time 52

Scheduling Mammography Specimens 55

Department Order Entry (DOE) (For Day of Bookings) 55

Scheduling Appointment Book App (For Future Bookings) 59

Booking an Appointment from the Request List: 61

Appointment Reschedule 67

Rescheduling Multiple Appointments 70

Appointment Shuffle 73

Recurring Appointments 76

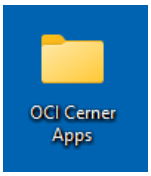
Scheduling a Recurring Appointment 76

Modifying a Recurring Appointment 80

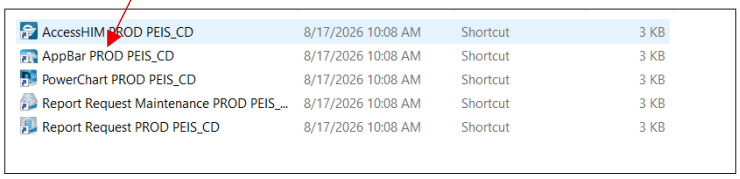
Adding Slots 81
Modifying / Editing Exams 84
Through the Online Worklist App 84
Through the Scheduling Appointment App 88
Modifying Exam To Switch Facility Future Book 91
To Update The Requested Timeframe 94
Cancelling Appointments And Encounters 96
Adding Tech Viewable Comments To An Exam 104
Blocking Schedules 107
Checking in Patients 111
Process Alerts 114
Adding A Process Alert To A Patient File 114
To Remove A Process Alert From A Patient File 117
Inquiring about Resource Schedules 119
Locks 120
Viewing Appointment Details 121
General Tab View 122
Details Tab View 122
Resources Tab View 123
Instructions Tab View 123
Viewing Appointment History 124
Adding Comments 125
Slot Comments: 125
Resource Comments 126
Person Comments: 127
Contact Comments: 129
Printing Reports 131

Logging into Cerner Application

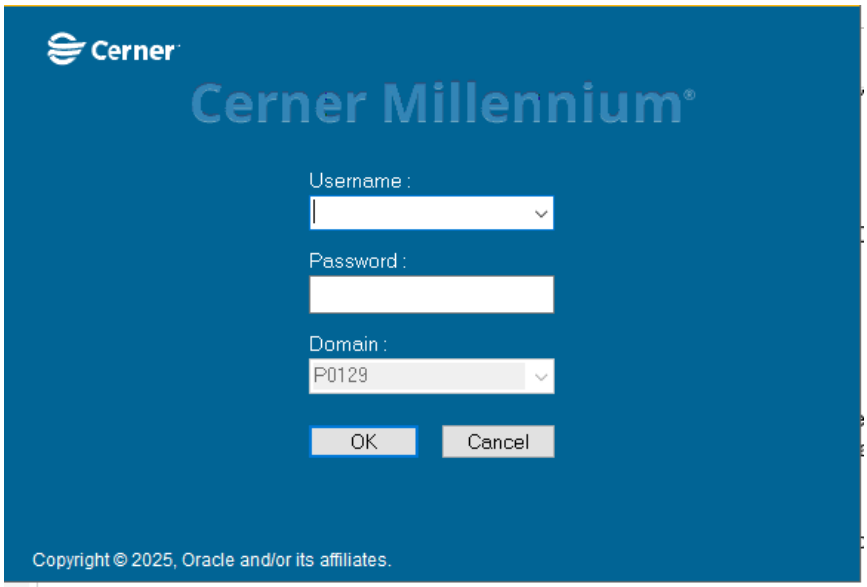
Click on the Cerner Apps on your desktop



Then choose App Bar PROD



The Blue Millennium window will populate. If not automatically logged in, enter username and password (used for PACS/network) at the Millennium window. "Click Log On".

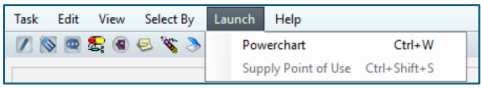


If there are any problems, call the Help Desk at 620-3600.

Powerchart

PowerChart is a comprehensive electronic health record. This can be used to check patient labs, activate orders, review orders and results. PowerChart can be launched from the App Bar, through Online Work List or through Exam Management.

To access PowerChart from Online Work List or Exam Management, highlight the exam and click LAUNCH, then PowerChart.



This will open the patient's chart to:

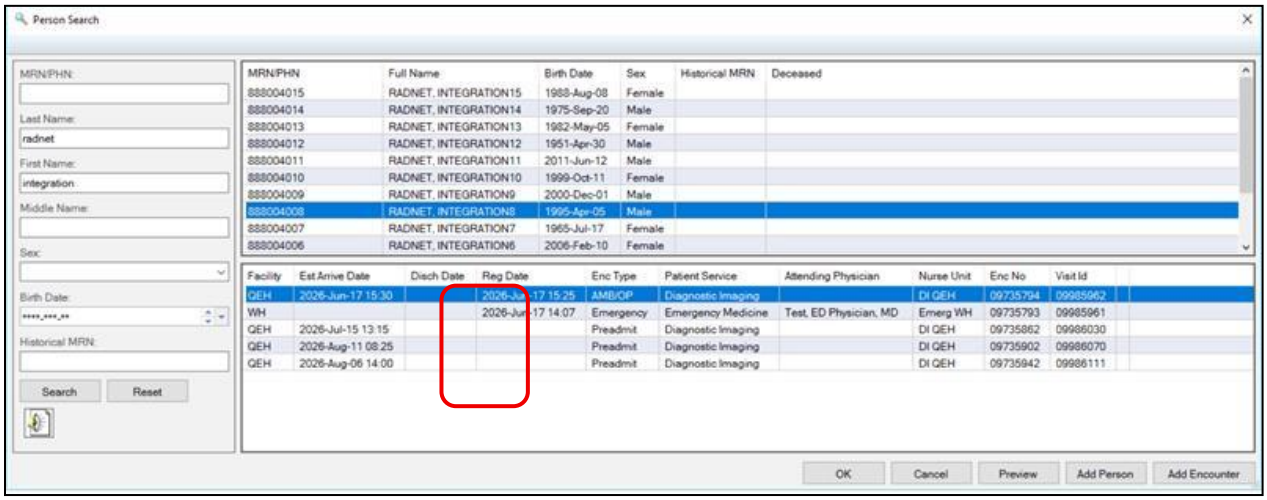
- Order and document administered medications
- Review lab results
- Document adverse events
- Check MRI screening form
- Document implants

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 (DOE) but hasn’t been submitted yet.

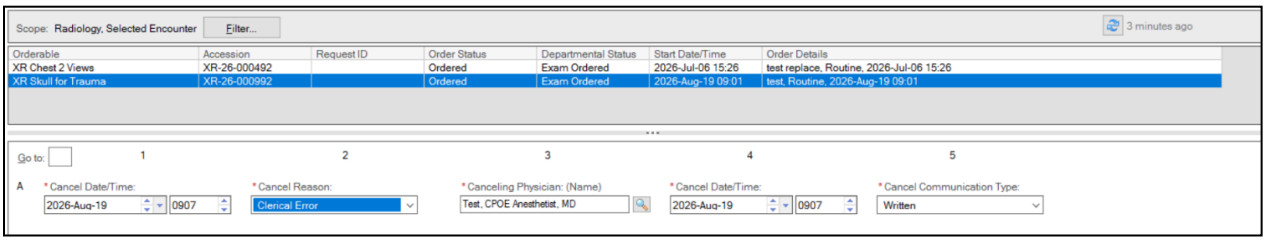
1. Delete the exam by highlighting it and clicking on “Remove Order from Scratch Pad”
   

2. Re-search for the patient by clicking on the magnifying glass by person name.
3. Make sure the correct encounter is chosen.

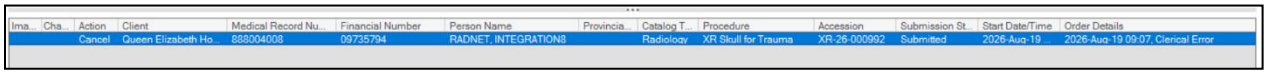
Scenario #2

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.



Encounter Information:

An encounter is a single visit where a patient receives care or a service, like Diagnostic Imaging. It is specific to the facility at which the care is received or the service is performed. All exams need to be attached to an active encounter before they can be started and completed. Exams should not be started and completed on a discharged encounter. Diagnostic Imaging patients will either have an inpatient, emergency, or AMB/OP (ambulatory/outpatient) encounter.

For scheduled appointments, schedulers will create a “Pre-admit” encounter. The DI exam will be attached to the “Pre-admit” encounter. Once the patient arrives at the facility, Admitting will change the “Pre-admit” encounter to an active encounter through the registration process.

For Skip the Waiting room or walk-in outpatients, admitting will create a new encounter; DI would then need to place the order on that new active encounter. Inpatients and emergency patients would have encounters created at the time of arrival. DI or physicians may also place orders on an inpatient or emergency encounter as appropriate.

The following scenarios may occur in DI:

1. An ambulatory patient presents to QEH for a mammogram appointment and a bone density appointment. The exams would both be associated with **one AMB/OP encounter at QEH**.

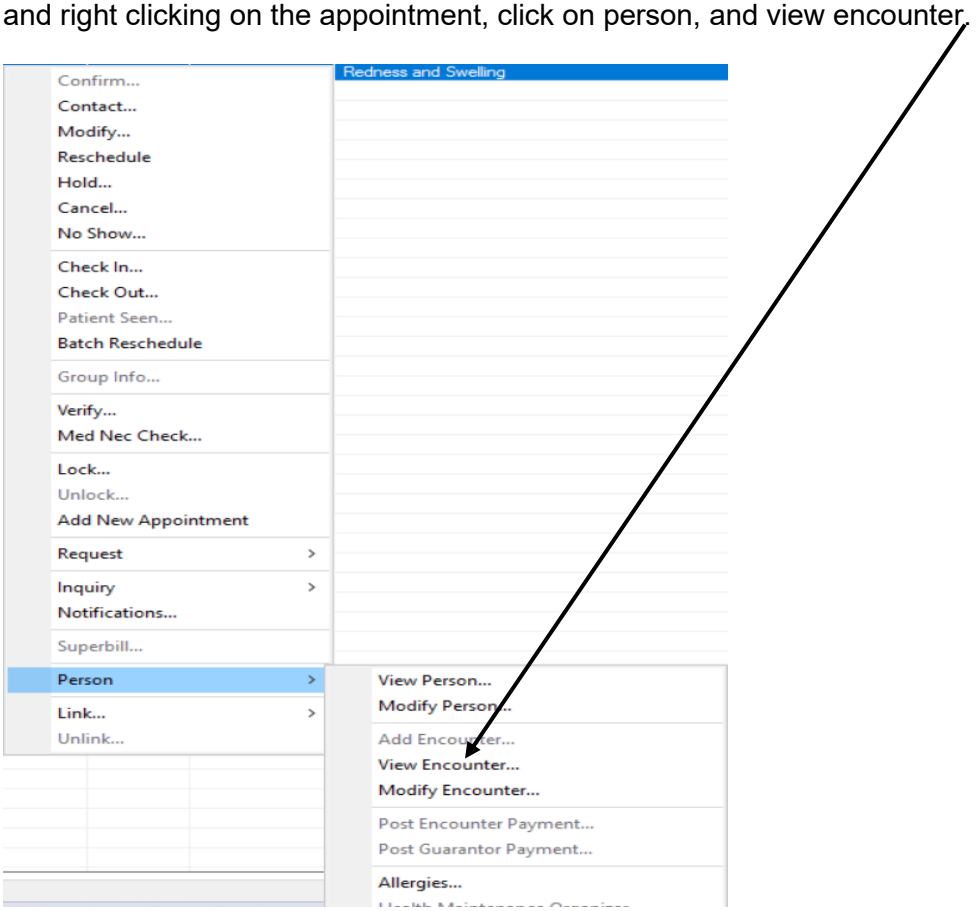
2. An inpatient at PCH needs a CT today. The exam would be associated with **one inpatient encounter at PCH**.
3. An inpatient at WH needs a CT today. The exam would be associated with **one inpatient encounter at PCH**. The patient would also still have an active **inpatient encounter at WH**.
4. A community patient is arriving at QEH by ambulance for a stroke protocol. The exam would be associated with **one emergency encounter at QEH**.

PRE ADMIT VS AMB/OP

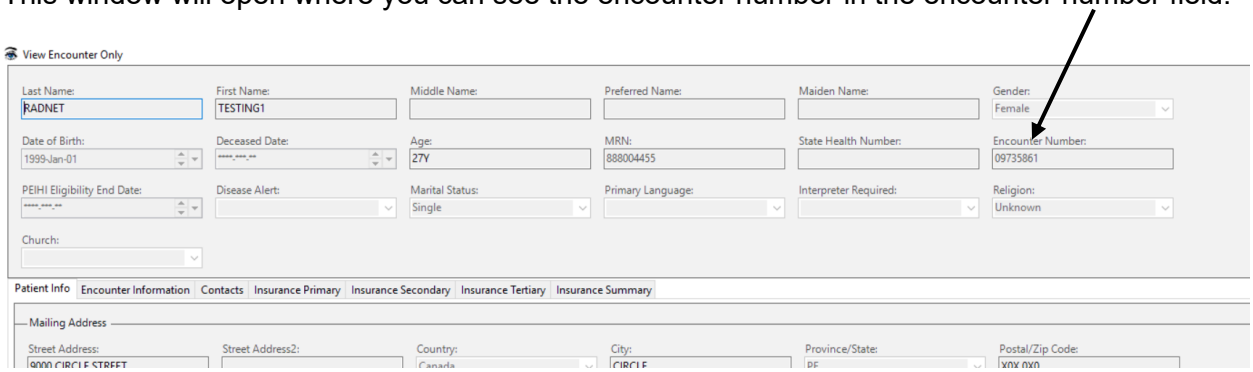
Preadmit is the encounter we create and Amb/Op is what the encounter changes to after the patient registers.

Where to find the encounter number:

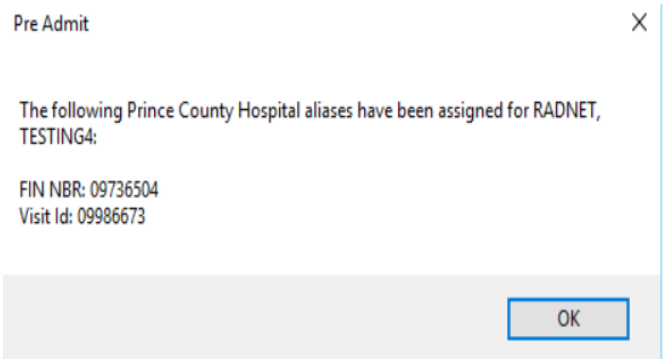
You can find the encounter number by searching the patients scheduled appointment in the  and right clicking on the appointment, click on person, and view encounter.



This window will open where you can see the encounter number in the encounter number field.



Please note, when you schedule an appointment and add an encounter a pre-admit box will pop up after confirming the appointment where you will see the FIN NBR which is also the encounter number in case you need to document this anywhere.



Scheduled Appointments vs Ordered Exams

"Ordered" status in RadNet is the same as "scheduled" in GE Centricity RIS (i.e. there is an accession number). When referring to "scheduling" or “scheduled appointments” in RadNet, this refers to booking an appointment date and time in the Scheduling Appointment Book application. Previously in GE Centricity RIS, everything needed to be scheduled from the order queue (the request queue in RadNet). In RadNet, any exams for an inpatient or emergency patient that is supposed to be done right away does not need to be scheduled. The physician can order it in PowerChart or it can be manually entered through Department Order Entry (the equivalent of “Schedule Schedule” in GE Centricity RIS). The exam will then be in "Ordered" status on the Online Work List and will be ready to be started and completed; no additional steps are required

Future Orders

A future order is an order that is "On Hold" that is to be done at a later date/time i.e. a scheduled appointment date and time. When a physician enters an order through PowerChart, there is an option to select "Order for future visit?". Selecting this option separates the order from any open encounters. If the exam modality is not available at the site of a patients current open encounter, it will automatically be a future order. Examples might include US ordered at CHO. All VL orders from PowerChart will be future orders.

Future orders can be distinguished through the paper requisition (i.e. “Order for Future Visit?” says “Yes”). Through Online Work List, future orders will not have an accession number and the status will be “On Hold”.

“On Hold” orders may have one of two Schedule Statuses:

1. Confirmed (scheduled) – these are orders that have been scheduled through Scheduling Appointment Book
    a. Patients in "Confirmed" status must be **Checked In** through Scheduling Appointment Book before the exam can be started and completed by the tech.
2. Request (not scheduled)– these are orders that are in the Future Book (equivalent to Order Queue in RIS)
    a. Patients in "Request" status must be **activated** through DOE before the exam can be started and completed by the tech.

Department Order Entry (DOE)

 (Yellow/Gold Icon)

Use this App for patients who are walking in with paper requisitions. They will have to register at Admitting having an encounter created BEFORE they come to Diagnostic Imaging (DI). The patient will present to the DI department and then either a Clerk or Tech will enter the order(s) through DOE.

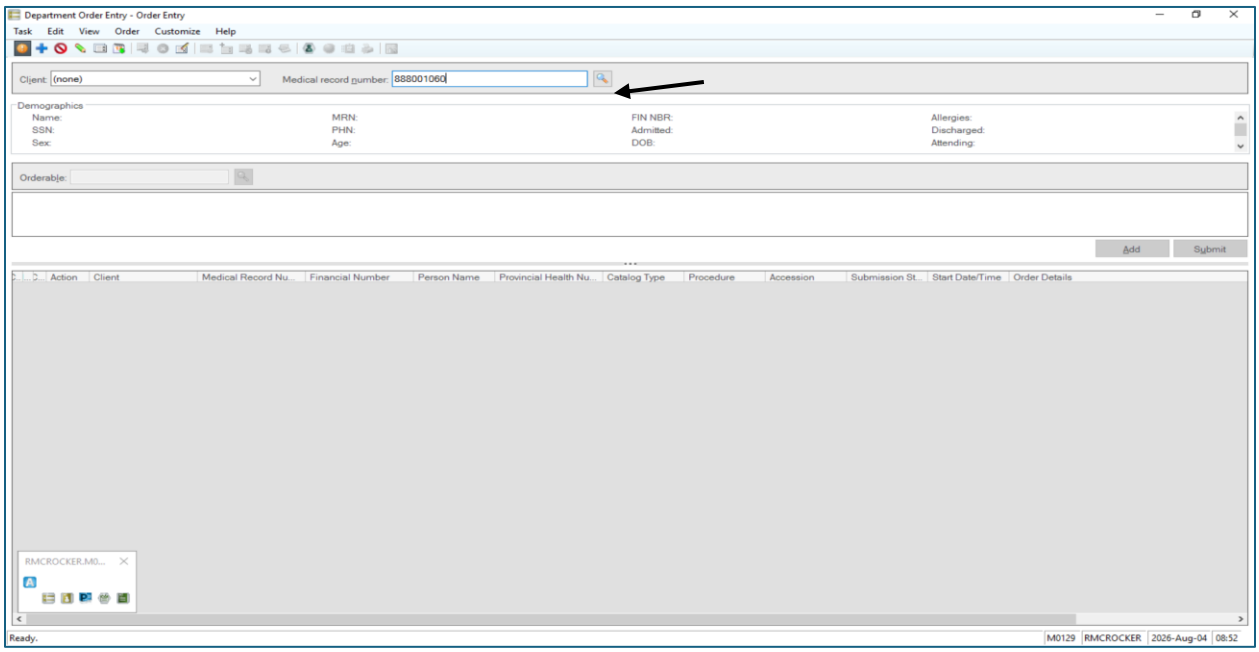
Orders placed through DOE must already have an encounter to put the exam under.

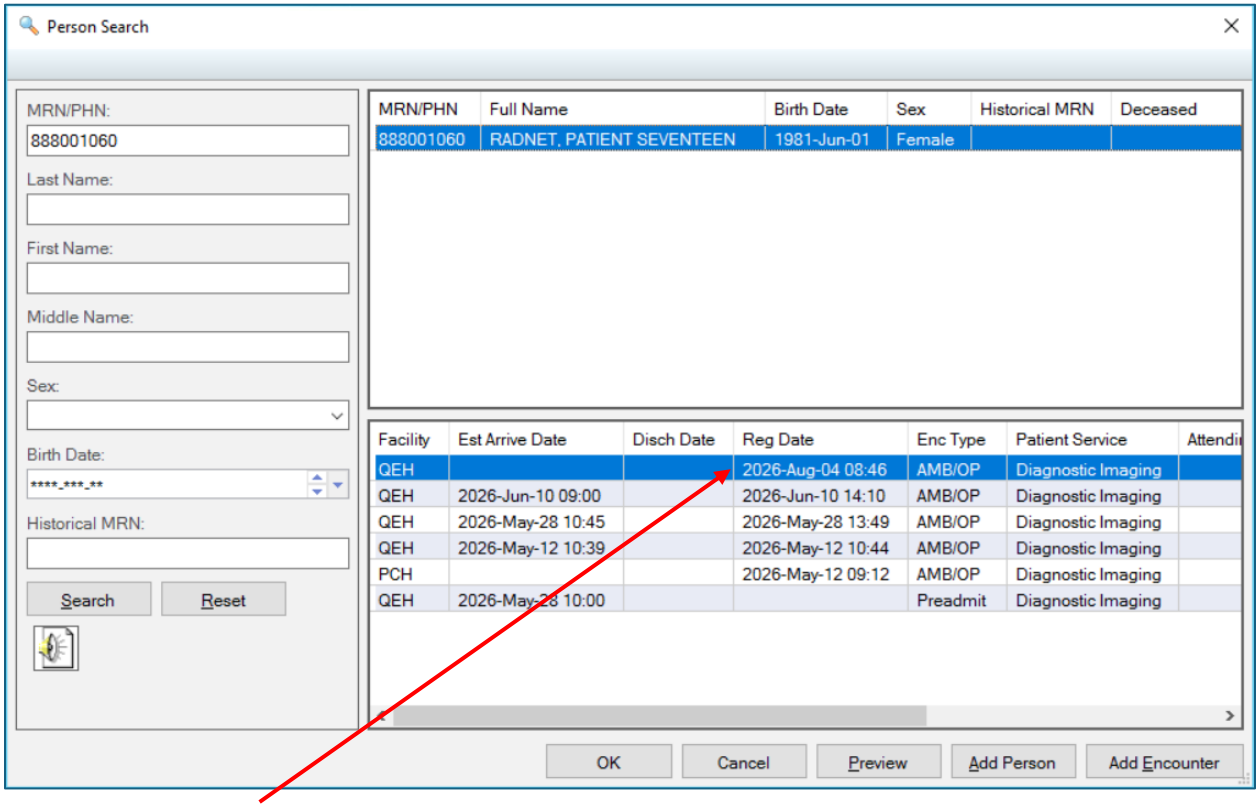
*The following scenarios may require the use of the DOE App:

- Patients walking in with paper requisitions (General X-ray Skip Patients that booked online).
- If some of the exams have not been scheduled.
- Mammography Clerks will enter orders for Specimens through here.
- Radiologists have requested additional imaging / an extra order to be added on.

As per our DI processes, prior to placing the exam in DOE, we need to ensure the patient does not already have this order pending in the request list. We can view this through the Order Viewer App or by searching by patient in the Schedule Inquiry. If you notice they have the order placed in the Request List, the order should then be pulled/scheduled from the Request List. Otherwise, continue to schedule the exam in DOE.

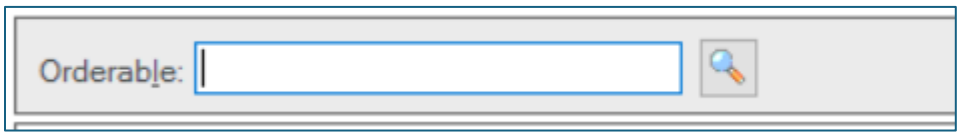
In the DOE app, search for the patient by clicking the magnifying glass and entering the MRN. Click on Search.





Highlight the correct encounter for today's date. (Verify date, ensure correct facility, DI encounter, Patient service – NOT DISCHARGED), or the encounter that we are to associate this order with (ex. specimens would be under the Day Surgery encounter). Click Ok or double click.

In the orderable box, search for the exam, type in the 2 letters of the modality code (see list below) and then insert a space and then the first letter of the exam: (i.e.: xr s)



MODALITY CODES

BD - Bone Mineral Densitometry

CT – Computed Tomography

MG – Mammography

NM – Nuclear Medicine

MR – Magnetic Resonance Imaging

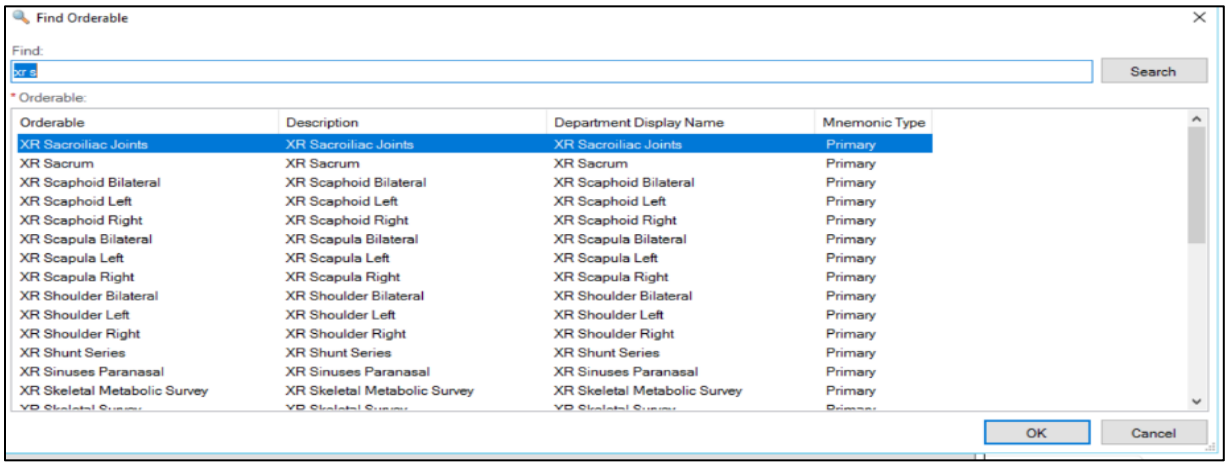
IR – Interventional Radiology

US – Ultrasound/Echocardiography

XR – Xray

VL – Vascular Lab

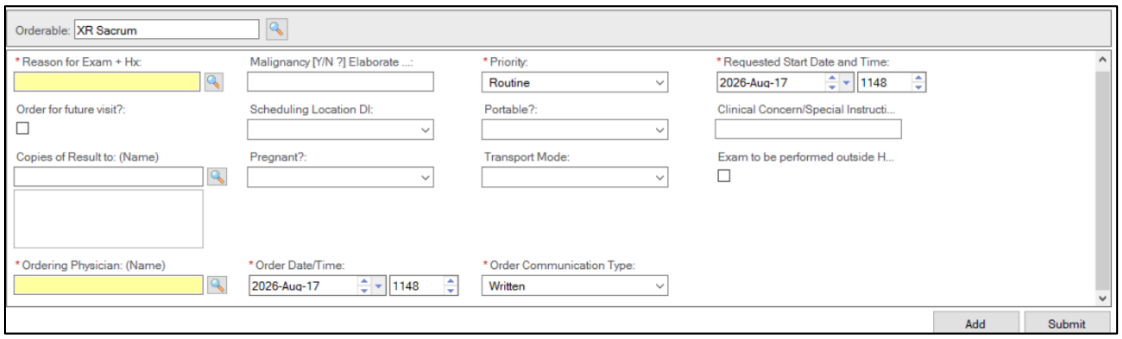
For example:

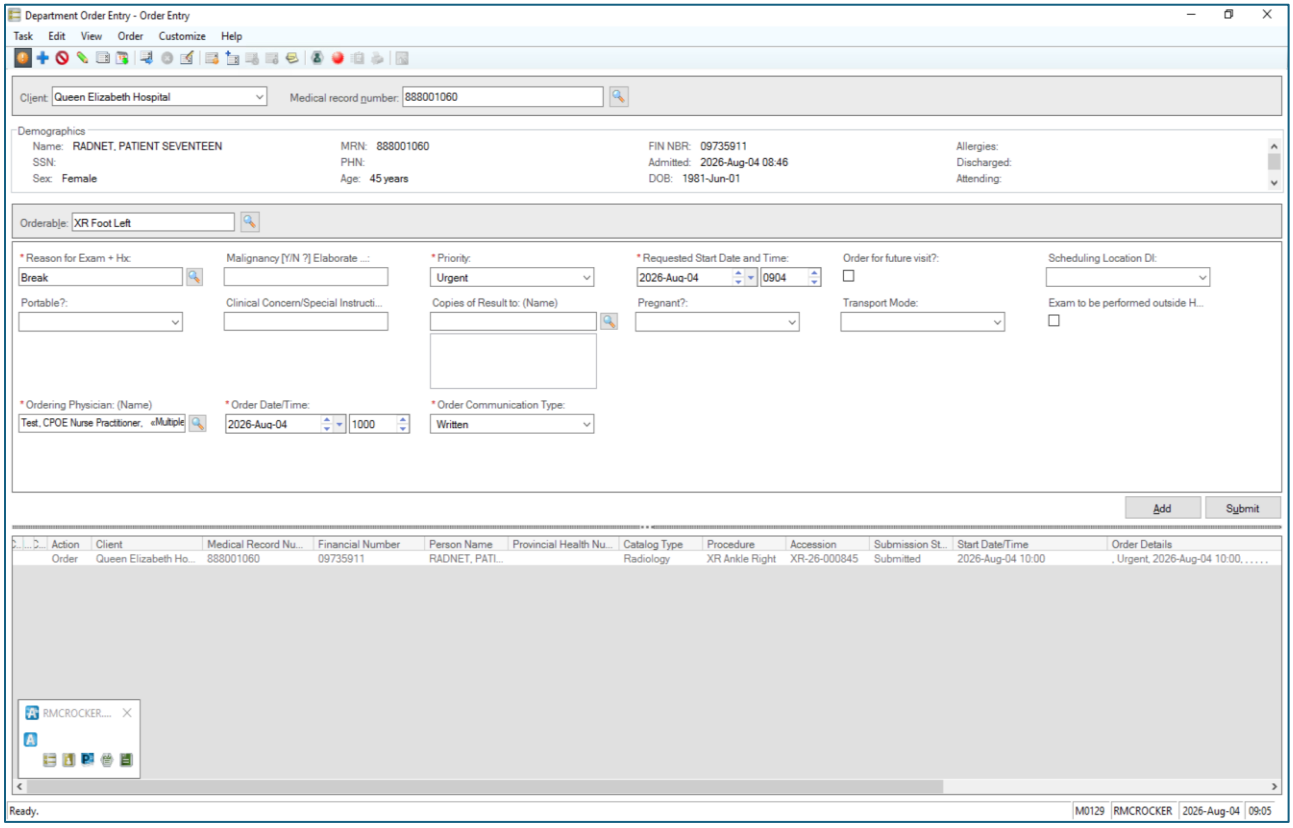


Select the required order with the correct laterality/side if applicable and click OK.

Required fields window opens.

The fields highlighted in yellow are MANDATORY fields.

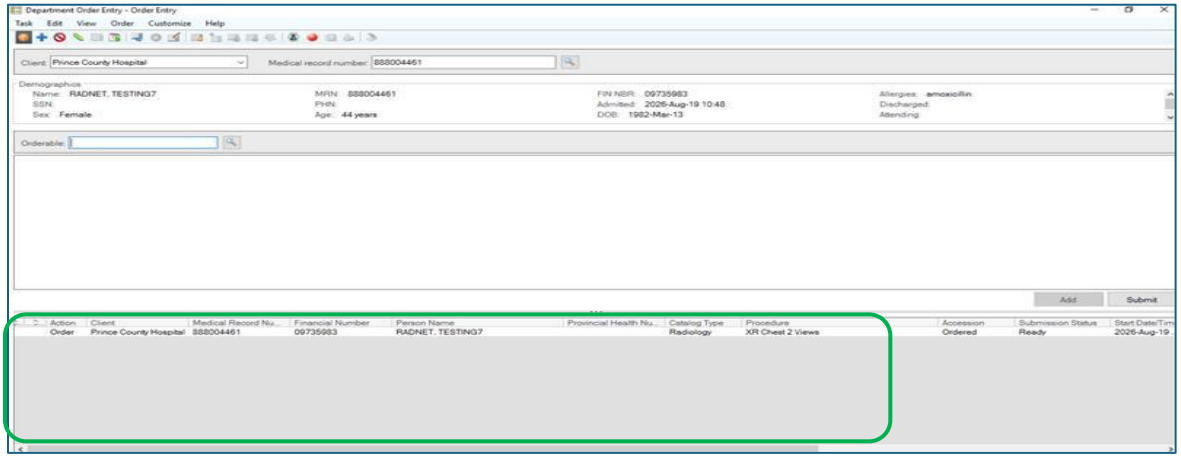




Ensure to fill in the following fields:

- Reason for exam (see req) (mammo exams they can enter the actual reason for exam same as their current process)
- Priority
- Requested Start Date and Time (adjust this if entering for a later time that day)
- Scheduling Location DI (which facility)
- Copies of Results to
- Ordering physician name
- Order Date/Time (should default to today and now)
- Click Add

If entering only one order, click submit. If adding multiple orders, click ADD after each order and click submit when done. By pressing add, the order is being moved to the “Scratch Pad” below.



The Scratch Pad is a temporary holding area for radiology orders before submitting them to the work list.

Click submit when ready to place the order. An accession # will be populated.

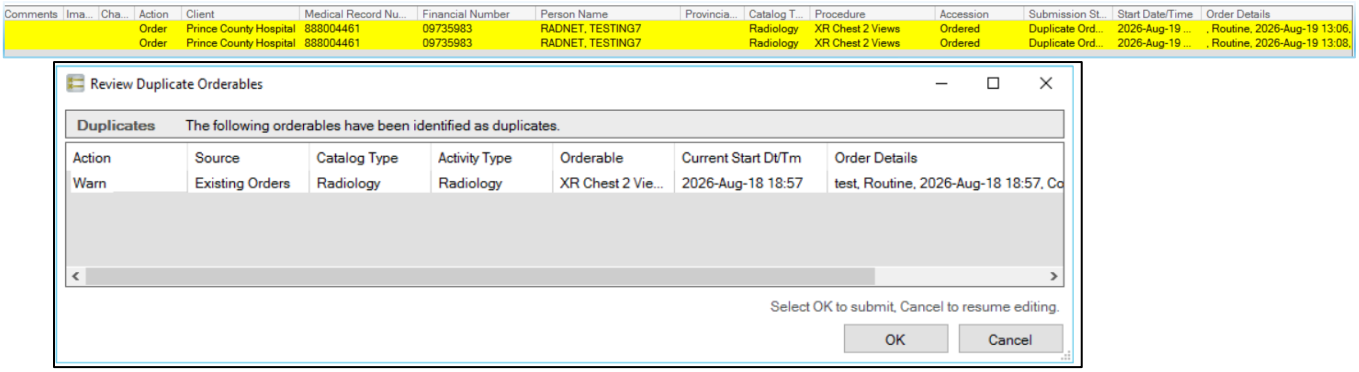
Exams ordered through the DOE do not need to be Checked In.

Duplicate Checking

A duplicate alert will occur if the same exam is ordered more than once within 24 hours. These orders will be highlighted in yellow in the Scratch Pad.

Click the “view submission error” button in the banner bar at the top. 

The “Review Duplicate Orderable” window opens



If the patient is supposed to receive the same exam more than once within 24 hours, click Ok to submit the order.

If the order was placed by mistake and the patient is **not** supposed to receive the same exam again, click Cancel. Highlight the exam in the scratch pad, then click the Remove Order from Scratchpad icon in the toolbar.

 (Remove Order Icon)

Inquiring about Person Schedules/Exam History

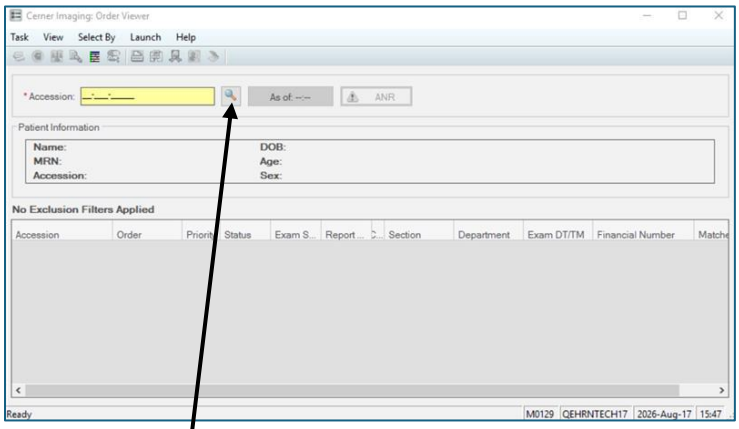
To view/inquire about a person's schedule, there are two ways you can do this.

1) **Through the Order Viewer App**:

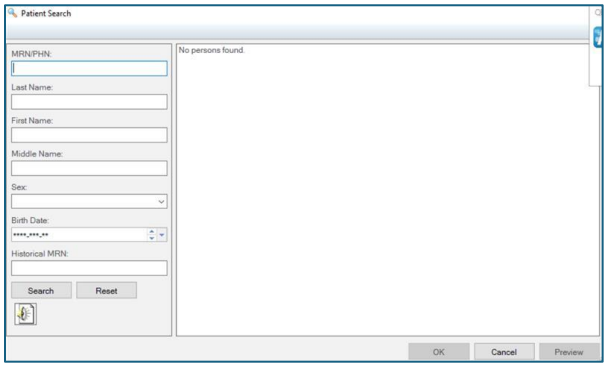
 (Grey/Green Icon)

To view previous patient's exam history, click on this icon.

This should be used to review the patients DI exam file prior to scheduling or entering an order into the Request List, to ensure the patient has not just had the exam done recently, is not already scheduled for that same exam, or the order is not already pending in the request list. This is also helpful if you notice the patient has either another order pending for the same modality or is already scheduled for another exam of the same modality as then we can see if we can merge the exams and have them done together.

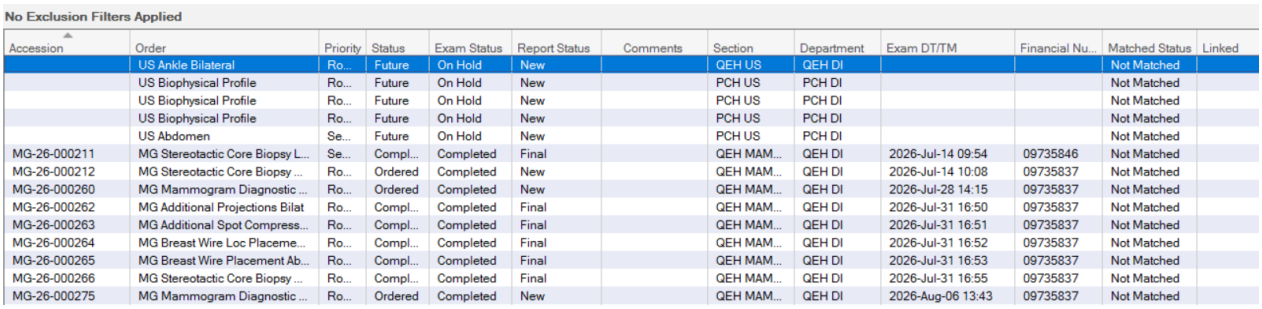


Click the magnifying glass to search the MRN.



Click Search

The patient's entire list of orders will populate.



No Exclusion Filters Applied

Accession	Order	Priority	Status	Exam Status	Report Status	Comments	Section	Department	Exam DT/TM	Financial Nu...	Matched Status	Linked
	US Ankle Bilateral	Ro...	Future	On Hold	New		QEH US	QEH DI			Not Matched	
	US Biophysical Profile	Ro...	Future	On Hold	New		PCH US	PCH DI			Not Matched	
	US Biophysical Profile	Ro...	Future	On Hold	New		PCH US	PCH DI			Not Matched	
	US Biophysical Profile	Ro...	Future	On Hold	New		PCH US	PCH DI			Not Matched	
	US Abdomen	Se...	Future	On Hold	New		PCH US	PCH DI			Not Matched	
MG-26-000211	MG Stereotactic Core Biopsy L...	Se...	Compl...	Completed	Final		QEH MAM...	QEH DI	2026-Jul-14 09:54	09735846	Not Matched	
MG-26-000212	MG Stereotactic Core Biopsy ...	Ro...	Ordered	Completed	New		QEH MAM...	QEH DI	2026-Jul-14 10:08	09735837	Not Matched	
MG-26-000260	MG Mammogram Diagnostic ...	Ro...	Ordered	Completed	New		QEH MAM...	QEH DI	2026-Jul-28 14:15	09735837	Not Matched	
MG-26-000262	MG Additional Projections Bilat	Ro...	Compl...	Completed	Final		QEH MAM...	QEH DI	2026-Jul-31 16:50	09735837	Not Matched	
MG-26-000263	MG Additional Spot Compress...	Ro...	Compl...	Completed	Final		QEH MAM...	QEH DI	2026-Jul-31 16:51	09735837	Not Matched	
MG-26-000264	MG Breast Wire Loc Placeme...	Ro...	Compl...	Completed	Final		QEH MAM...	QEH DI	2026-Jul-31 16:52	09735837	Not Matched	
MG-26-000265	MG Breast Wire Placement Ab...	Ro...	Compl...	Completed	Final		QEH MAM...	QEH DI	2026-Jul-31 16:53	09735837	Not Matched	
MG-26-000266	MG Stereotactic Core Biopsy ...	Ro...	Compl...	Completed	Final		QEH MAM...	QEH DI	2026-Jul-31 16:55	09735837	Not Matched	
MG-26-000275	MG Mammogram Diagnostic ...	Ro...	Ordered	Completed	New		QEH MAM...	QEH DI	2026-Aug-06 13:43	09735837	Not Matched	

Here you can see the accession number assigned to an order (for ones that are registered and checked in). You can also see the FIN which is the encounter number.

Guide and Explanation for what you may see:

Future on Hold –

- The exam is either in the request list (if it shows virtual/VR dept/section). If you double click on the order a new window will open and where the requested start date and time is will show either the date (if in the past) when the order was entered or the timeframe the appointment is due (if in the future) (timed exams/clinics).
- The exam has been scheduled (if it shows facility/modality for section/Dept). If you double click on one of these orders it will show in the requested start date and time the scheduled appointment date and time.

Ordered-Started – The patient is here; the exam has been started but not completed yet.

Ordered-Ordered – The exam has been scheduled, patient is here, registered and checked in.

Ordered-Completed – The exam has been done. The date/time the exam was completed will show in the Exam DT/TM column. If the Report status shows New – the exam has not been reported by the Radiologist yet (no report available) and if the Report status shows Final – there is a report available for this exam in which you can double click the order/exam and the report will populate where you can view or print it.

Cancelled – Replaced – The order was cancelled and replaced as it was modified or changed in some way. If you double click on it, you will see the cancel reason as exam replaced and replace reason which for example some will show advised by radiologist (for the ones we modify when they come back after being protocolled).

When a patient is discharged from their encounter, any pending DI orders associated with that encounter will be changed to “Discontinued” status. These will appear as “Cancelled” in the Online Work List. This could be if the patient had orders placed while they were an inpatient or in Emerg and then they were discharged, those orders will cancel and show as discontinued. If these still need to be completed, the clerical will have to re-enter the order into Radnet Request list or schedule them.

To distinguish a Discontinued exam from a Cancelled exam in Online Work List, double click the exam to open the Order Detail Inquiry window.

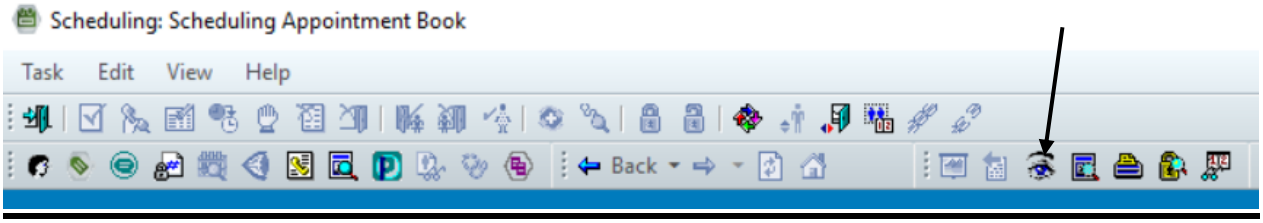
Discontinued exams will not have a cancel reason associated with the exam.

2) **Through the Scheduling Appointment Book App** in Appointment/Schedule Inquiry Icon (Please note, this process will not show completed exams):



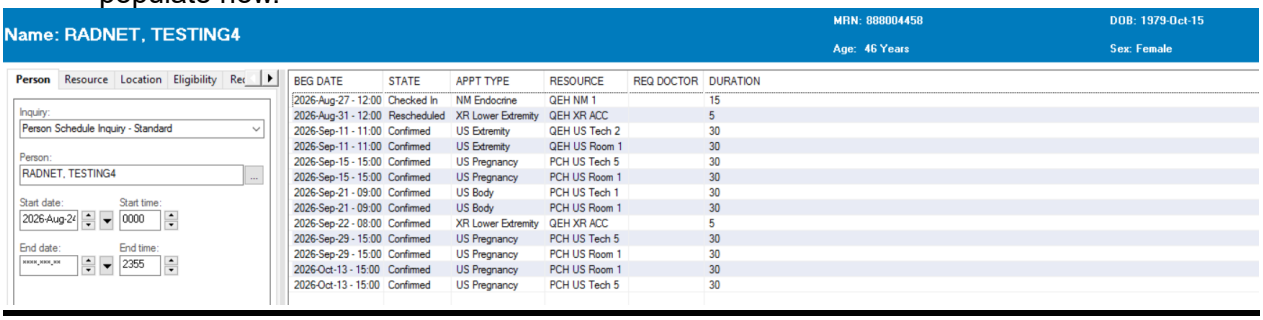
Appointment/Schedule Inquiry window allows the ability to enter the parameters required to view the schedule associated with a specific person. There are two options available for using the Schedule Inquiry window: The Person tab and the Request List tab. Each of these is described below, along with the elements that are available under each heading.

First is to click the Inquiry button located at the top of your screen in the Scheduling Appointment Book App.



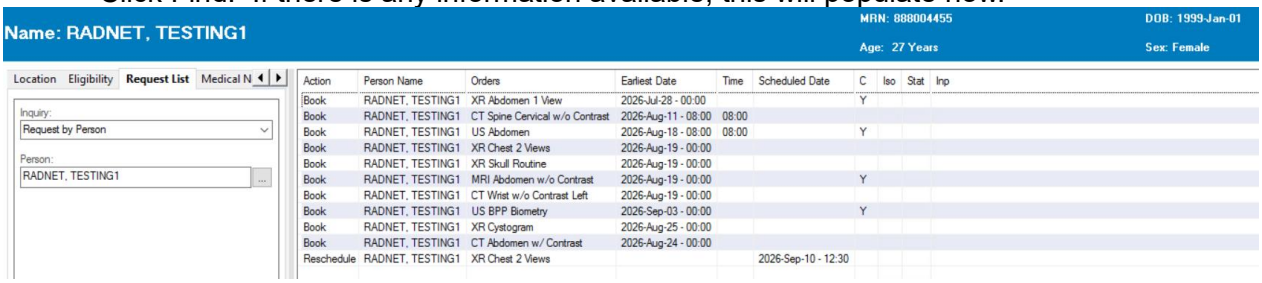
To see if the patient is already scheduled or checked in for an appointment:
Click on the Person Tab

- Inquiry – select Person Schedule Inquiry – Standard
- Person – Click the button in this field and a new window will open where you can search by MRN. Enter the patient's MRN and click enter or search. Ensure you have the correct patient then click Ok.
- Dates – you can enter a timeframe of what you want to search so you can search by today or you can go back a month or a year.
- Once you have completed these, click Find. If there is any information available, this will populate now.



To see if the patient has an order already placed in the request list:
Click the Request List Tab

- Inquiry – Request by Person
- Person - Click the button in this field and a new window will open where you can search by MRN. Enter the patient's MRN and click enter or search. Ensure you have the correct patient then click Ok.
- Click Find. If there is any information available, this will populate now.

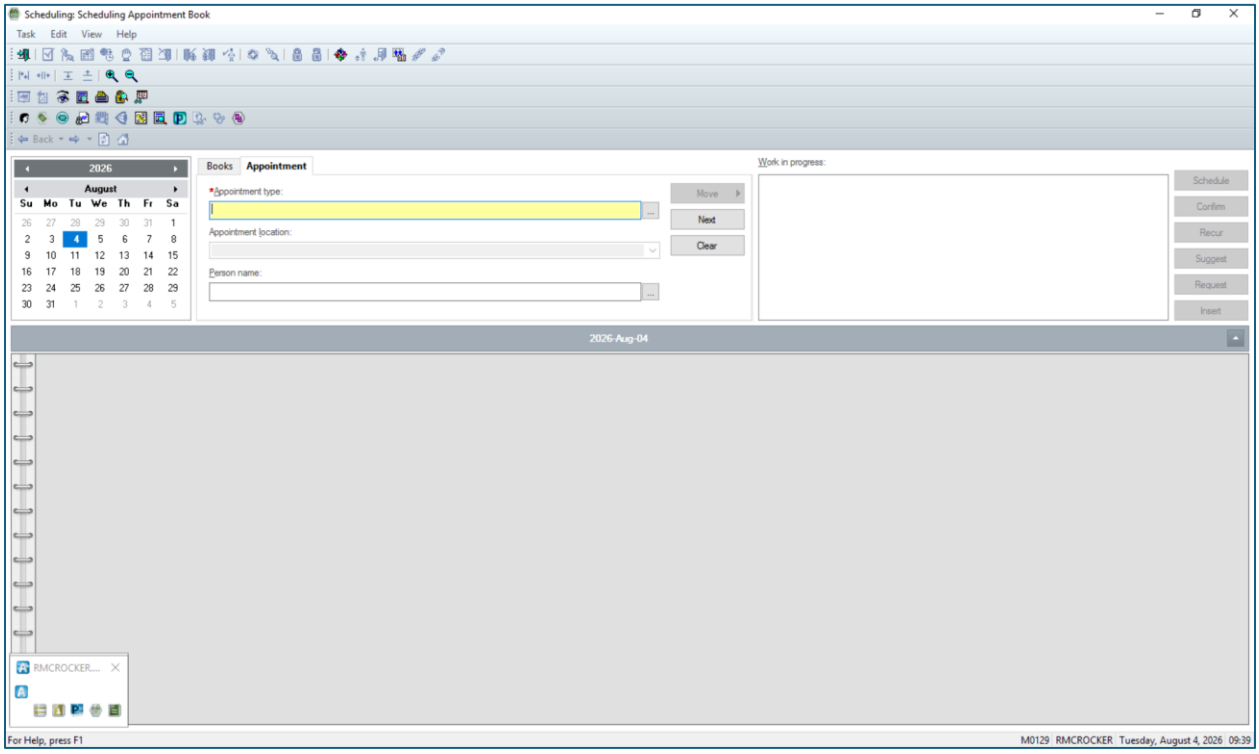


Order to Waitlist (Order Queue/Request List)

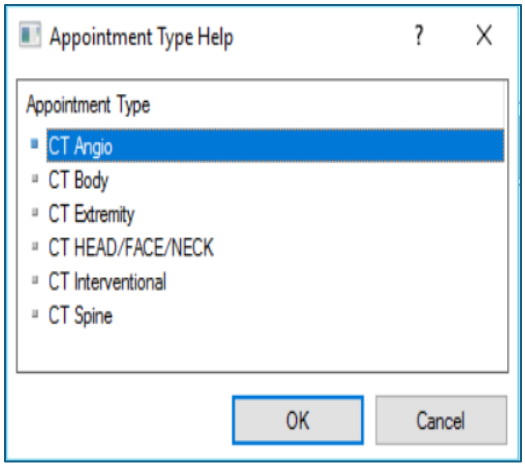
When a requisition is received in DI it needs to be entered into RadNet. As per our DI processes, prior to entering an order in the request list (order queue), we need to ensure the patient does not already have the same/similar order pending in the request list, the exam has not already been done (completed or finalized), or the exam is not currently scheduled. Orders placed through PowerChart will also appear in the Request List.

- You can view the patient's exam list (orders in request list pending, orders scheduled, or orders done) on the Order Viewer App.
- You can go into the Appointment/Schedule Inquiry Icon to view if the patient has an order placed already via the Request List Tab (Inquiry: Request by person), or to view if the patient is already scheduled or checked in for an appointment via the Person Tab (Inquiry: Person Schedule Inquiry-Standard and adjust the range of dates you are looking into.

To enter/add a request to the request list/waitlist, go to Scheduling Appointment Book: 

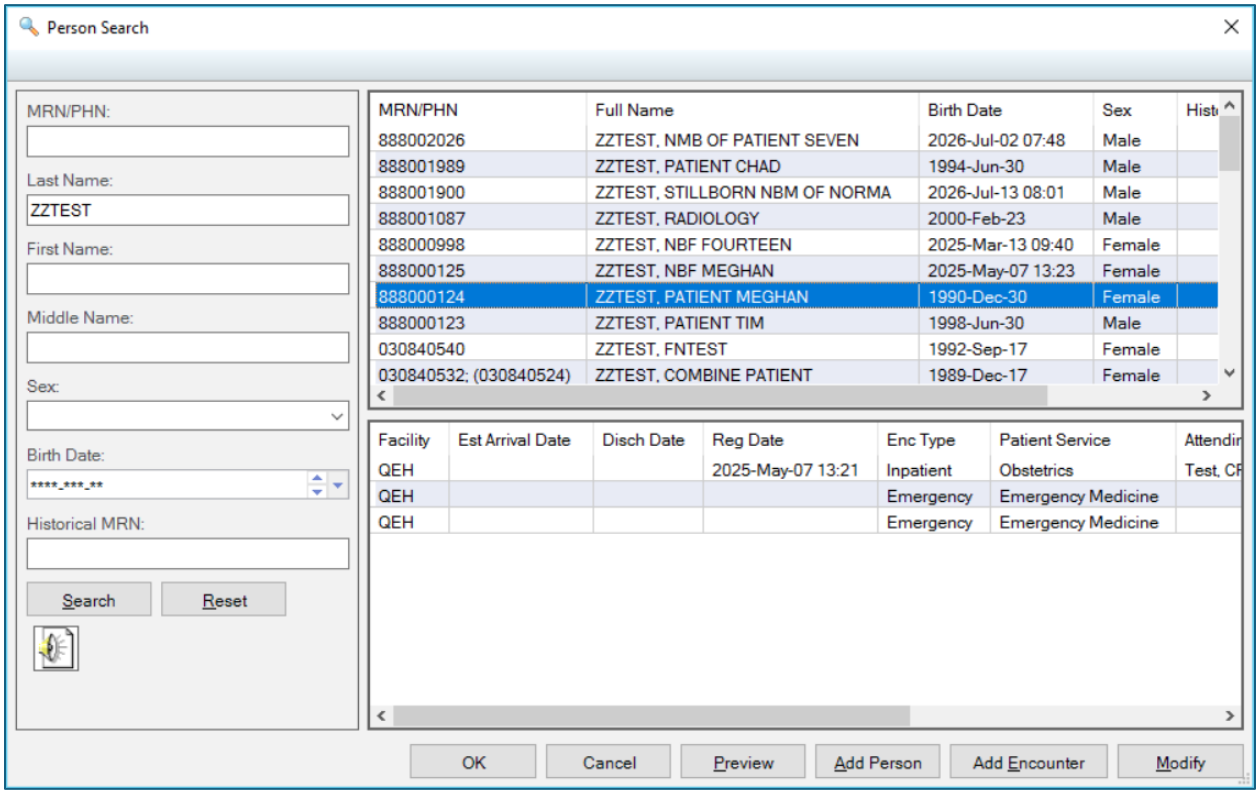


Fill in Appointment Type field – Ex CT and hit enter and this screen will appear.



Select the appointment location, which is the next field to complete below the Appointment Type Field. (ex DI QEH or DI PCH)

Click on Patient and this window will appear. Enter MRN. Do not highlight any encounters. Click Ok.

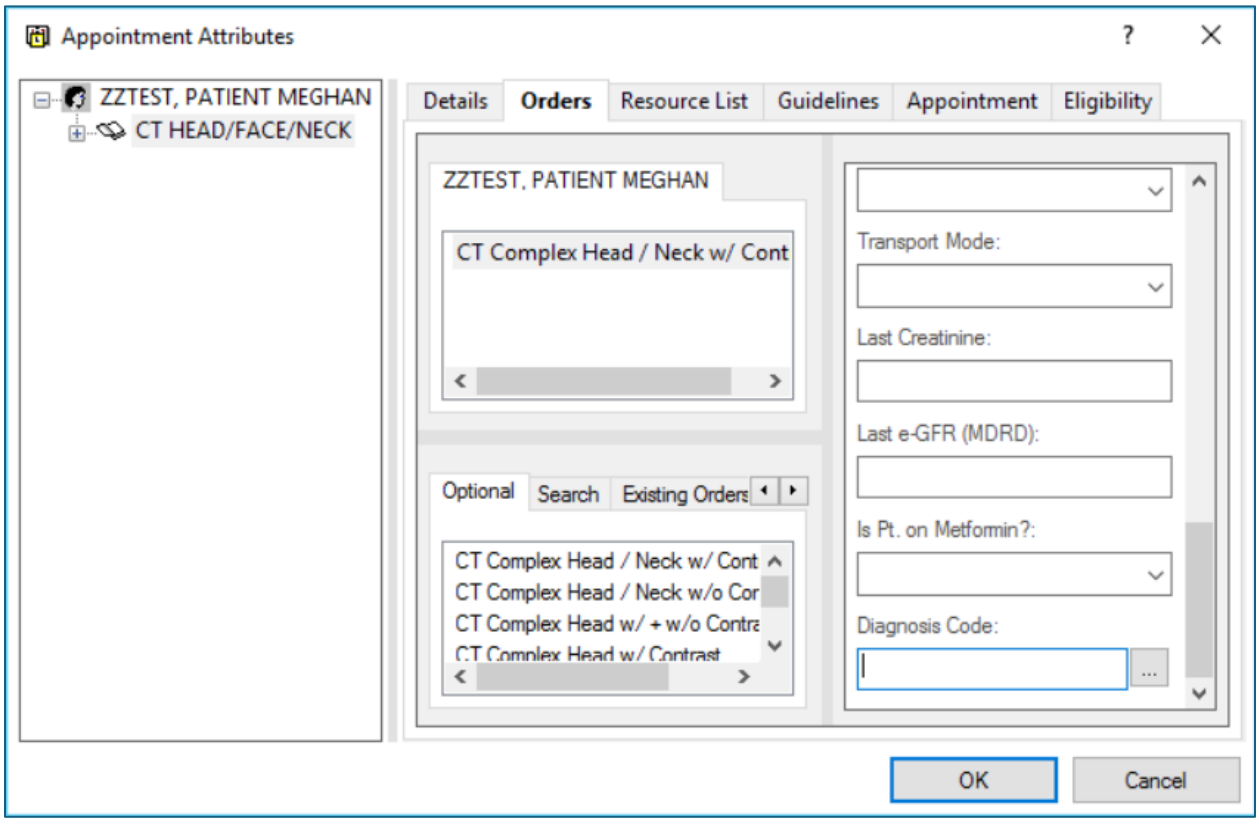


Complete the rest of the fields which include Ordering Physician, Reason for Exam (See Req), and Priority.

Add any scheduling comments that are needed.

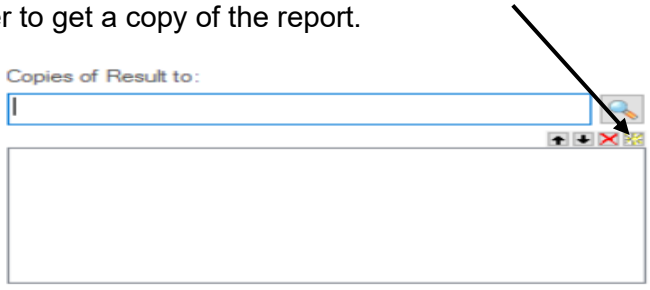
Click on Move.

This window will appear. Double click on the exam wanted.

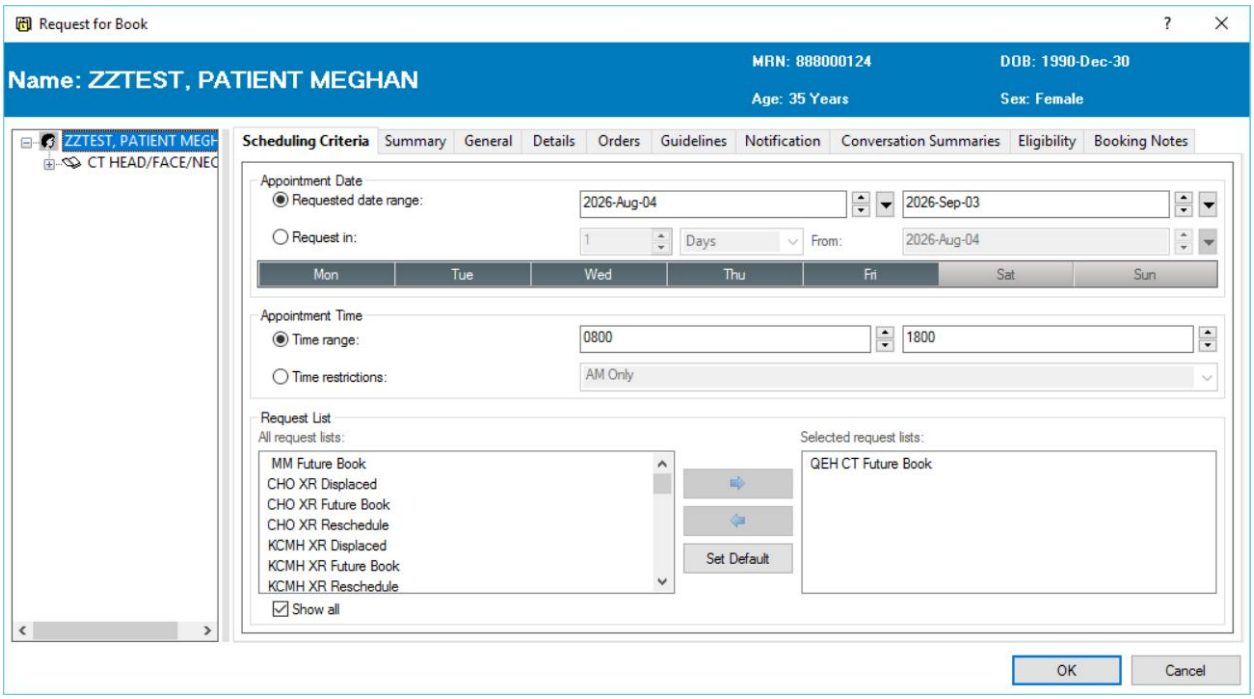


Complete the mandatory fields – (Reason for Exam, Priority, Requested date and time - which auto populates to today's date/time, should automatically populate in these fields since they were completed when starting the order. If there is extra copies to go to other providers, please add them in the Copies of Results To field. Click OK.

When entering providers in the Copies To field, click the yellow button, if you require adding more than one provider to get a copy of the report.



The order is now in your Work In Progress Field. Click Request. This window will appear.



Complete the requested date range fields.

- If the order is a clinic, enter the first date field as 1st day of month it is due and second date field as last day of month it is due (for example, the exam is due to be done in May 2027, so you would enter May 01, 2027, and May 31, 2027)
- If the request is routine, semi-urgent, urgent or not indicated, you can leave the requested date range as today's date (this defaults to show one month).
- All requests that are protocolled by a Modality Coordinator or Radiologist are edited afterwards to reflect any changes in the priority and/or requested date range when received back.

Ensure the order is put on the correct request list (future book) in the selected request list field. If not, move what defaulted, back to the left (All requests list) and select the appropriate one from the All-Request List and move it to the right over to the selected request list. Then Click OK.

If you uncheck the "Show All" button below these fields, it should default to your facility and the modality future book for the exam you entered. In this case, you will need to just click the future book and then move it over to the right and click ok.

This order is now on the request list (order queue) in the facility/modality future book that you selected.

Scheduling Appointment Book App

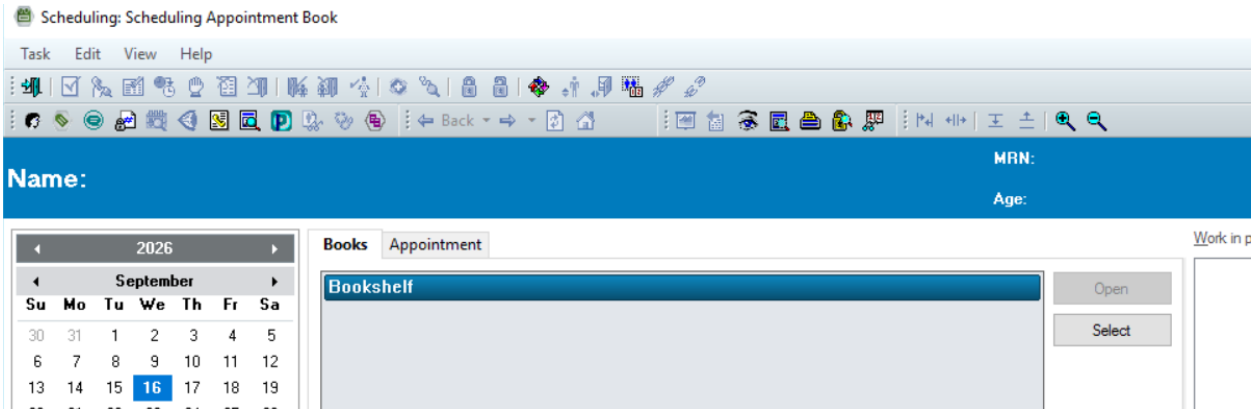
Use this App to schedule exam appointments, enter orders in the request list, and block appointments.

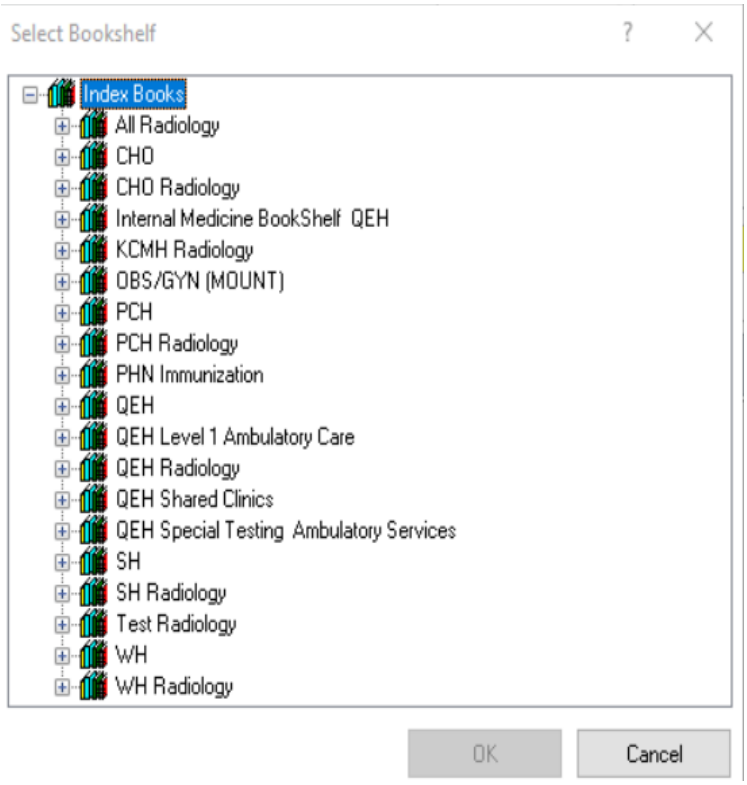
Schedule An Appointment



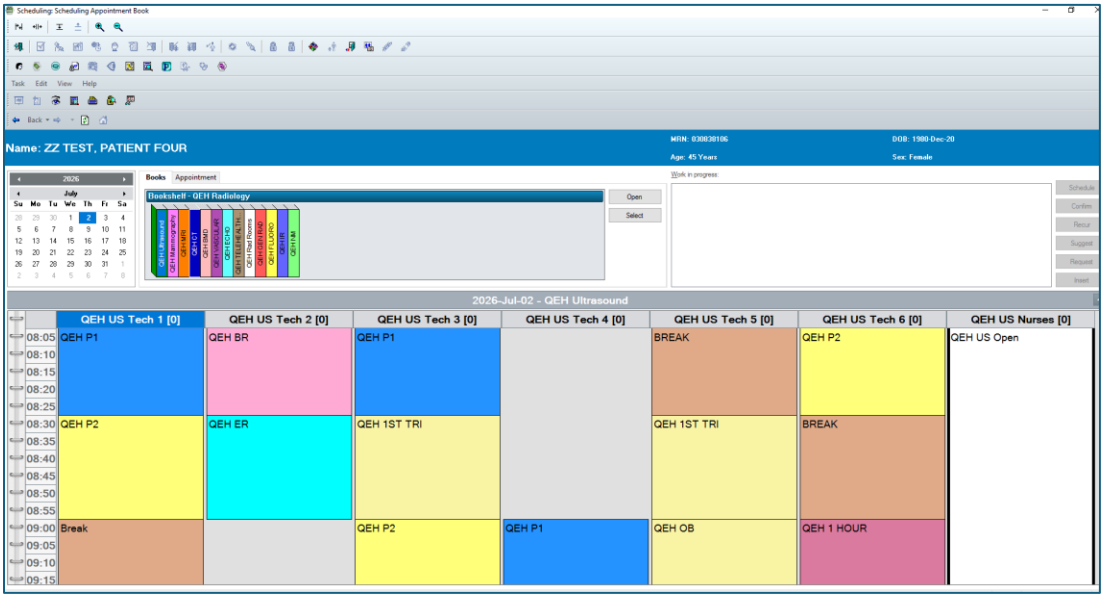
(If a request comes in that day and you have not entered it in the request list yet, and you are permitted to schedule the exam, you could go directly into this app and schedule it instead of placing it in the request list, rather then having to go in and pull it right out to schedule.)

There are several different methods for scheduling an appointment within the Scheduling Appointment Book application. This section will discuss each of those methods and situations where one method is recommended vs the others. First click on the Bookshelf and chose your location. Click OK





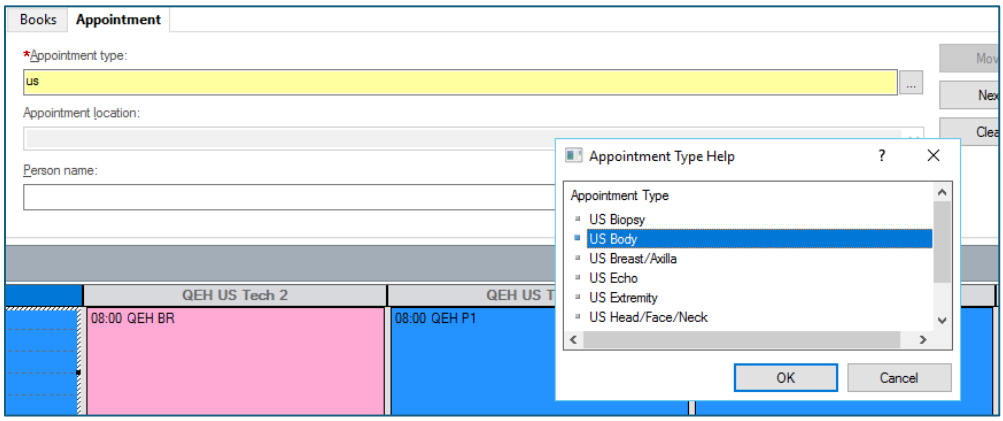
Click the book to open (the book will be highlighted) and then click “OPEN” to open the book. (Double clicking the book will also open it.) Or click on the Bookshelf bar and select a new book from the shelf.



Choose a date from the calendar.

Click on the appointment tab.

Type the first two letters of the Modality, then enter. OR Click on the ellipsis for the Appointment Type Help. Choose the Appointment Types a separate window. click OK



Please note: These may differ from the DOE modality codes.

Codes (Appointment Types)

BMD - Bone Mineral Densitometry

CT – Computed Tomography

MG – Mammography

NM – Nuclear Medicine

MRI – Magnetic Resonance Imaging

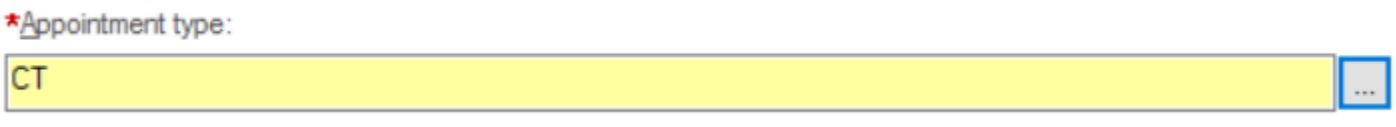
IR – Interventional Radiology

US – Ultrasound/Echocardiography

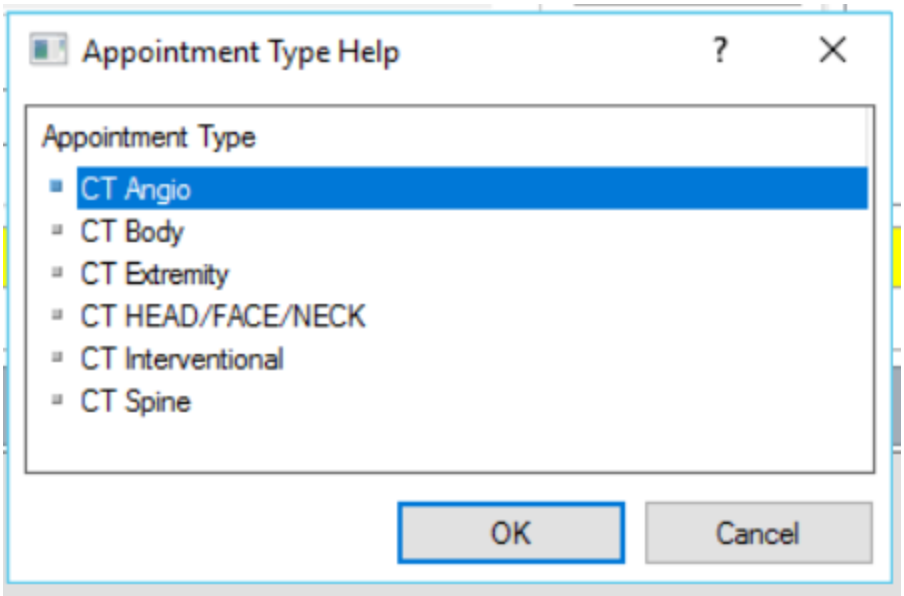
XR – Xray

VAS – Vascular Lab

Click the button with the 3 dots beside it

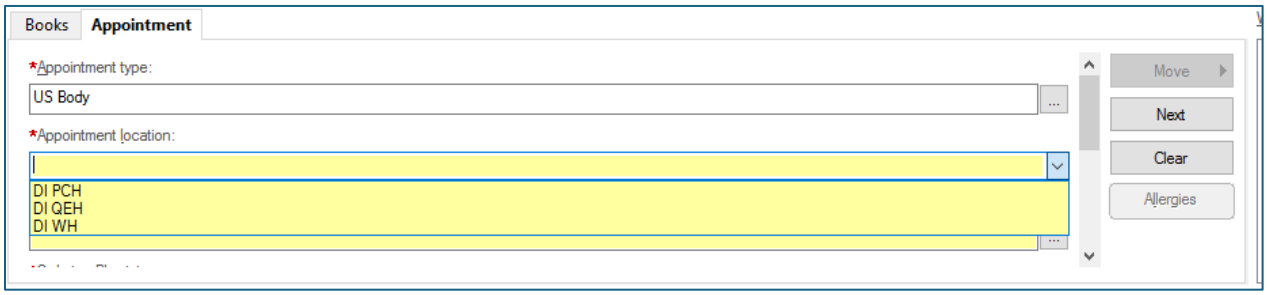


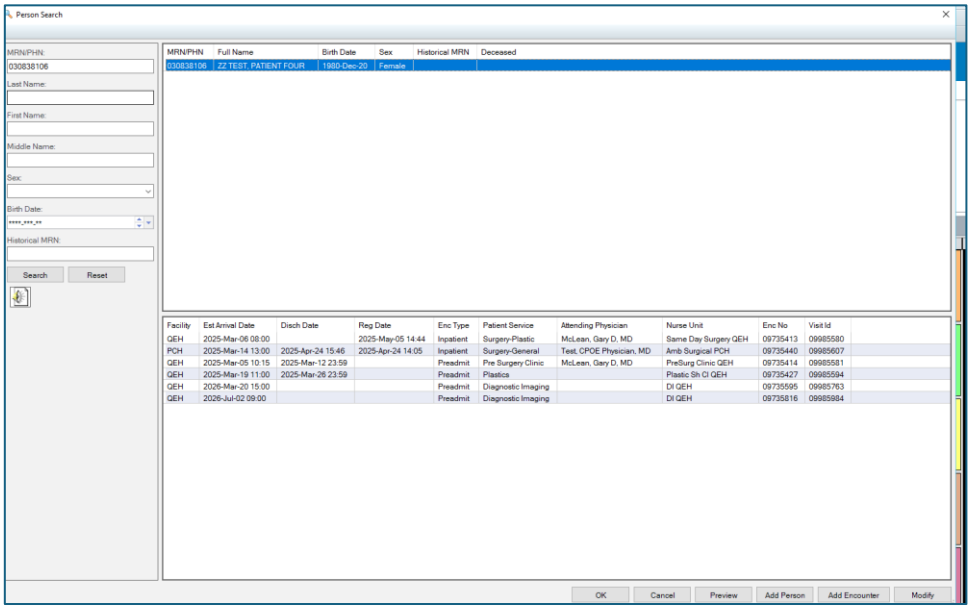
A list of appointment types for that modality code will open. (Refer to your Appt Type spreadsheets)



Choose the appropriate appointment type.

Choose the appointment location from the drop down.



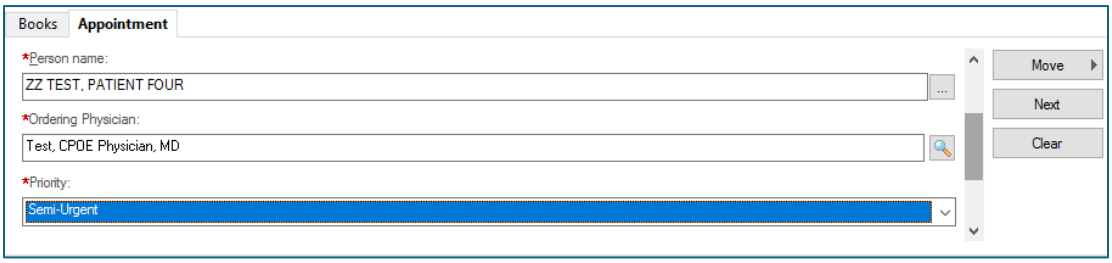


Then Click into the Person Name and press enter. The Person search window appears.

Best Practice is to use the MRN to find the patient.

Select the patient but DO NOT choose an encounter unless it has been confirmed that will still be an Emerg or Inpatient at the time of the appointment.

Click ok. Continue completing the rest of the mandatory fields.



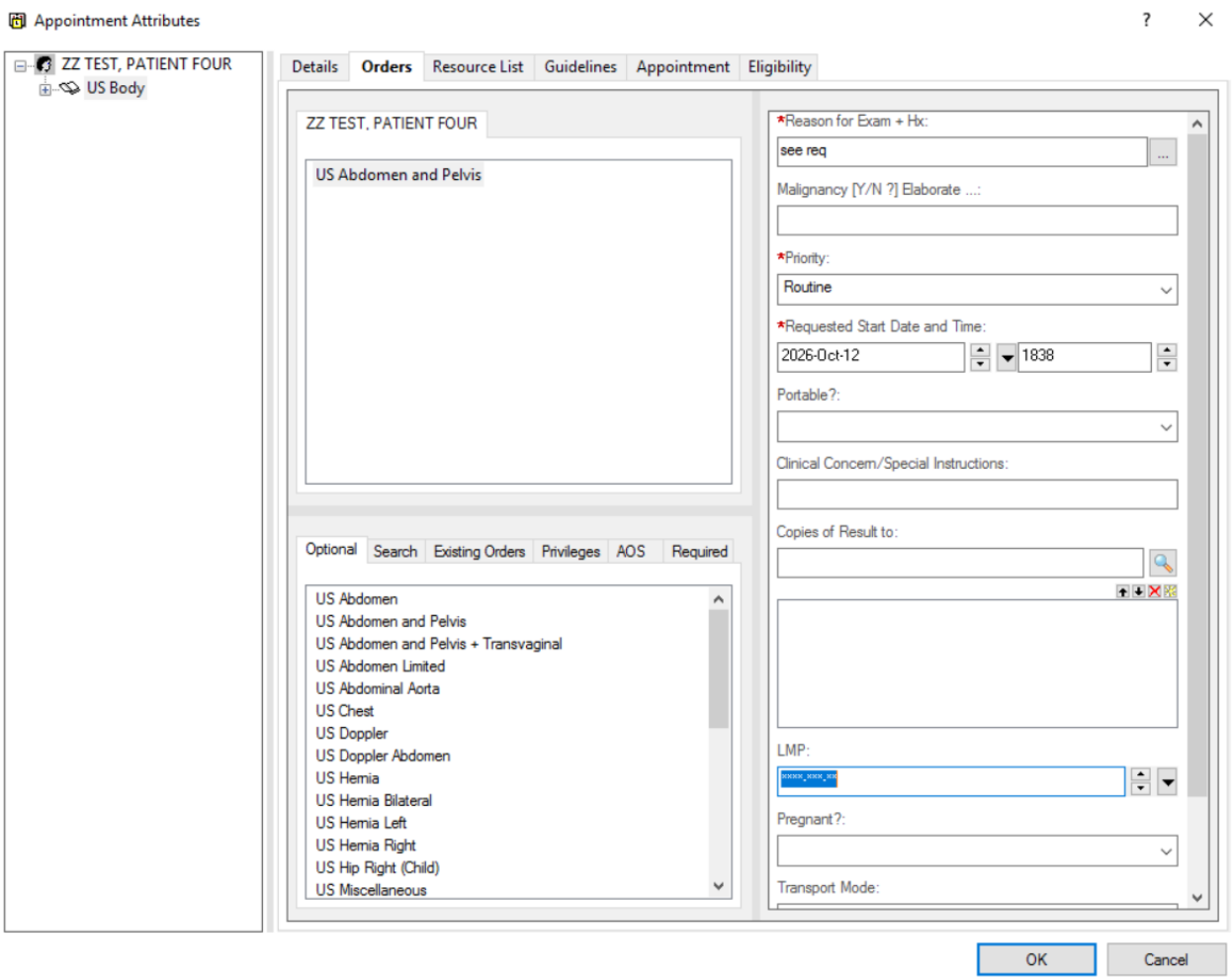
Enter the ordering physician. Search by MRN.

- If the requesting providers are from off-island, a virtual clinic based out of an off-island location, are a Chiropractor, Physiotherapist or a provider from PEI but without a PEI Billing Number use Ordering Radiology Provider then you will add the requesting provider into the Copies To field later.

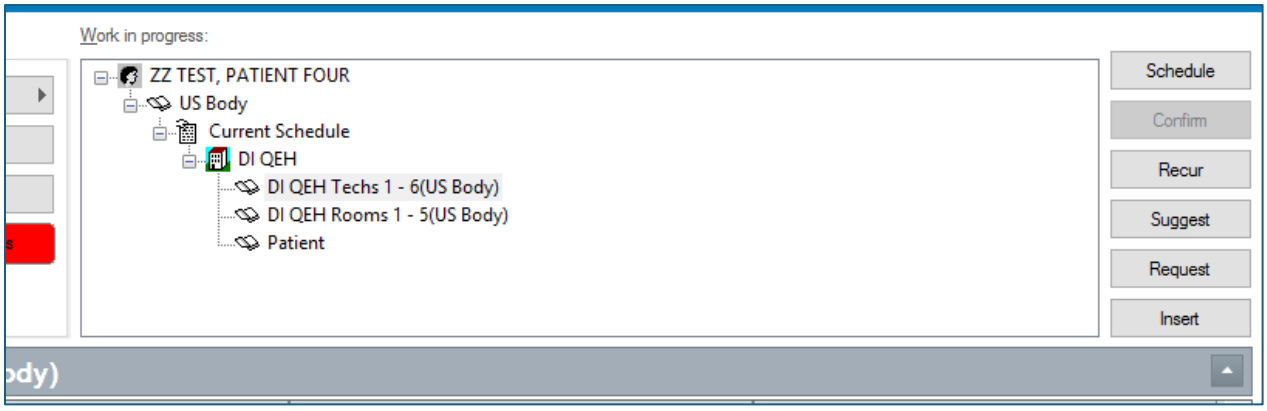
Enter the reason for exam, which will always be See Req, except for Mammography or Vascular Lab exams as they will continue the current workflow and enter pertinent information required. Enter the priority. The default is routine. Enter any scheduling comments.

Then click MOVE.

Appointment attributes window will open. A list of exams will be in the bottom box. Double click on the order, this will populate to the right side of the screen. Complete required fields, then Click OK.



The appointment details will then show in the “Work in Progress” window.



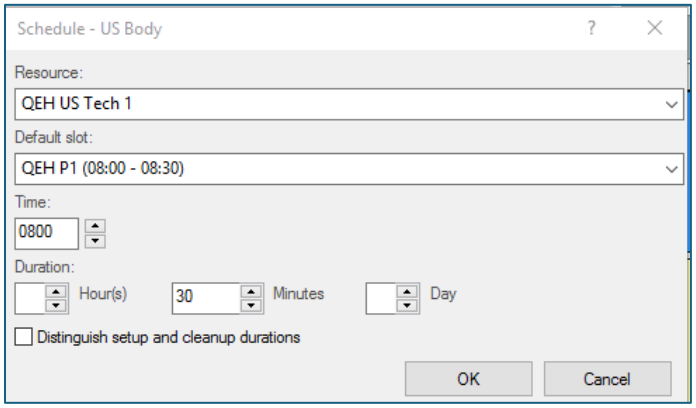
At this point, you can decide which method you want to schedule by, Schedule or Suggest.

Schedule Button Method

If you used Schedule, you will be manually scheduling into the first available appointment slot, even if it is not the appropriate appointment type. You can also click on the calendar to select the preferred date, then click on the appointment time in the schedule template then select Schedule.

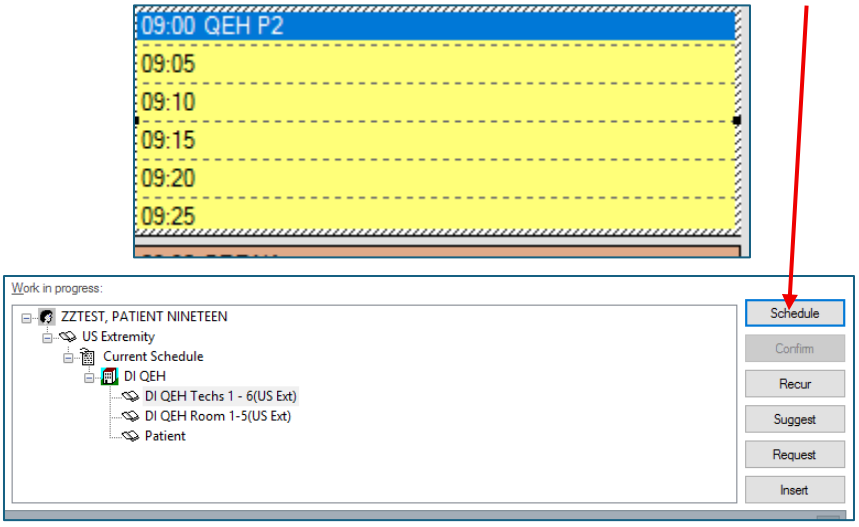
The schedule button allows the user to view the default selections such as duration and slot. Within one window, the user can verify or change the resource, duration, slot, and time using the drop-down boxes that display available options. This option is recommended for booking outside the slot (overbooking) only. It is the **least** recommended method for booking regular appointments as users can accidentally book appointments outside the slot and allow for potential double booking.

Click on the Schedule button. This window pops up. Select a Resource and a Default Slot and click OK to schedule the appointment.

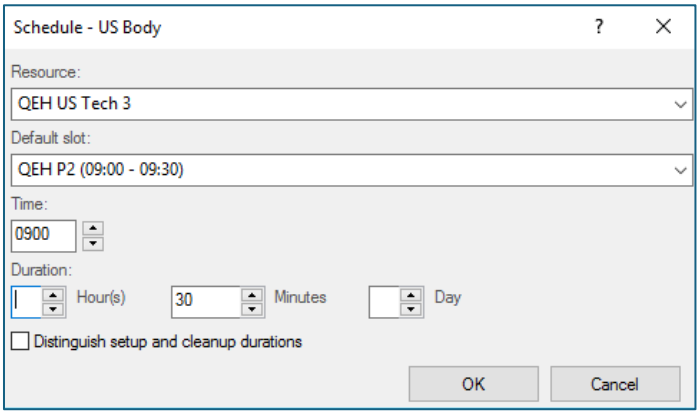


OR

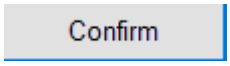
Click into the time and slot to book into, then click Schedule.



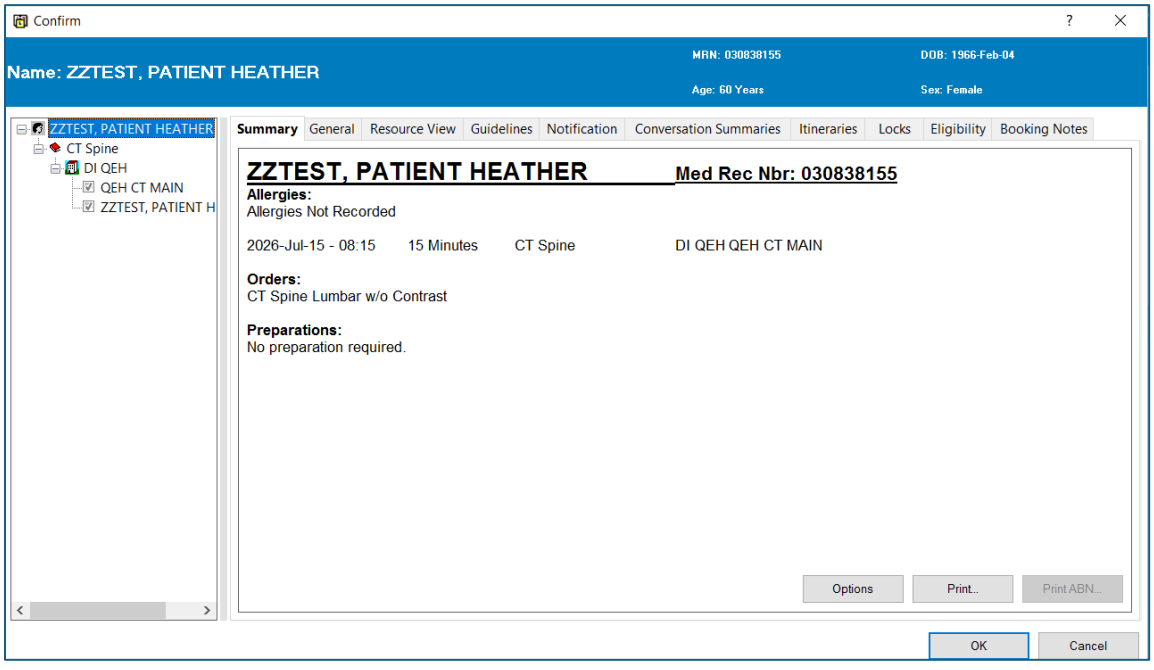
The window that pops up will show the resource, slot, time and duration



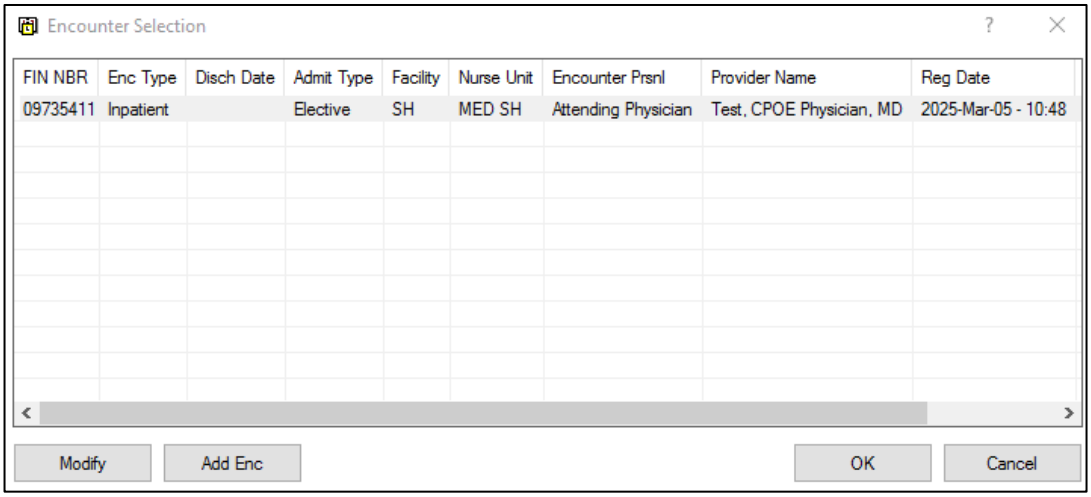
Note the appointment now appears under the resource and in the timeslot previously selected in the Schedule window in a Pending status.

Click 

Confirmation window appears. Click OK

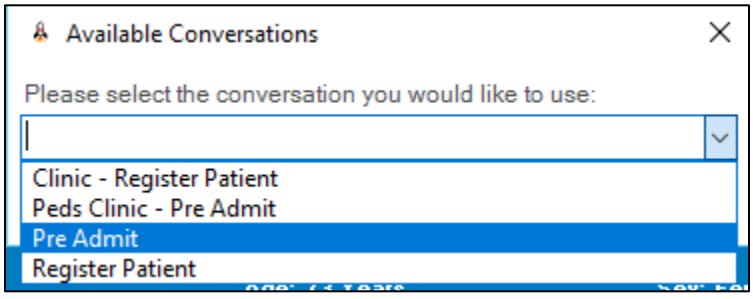


Click OK to close the Confirmation window. The appointment will now display in a Confirmed status. To go back and change the appointment date or time you click cancel and still go back and make the changes.



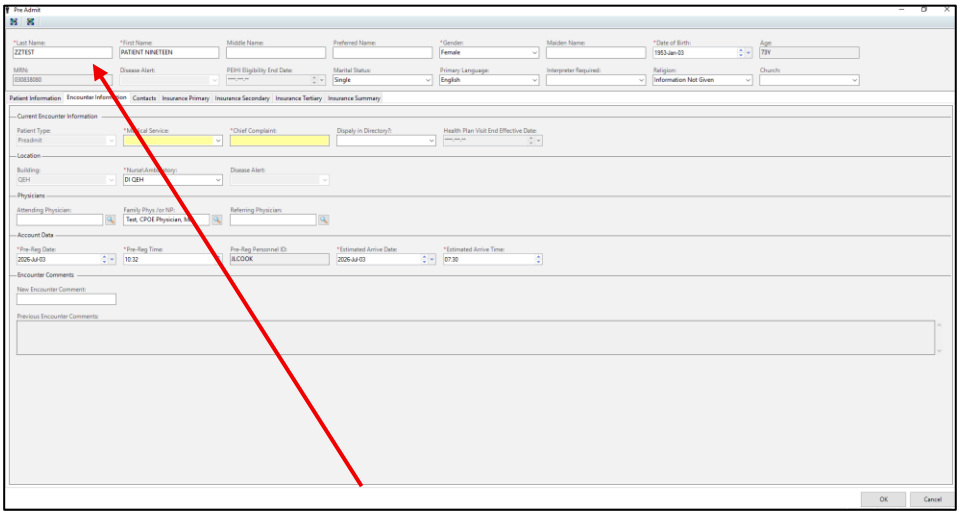
At this point, you can either choose the encounter that it needs to be attached to by highlighting the encounter (if required) and clicking OK OR you can create an encounter by clicking Add Enc.

The Available Conversations window opens. If booking an outpatient appointment, you will choose to Pre-Admit.

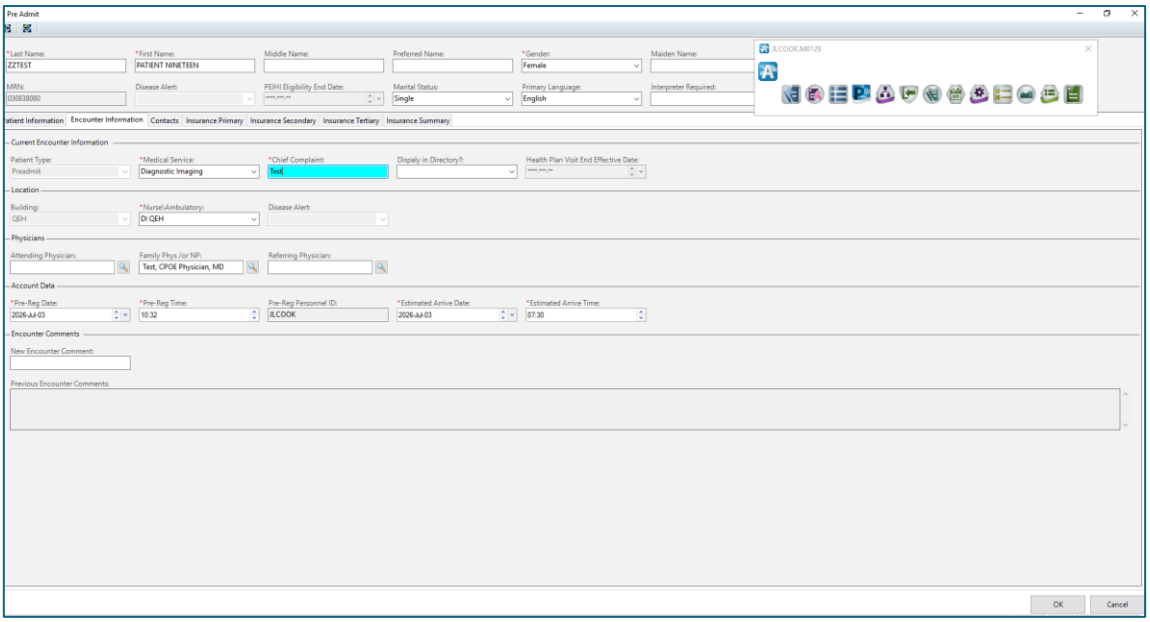


PREADMIT SCREEN OPENS

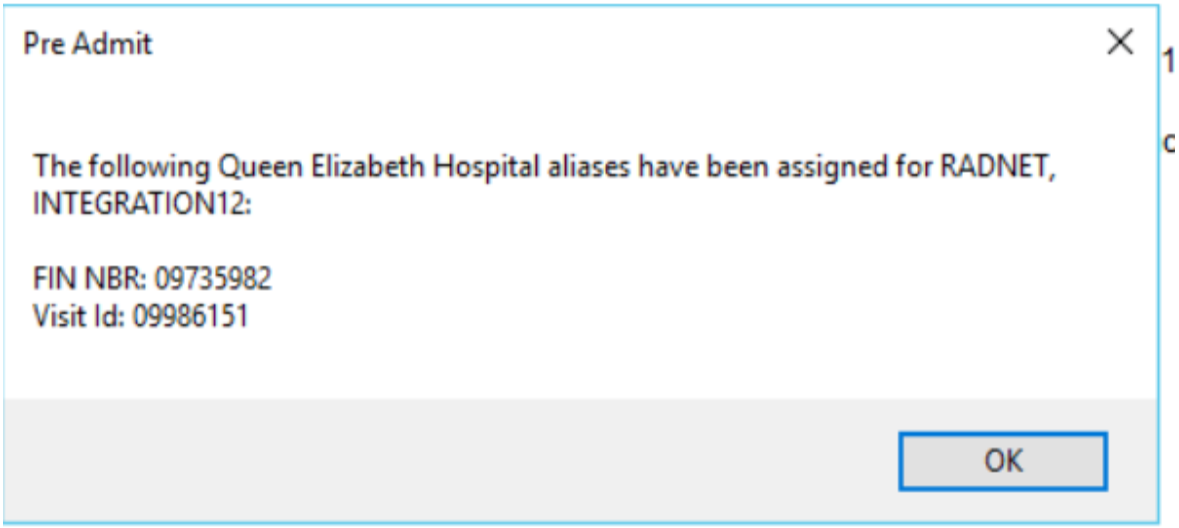
(Patient's Last and First Name, DOB and Gender fields should auto populate. Ensure they are correct)



At this time click on the **Encounter Information** tab.
Complete mandatory fields, "Medical Service, which will be Diagnostic Imaging and Chief Complaint, which should default to what you entered in the Reason for Exam at time of scheduling which usually will be SEE REQ, except for mammography or vascular lab exams.
Click OK
Another message will appear, FIN NBR (also the encounter #): and VISIT Id: number.



Click Ok. Confirmation will pop up.


Pre Admit
The following Queen Elizabeth Hospital aliases have been assigned for RADNET, INTEGRATION12:
FIN NBR: 09735982
Visit Id: 09986151
OK

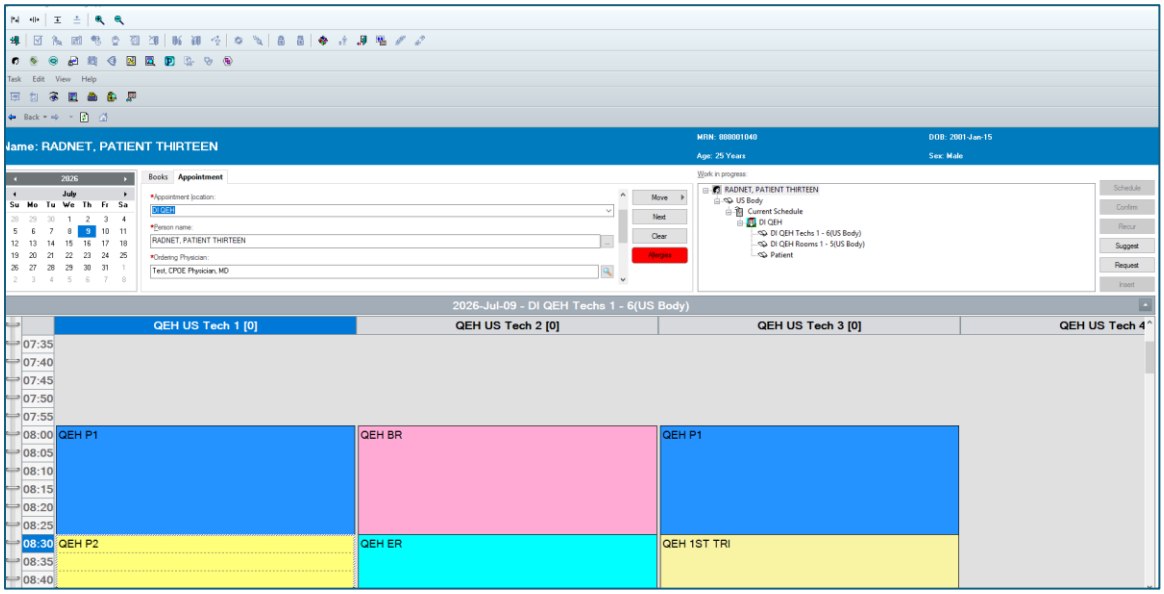
Click Ok

Suggest Button Method

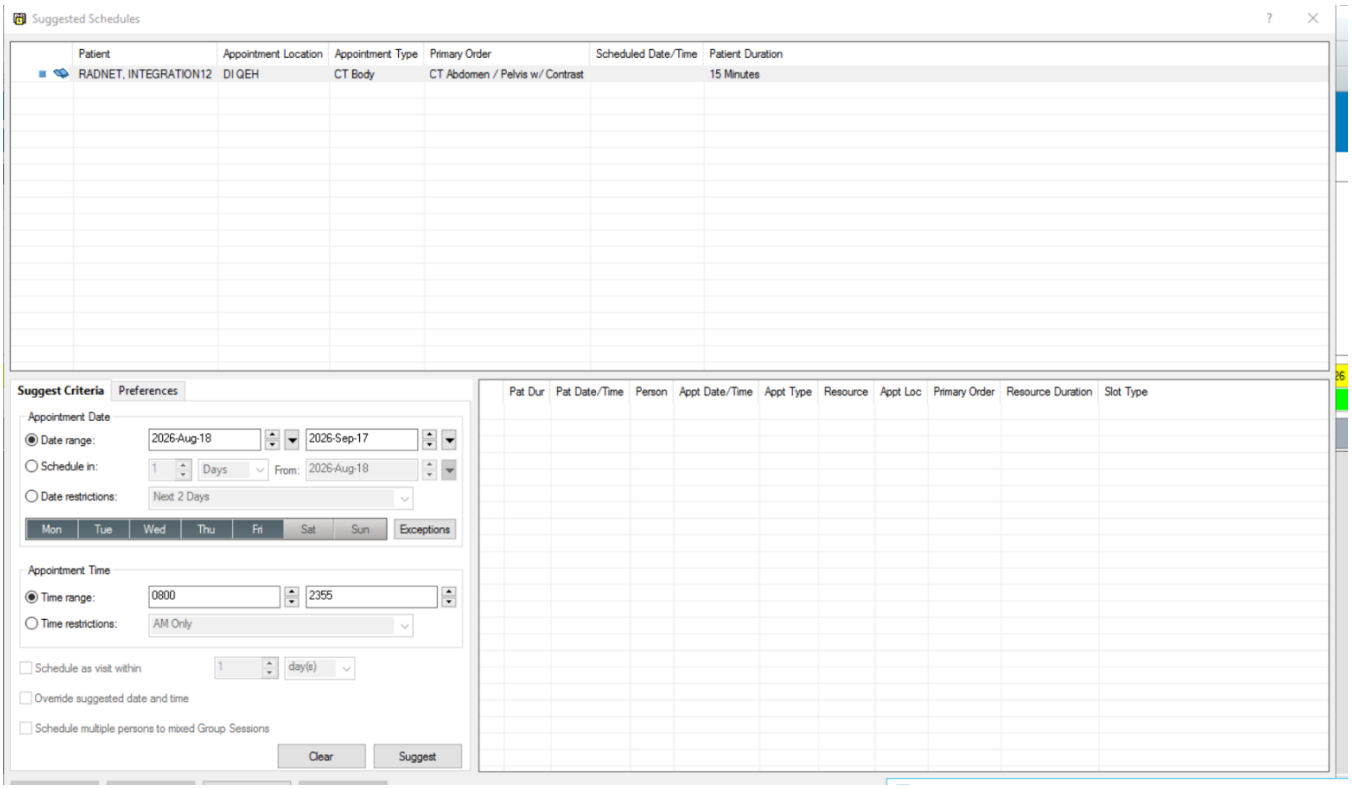
The system can suggest available times at which an appointment can be scheduled based on date and time parameters that you enter. This provides the date and time options from which they can be selected without the requirement of locating available slots manually. This method is recommended for those areas where available appointment times are limited and for more complicated appointments.

To have an appointment booked for a certain resource (which is the specific rooms). First pick the order from the Appointment Attribute then go to the TAB RESOURCE LIST in the top of the screen next to orders tab and a list of the resources will populate and then un-check all the resources except the one you are booking for, this will only pick appointments that are opened to that resource.

With your appointment in the Work In-Progress box, click the Suggest button to open the Suggested Schedules dialog box.



Click suggest. Suggested schedules window will open.

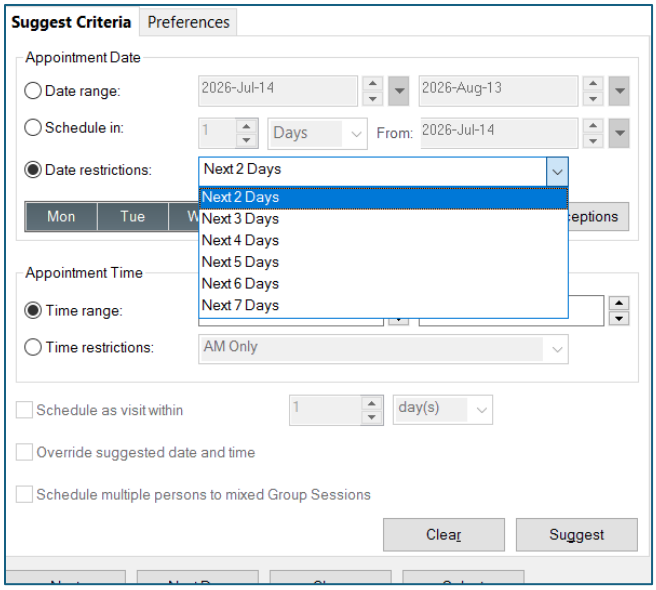


To specify the date range to be considered when the system suggests schedules, select the Date Range option in the Suggest Criteria Box. Enter the Begin date and End date to be considered.

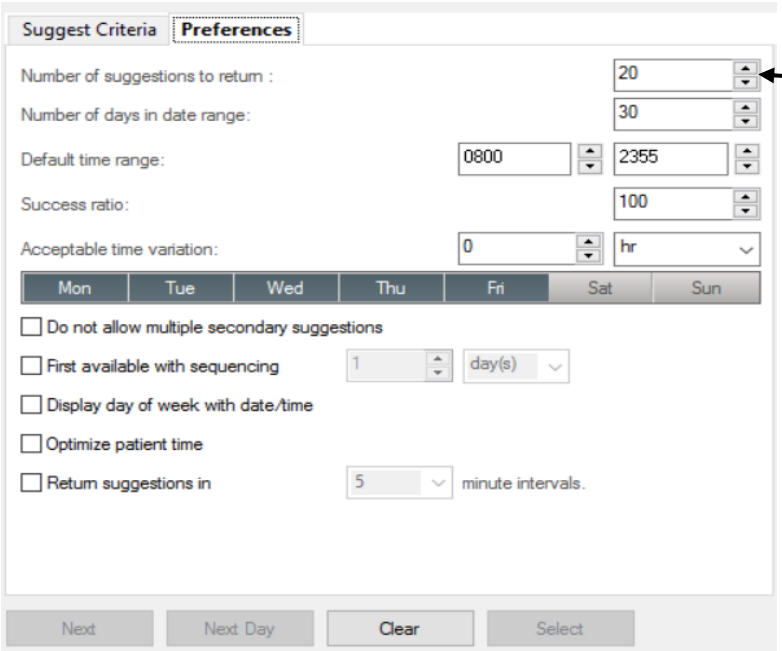
For a defined date range in the Preferences tab, the dates to reflect that preference will default each time you enter this dialog box.

Note: The first time logging on with a new user account, the number of suggestions to return is defaulted to 1. To change this to 10 or 15 to get more than one suggestion.

If a date range doesn't need to be specified, but there is need to restrict the search for available dates, select the Date Restrictions option. After that option is chosen, select restrictions such as "Next 2 Days".

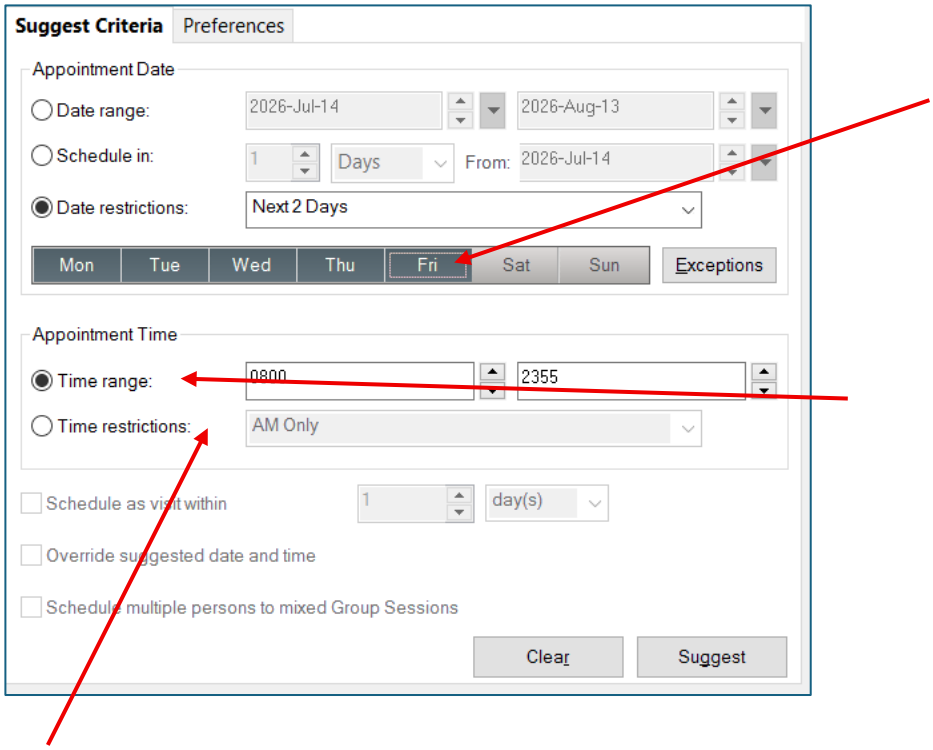


Select the days of the week to be considered when searching for a date to schedule the appointment by clicking the appropriate day of the week buttons. To exclude specific dates, click the Exceptions button to open the Date Exceptions dialog box. For defined preferred days of the week in the Preferences tab, the days to reflect that preference will default each time you enter this dialog box.

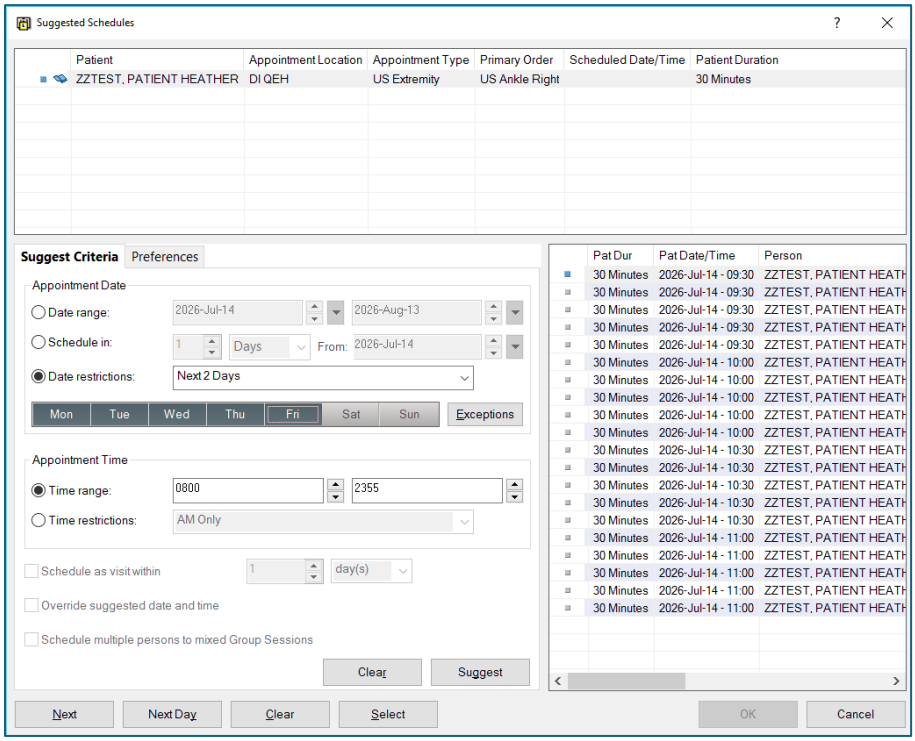


Make sure you set this to more than 1 (at least 20-30)

To specify the time range to be considered when the system suggests schedules, select the Time Range option. Enter the Begin time and End time to be considered. For a defined time-range in the Preferences tab, the times to reflect that preference will default each time the dialog box is entered.



If a specific time range is not wanted, but restricting the search for available times is required, select the Time Restrictions option. After that option is chosen, select restrictions such as "AM Only".



Once you have your time and date range and any other search criteria selected, either click Suggest for the system to display suggested times that the appointment could be scheduled or you can click *Clear* to clear the information displayed and default back to the preferred settings (except for the visit range).

If you click Suggest, a list of appointment time options will populate in the box on the right.

If previously selected the Schedule as visit within option, the Suggested Sequence dialog box is displayed and then specify the order in which the appointment types are to be scheduled.

If the date and time suggested is not wanted, click Next to display the next available time.

If the day suggested is not wanted, click Next Day to display the first available time at which the appointment could be scheduled on the next valid day.

Once a suggested date and time to use has been found, double click. Click OK to close the Suggested Schedules dialog box and schedule the appointment or click Cancel to close the dialog box without scheduling the appointment.

You can override the warnings that this is not an appropriate appointment slot or time frame.

In the work in progress box, the books beside the appointment room and patients should turn red.

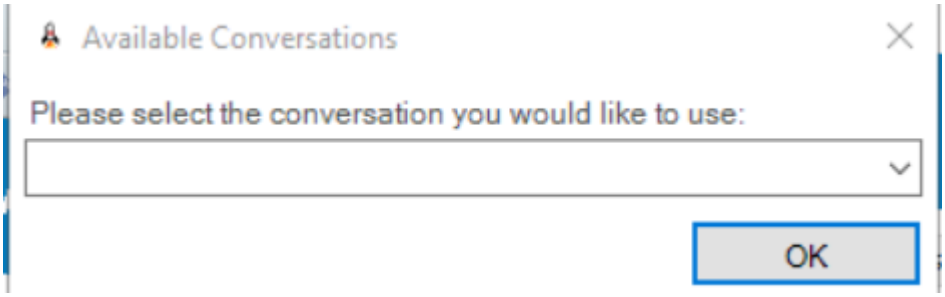
The appointment should appear in the slot on the grid at the bottom. In pending status if you hover over it.

Click confirm. Confirmation window will pop up with the prep for this appointment if applicable.

Click OK. Encounter selection windows will pop up.

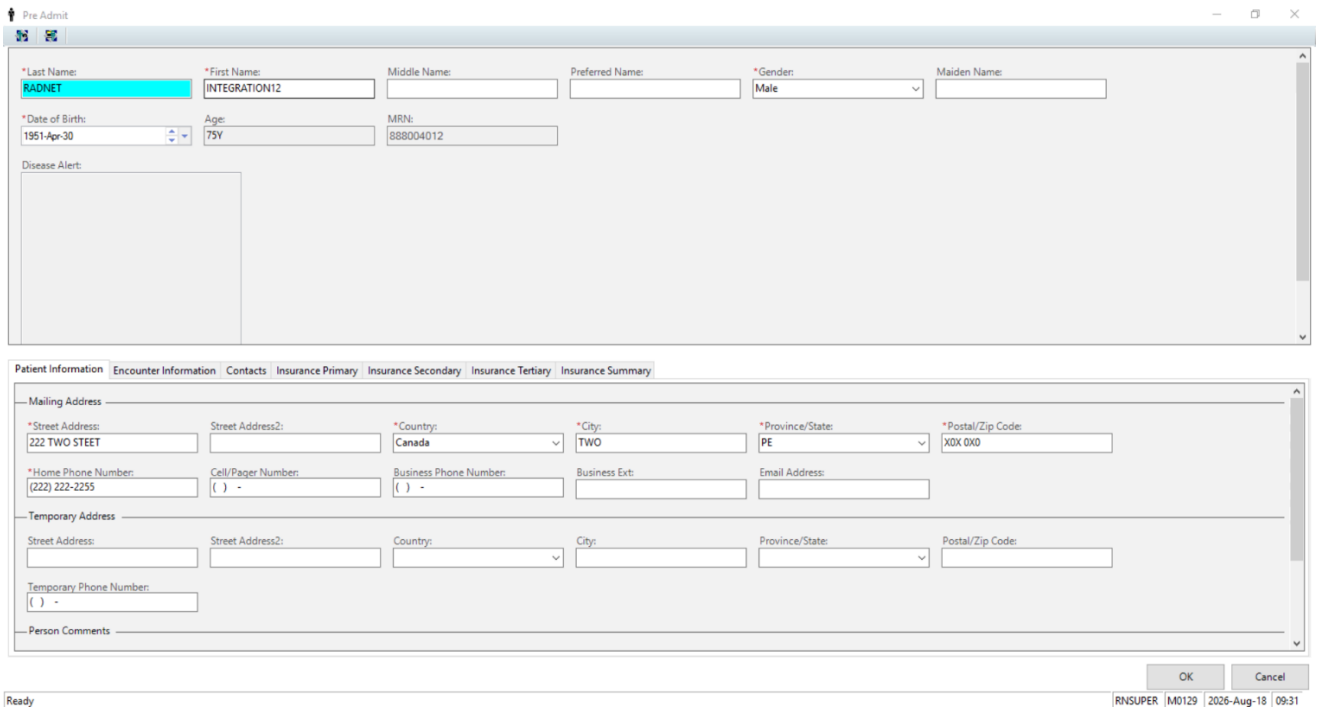
Choose the “add encounter” button on the bottom left.

Available conversations window will pop up.

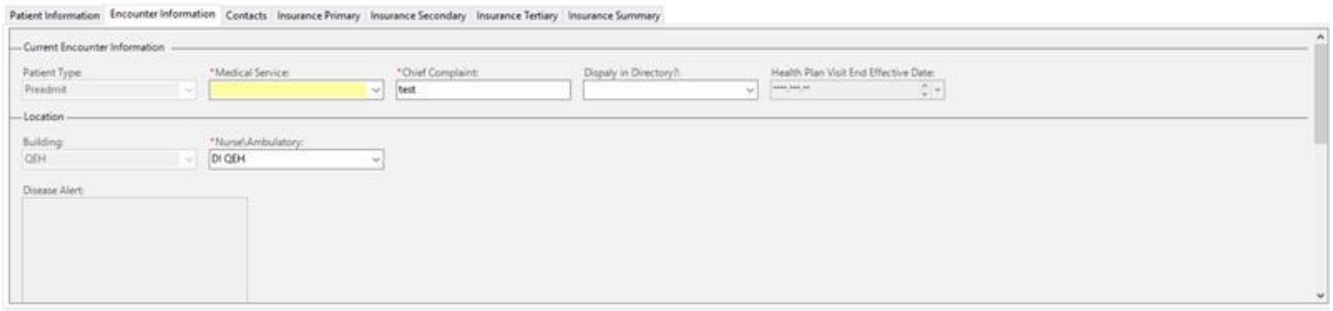


Choose pre-admit from the dropdown and click OK.

Pre-admit window opens.

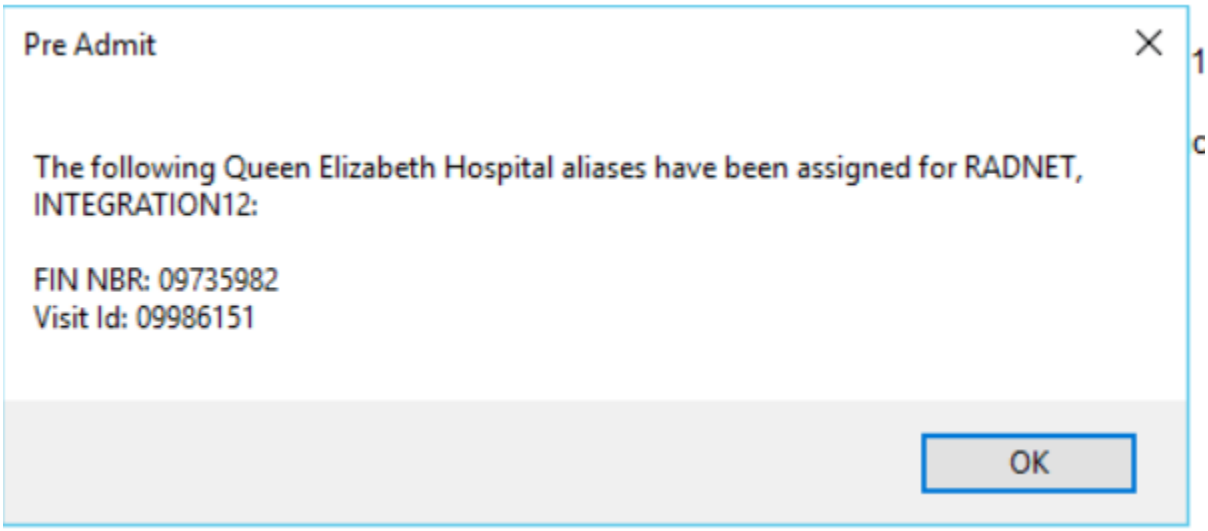


Click the encounter information tab.



Choose the medical service. It will be “Diagnostic Imaging” (including procedures that are just done in DI), unless it is an invasive procedure in which case it will be “DI/Surg Invasive Procedure” (use this if the patient requires a bed or to go to Ambulatory Care before or after the procedure in DI).

Click Ok. Confirmation will pop up.



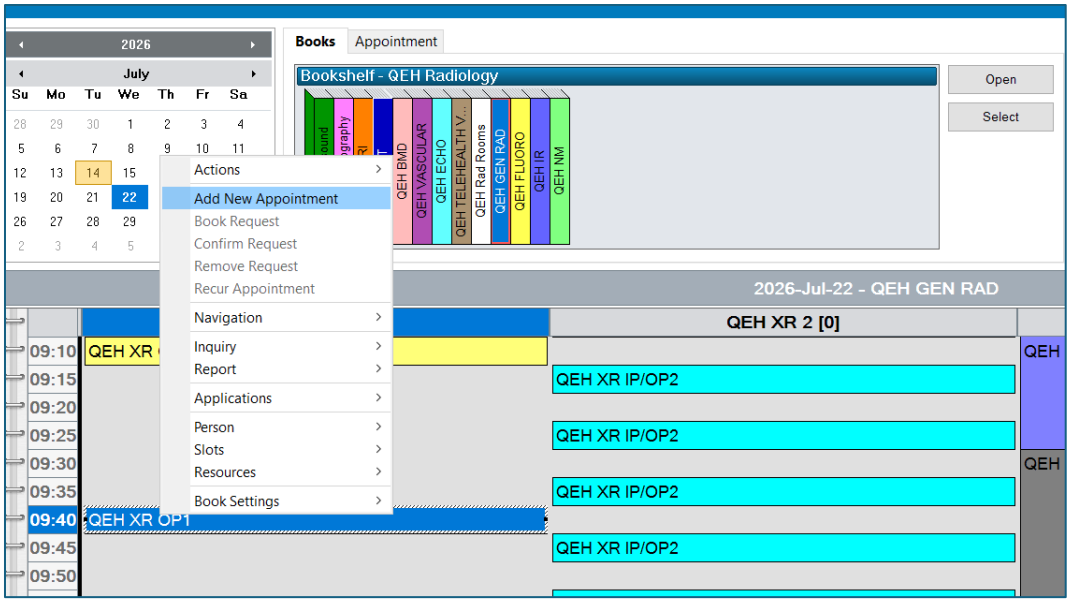
Click Ok

Add New Appointment Method

The Add New Appointment method is convenient for users who prefer to locate an available slot and then fill out the appointment information. Once a slot is selected the cursor automatically moves to the appointment type field.

Begin by opening the appropriate Appointment Book like what was explained in the previous example.

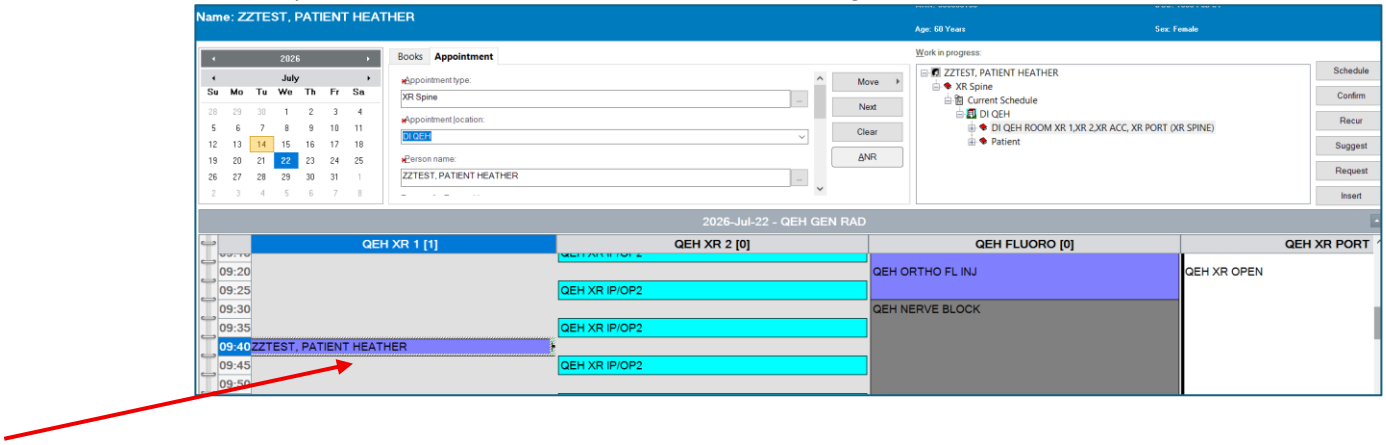
Scroll through the slots and right-click on the desired time to display the menu. Click on Add New Appointment (the cursor will prompt in the Appointment Type field).



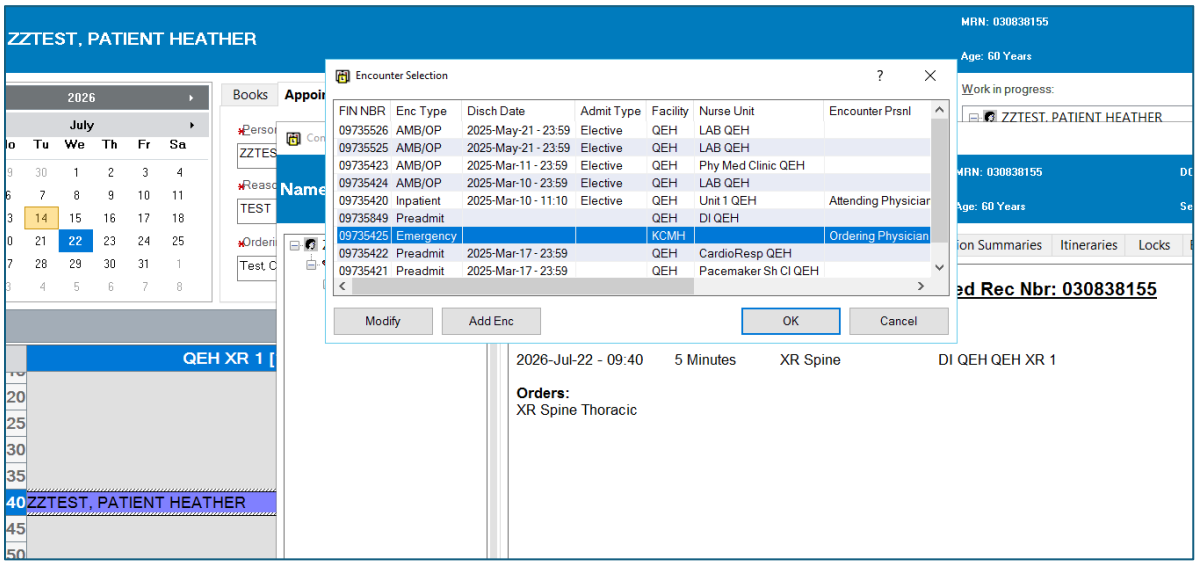
Choose an appointment type and fill out the rest of the fields in the accept format.

Then click the move button 

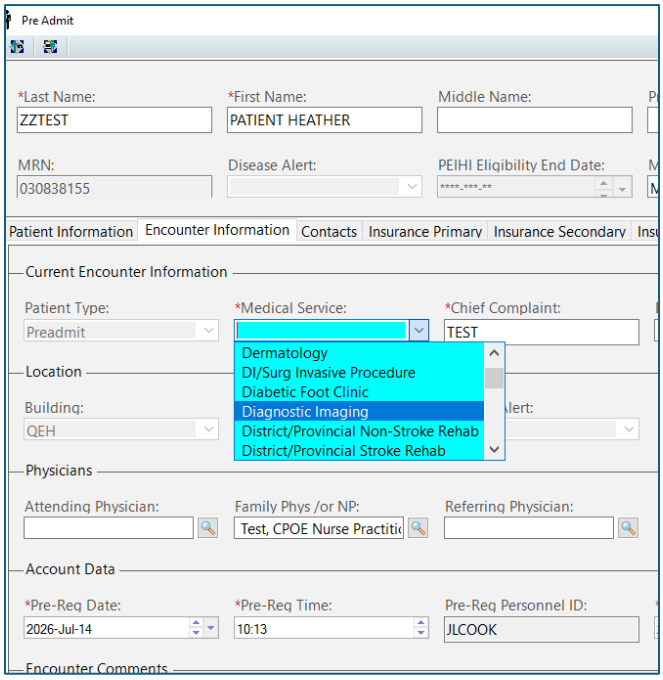
to place the event details in the WIP. (Depending on the appointment selected, an order may have to be chosen as was shown in the previous example). The appointment will appear in a pending state.



Click the Confirm button to confirm the appointment and choose Add Enc, choose Pre-Admit, OK.



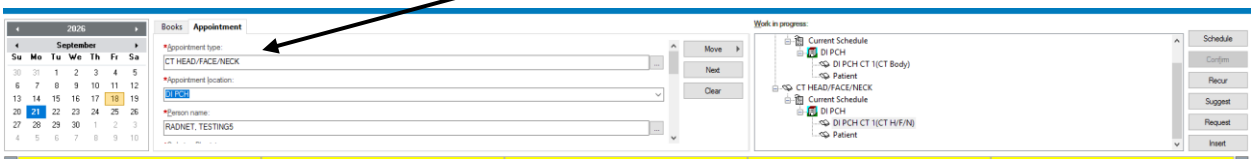
In the encounter window chose the Encounter information Tab, fill in mandatory field “Medical Service” to Diagnostic Imaging.



Multiple Appointment Scheduling

Schedule more than one appointment for a patient without entering in all the same information twice.

Enter appropriate information into the accept format fields and press the MOVE button to move the information to the Work-In-Progress. (WIP)



Enter all the information for the first appointment, press the NEXT button. The cursor will move back to the fields within the Appointment tab.

In the Appointment Type field, replace the first Appointment Type name with the next appointment type that is being scheduled, and press enter or the ellipses button to search. Select the appropriate Appointment Type from the search window.

Select the appropriate Appointment Location.

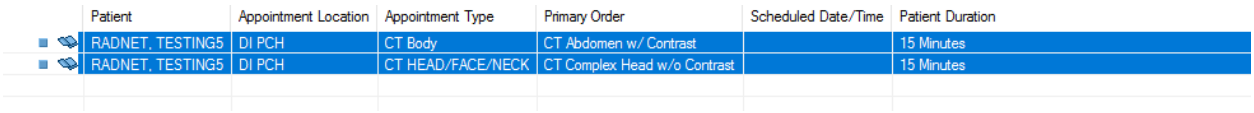
Scroll down through the rest of the accept format questions. Notice the information entered on the first appointment is still in the fields. Change any appropriate information and press the MOVE button. REMEMBER WHEN IN THE APPOINTMENT ATTRIBUTES SCREEN, TO UNCHECK THE RESOURCES TO PREVENT GETTING RETURNS ON TIMES FOR. GO TO THE RESOURSE TAB AND UNCHECK WHO YOU ARE NOT BOOKING FOR.



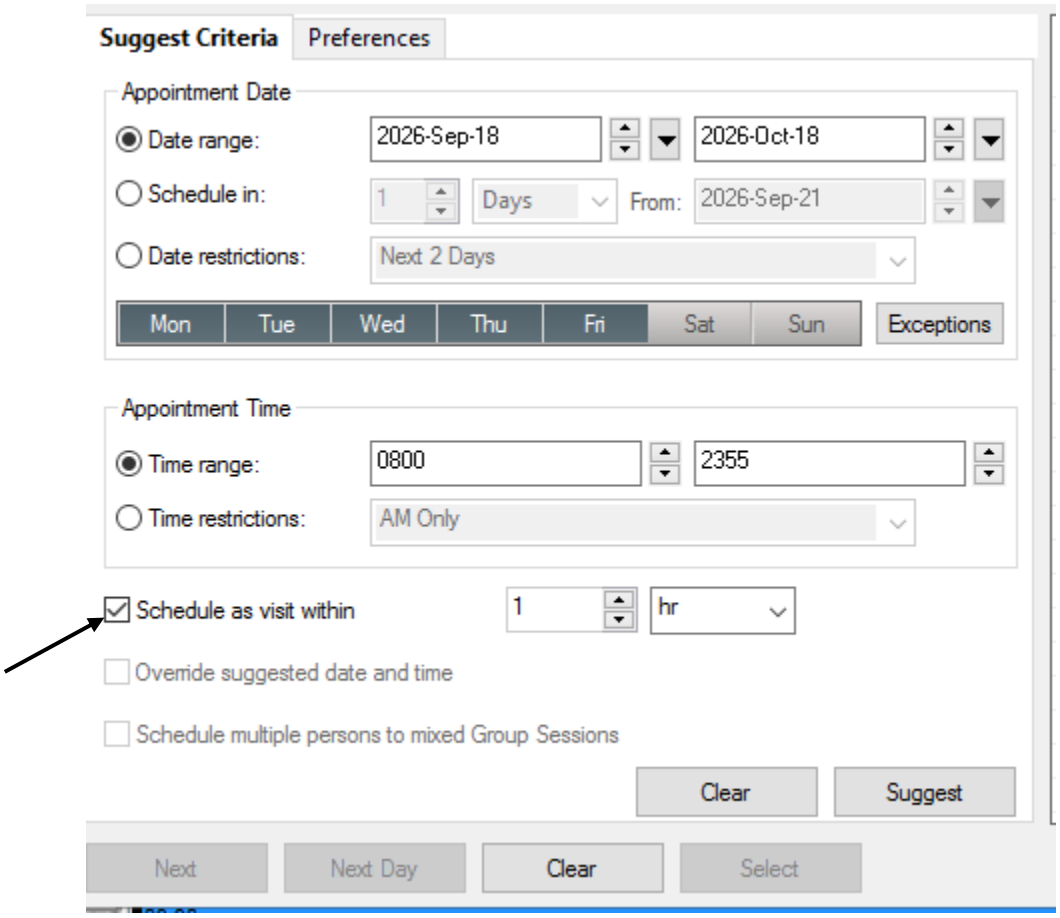
Both appointments will now be displayed within the Work in Progress.

Press the Suggest button to allow Suggested Scheduling functionality to help find an available appointment time. The Suggested Schedules window will display.

Press the Shift key and highlight both appointments.

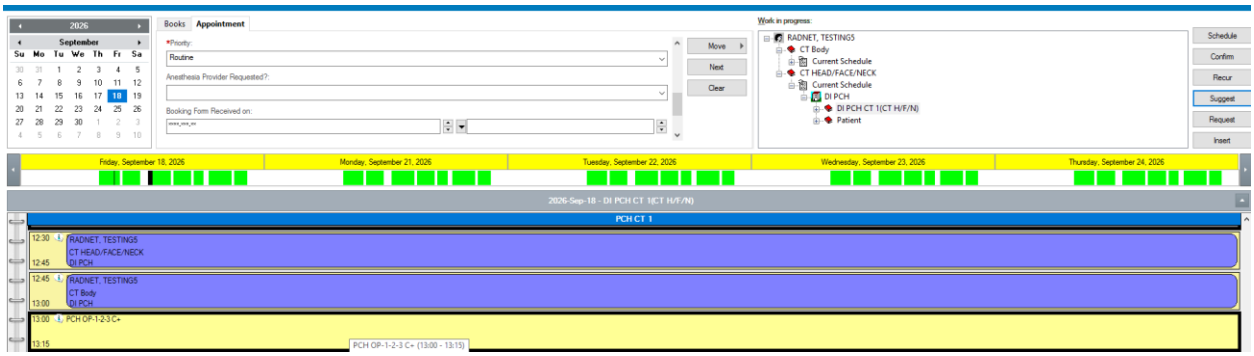


In the lower left portion of the screen, click the checkbox next to Schedule as a Visit Within. Leave the timeframe defaulted to 1 day or if you want times only close together you can change it to a duration that suites the exams (example 2 x 15 minute CTs, I would suggest entering 30 minutes). This will allow the ability to find an available appointment time for both appointments within a one-day timeframe.

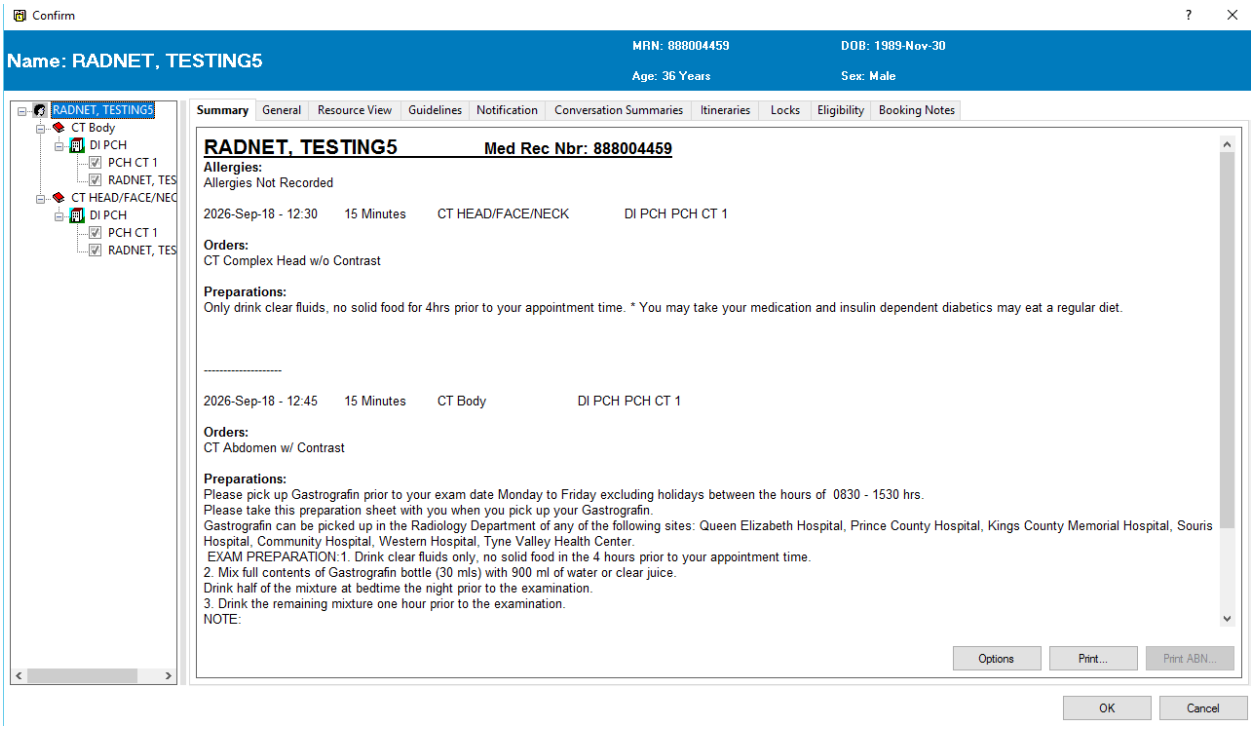


Press the Suggest button.

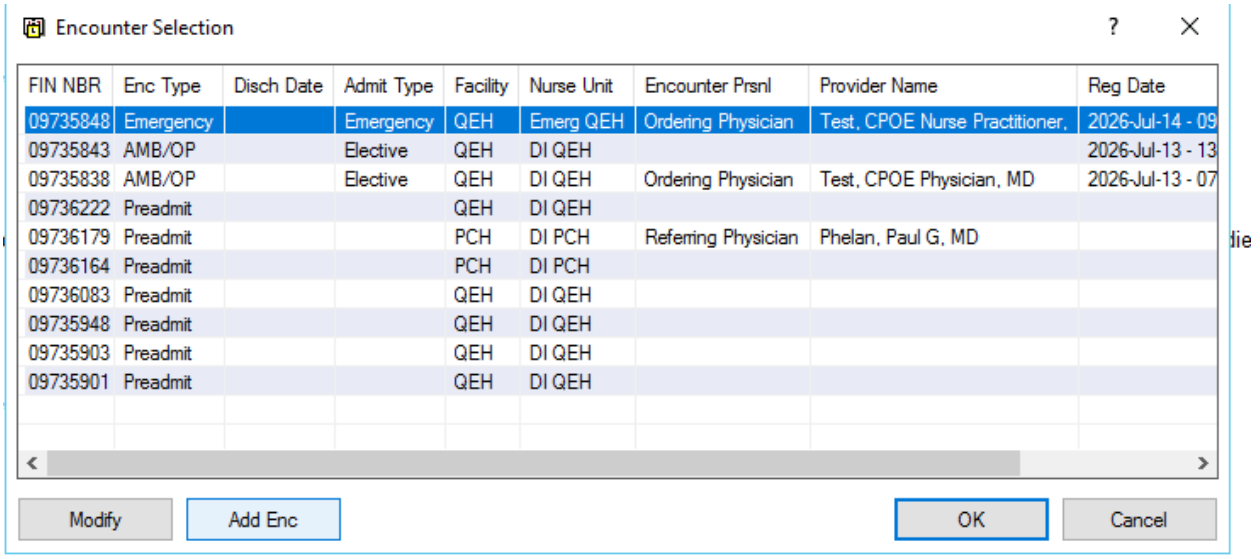
The Suggested Sequence window will display. This allows to indicate to the system which appointment to schedule first. Leave the appointments in the order they default. Highlight the double appointment and click Select, then OK.



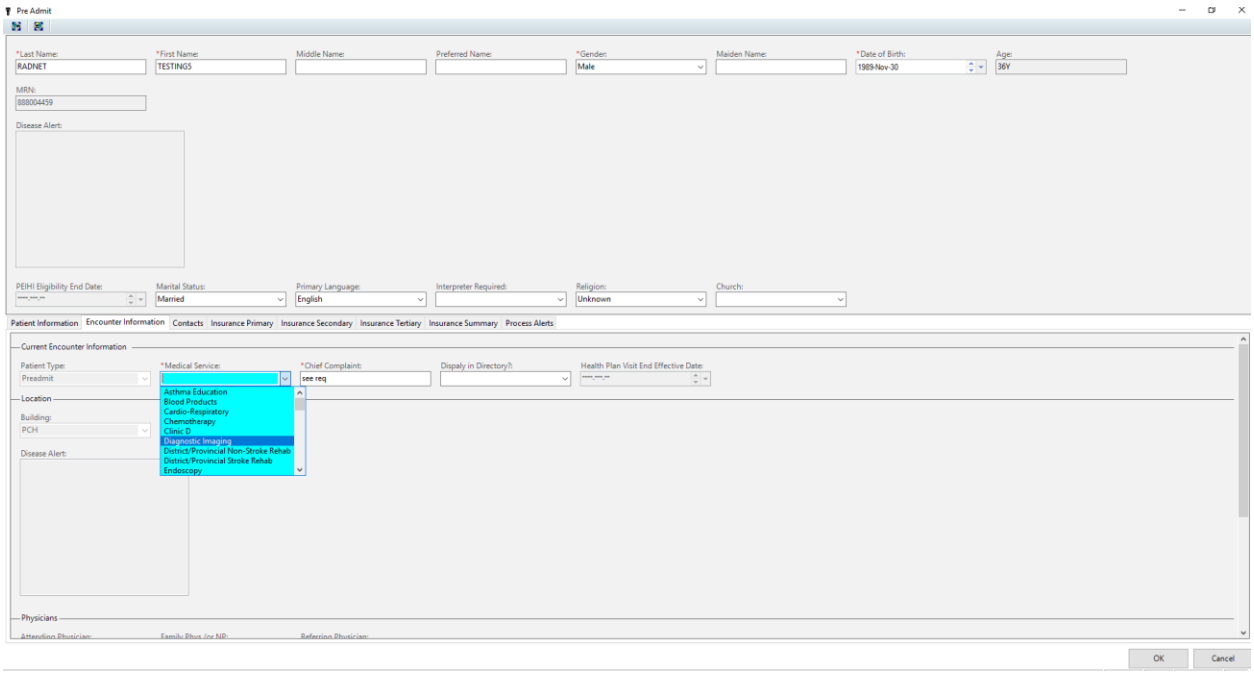
Both appointments will display in the WIP in a pending status. Highlight the patient's name, press the CONFIRM button, and the Confirmation window will display showing a summary of both appointments.



Choose Add Encounter. The conversation window appears.



At this point, you can either choose the encounter that it needs to be attached to by highlighting the encounter (if required) and clicking OK OR you can create an encounter by clicking Add Enc.



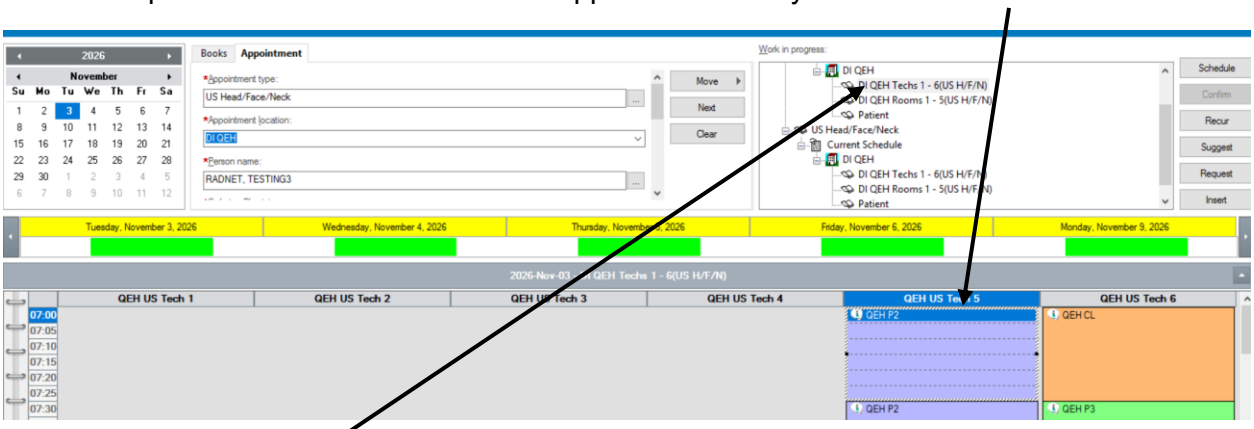
You will now need to confirm the second exam. Click Ok. The encounter selection window will populate again. Click the encounter number that was on the other confirmed appointment. (helpful to write this down if you are scheduling more than one exam so you choose the correct encounter). Click Ok. Both appointments will now show confirmed and/or preadmit.

At times a patient with multiple exams/requests (all the same modality), may not require extra time and the scheduler may be advised that they can be done at the same time/duration.

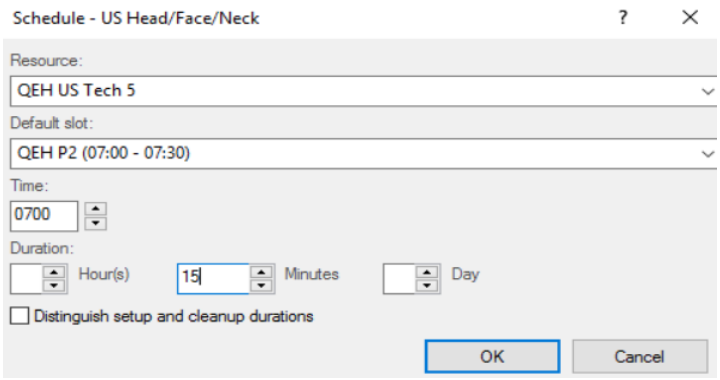
To schedule a patient for more than one request at the same time (example U/S thyroid and U/S Neck but tech advised can all be done in 1 hour). You can schedule both exams by splitting them and fitting them into the same time slot/timeframe.

Proceed and follow the steps to schedule multiple appointments. At the point of scheduling, add a scheduling comment stating advised or approved by tech to book these at the same time. This is helpful as it gives us information to reflect back on if we need to.

- Fill in the appointment fields and move the appointment over to the Work in Progress Window then click Next and repeat the same steps by filling in the appointment fields again for the second exam and also moving the appointment over to the Work in Progress Window.
- Now that you have both exams in the work in progress window, look below in your template and select the start of the appointment time you wish to book.

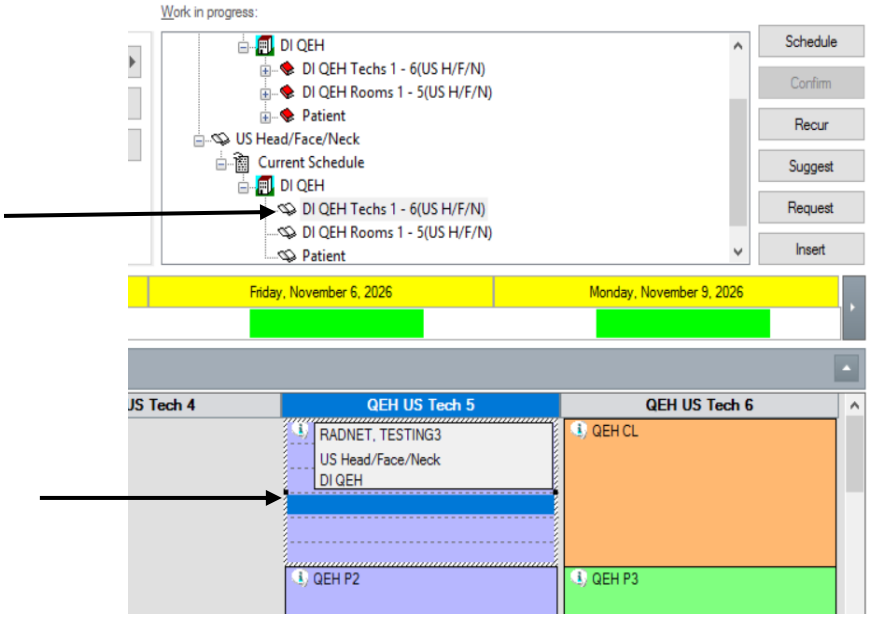


Ensure your first exam is highlighted. Click on Schedule. Ensure you have the correct Resource you want selected as well as the correct appointment time to start with. Change the duration (minutes) to half of the amount of the actual time slot. (for example, this is a 30 minutes time slot which we are putting 2 x 30 minute appointments into so we are going to schedule them both as 15 minutes).

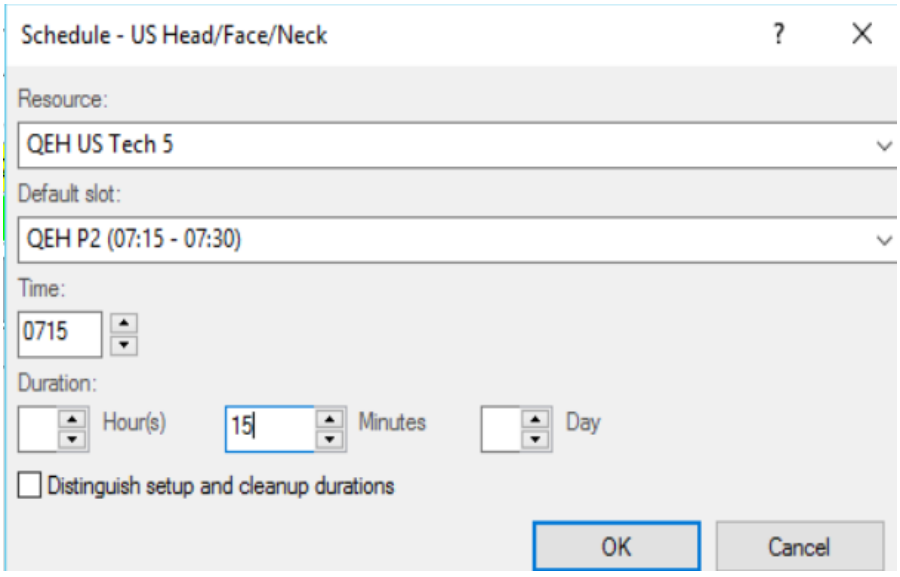


Click Ok.

Ensure you have the second exam highlighted in your work in progress window. Then in the appointment time you already scheduled the first exam in, (first exam scheduled for 15 minutes 7 am to 715 am), select the halfway time of that slot (in this case 715 am). Then click Schedule.

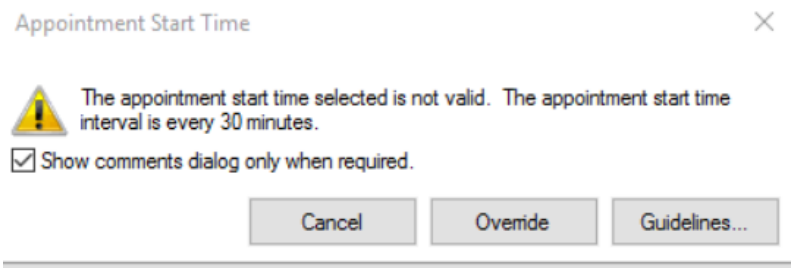


Ensure you have the correct Resource you want selected as well as the correct appointment time to start with. This should default to the time you selected in the template (that halfway point of the time slot). Change the duration (minutes) to half of the amount of the actual time slot. (for example, this is a 30 minutes time slot which we are putting 2 x 30 minute appointments into so we are going to schedule them both as 15 minutes).

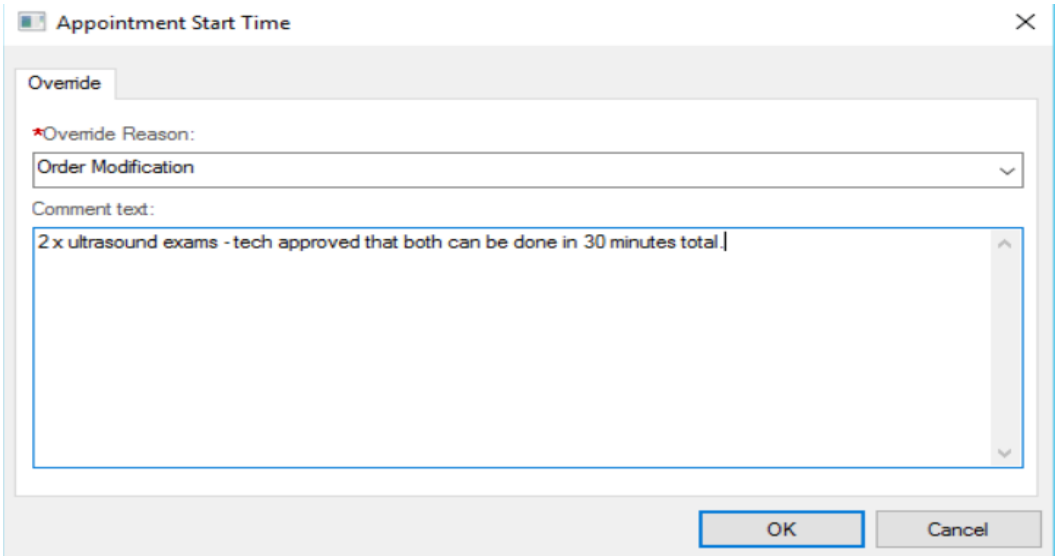


Click Ok.

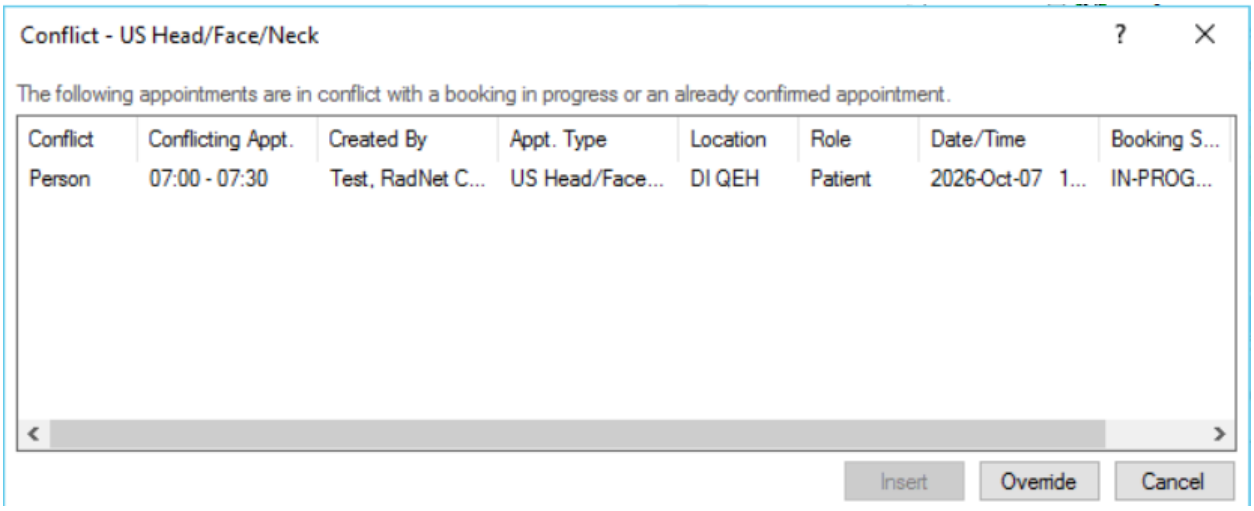
An override conflict box will pop up. Review the message and click Override.



You will need to complete an override reason and comment. Select the most appropriate reason for the booking.

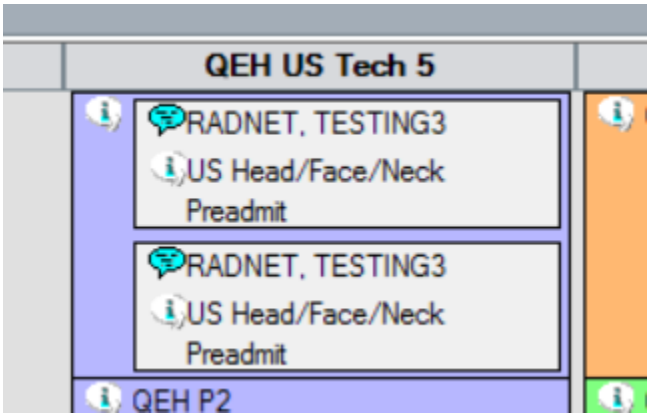


Click Ok. This conflict box will populate stating there is already an appointment in that timeslot. Review the message and click override.



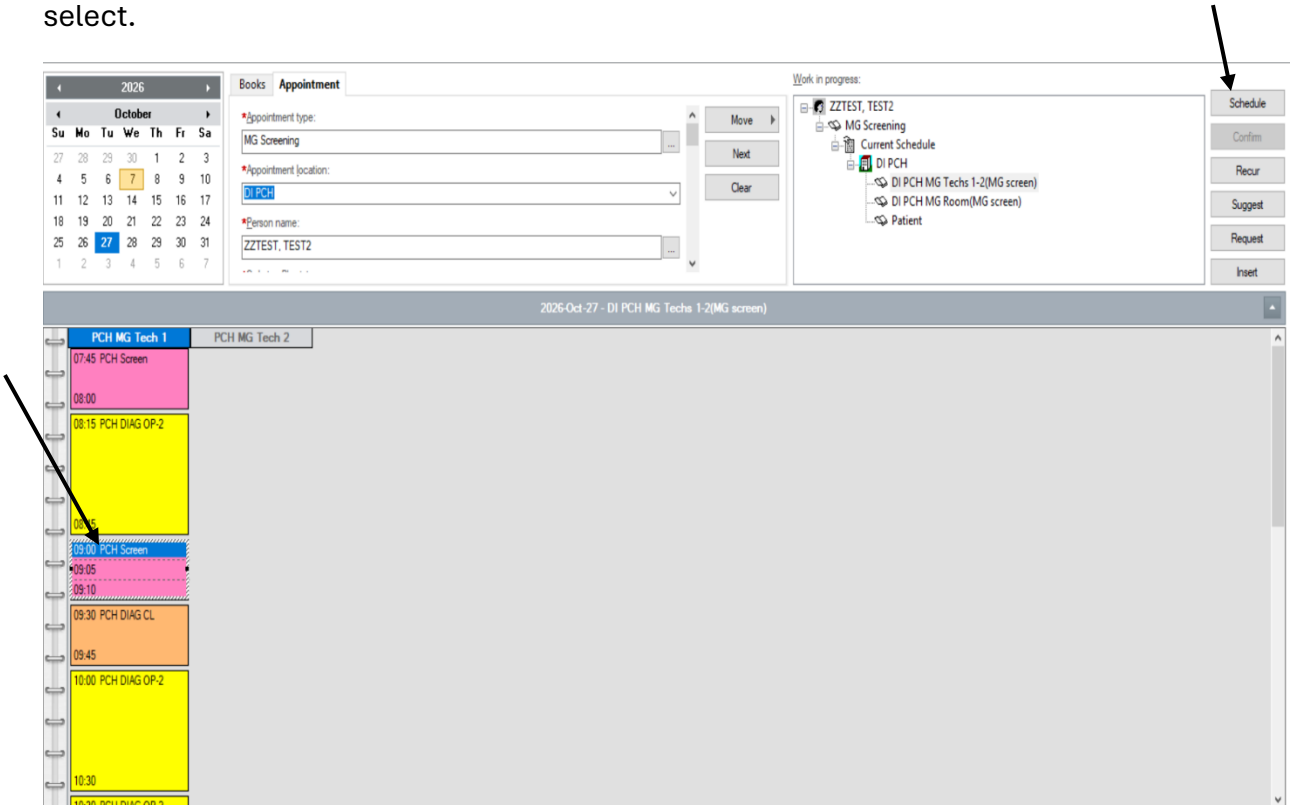
These are both now showing as pending appointments. Confirm both appointments and add an encounter (same encounter for both exams) to complete the booking. Now they are

both showing as scheduled preadmit appointments – both in a 30 minutes appointment slot.

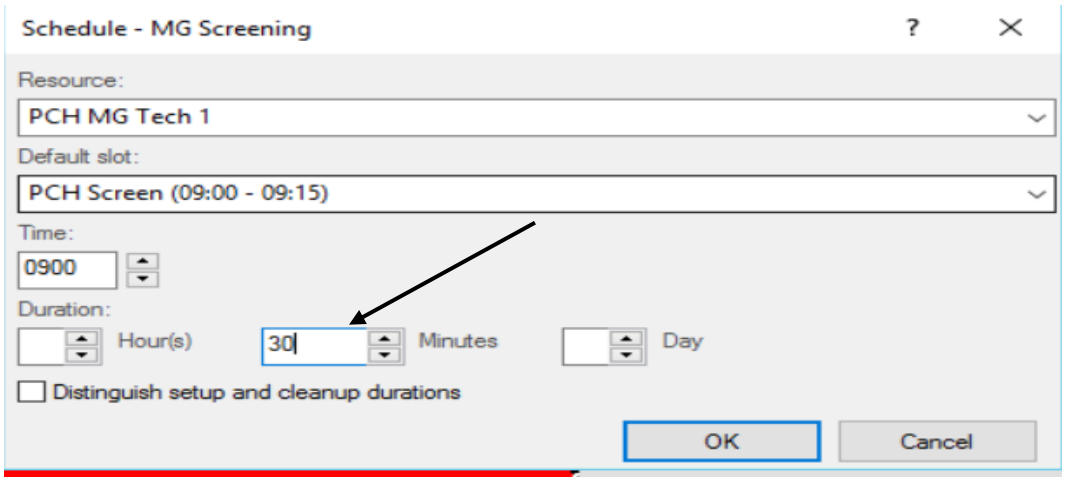


Scheduling An Appt With Additional Time

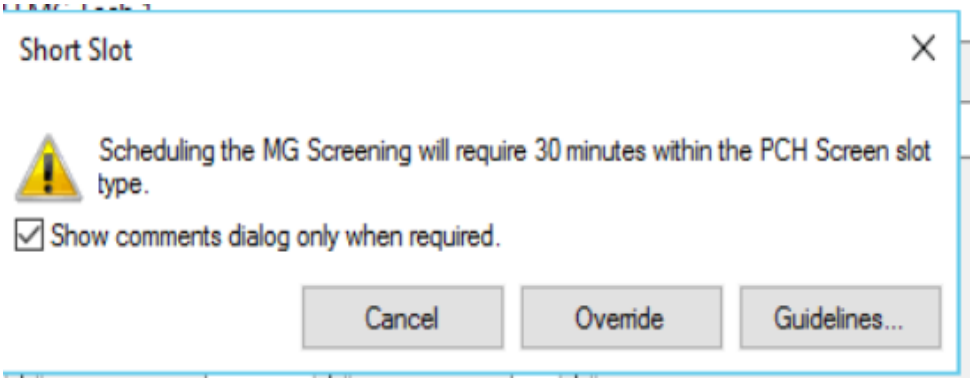
Click on the appointment start time of where you want to put the appointment. Click on schedule. Ensure the Resource is correct. Ensure the default slot is the time you did select.



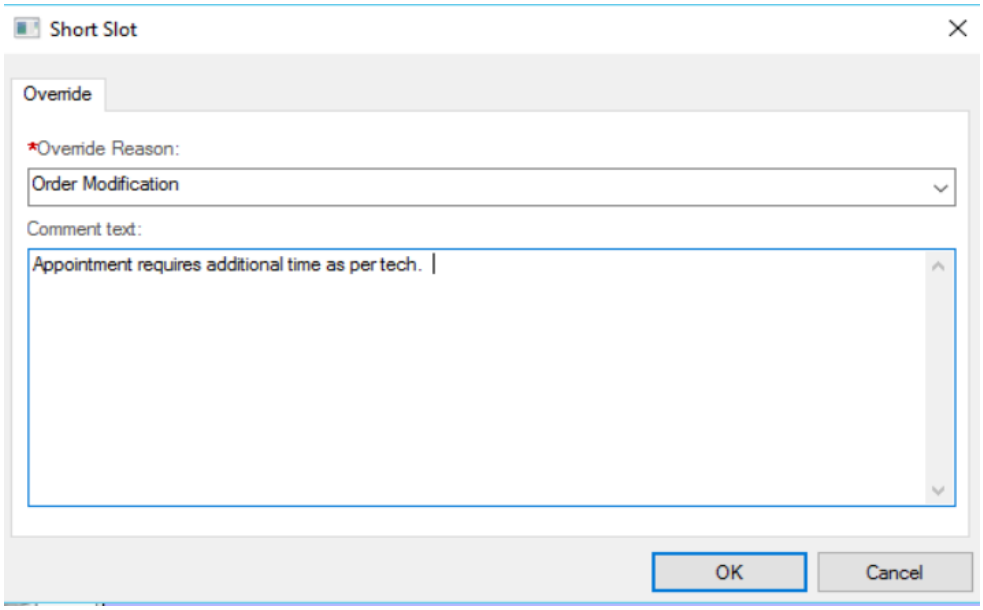
Change the duration time to how much time you really require for this appointment. So for example if the mammo is 15 minutes and they require an additional 15 minutes change the minutes to 30 minutes. Click Ok.



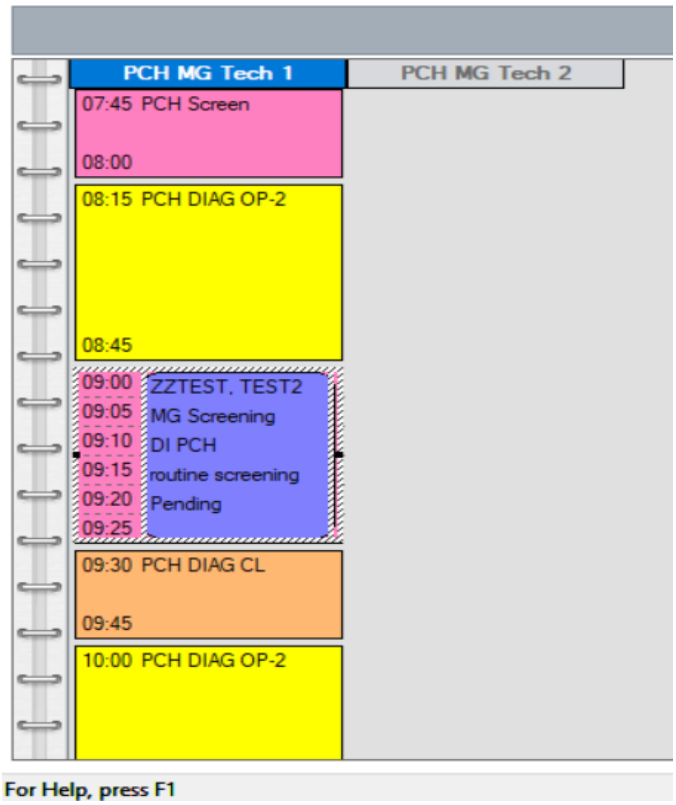
An over-ride box will pop up. Review the message and click override.



You will need to provide an over-ride reason and comment. Select the most appropriate reason and add a comment. Then click OK.



Appointment will show as 30-minute appointment now pending in the time you selected. Confirm the appointment. Add encounter


PCH MG Tech 1
PCH MG Tech 2
07:45 PCH Screen
08:00
08:15 PCH DIAG OP-2
08:45
09:00
09:05
09:10
09:15
09:20
09:25
ZZTEST, TEST2
MG Screening
DI PCH
routine screening
Pending
09:30 PCH DIAG CL
09:45
10:00 PCH DIAG OP-2
For Help, press F1

Scheduling Mammography Specimens

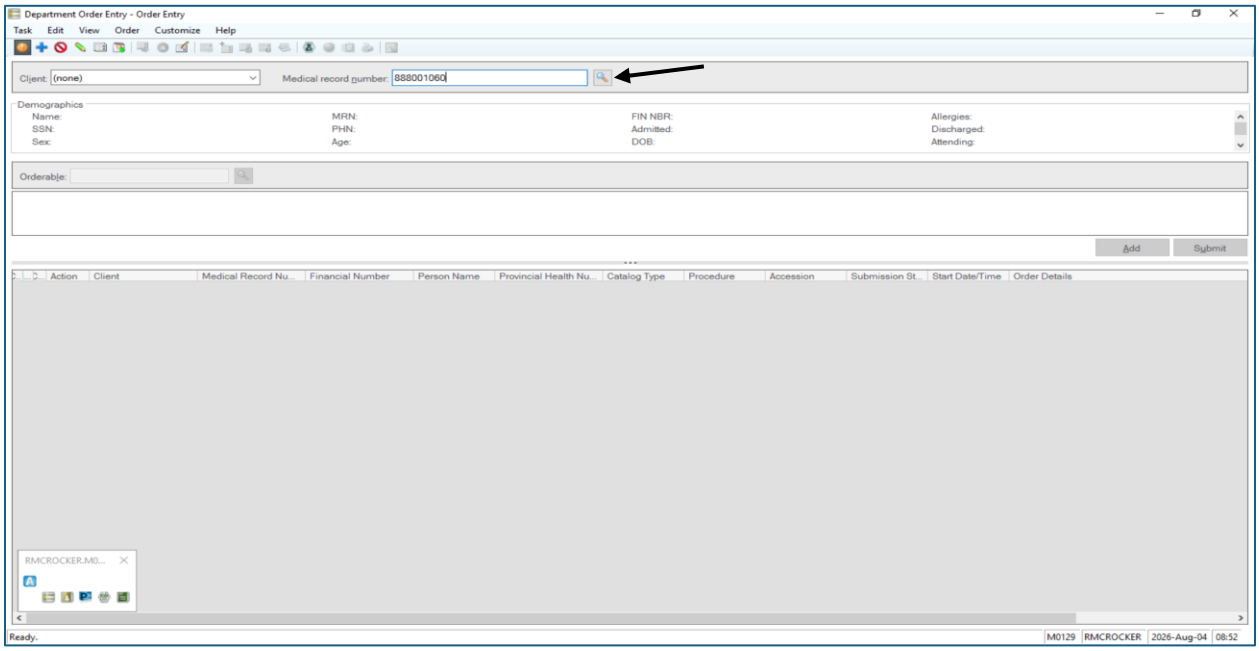
Department Order Entry (DOE) (For Day of Bookings)

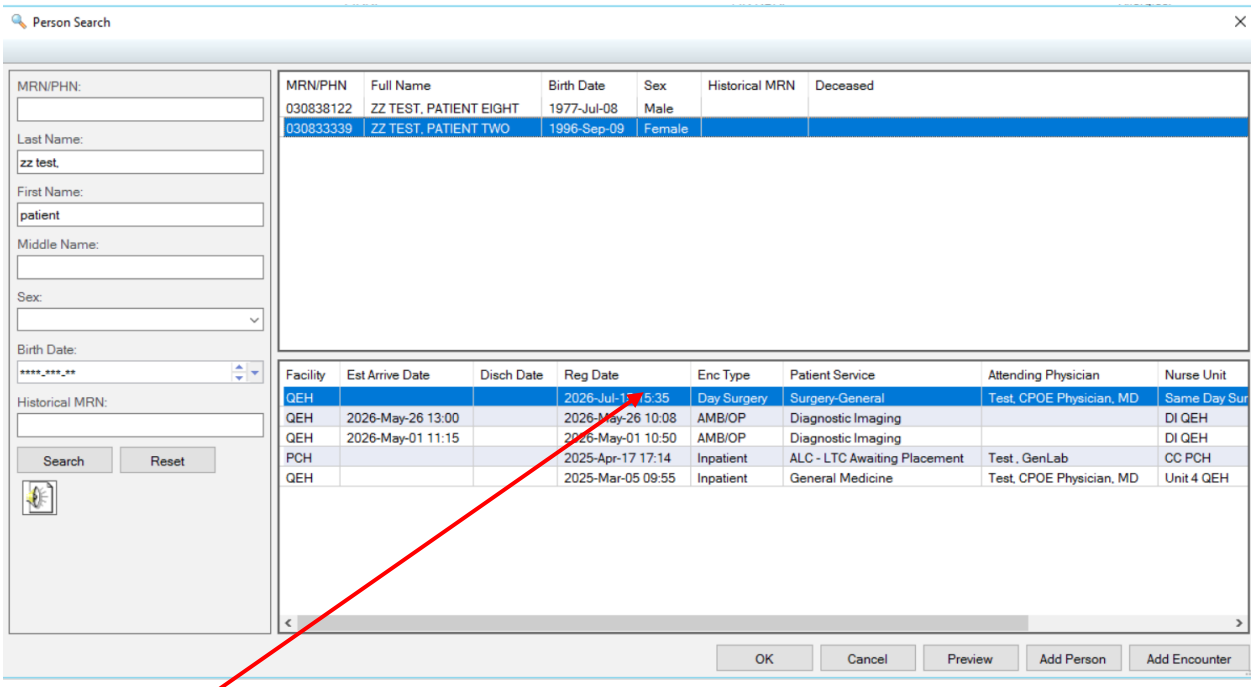
 (Yellow/Gold Icon)

Orders placed through DOE must already have an encounter to put the exam under.

When Mammography Clerks are notified that a Specimen will be brought over either from the O.R. or from the Lab to be imaged, Specimens can be scheduled through the Department Order Entry since they already have an encounter, we will be linking the exam/appointment to.

In the DOE app, search for the patient by clicking the magnifying glass and entering the MRN. Click on Search.



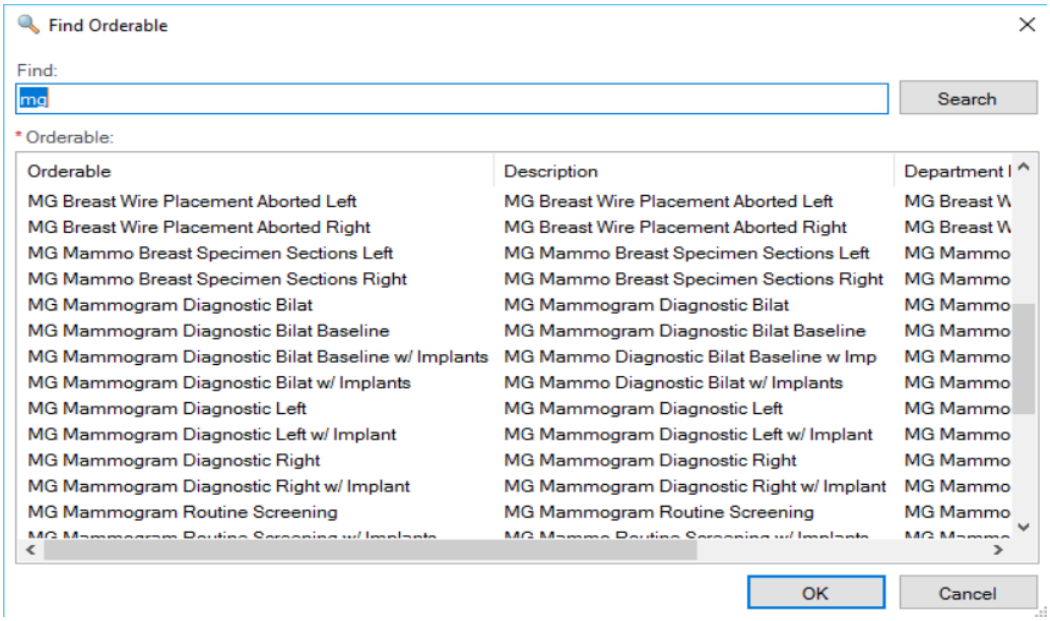


Highlight the correct encounter for today's date. (Verify date, facility, Amb/Op Day Surgery Encounter). Click Ok or double click.

In the orderable box, search for the exam, type in the 2 letters of the modality code (see list below) and then insert a space and then the first letter of the exam: (i.e.: mg)



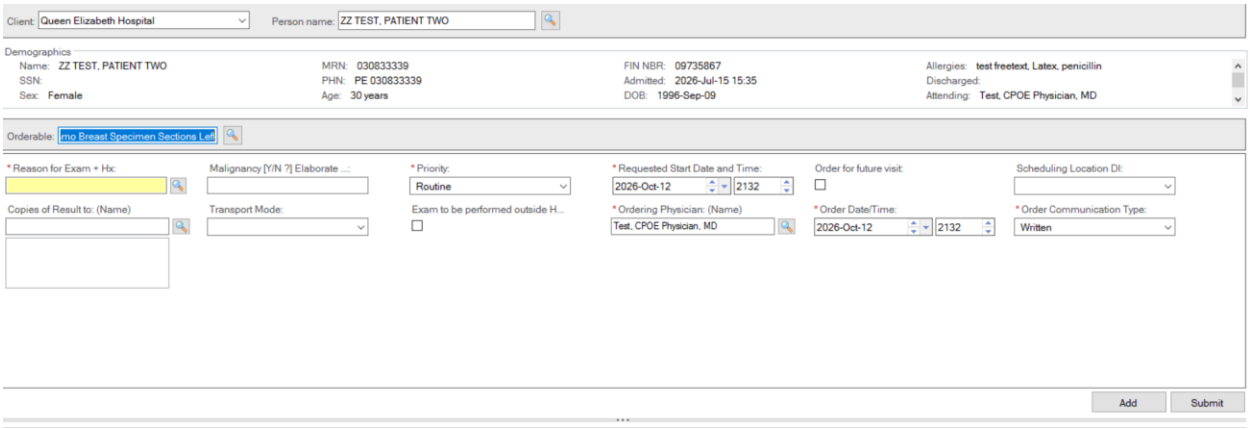
For example:



Select the required order with the correct laterality/side if applicable and click OK.

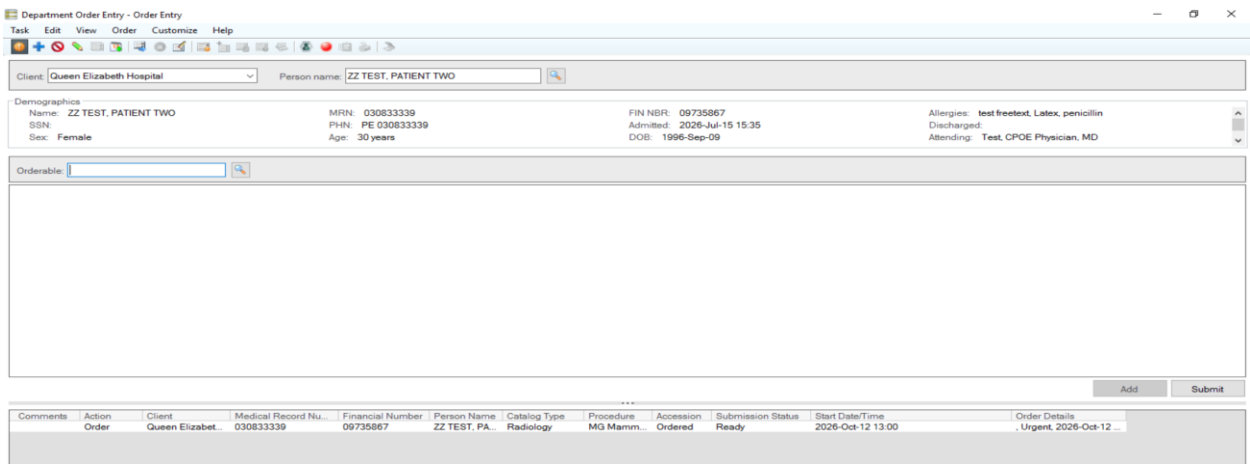
Required fields window opens.

The fields highlighted in yellow are MANDATORY fields.



Ensure to fill in the following fields:

- Reason for exam (actual reason for exam same as mammography's current process)
- Priority
- Requested Start Date and Time (adjust this if entering for a later time that day)
- Scheduling Location DI (which facility)
- Copies of Results to
- Ordering physician name
- Order Date/Time (should default to today and now)
- Click Add



If entering only one order, click submit. If adding multiple orders, click ADD after each order and click submit when done. By pressing add, the order is being moved to the “Scratch Pad” below.

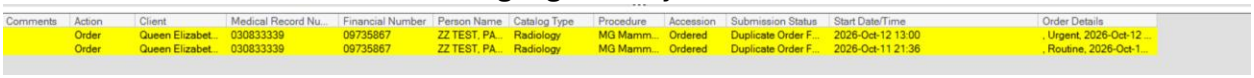
The Scratch Pad is a temporary holding area for radiology orders before submitting them to the work list.

Click submit when ready to place the order. An accession # will be populated.

Exams ordered through the DOE do not need to be Checked In.

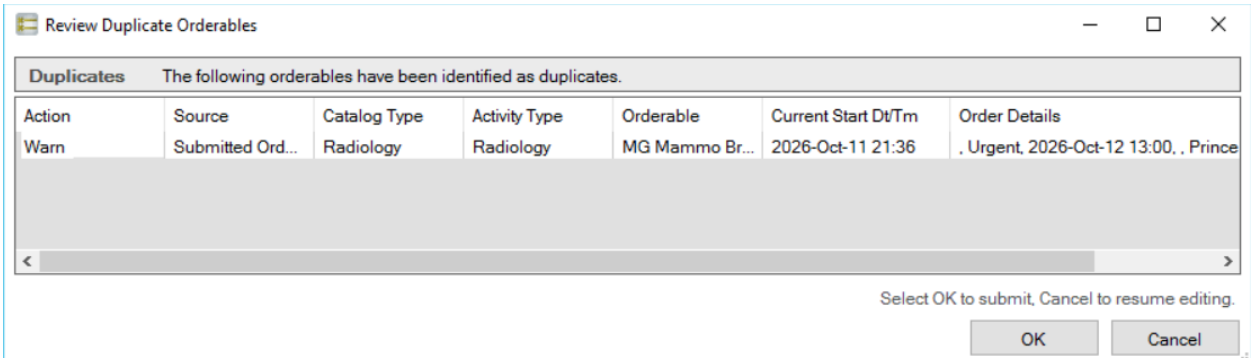
Duplicate Checking

- A duplicate alert will occur if the same exam is ordered more than once within 24 hours. These orders will be highlighted in yellow in the Scratch Pad.



Click the “view submission error” button in the banner bar at the top. 

The “Review Duplicate Orderable” window opens

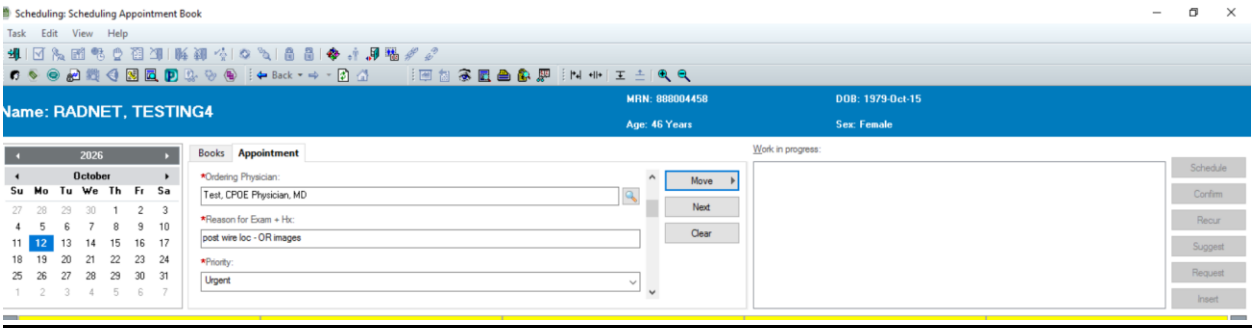


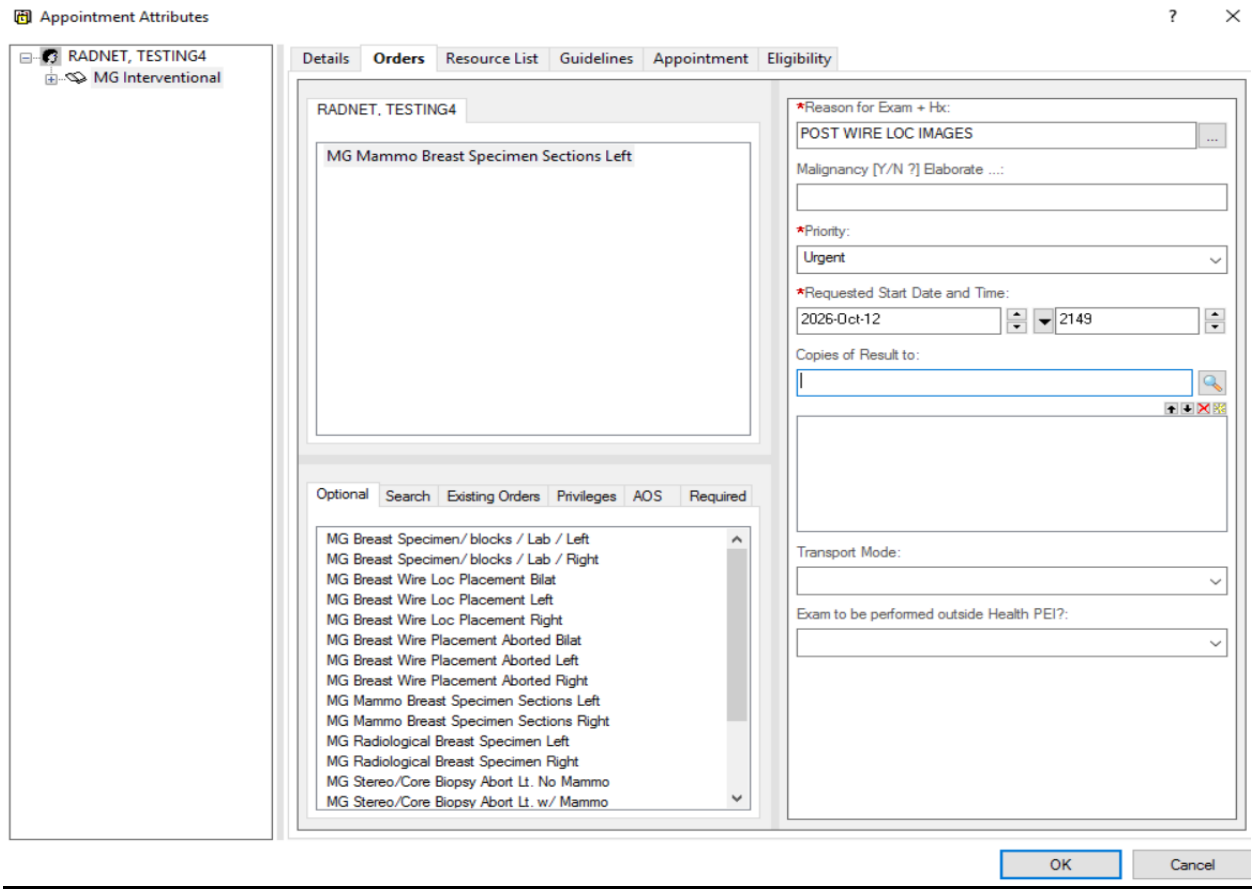
If the patient is supposed to receive the same exam more than once within 24 hours, click Ok to submit the order.

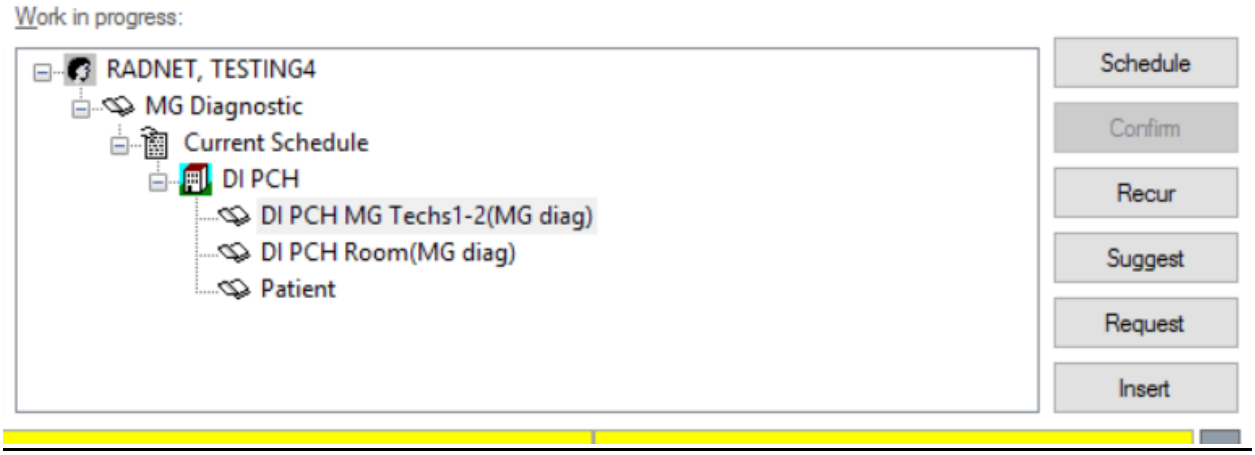
If the order was placed by mistake and the patient is **not** supposed to receive the same exam again, click Cancel. Highlight the exam in the scratch pad, then click the Remove Order from Scratchpad icon in the toolbar.

 (Remove Order Icon)

Scheduling Appointment Book App (For Future Bookings)









Click Confirm.

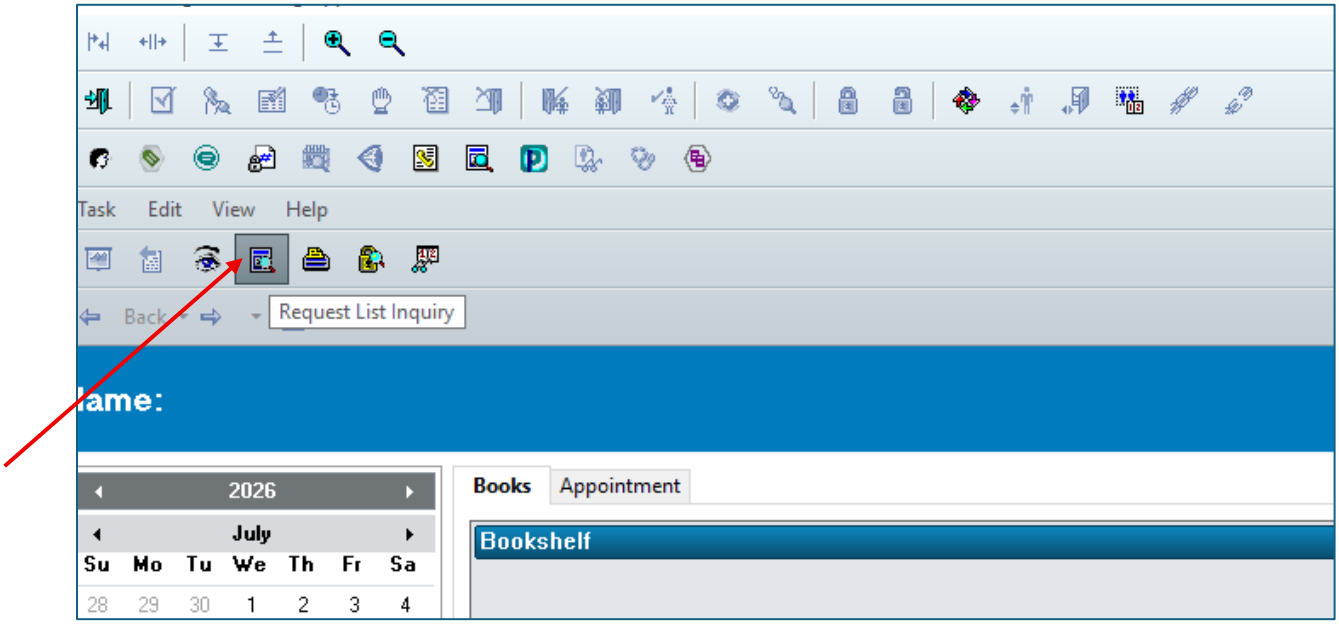
Select Pre-Admit Day Surgery Encounter. Click OK.

Do not use a DI encounter.

If the Lab sends over a specimen – there should be a barcode on it with the encounter #.

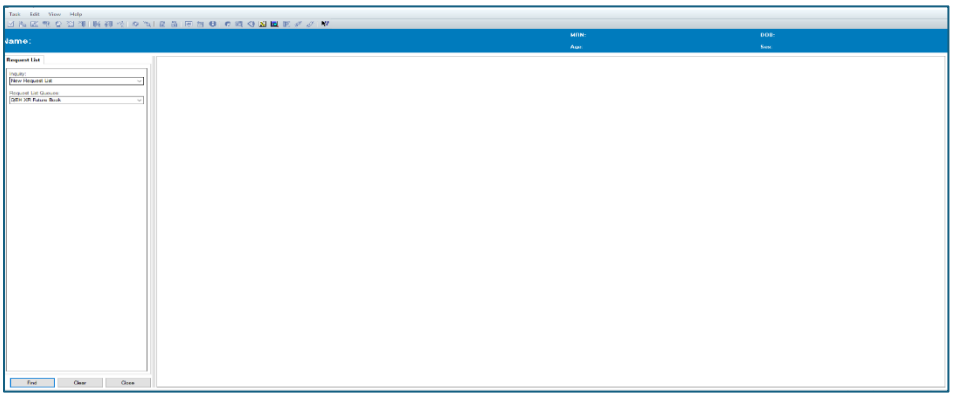
If it pops up that they patient is discharged – Click Yes to continue. Only Supervisors can use this. If there is no Supervisors on site, contact Radnet Help Email if not urgent or you can call Service Center and ask for them to page the Clinic

Booking an Appointment from the Request List:



Click on the Request List Inquiry

Following Message will Appear.

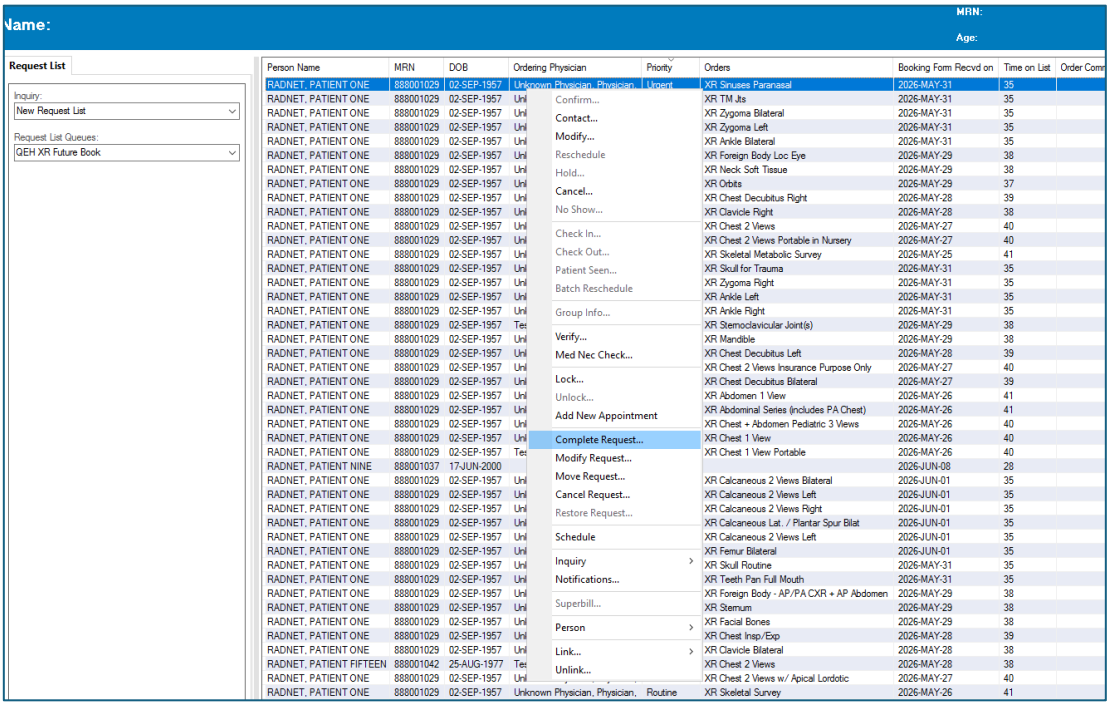


The top drop-down box should read “New Request List”

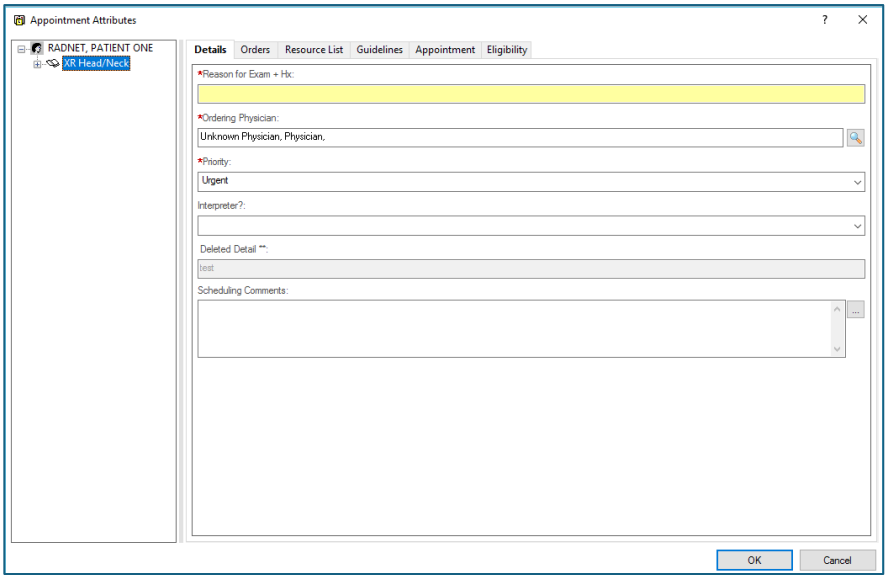
The second drop-down box is for the Future Book of the Modality you are searching for. (i.e. – QEH XR Future Book). Then click Find

The request list for QEH XR will populate on the screen. Sort by clicking into title of the column (i.e. – Booking form rec’d on, or Priority).

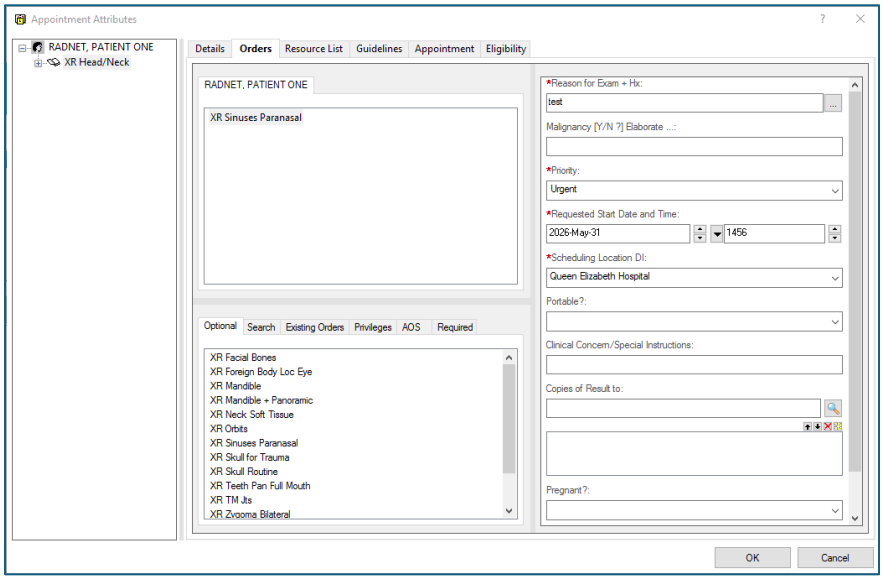
Highlight the patient to schedule and Right Click



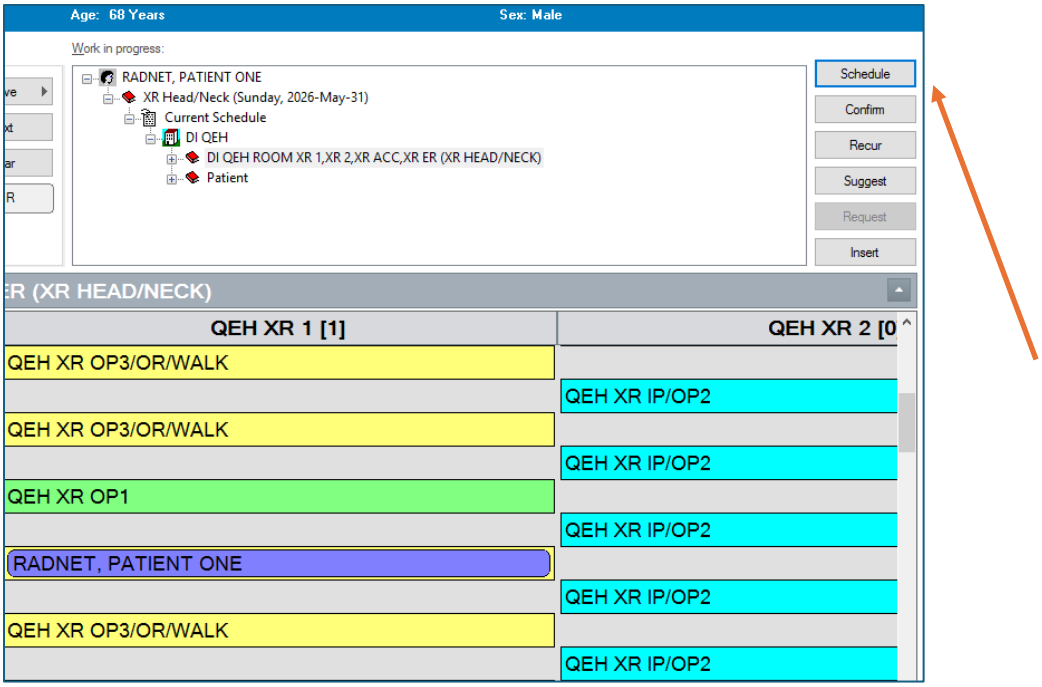
Click on Complete Request or Schedule.



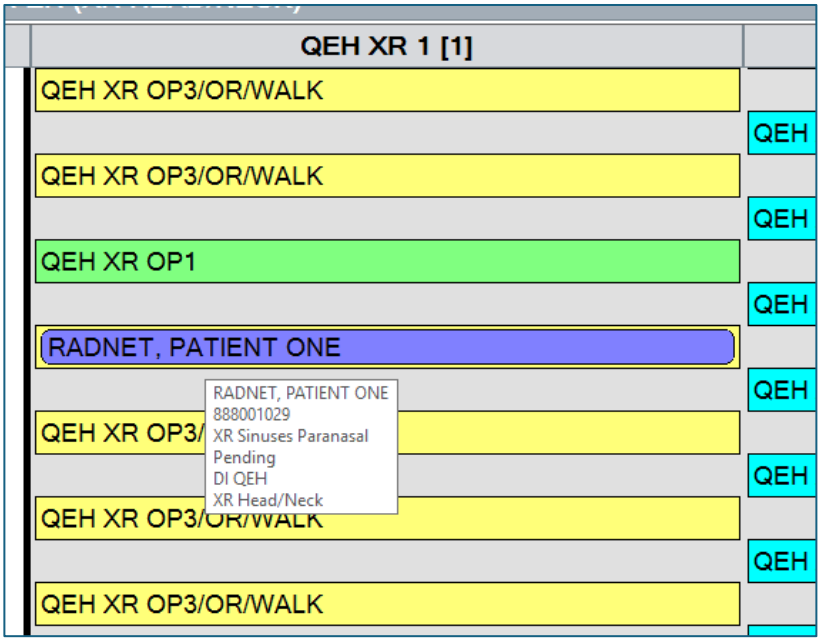
Appointment Attributes window opens, complete mandatory fields. Click OK



Scheduling Appointment Book appears. At this point there are 2 options; schedule it into a slot by clicking into it then click on Schedule or by selecting suggest and finding an appointment that way. A small window pops open to show you the time and resource you are scheduling into. Click OK

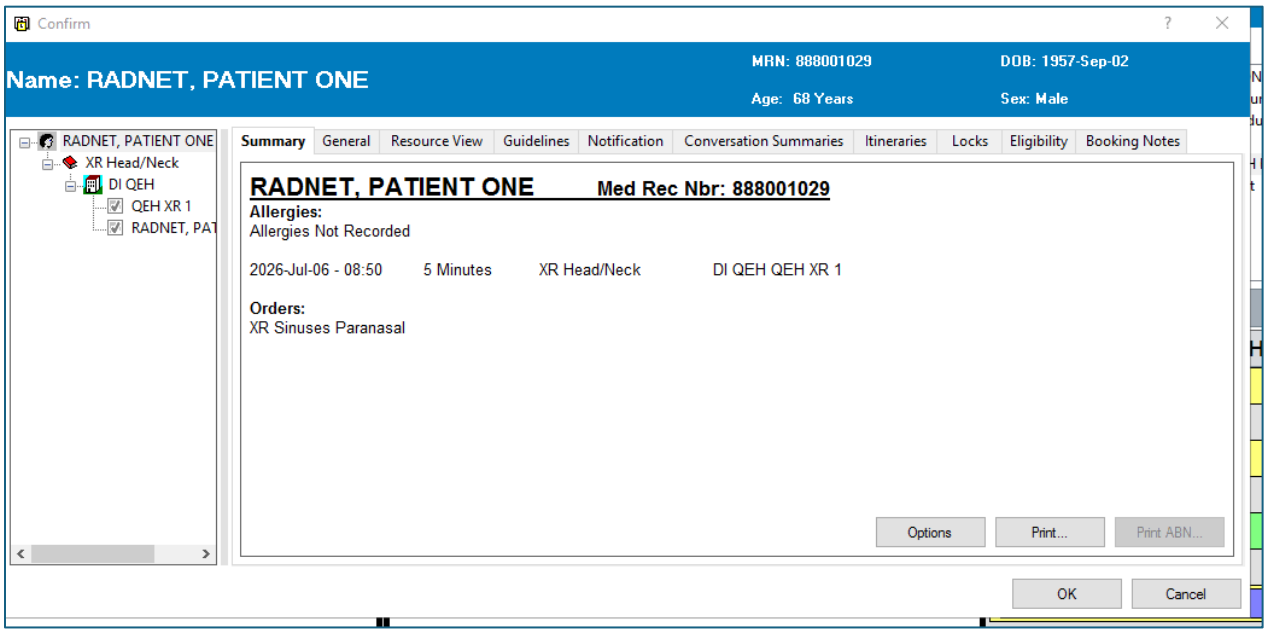


The appointment shows up in pending state in the schedule at the time and resource you originally clicked into.



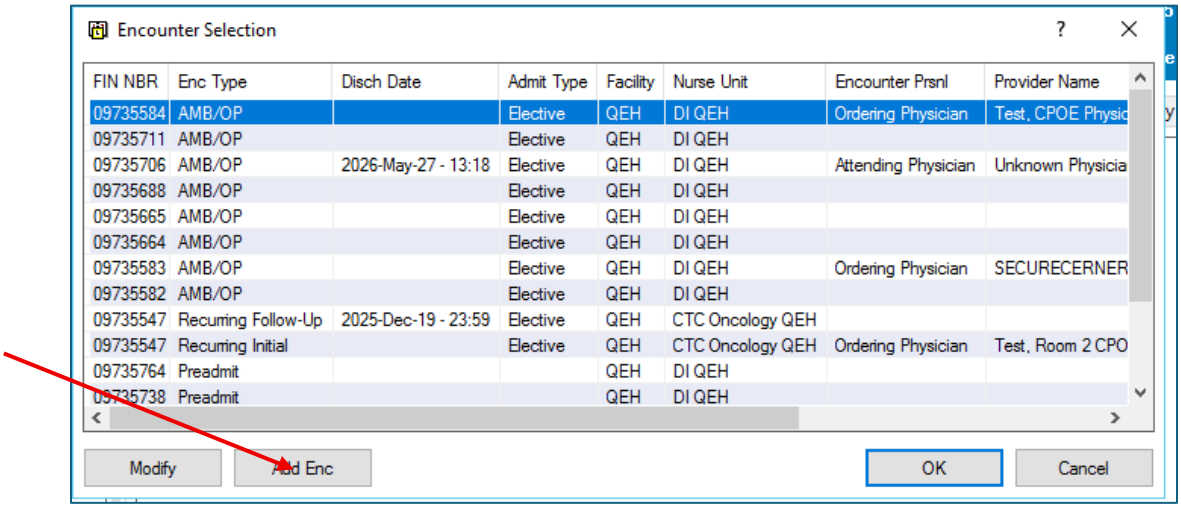
Click on Confirm

The confirmation window appears. Double check the information is correct. Give prep patient instructions if required.



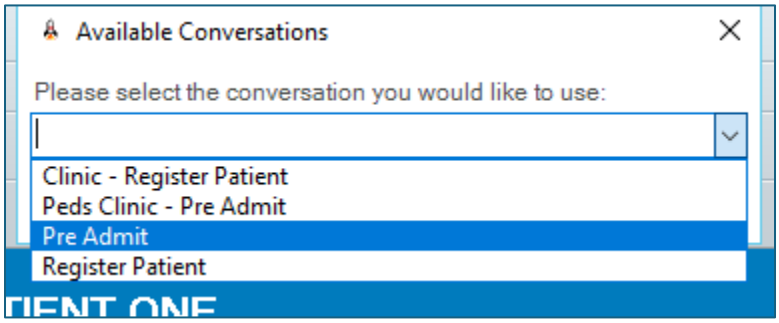
Click OK

Encounter Selection box defaults and click on add encounter

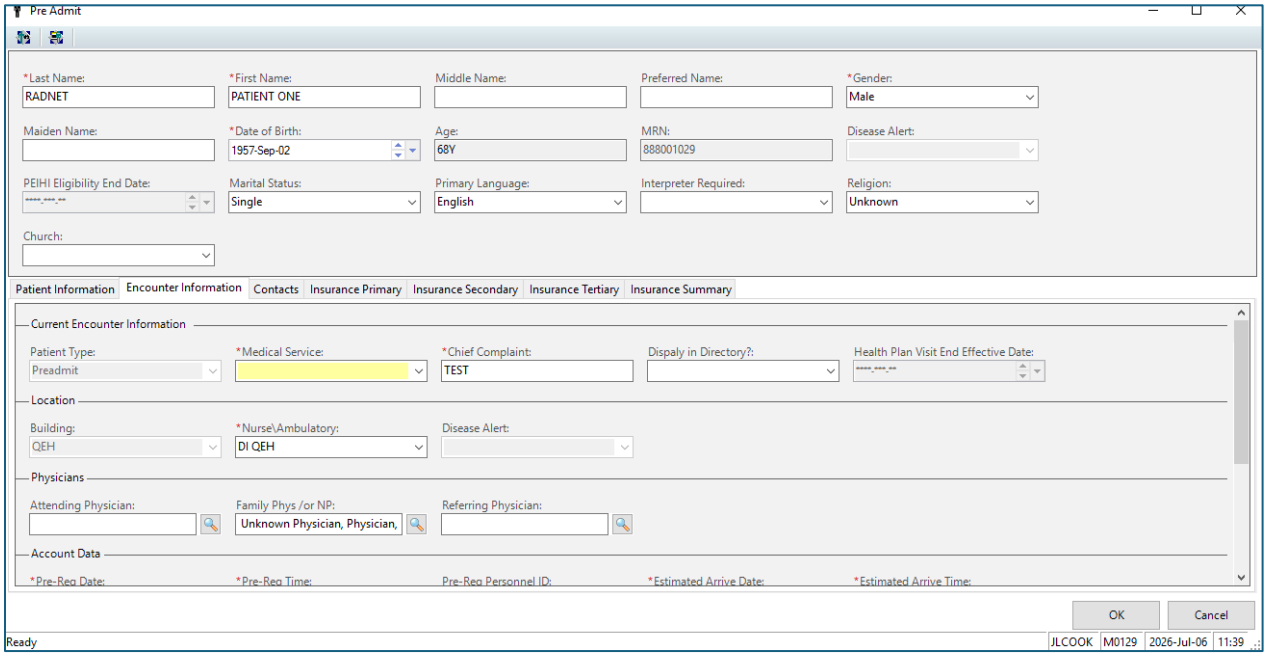


.

The pre-admit conversation window pops up. In the drop-down menu, choose Pre-Admit, click OK.



The Pre-Admit window opens. Click on Encounter Information Tab, fill is mandatory fields, Medical Service – Diagnostic Imaging. Click OK



Click OK



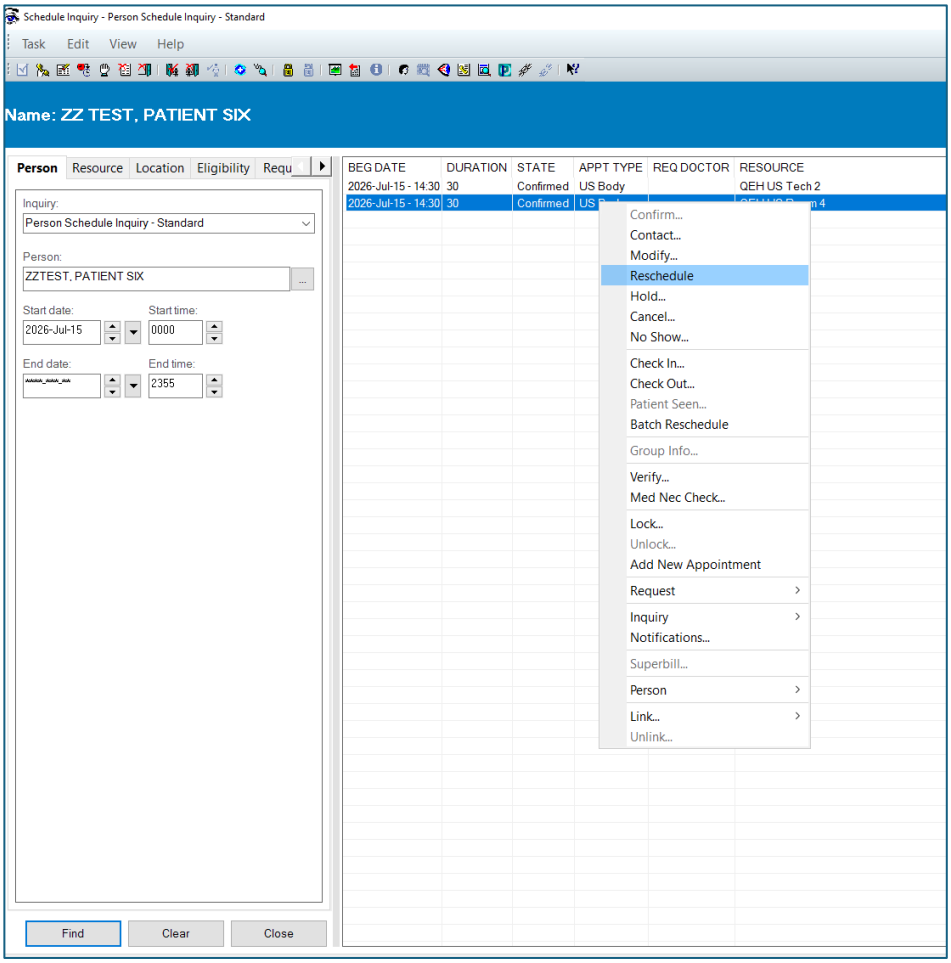
Appointment Reschedule

There are multiple methods for rescheduling appointments. The most commonly used are to perform the action from an Inquiry, right-clicking on the appointment within the grid area or using the Reschedule icon on your toolbar.

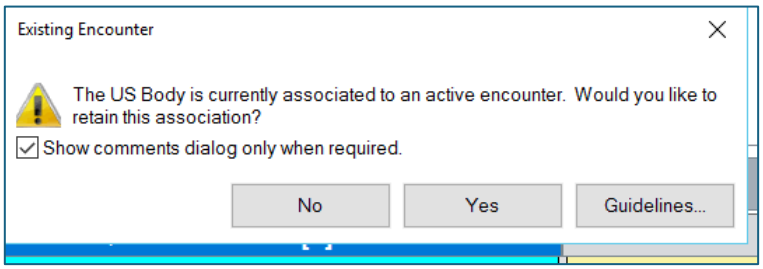
To reschedule an appointment through an Inquiry, first open the appropriate Inquiry. Search by the patient's name (MRN) using the Person Inquiry, search for the appointment by the Resource name using the Resource Inquiry, or search by the appointment's scheduled location using the Location Inquiry.

Select the Inquiry type of your choice, fill out the appropriate search criteria and press the FIND button.

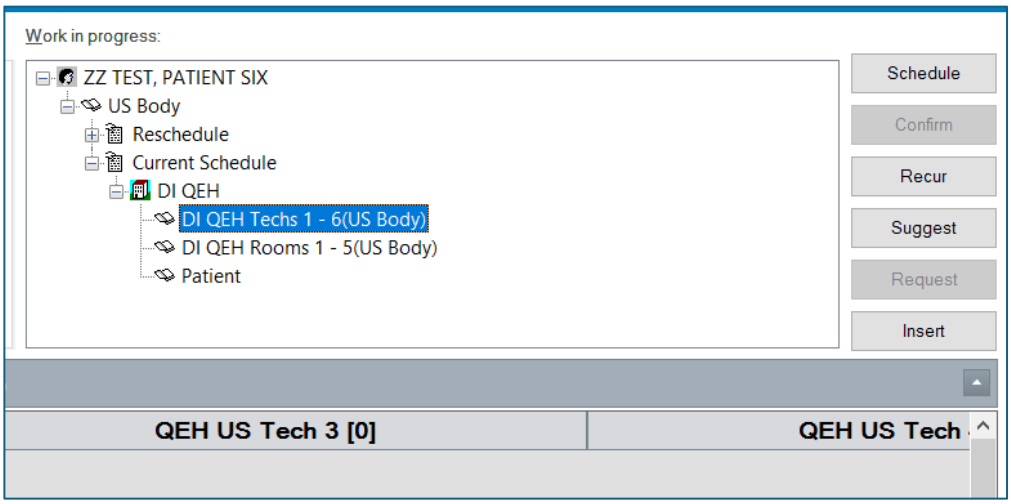
Highlight the appointment to reschedule then right click and choose Reschedule.

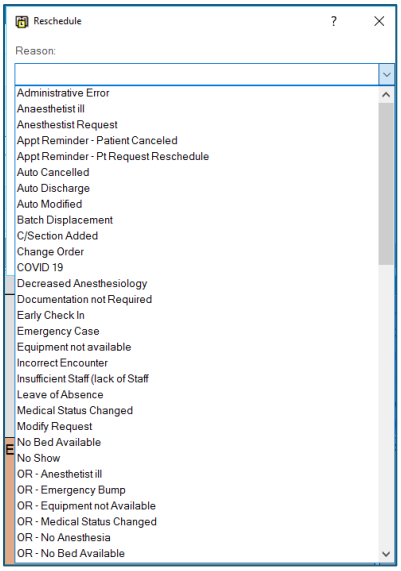


The Existing Encounter warning may be displayed if the appointment currently has an active encounter associated. Press the YES button to retain the encounter association. (Unless you are rescheduling because you already scheduled the appointment and did not add a new encounter in which case you will reschedule and Click NO then you can reschedule the appointment and when you go to confirm you can add a new encounter.)



The appointment information will now display within the WIP.



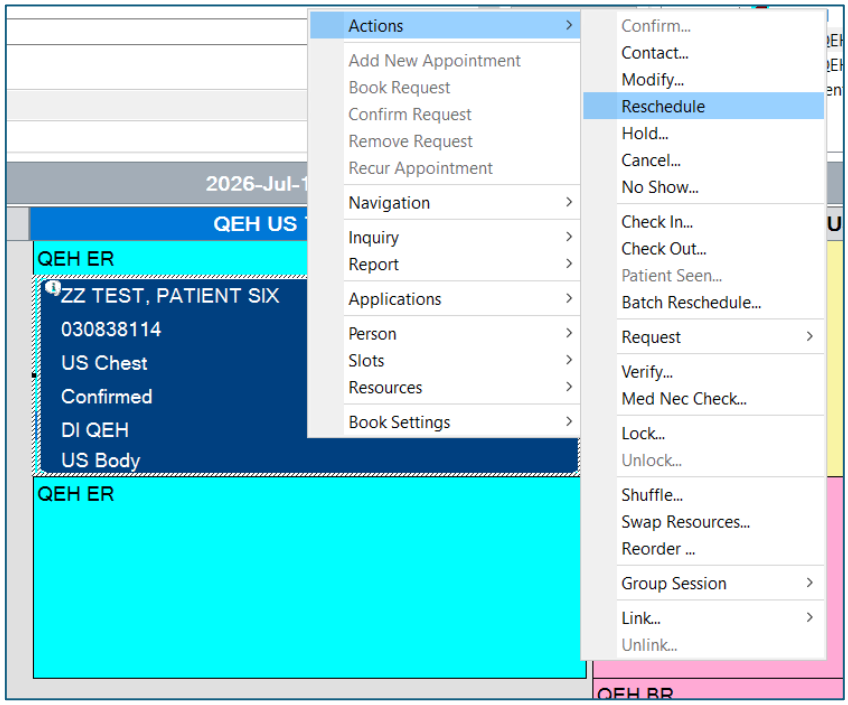


From that point, find a new appointment time available using one of the methods previously described. Press the Confirm button. The Confirmation window will display. Press the OK button.

The Reason for Reschedule window will display. Select a reason from the dropdown and press the OK button.

The appointment will now appear in a Confirmed status in the new appointment time.

Appointments can be rescheduled directly within the grid area. To accomplish this, Right-CLICK, go to Actions, then Reschedule.



The same steps as the inquiry method will be followed from this point.

Another method for Rescheduling appointments is to use the Reschedule icon. 

Again, highlight the appointment you want to reschedule, and then click the Reschedule icon at the top of the screen.

The appointment will follow the same process as in the previous methods of appointment reschedule.

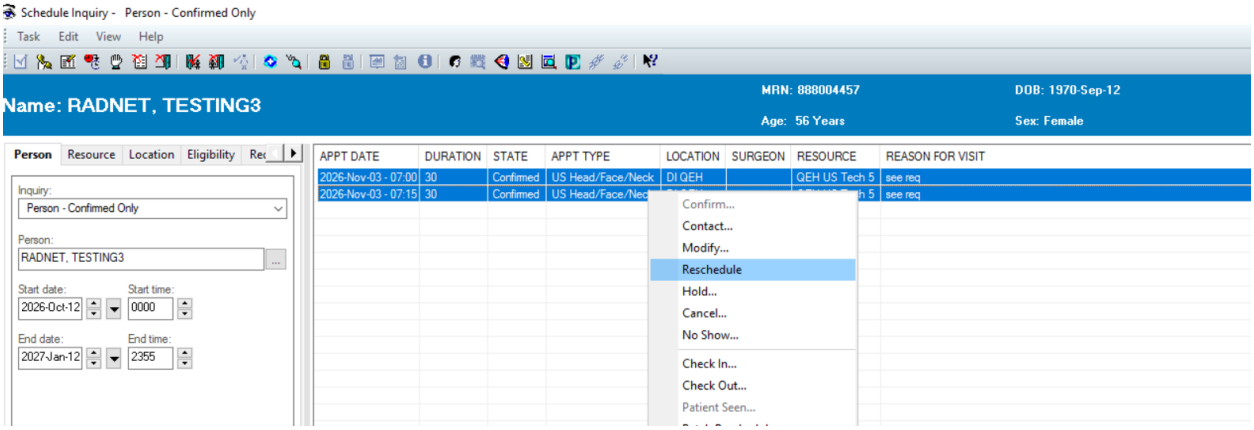
Rescheduling Multiple Appointments

There are multiple methods for rescheduling appointments. The most commonly used are to perform the action from an Inquiry, right-clicking on the appointment within the grid area or using the Reschedule icon on your toolbar.

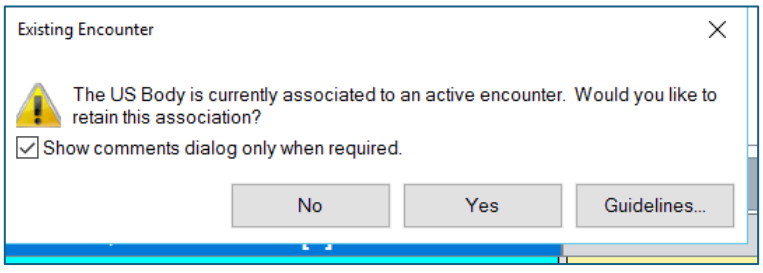
To reschedule an appointment through an Inquiry, first open the appropriate Inquiry. Search by the patient's name (MRN) using the Person Inquiry, search for the appointment by the Resource name using the Resource Inquiry, or search by the appointment's scheduled location using the Location Inquiry.

Select the Inquiry type of your choice, fill out the appropriate search criteria and press the FIND button.

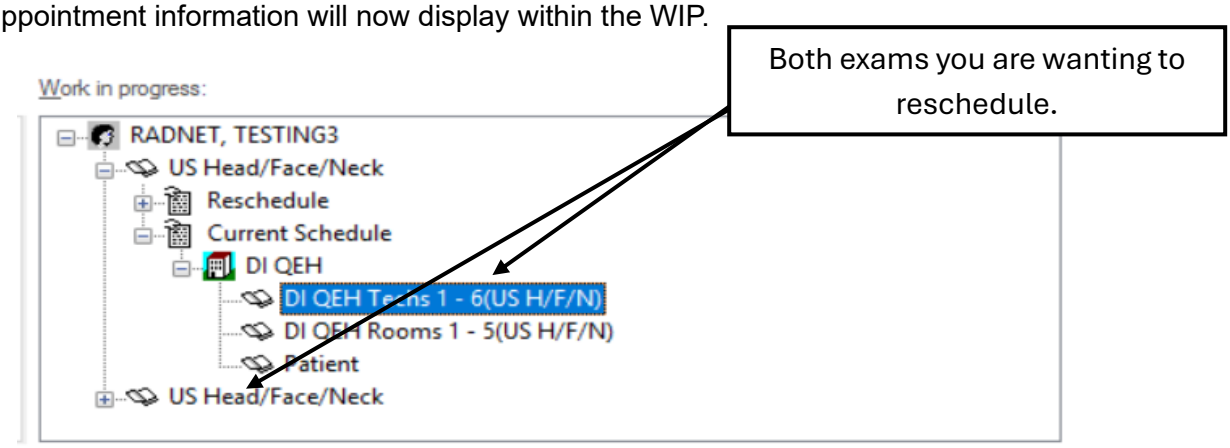
Highlight the appointments to reschedule then right click and choose Reschedule.



The Existing Encounter warning may be displayed if the appointment currently has an active encounter associated. Press the YES button to retain the encounter association. This may pop up for each exam you are wanting to reschedule. Just click YES both times. (Unless you are rescheduling because you already scheduled the appointment and did not add a new encounter in which case you will reschedule and Click NO then you can reschedule the appointment and when you go to confirm you can add a new encounter.)

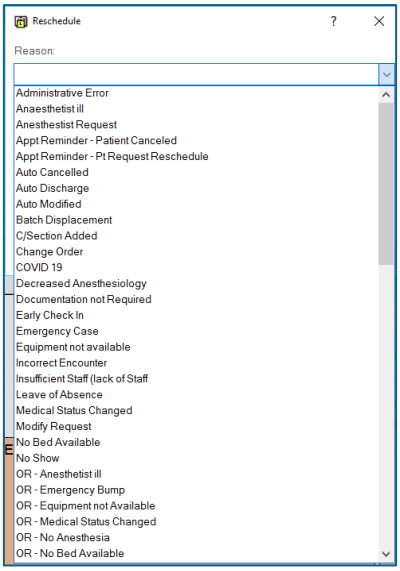


The appointment information will now display within the WIP.

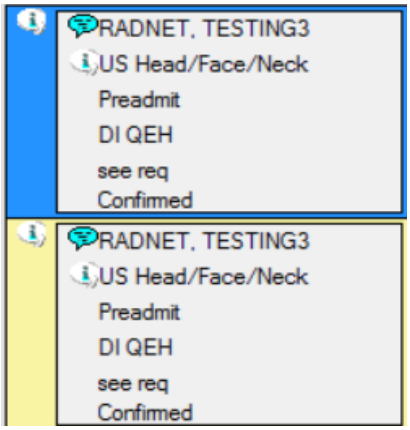


From that point, find a new appointment time available using one of the methods previously described. Press the Confirm button for each appointment. The Confirmation window will display. Press the OK button.

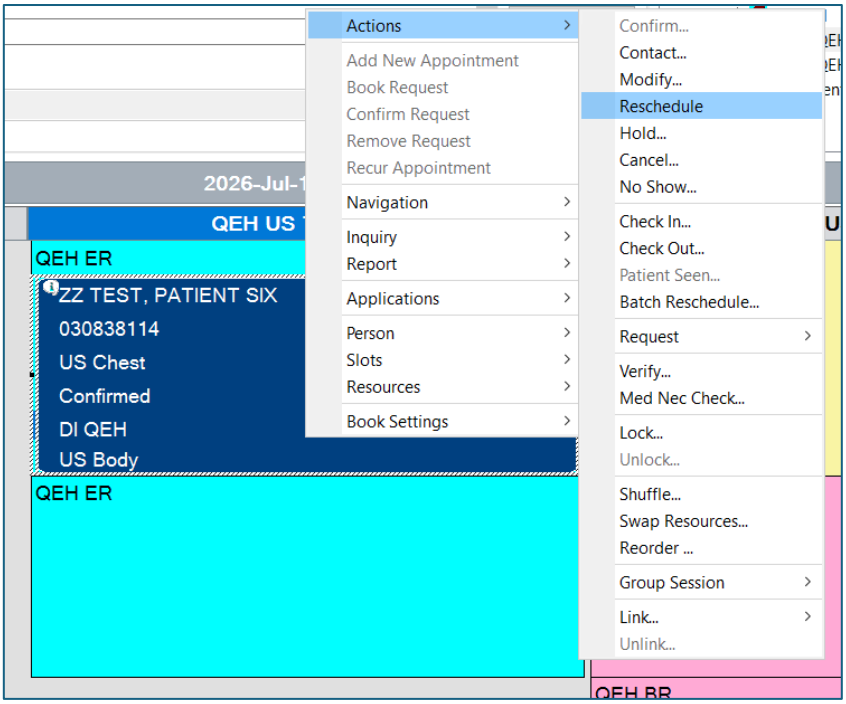
The Reason for Reschedule window will display. Select a reason from the dropdown and press the OK button.



The appointment will now appear in a Confirmed status in the new appointment time.



Appointments can also be rescheduled directly within the grid area. To accomplish this, Right Click, go to Actions, then Reschedule.



The same steps as the inquiry method will be followed from this point.

Another method for Rescheduling appointments is to use the Reschedule icon. 

Again, highlight the appointment you want to reschedule, and then click the Reschedule icon at the top of the screen.

The appointment will follow the same process as in the previous methods of appointment reschedule.

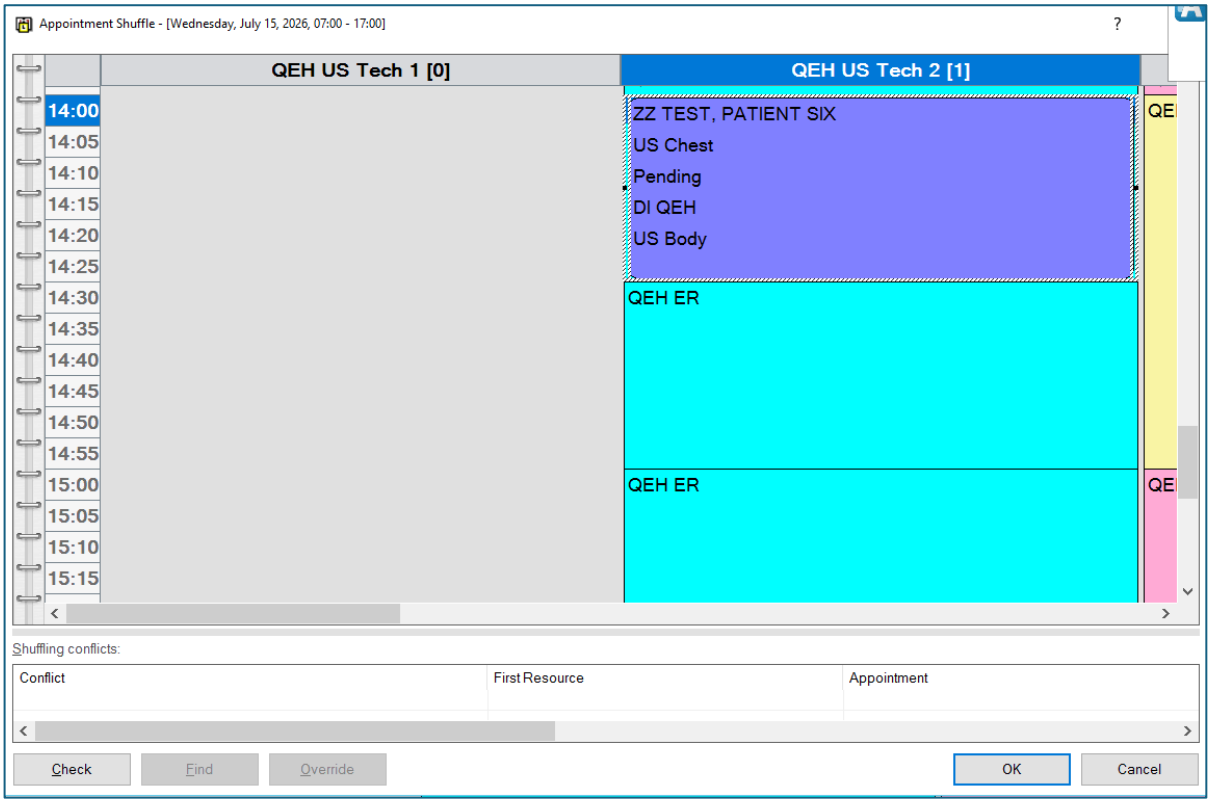
Appointment Shuffle

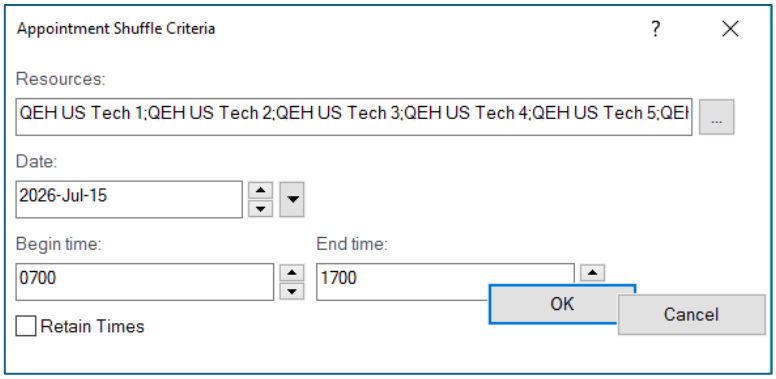
The shuffling feature is used to move around appointments on the same day, without having to go through all the rescheduling steps. For example, if appointments are scheduled for a particular examination room, and that room is no longer available, display the Appointment Shuffle dialog box and drag the appointments from the unavailable resource to available resource.

Select the Shuffle option in the Appointment Book  to open the Appointment Shuffle Criteria dialog box. Also, highlight an appointment within the grid area, right click, choose Actions and Shuffle from the menu. (Proportional Single Days in book settings.)

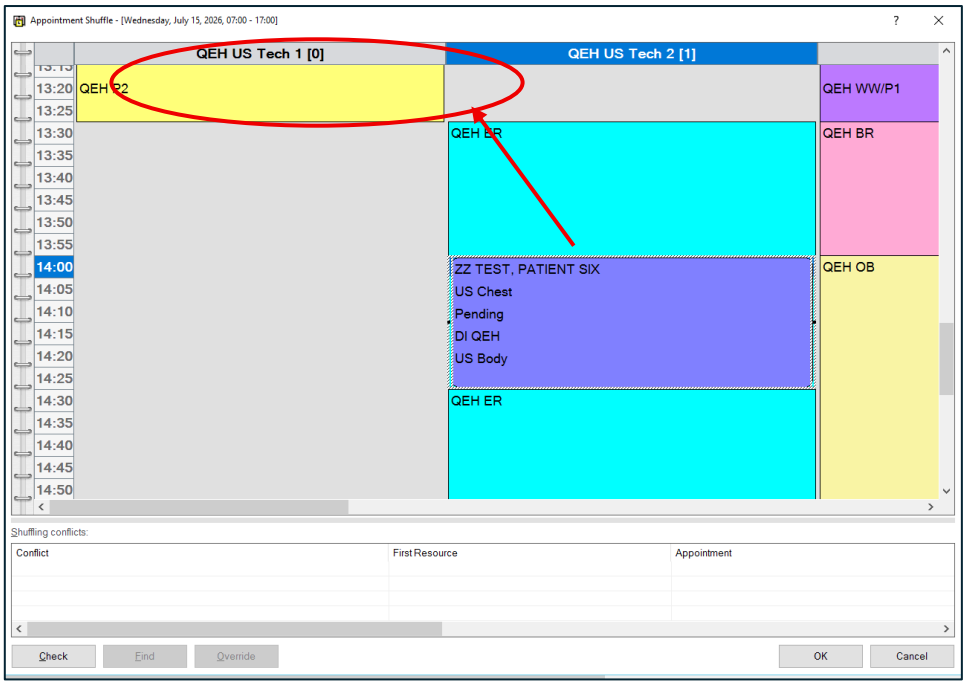
The Appointment Shuffle Criteria window will display. Press the OK button.

The Appointment Shuffle window will display.

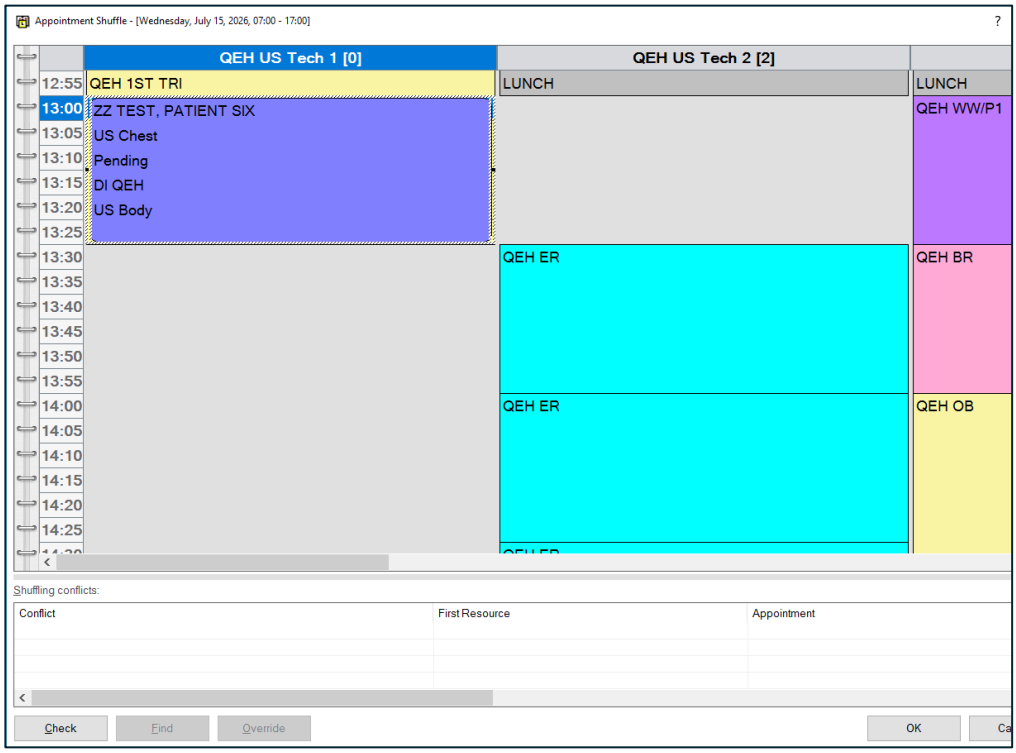




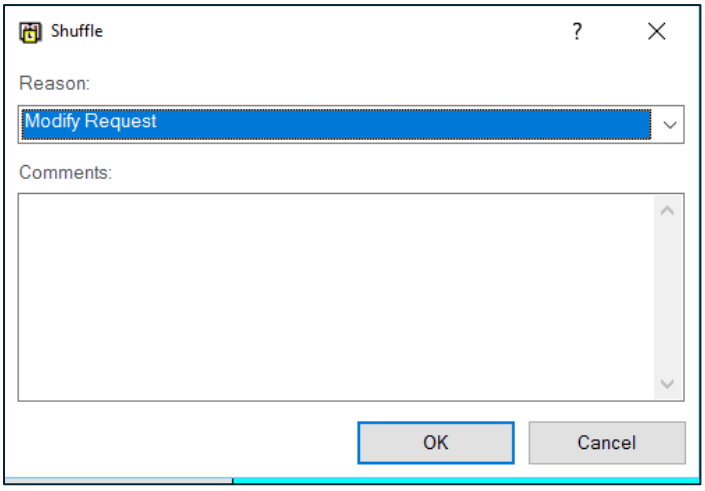
To move appointments to a different time or Resource, highlight the appointment to shuffle. Shuffling appointments from the primary resource to which they are scheduled. It is also important to note that appointments can only be shuffled to a new slot or resource on the same day the original appointment was scheduled.
Left click and drag to the appropriate time and Resource. A blue bar is displayed before the left mouse click is released.



Release the mouse click and the appointment will now display in the new time timeframe in a Pending status.



Press the OK button. The Reason for Shuffle window will display. Select a reason from the dropdown and press the OK button.



The Shuffle window will close, and the appointment will now appear in a Confirmed status in the new timeframe/Resource.

Recurring Appointments

Recurring appointment functionality is designed to help in situations where an appointment needs to be scheduled multiple times over a specified time. This type of appointment is most used in the Rehab area where a patient needs to come for therapy multiple times.

Scheduling a Recurring Appointment

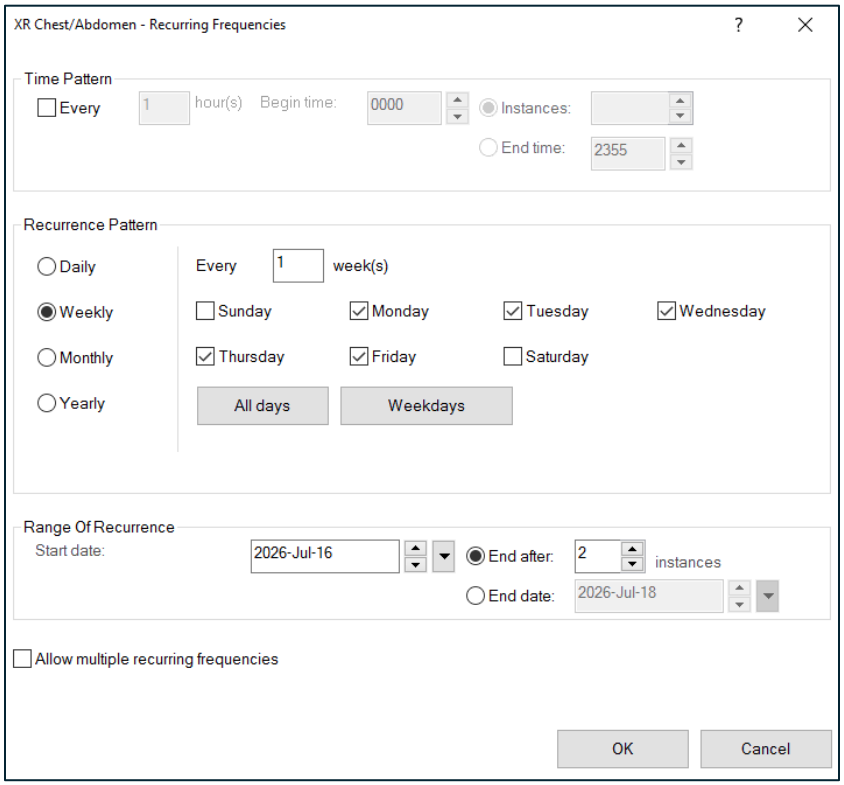
Open the Scheduling Appointment Book application, click the Appointment tab, and fill out the accept formats fields the same as in previous examples. Press the MOVE button to move the information to the WIP. Remember to Uncheck the resources in the" Attributes Window" go to resource tab after choosing the orders.

Click the 

button. The Recurring Frequencies window will display. Within the Recurrence pattern area, there are many different options to choose from when selecting the frequency of the appointment. Every other week can be chosen (i.e. every Monday and Wednesday) etc. There is also an option to select which day of the week the patient should be scheduled.

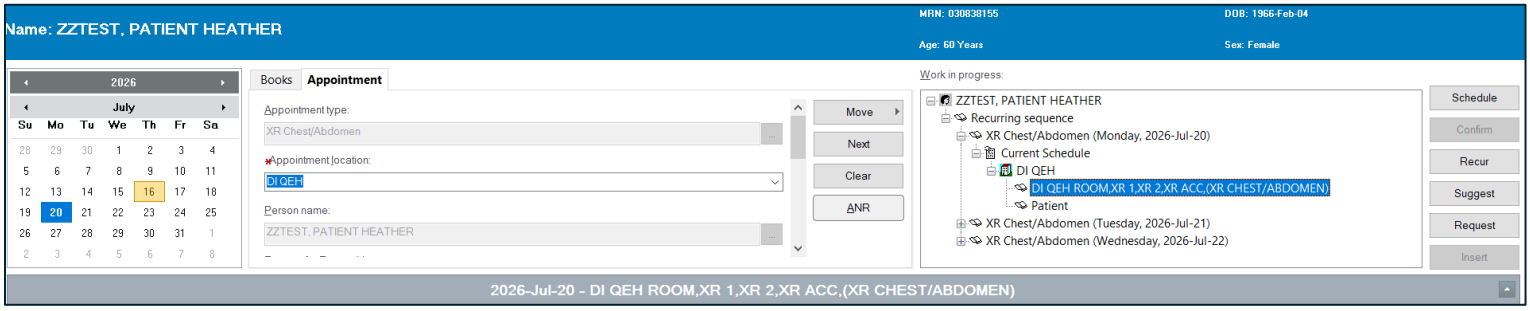
In the Range of Recurrence area, select the date for the appointments to begin and how many instances the appointment needs to be scheduled.

The Allow Multiple Recurring Frequencies option allows the scheduler to select different types of frequencies for different days of the week. For example, the scheduler can choose to schedule the appointment for every Monday but only want to schedule the appointment for every other Wednesday.



Make the selection(s), press the OK button.

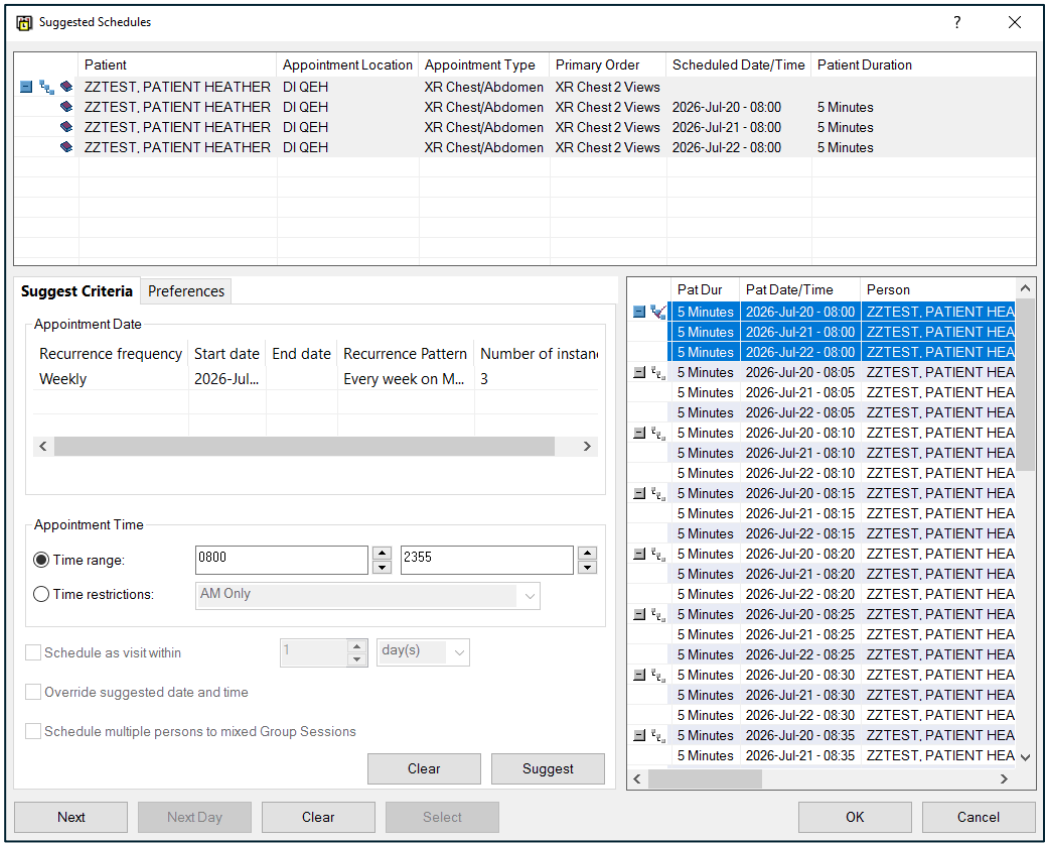
The information for all instances of the recurring appointment will be displayed in the WIP.



Suggested Scheduling is the best method for finding available appointment times for multiple appointments at once. Press the Suggest button.

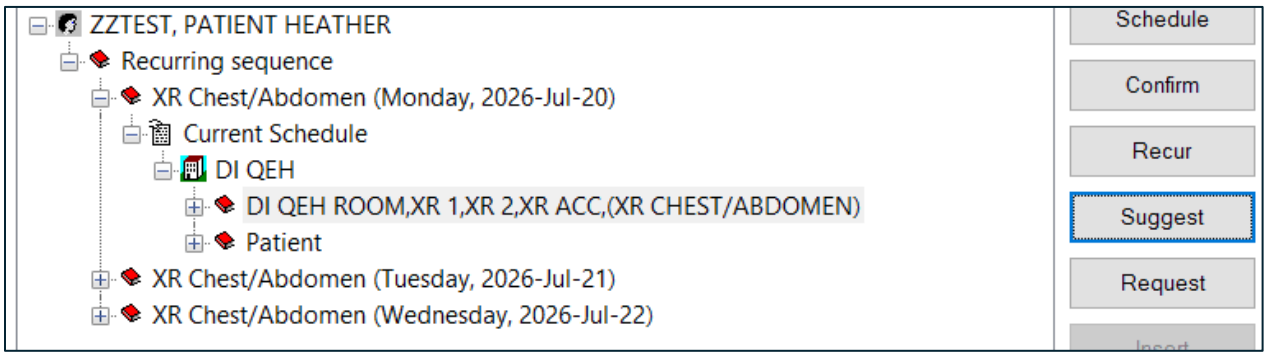
All appointments will display in the top portion of the Suggested Schedules window. Press the Suggest button.

Available appointment options will display on the right portion of the screen. Notice that the response included available appointment times for all appointments within the recurring series.

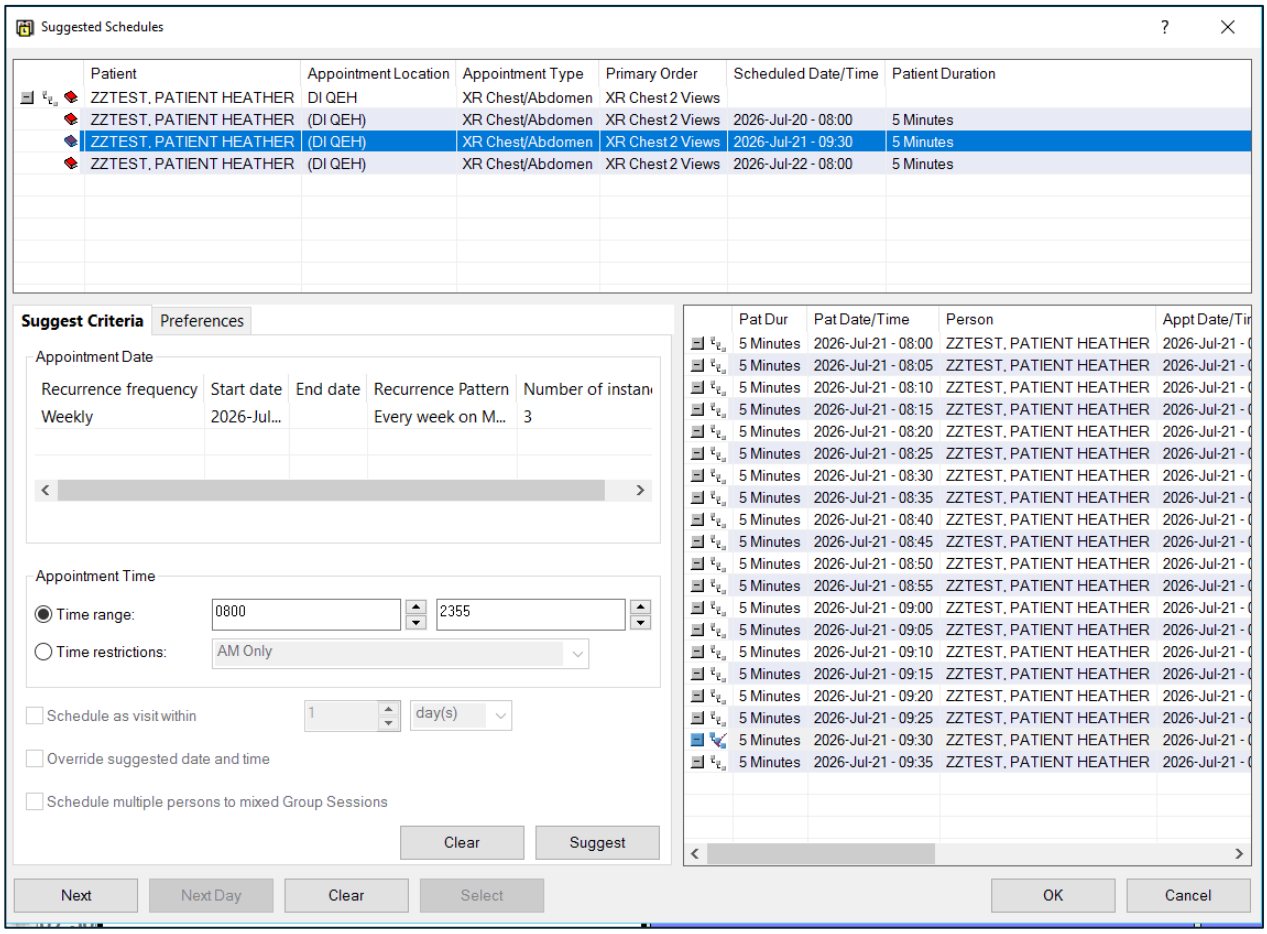


Highlight one of the options and press the SELECT button. A red check mark will be displayed next to the select appointment times.

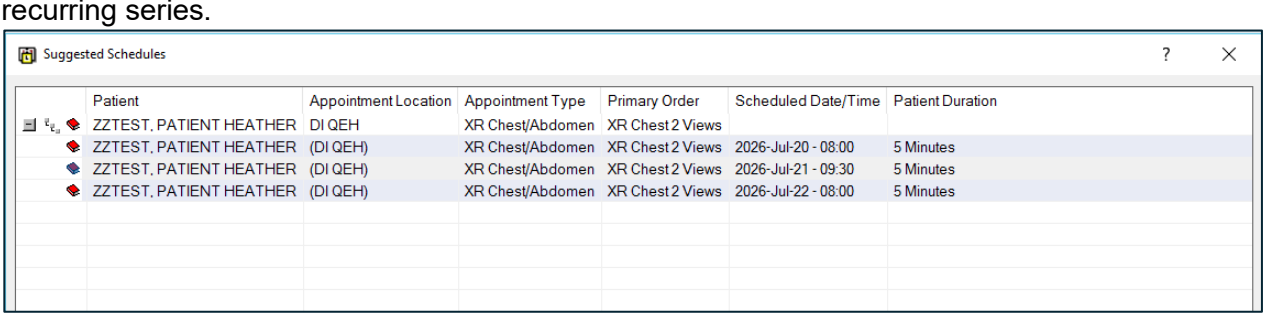
The system will typically return an option which has all appointments within the recurring series occurring at the same time of day for each of the appointment dates. In the example above, the suggestion was 8:00 am. There is an option to search for an alternative time for one or multiple components within the recurring series.
In the upper section of the Suggested Schedules window, select one component of the recurring series.



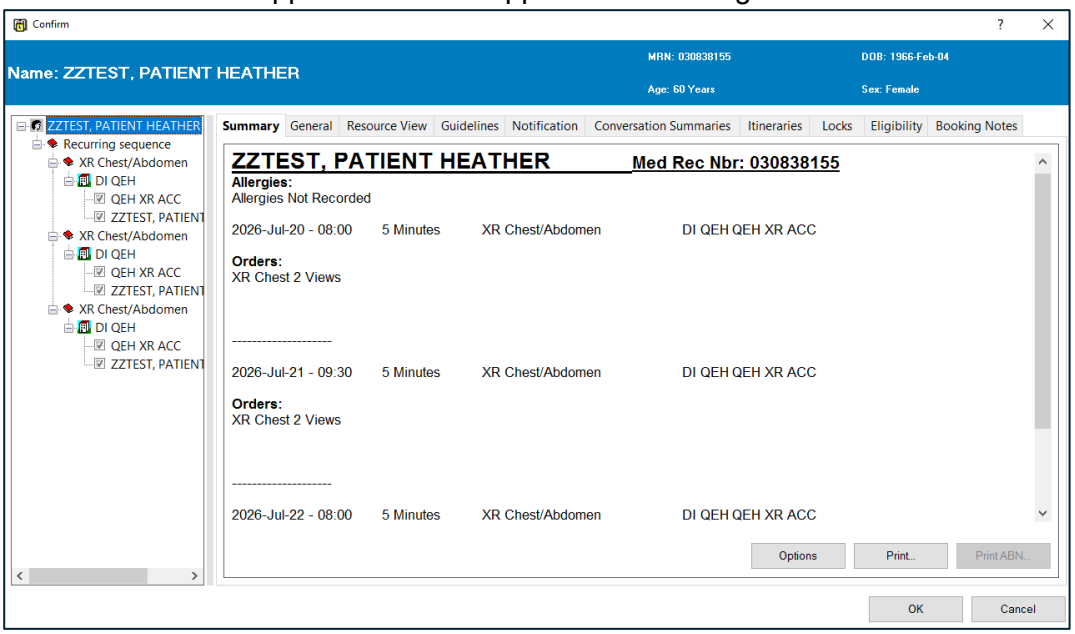
Press the SUGGEST button again. This time the system will return appointment suggestions only for the highlighted appointment. Highlight a different time option and press the SELECT button.



Notice that the appointment time has now changed for just that particular component of the recurring series.



Press the OK button. All appointments will appear in a Pending status within the WIP.

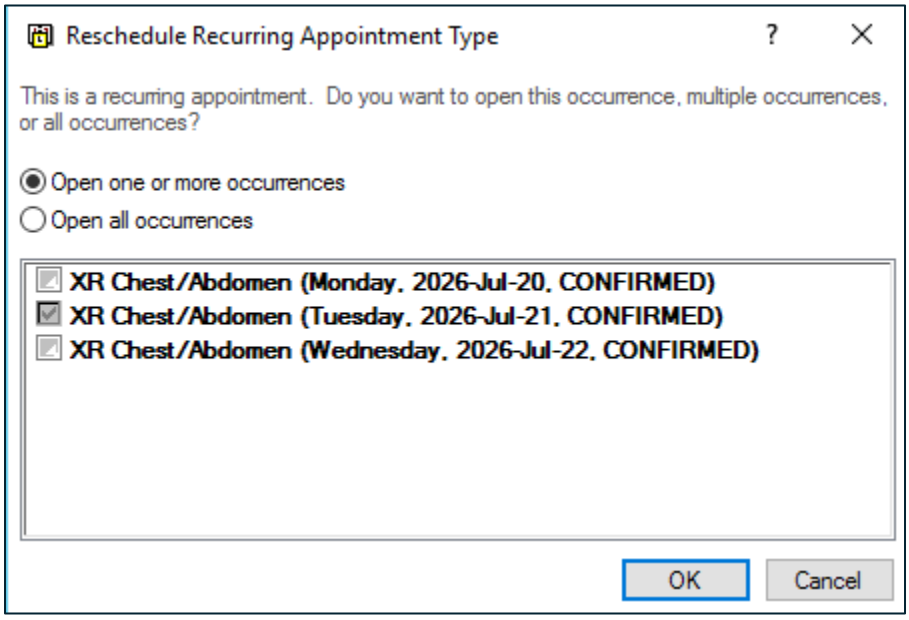


Press the CONFIRM button and the Confirmation window will display all appointment information. Create an Encounter for each appointment.

Modifying a Recurring Appointment

When a recurring appointment is scheduled, the system will always recognize that these appointments are tied to together. To perform any action on any one of those appointments, the system will always ask if the scheduler intends to perform the action on just one component or all components within the recurring series.

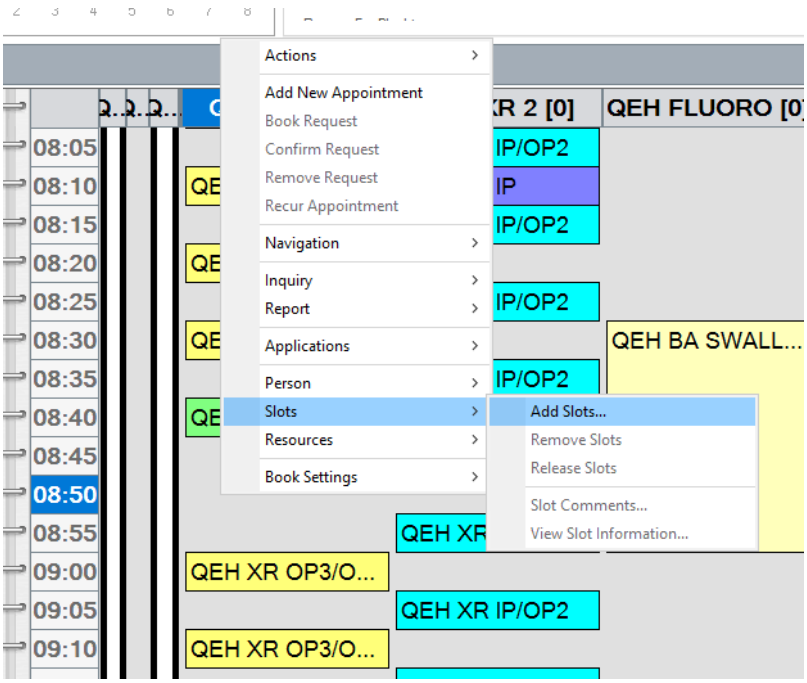
A message like the following will display when performing an action on an appointment scheduled within a recurring series:



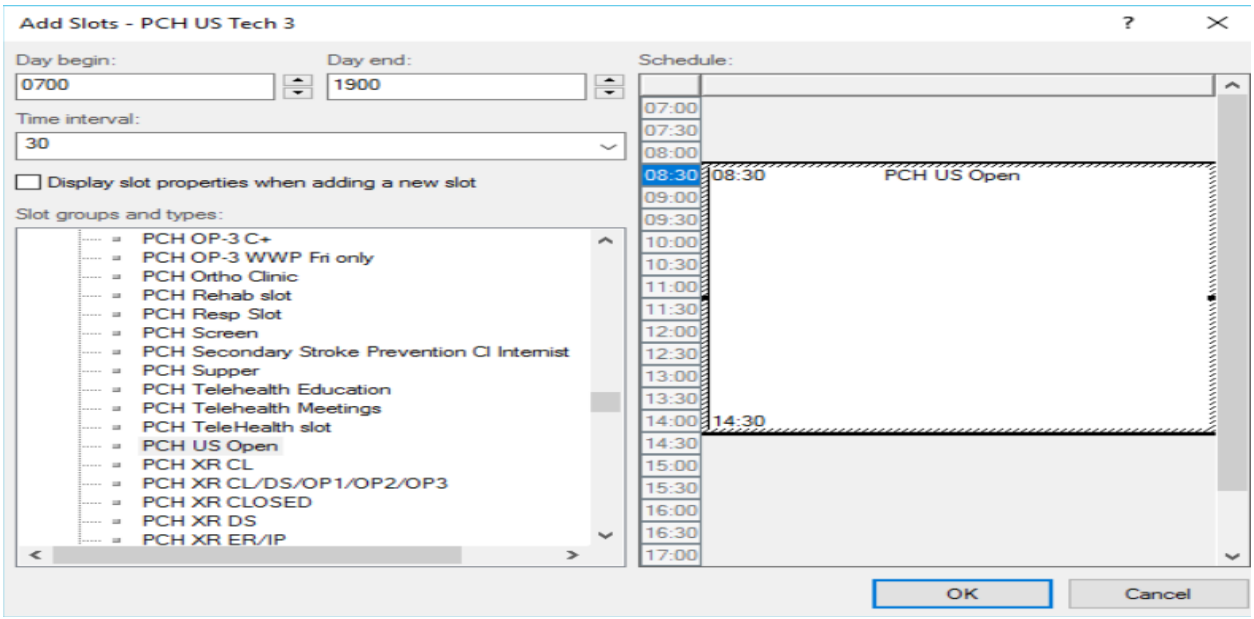
If the scheduler chooses to Open one or more occurrences, then the action will only affect those appointments that have a checkmark. If “Open all Occurrences” is chosen, then the action will affect all appointments within the recurring series.

Adding Slots

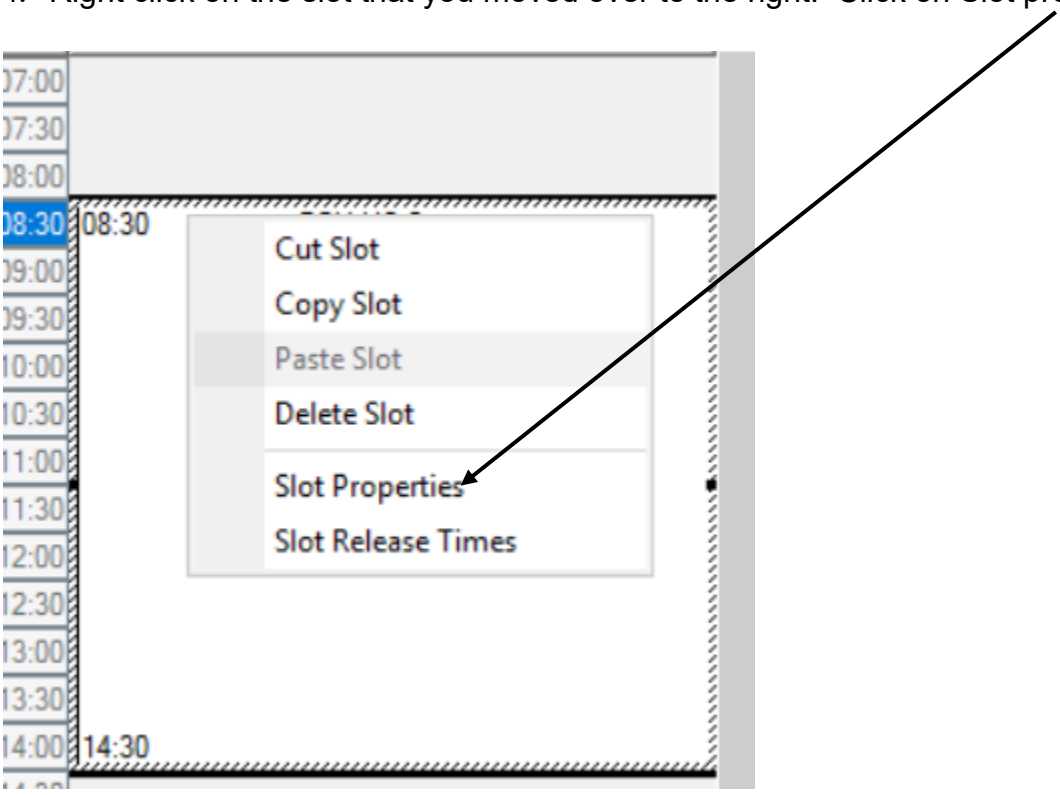
At times you may need to add a slot to the schedule.
To do so:
Right-click on the appointment time slot you want to duplicate
Highlight Slots and click Add slots



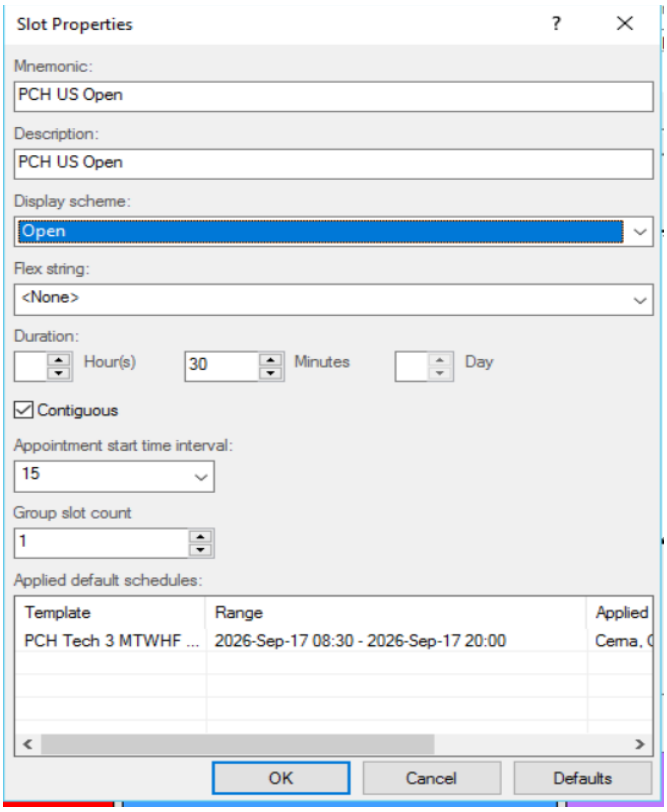
Enter the start and end time of the appointment. The time interval defaults however it can be changed by using the drop-down box.



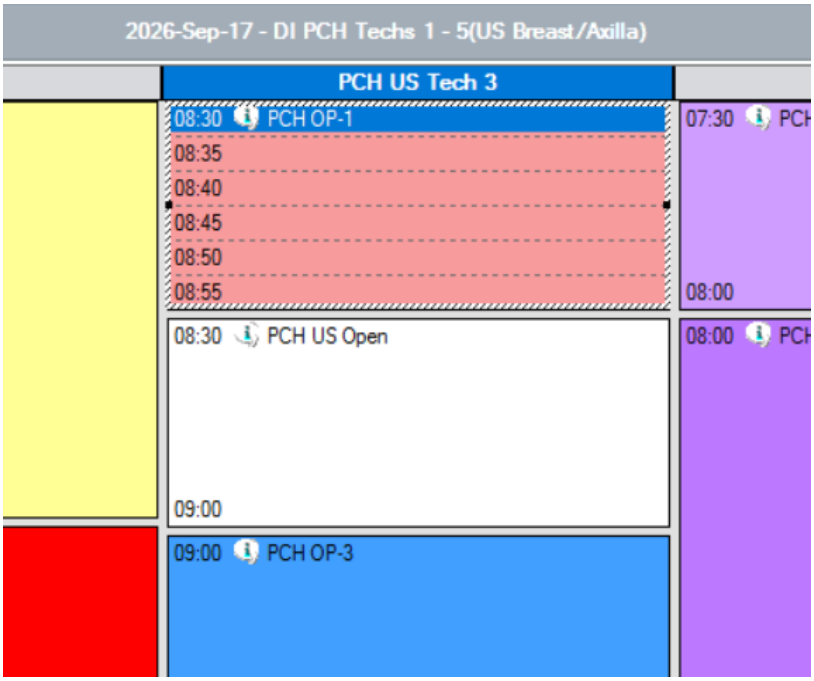
1. Click the plus + sign next to All Slot Types at the top of Slot Groups and Types.
2. Select the appropriate slot.
3. Drag it over to the time on the right side of the window.
4. Right click on the slot that you moved over to the right. Click on Slot properties.



5. Here you can adjust the length of time you want the added time slot. So if it was just a 30 minute appointment slot to add, in Duration remove the hours and enter 30 in the minutes field. Click Ok.



6. Then you will see on the Add Slot window it reflect a 30 minute added time slot. Click Ok here as well. You will then see it appear as below on your appointment schedule. You can now schedule your two appointments.



Modifying / Editing Exams

When the requisition is received back from the radiologist/coordinator from being triaged/protocolled or if you must make any changes to the exam for the following reasons:

- Update Priority
- Update or add/change any providers
- Update/change the exam name
- Update/change the scheduling date timeframe (for clinics etc.)

Clerical can edit an exam up until the time the patient registers. Technologists can edit an exam until it is reported. The Online Work List is App is best used for Scheduled Appointments.

Through the Online Worklist App



Modifying Scheduled Exams

When Online Worklist is opened, filter to see the site, modality and date. Click on the filter button in the upper left corner.

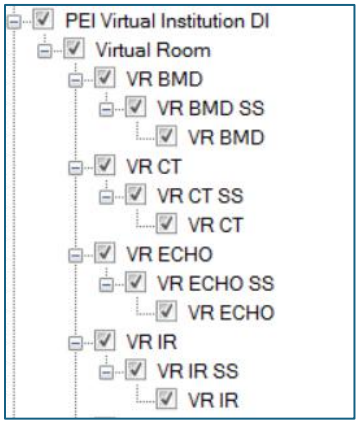


Select desired facility and modality to show up on the worklist.

Filter to see specific rooms.

Each modality has a Virtual Room. Orders that are incorrectly routed may end up here. (i.e.: similar to unverified in PACS). Orders in the Request List are also in the Virtual Rooms.

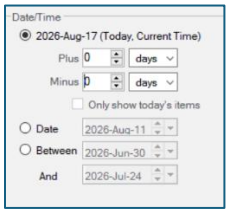
*If an order is not showing up in the Online Work List, check here.



Select the date.

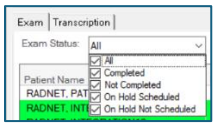
- Choose top button for today.

- The middle button to choose a specific date.
- Or the bottom button to choose a date range.



Then click OK and the worklist will populate.

In the Work List in the Exam tab, filter to remove specific exam statuses. When modifying exams that are in the request list unselect ALL and check off On Hold Not Scheduled.



Replace Exam Icon

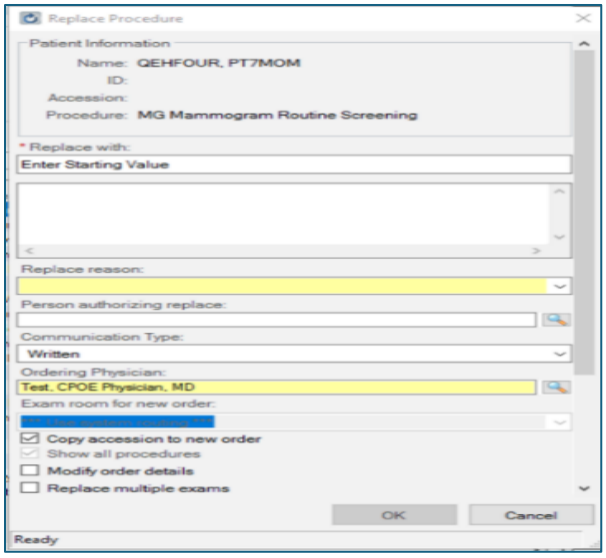


Select the exam to replace. This will be used if the wrong exam has been ordered and it needs to be replaced.

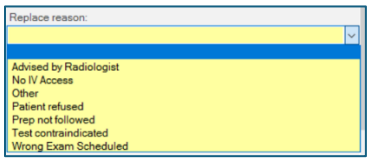
Examples:

- Laterality
- A different exam in the same modality
    - If the exam needs to be a different modality, you must cancel and re-order
- Ordering physician
- Aborted scan (tech will most likely enter these ones)

This window pops up.



In the replace with field, enter the new exam order.



Choose the most appropriate Replace reason.

Make sure the “copy accession to new order” box is checked.

Please note, if you are already in this window and need to also update the priority, add other providers to receive copies of the reports, or need to change the request date/time, you can select the check box beside Modify Order Details and update that information in the next window. (See screenshots below).

Click Ok

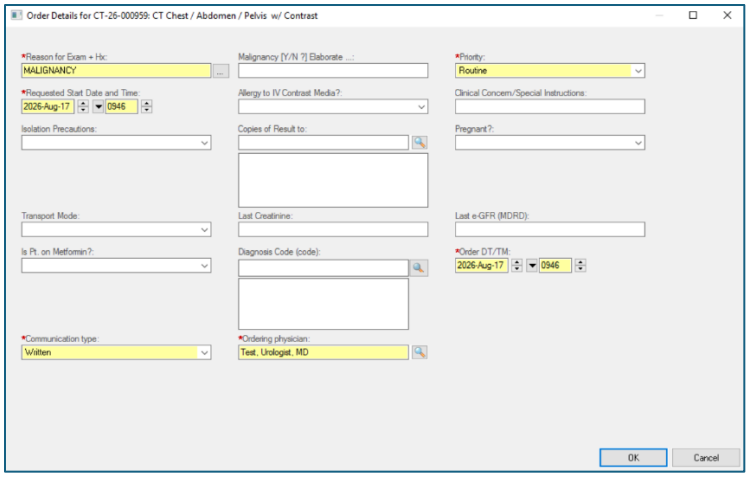
Modify Order Details Icon



If the order details need to be updated, use this icon.

Examples:

- Changing the priority
- Moving an order to another day by changing the request date/time.
    - If you change the requested start date and time, leave a comment as to why
- Adding another physician for the copy of the report
- Do NOT use this window to change the ordering physician (use the Replace Exam icon)


Order Details for CT-26-000959: CT Chest / Abdomen / Pelvis w/ Contrast
*Reason for Exam + Hx:
MALIGNANCY
Malignancy [Y/N ?] Elaborate ...:
*Priority:
Routine
*Requested Start Date and Time:
2026-Aug-17
0946
Allergy to IV Contrast Media?
Clinical Concern/Special Instructions:
Isolation Precautions:
Copies of Result to:
Pregnant?:
Transport Mode:
Last Creatinine:
Last e-GFR (MDRD):
Is Pt. on Metformin?:
Diagnosis Code (code):
*Order DT/TM:
2026-Aug-17
0946
*Communication type:
Written
*Ordering physician:
Test, Urologist, MD
OK
Cancel

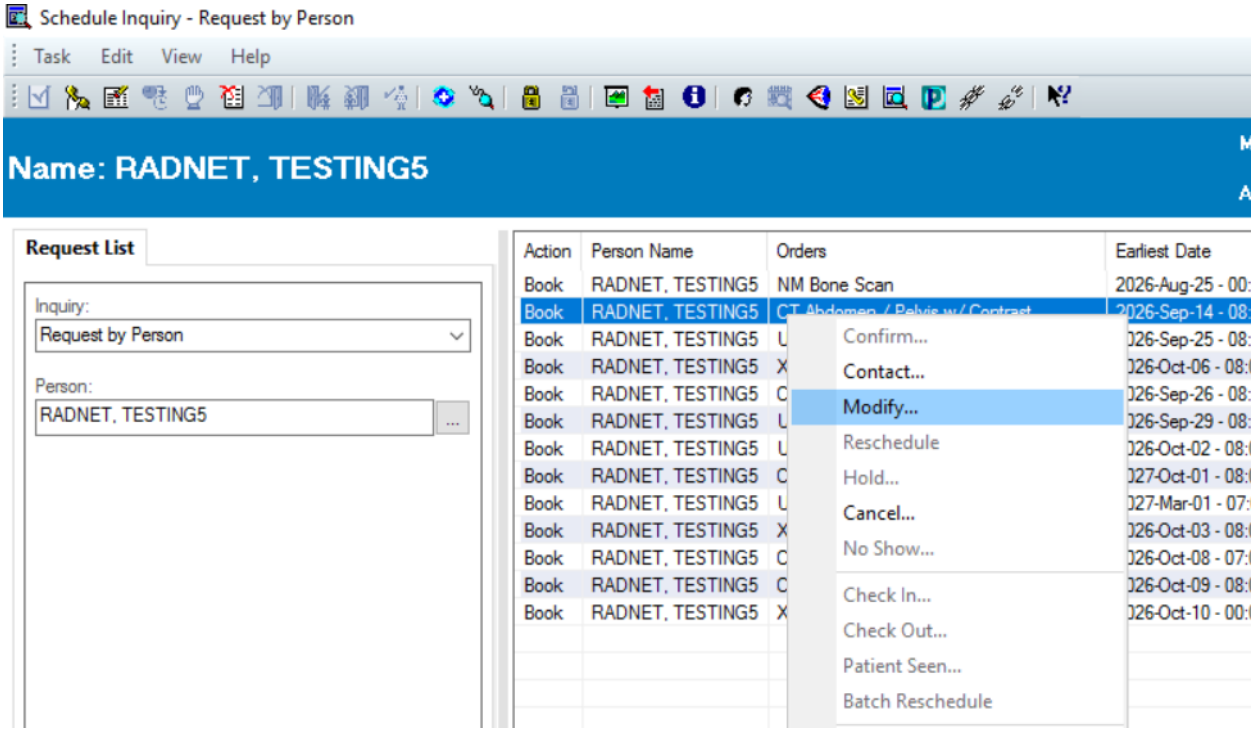
Through the Scheduling Appointment App

Modifying Exams On The Request List (Order Queue)

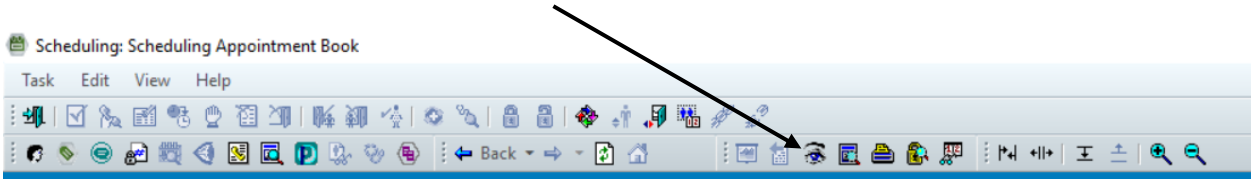


If you are modifying (enter/editing) a request that is pending on the request list, you can do this by clicking either of these Icons. Click on the Request List Inquiry.

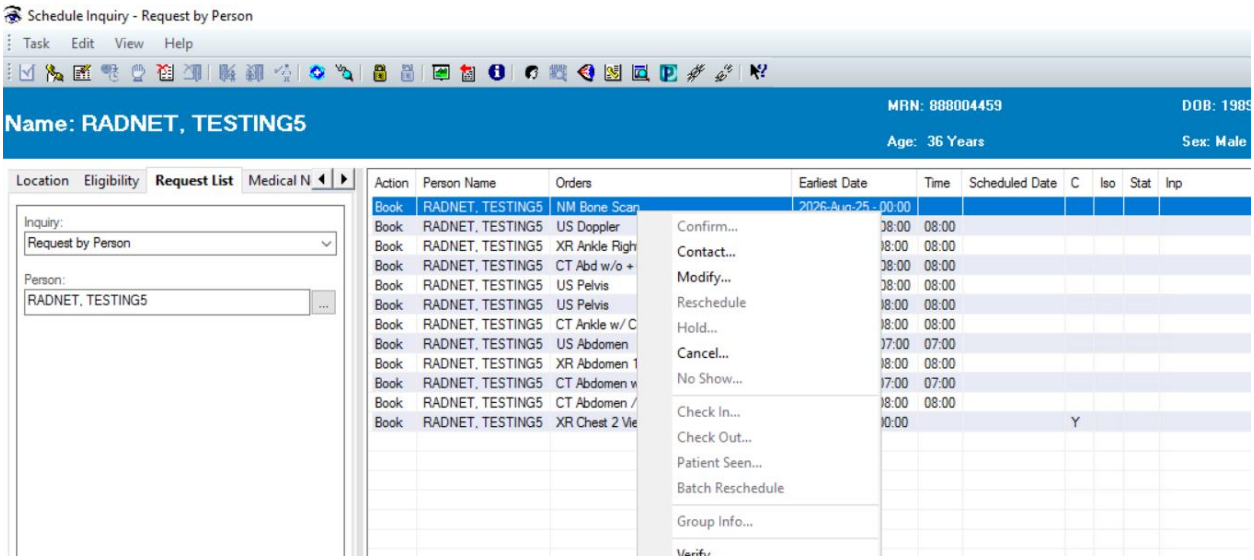
Search by the “Request by Person” Inquiry. Enter the patient’s MRN. Click Find.



OR by clicking on the Appointment Inquiry Icon.

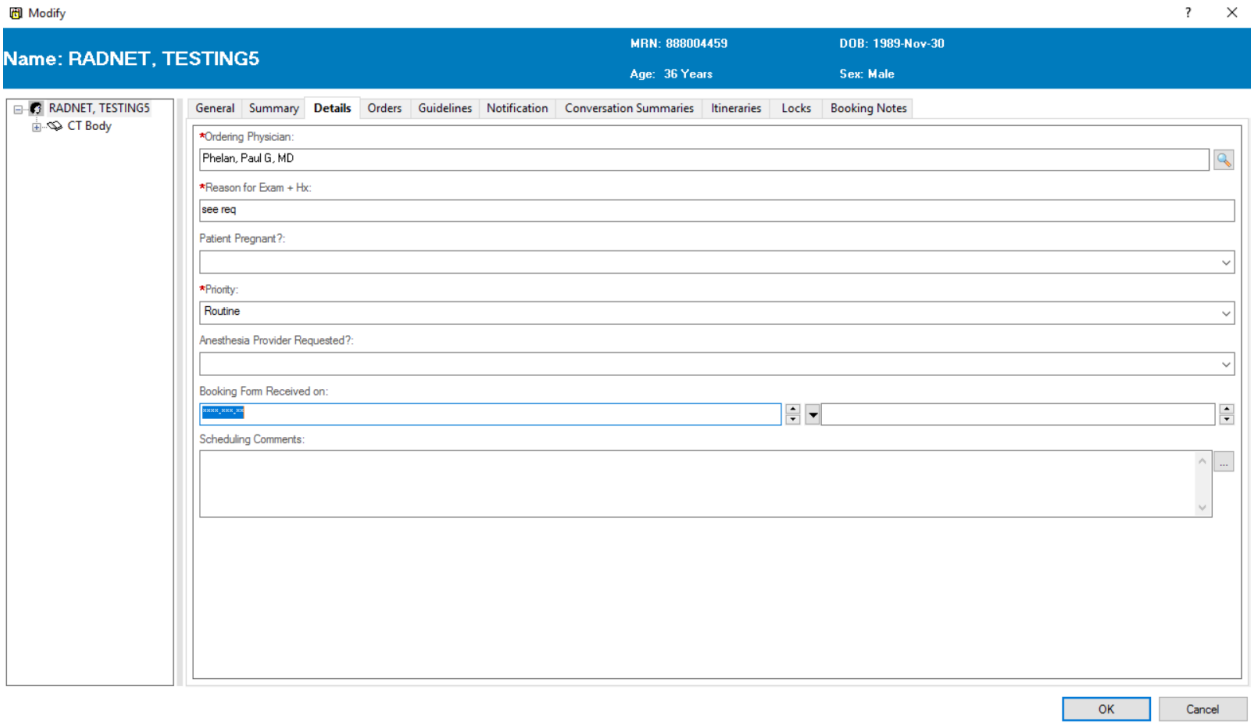


Search by the “Request by Person” Inquiry. Enter the patient’s MRN. Click Find.

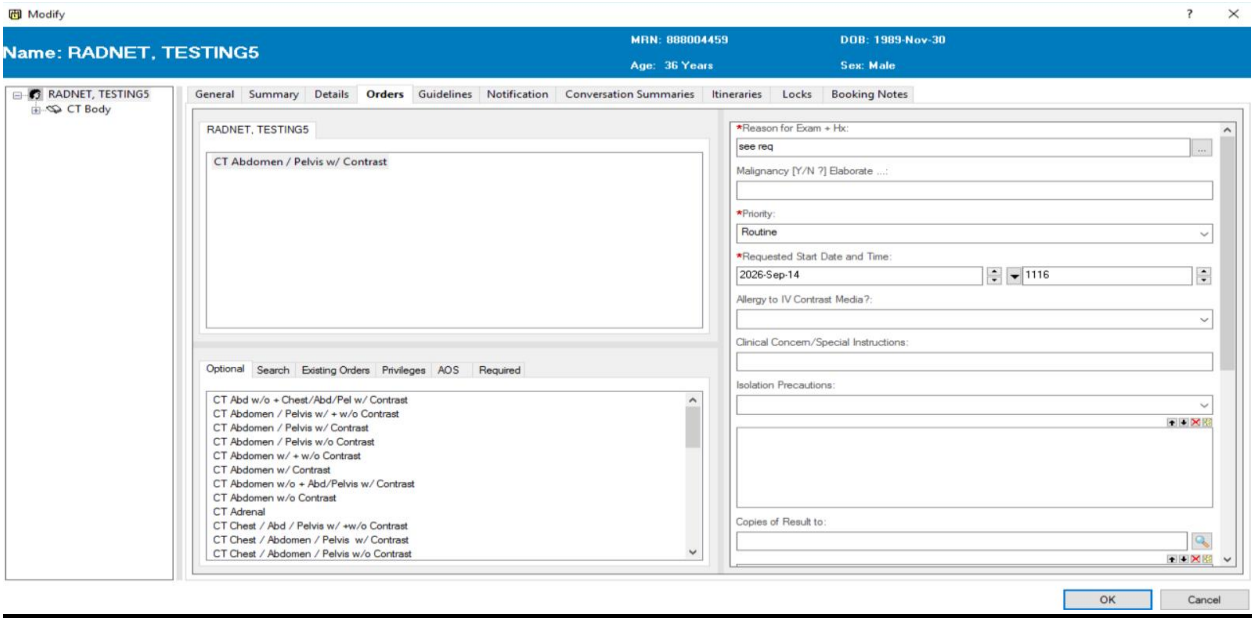


Whichever way you prefer to search for the patient's pending request, then you can right click on the exam you want to update/edit, Click Modify.

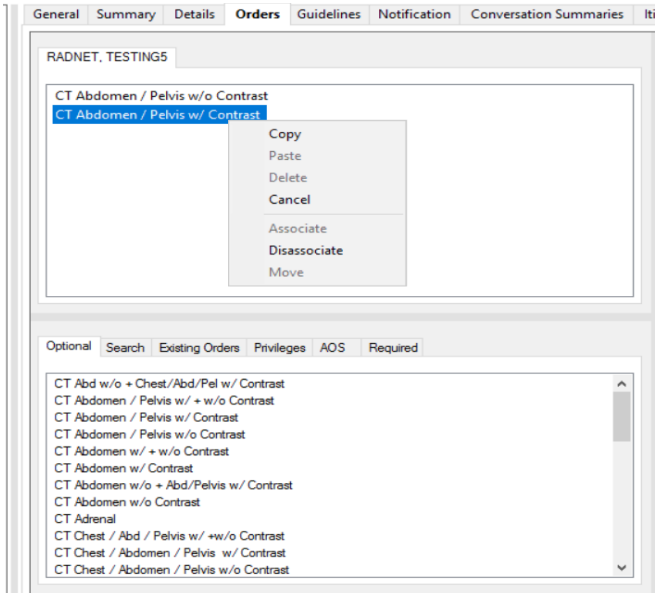
To update the ordering physician, reason for exam (reason for exam also needs to be updated in the Orders Tab as well), priority (priority also needs to be updated in the Orders Tab as well) or to add a scheduling comment click on the Details Tab and update them there.



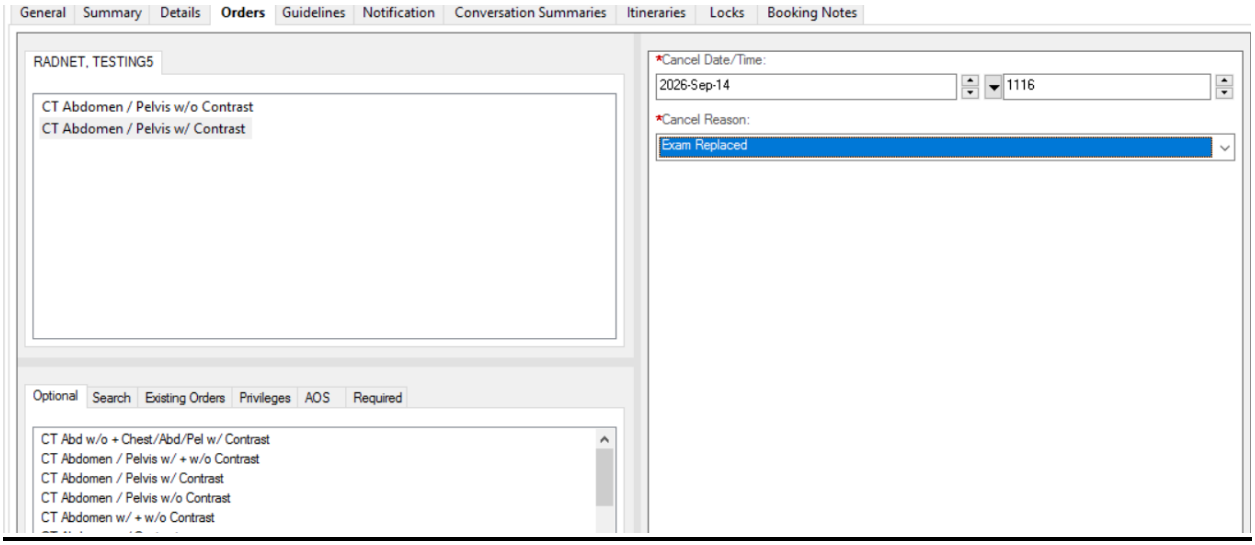
To change the exam, add in copies to providers, update the priority (which also needs to be updated in the Details tab as well), Reason for Exam (reason for exam also needs to be updated in the Details tab as well), Click on the Orders tab and update it here.



To change the exam double click on the exam you want to change it to so that it will populate in the window above the list of exams. Right click on the original exam that you no longer want, click Cancel.



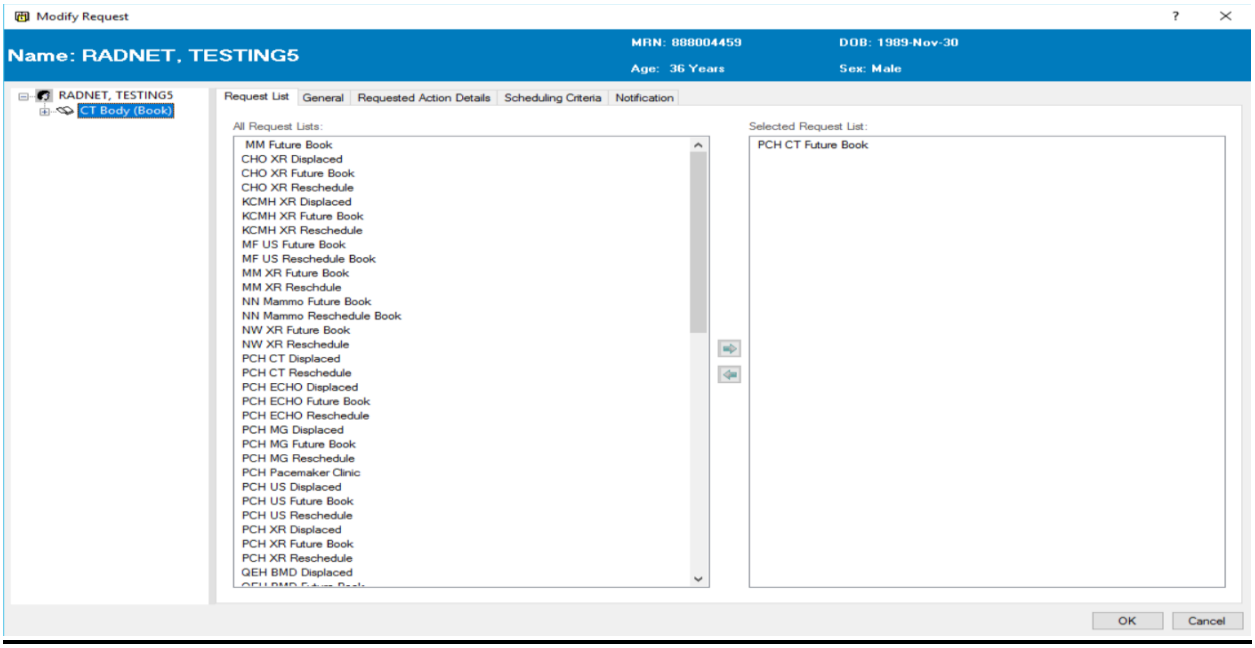
You will need to enter a Cancel Reason in which for most times, you can use Exam Replaced. Then Click Ok.

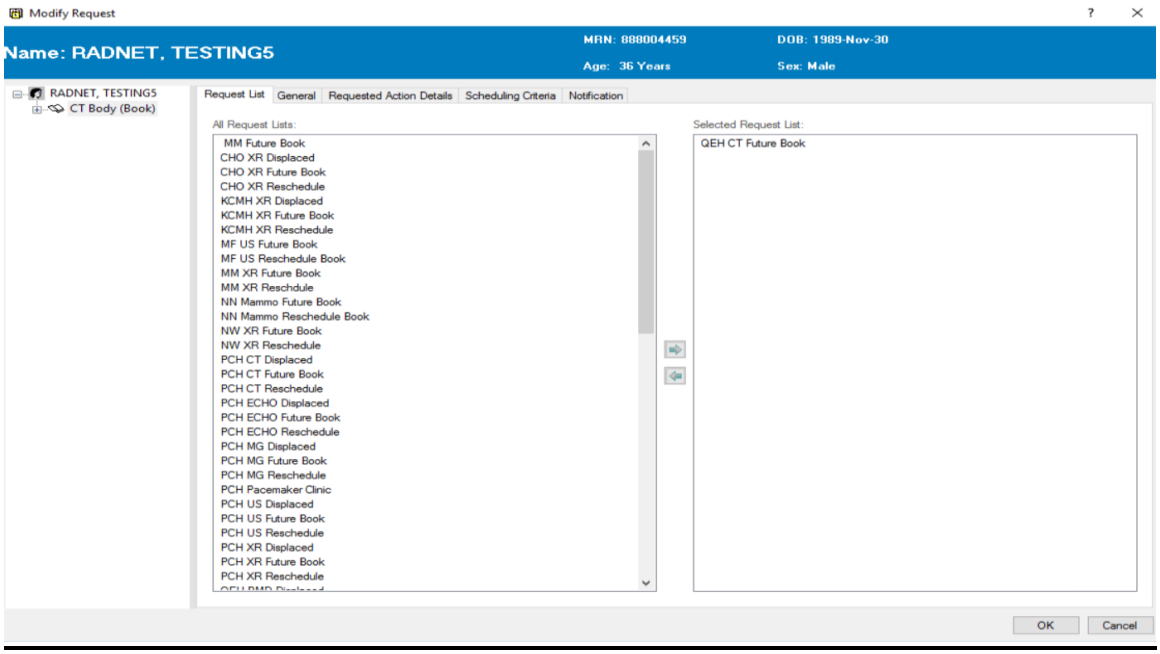


This exam will now show in the request list that you will be scheduling from in the future at the time of scheduling.

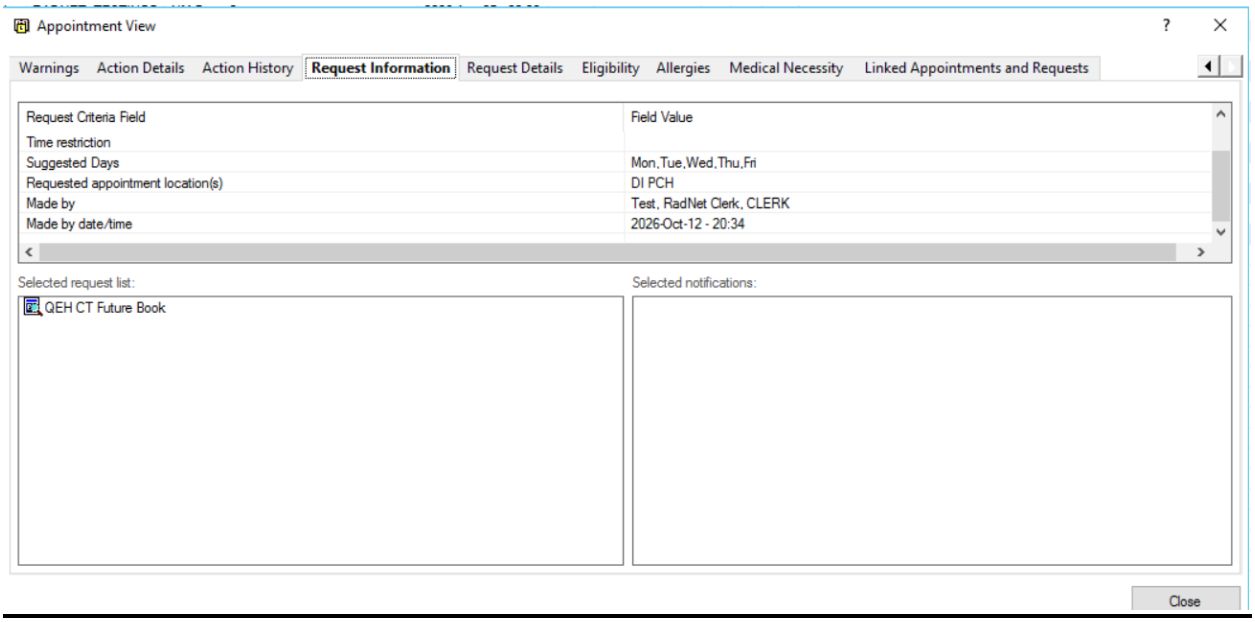
Modifying Exam To Switch Facility Future Book

If you receive a request(s) from the opposite site to schedule at your facility, you can right click on the exam and click Move Request or Modify Request. This window will populate where you can click the future book in the right column and move it back to the column on the left. Then you can select the site you are moving it to in the left column and move that over to the right column.



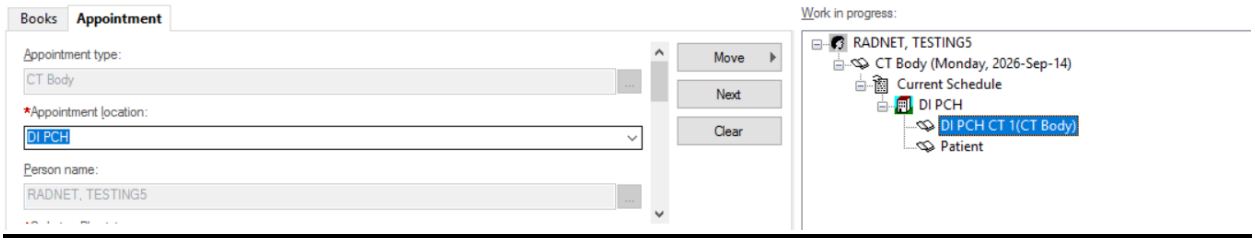


If you double click on the exam now and go to Request Information, you will see the new request list (future book) that the exam is now located in, however the requested appointment location will still show as the site the original request was entered at.

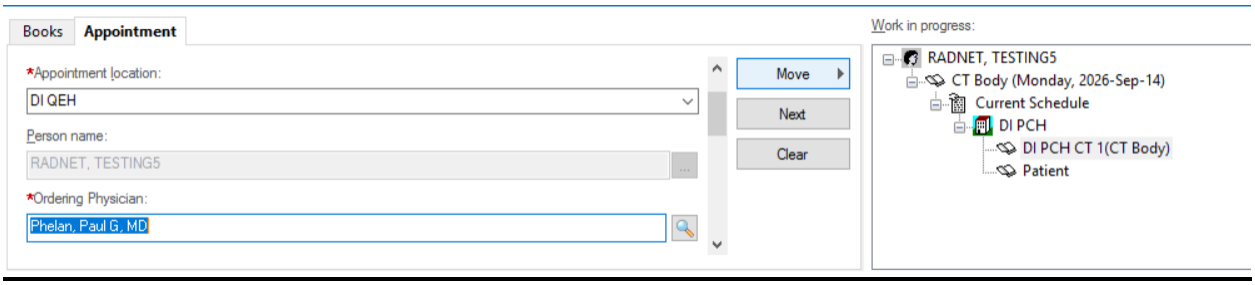


PLEASE NOTE:

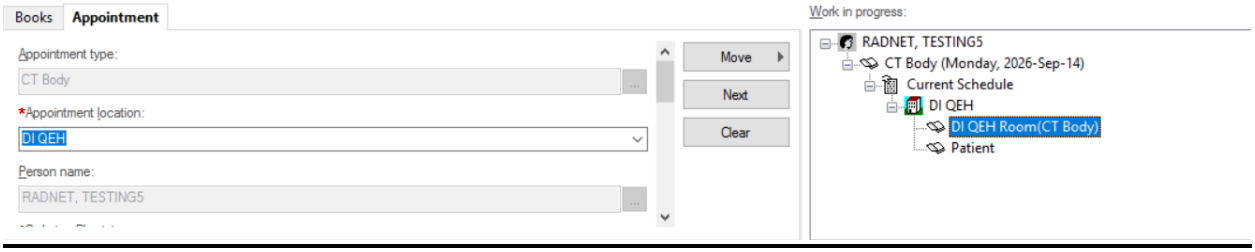
When you pick this request up to schedule it you will be able to change the scheduling location and schedule at the correct site in which the future book it is in. Right click on the exam and click schedule or Complete Request. Your appointment window will open up in the scheduling app, as shown below (showing the original site the request was entered into).



Change the Appointment Location to the site you are working out of.



Click Move, then you will see the location populate over to the work in progress window.



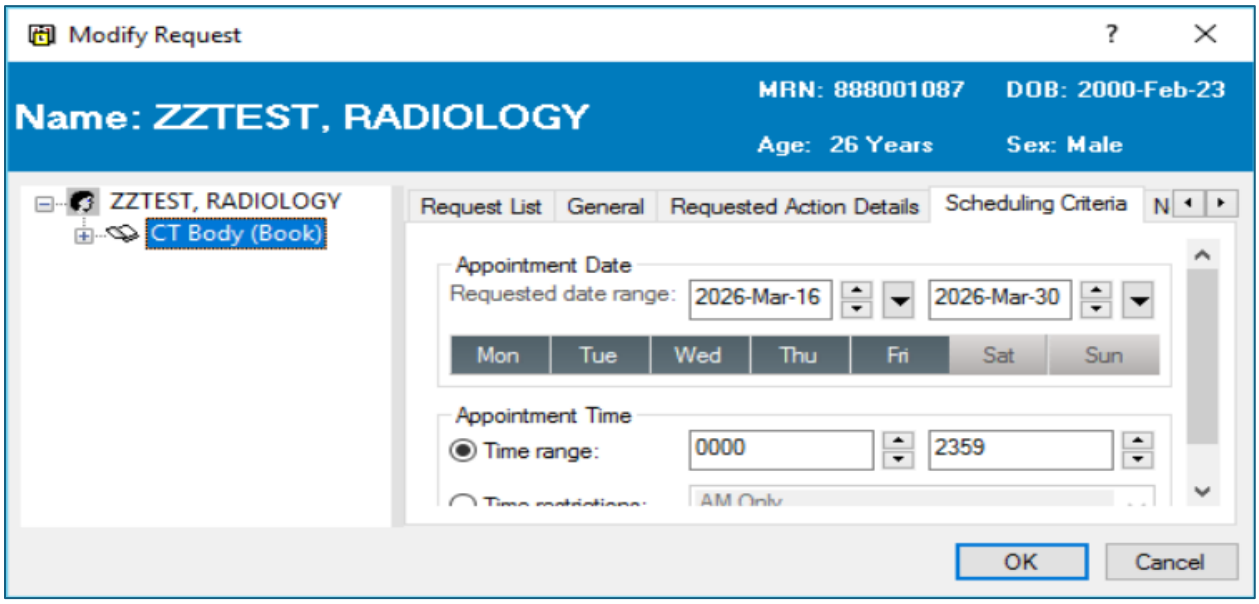
Then you can continue your scheduling process, like usual, by either scheduling via Schedule or scheduling via Suggest.

To Update The Requested Timeframe

To Update/change the scheduling date timeframe (for clinics etc.)

Right click on the exam that needs to be edited and select Modify Request. This can be done through the request inquir or through the appointment inquiry.

- Click on scheduling criteria tab, change dates (for example if the request is due in March 2027 – change the requested date range to March 01, 2027 to March 31, 2027. Then Click OK.

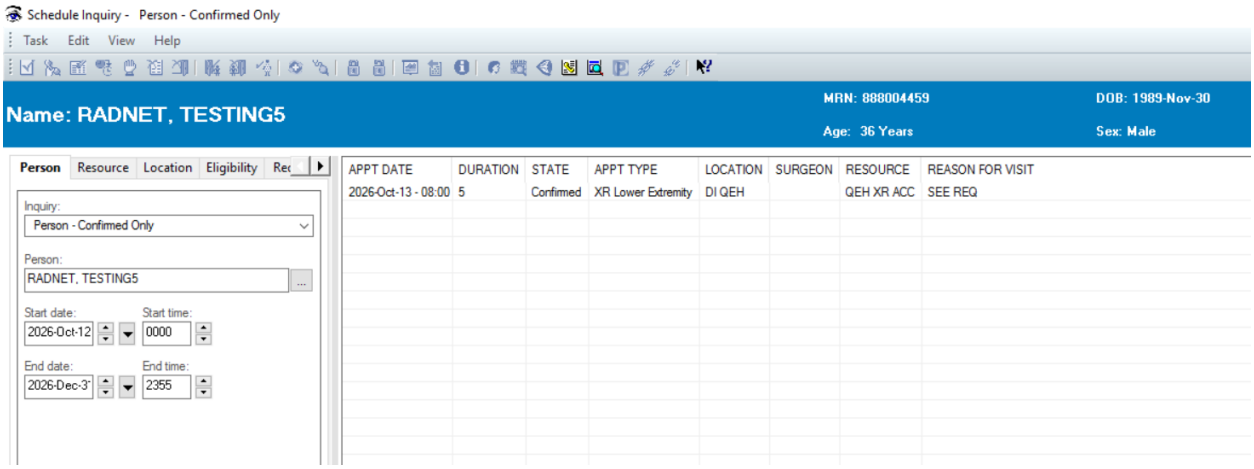


Modifying Scheduled Appointments

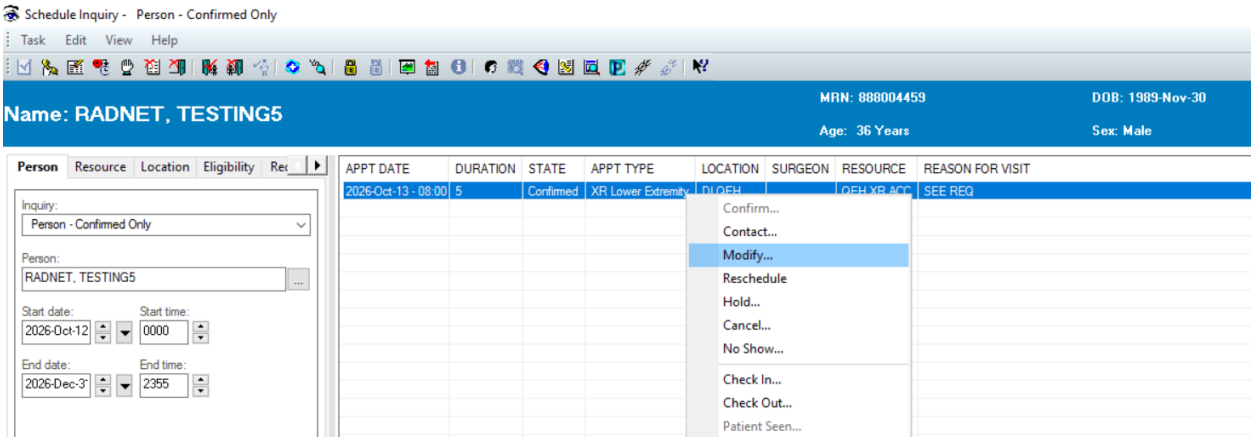
If you are modifying (enter/editing) a request that is already scheduled, Click on the Appointment Inquiry.



Search your Inquiry by Person-Confirmed Only, Enter the patients MRN and since you are searching for a scheduled appointment you can either select the date if you know the date of the appointment or you can change the dates to reflect the next few months or the next year to find the scheduled appointment.



Right click on the exam you want to Update/Edit and click Modify.



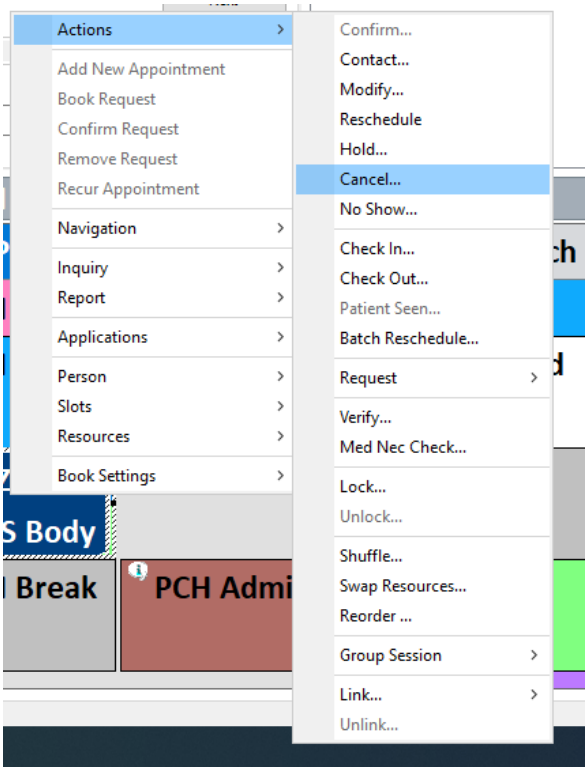
You will then follow the same process/steps as above in the Details and/or Orders Tabs.

Cancelling Appointments And Encounters

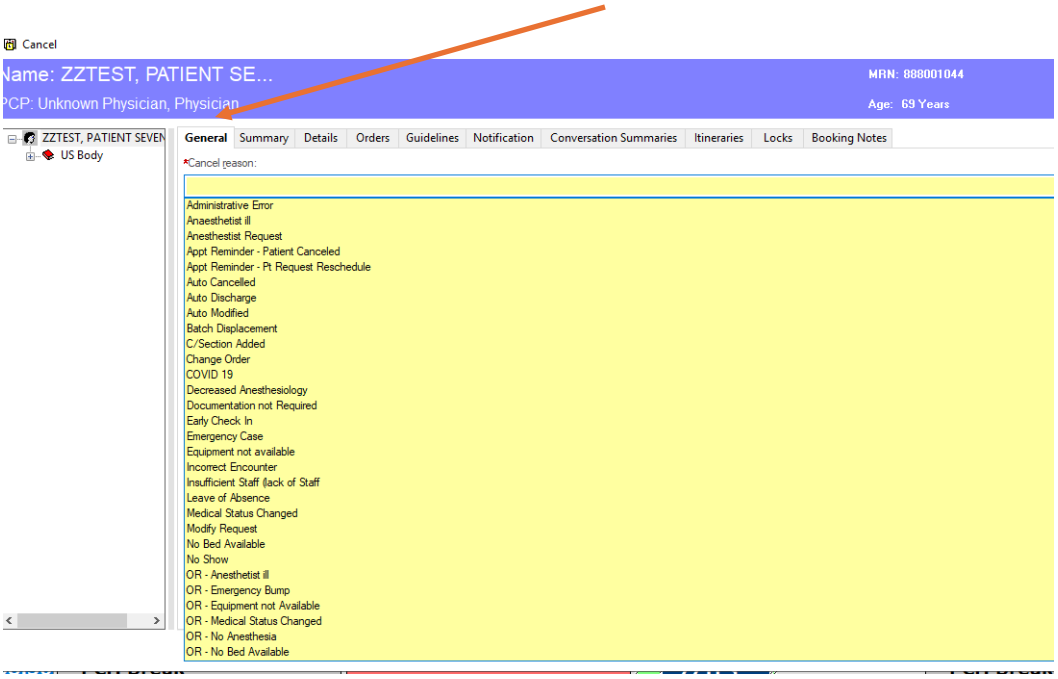
There are multiple methods for canceling appointments. You can cancel scheduled appointments directly from your scheduling book (modality template) or from the appointment inquiry, or you cancel pending orders from the request list.

If cancelling an appointment – remember to cancel the encounter if it is on its own as well (be careful not to cancel an encounter from IP / ER encounter where other exams were done under as well).

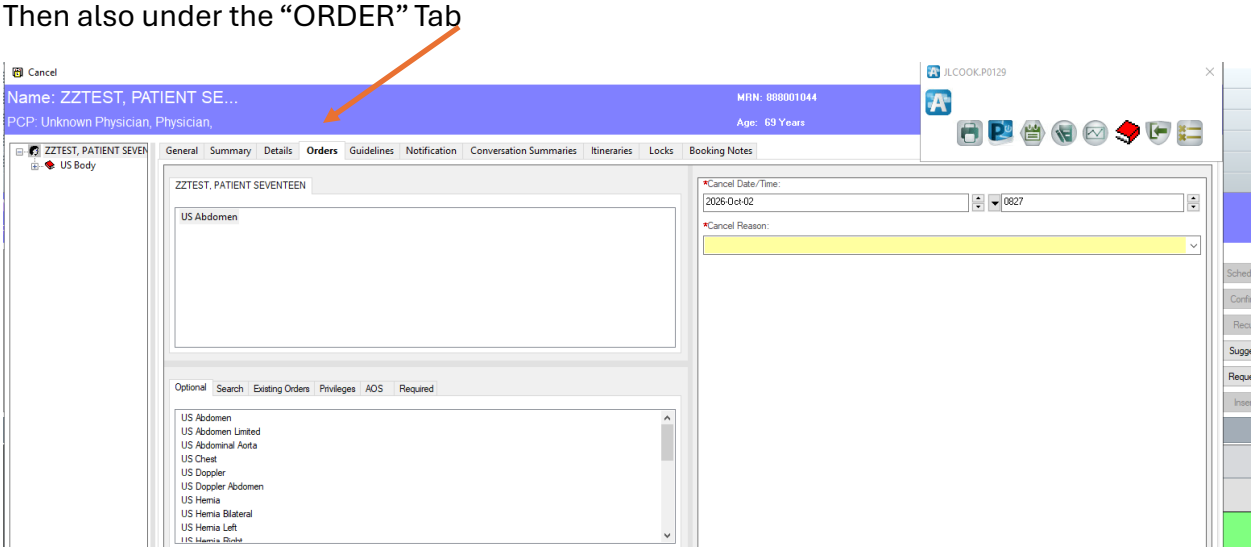
For scheduled appointments on the scheduling modality template, bring up the day and modality scheduling book. Locate the patient exam you wish to cancel. Right click on the patient's appointment, click Actions and then select Cancel.



Choose the reason for the cancellation in the “GENERAL” tab



Then also under the “ORDER” Tab

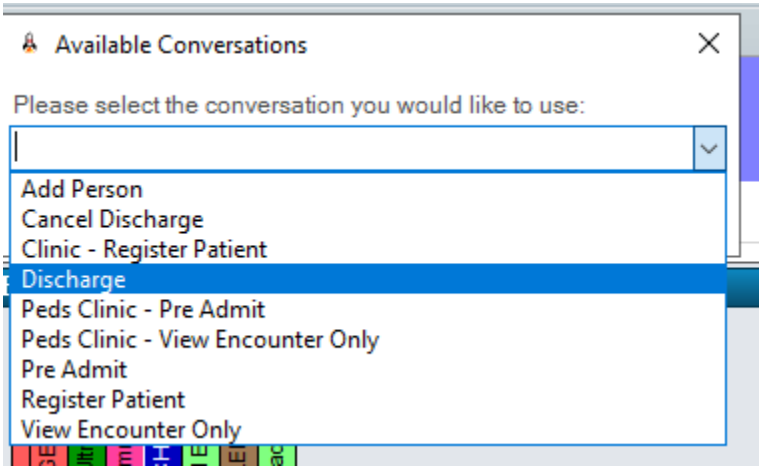


Make sure you have the encounter number documented when going to cancel the encounter. To find the encounter number (if not documented on the paper requisition), you can right click on the exam, click on person, then click on view encounter and the encounter window will pop up where you can view the number in the encounter field.

To cancel the encounter, click on the conversation bubble in the scheduling appt book

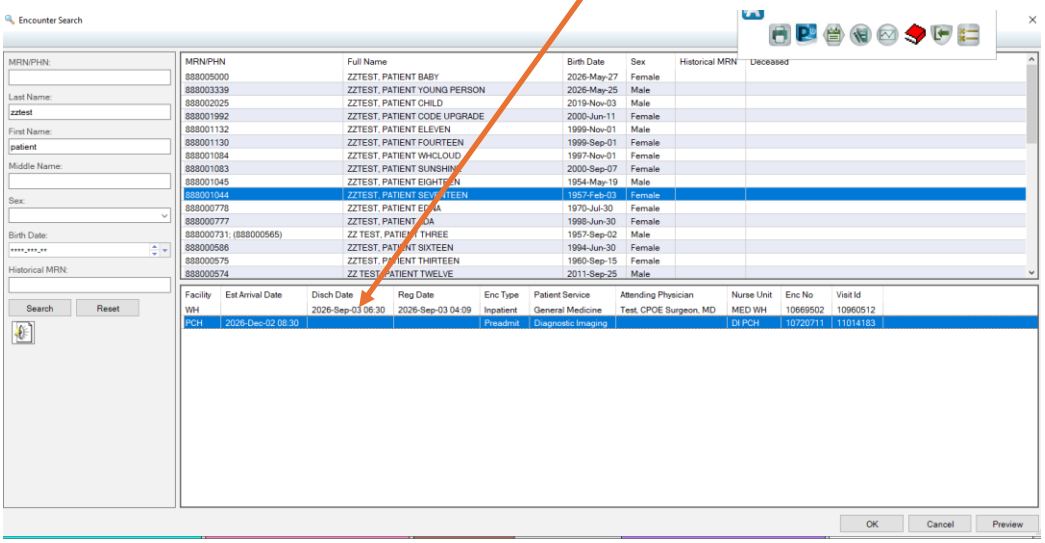


Choose Discharge

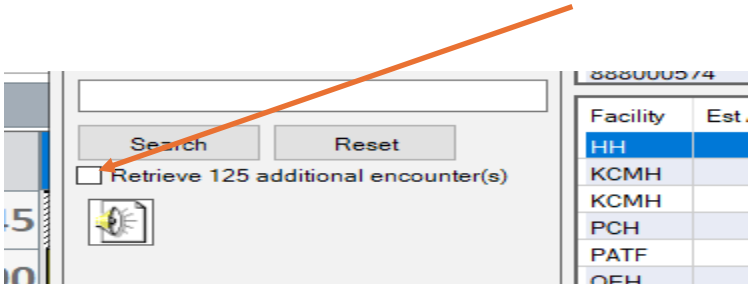


Search for the patient that you just cancelled. Highlight the Encounter you wish to Cancel

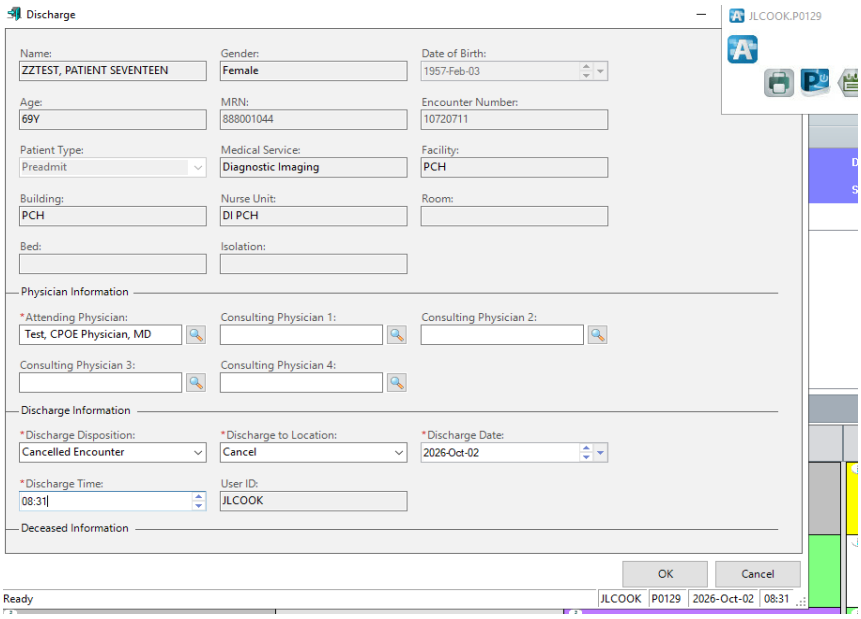
You can sort the columns by clicking on the Colum header.



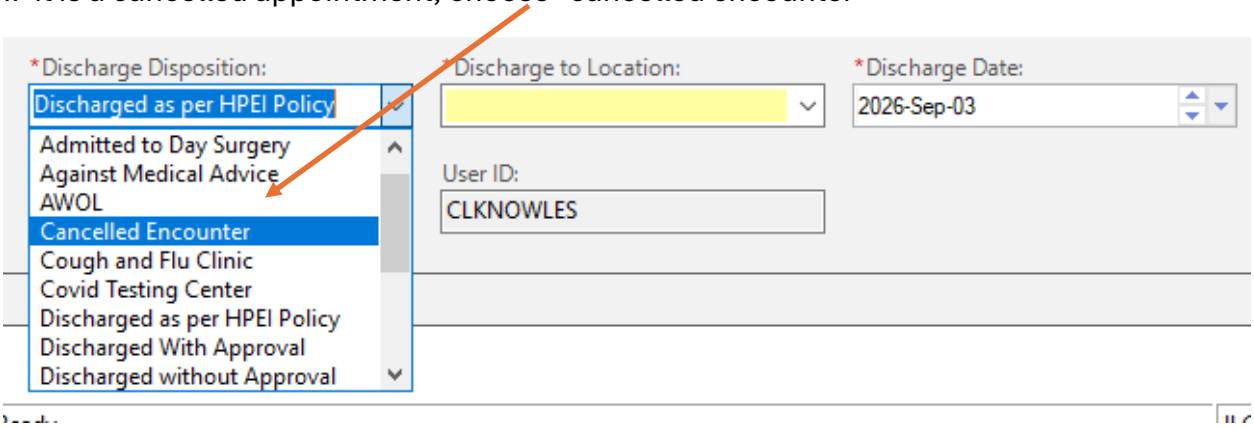
If a patient has numerous encounters, be sure to click the box “Retrieve additional encounters.



Fill in the mandatory fields, Attending Physician,



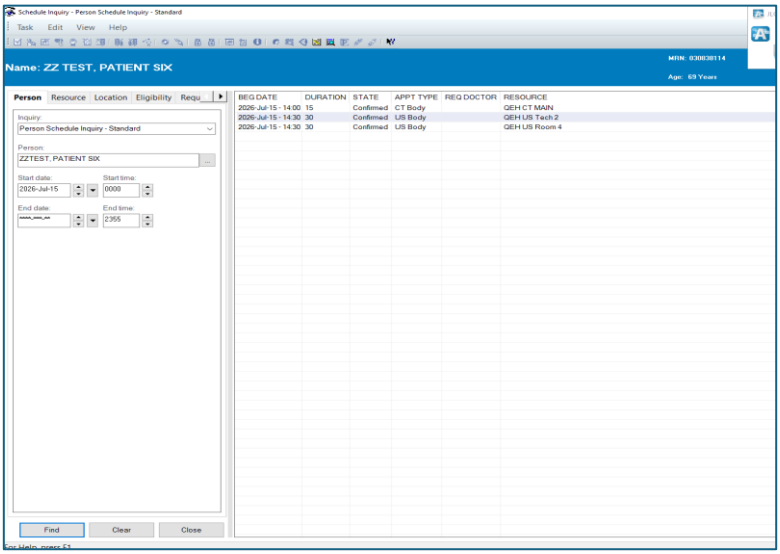
IF it is a cancelled appointment, choose “cancelled encounter”



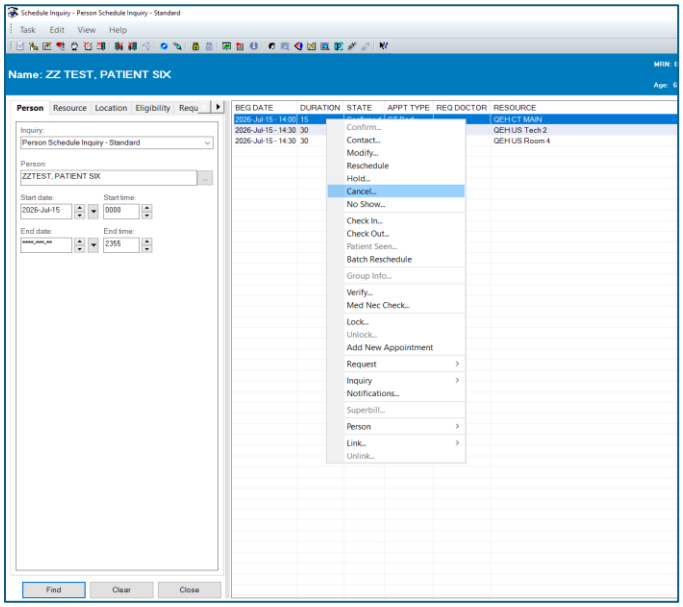
Use the Hot Keys for Date and Time. In the Discharge Date field click T for today, and in the Discharge time N for now. Then click OK

To cancel an appointment through an Inquiry, first open the appropriate Inquiry.

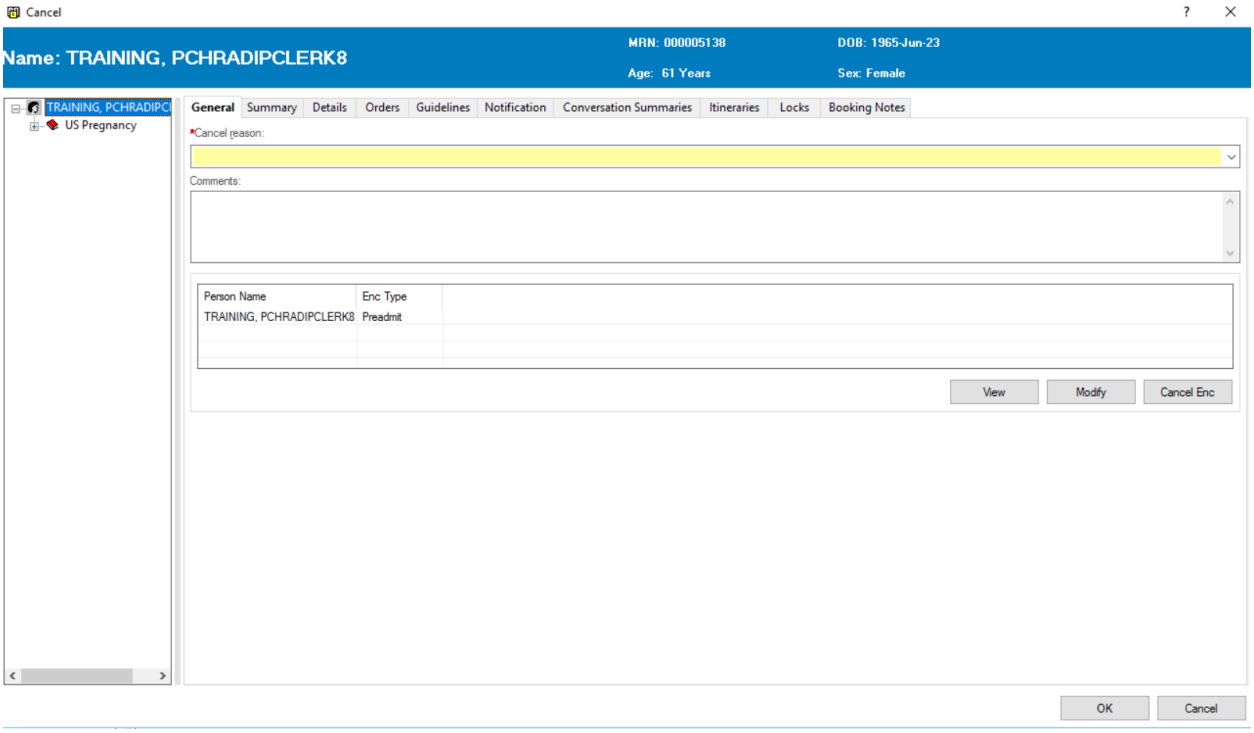
- Search by the patient's MRN using the Person Inquiry.
- Search for the appointment by the Resource name using the Resource Inquiry.
- Or search by the appointment's scheduled location using the Location Inquiry.

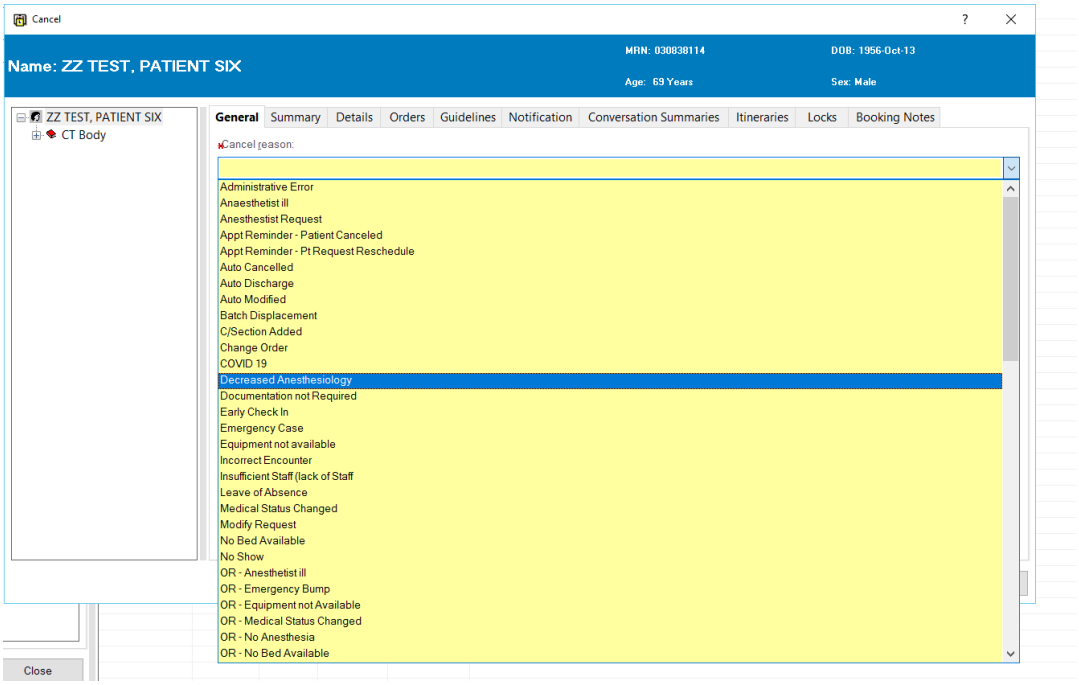


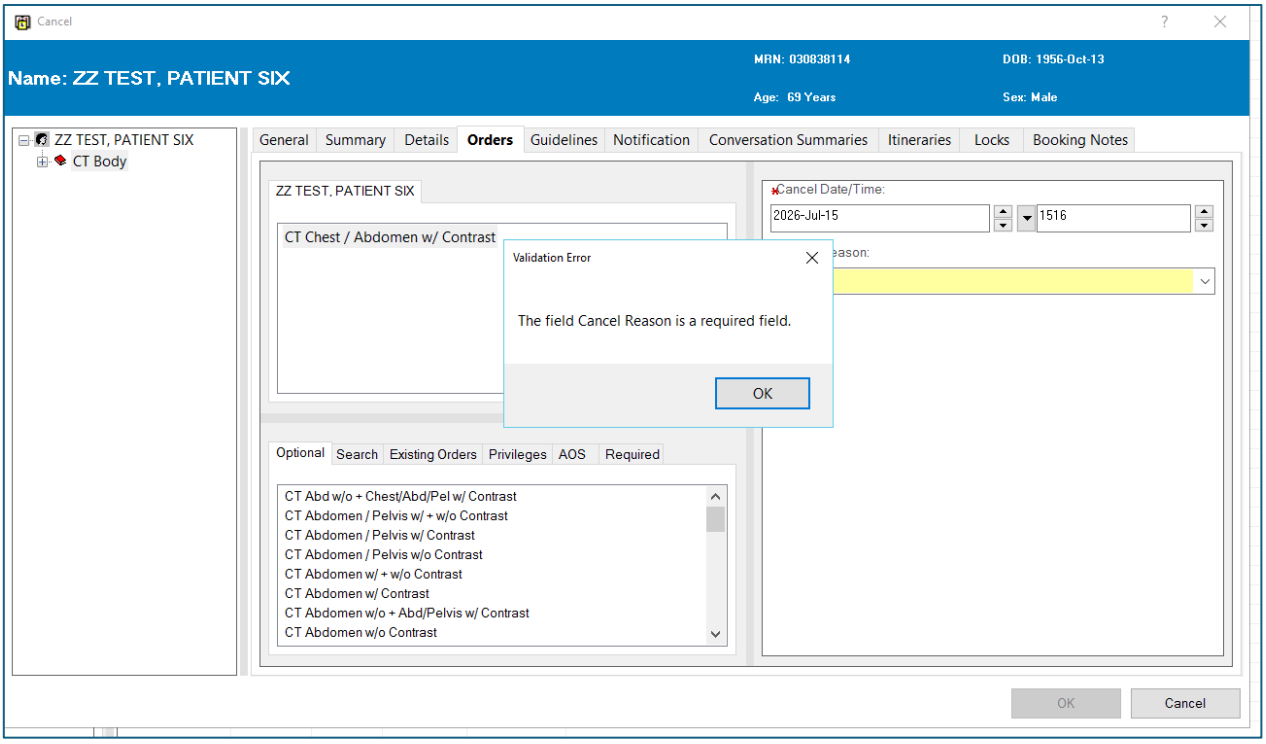
Select the Inquiry type of choice, fill out the appropriate search criteria and press the FIND button.
Highlight the appointment to cancel, right click and choose Cancel.



The Cancellation window will display. Select an appropriate reason in the Cancel Reason dropdown and press the OK button.







The appointment is now showing cancelled status. If there are orders associated with the appointment you are canceling, a prompt will come up to enter a cancel reason for the order.

Cancel appointments directly within the grid area. To accomplish this, right click, go to Actions, then Cancel.
The Cancellation window will display, and the same steps as above are followed.

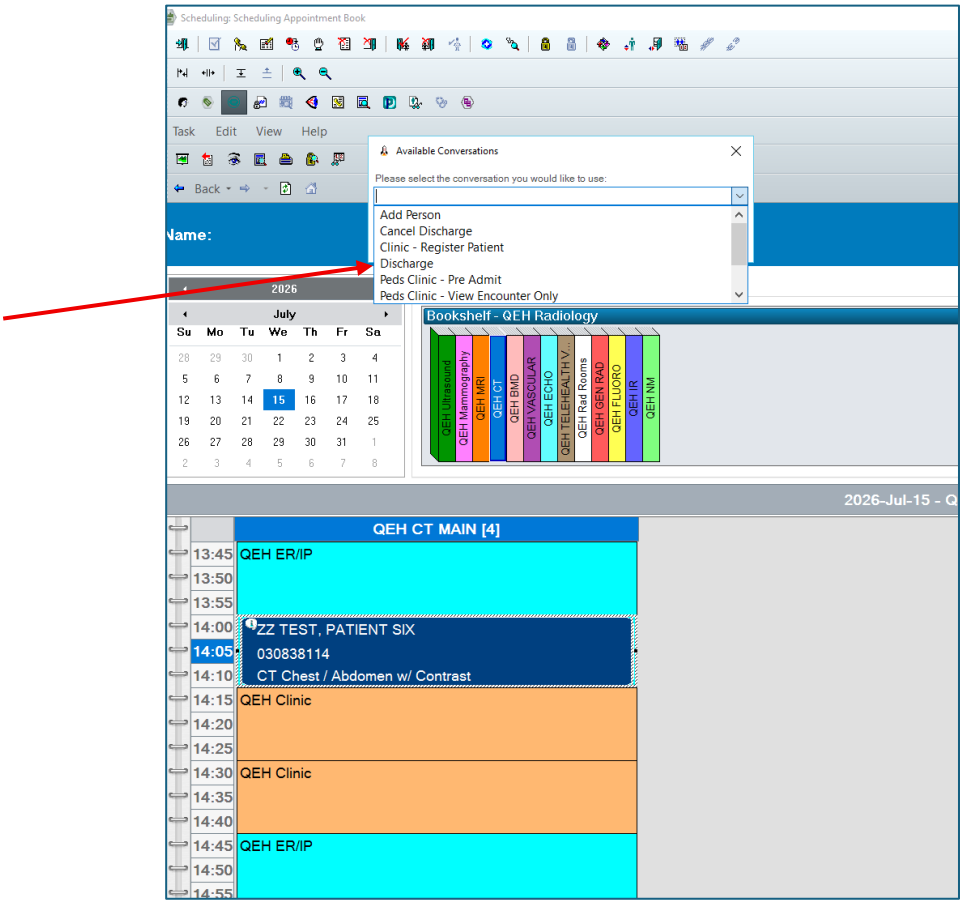
Another method for canceling appointments is to use the Cancel icon. 
Highlight the appointment to cancel and click the cancel icon at the top of your screen.

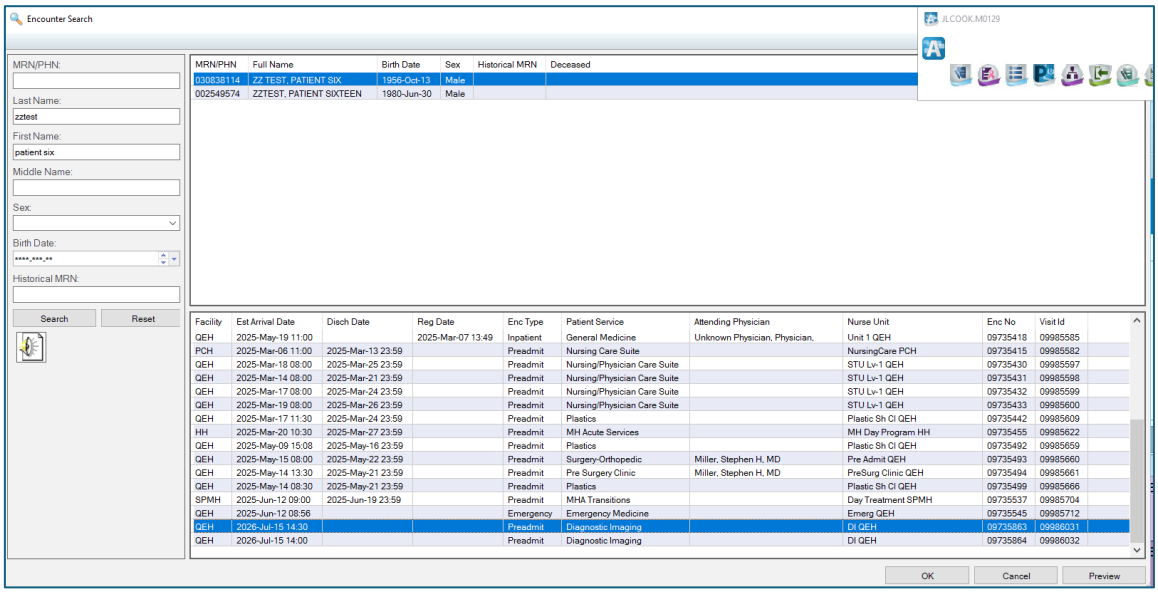
The Cancellation window will display the same as in the previous methods of appointment cancellation.

After Cancelling the Scheduled appointment, go into PM Launch Icon  and cancel the pre-admit encounter.

Pick Discharge on drop down, choose proper encounter, and then for Discharge disposition:

CANCELLED ENCOUNTER and Discharge Location: **CANCEL**



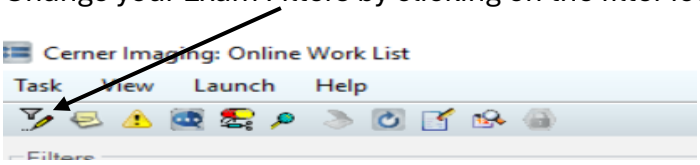


Adding Tech Viewable Comments To An Exam

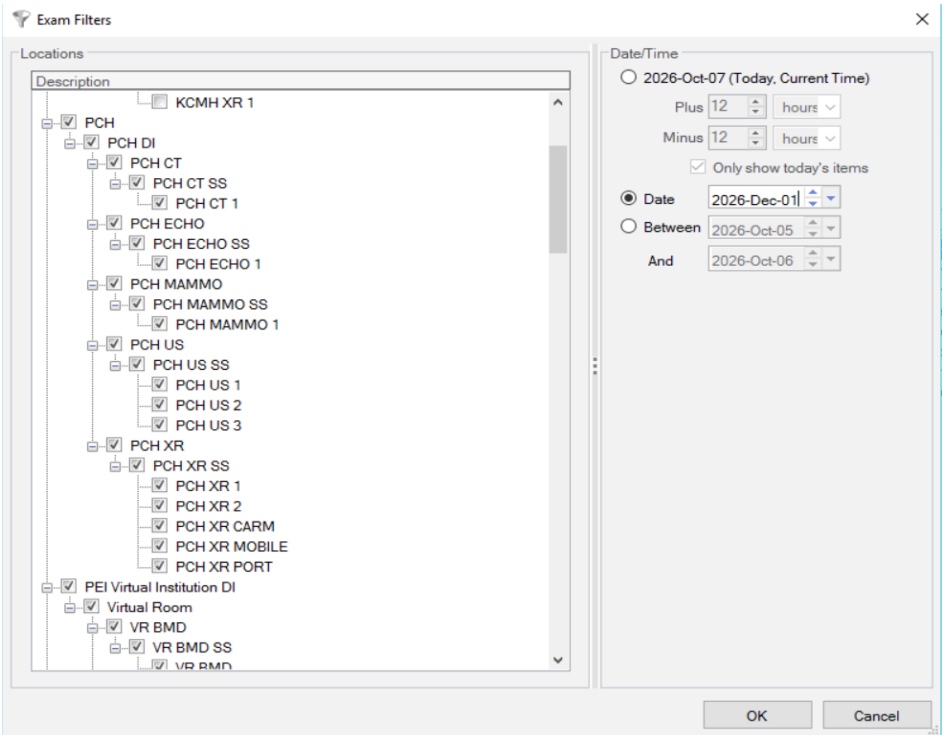
Go to the Online Work List App

 (Blue Icon)

Change your Exam Filters by clicking on the filter icon at the top in the banner.



Select the site/modality as well as the virtual room/modality. Then change the date to reflect the day it is scheduled. Click Ok.

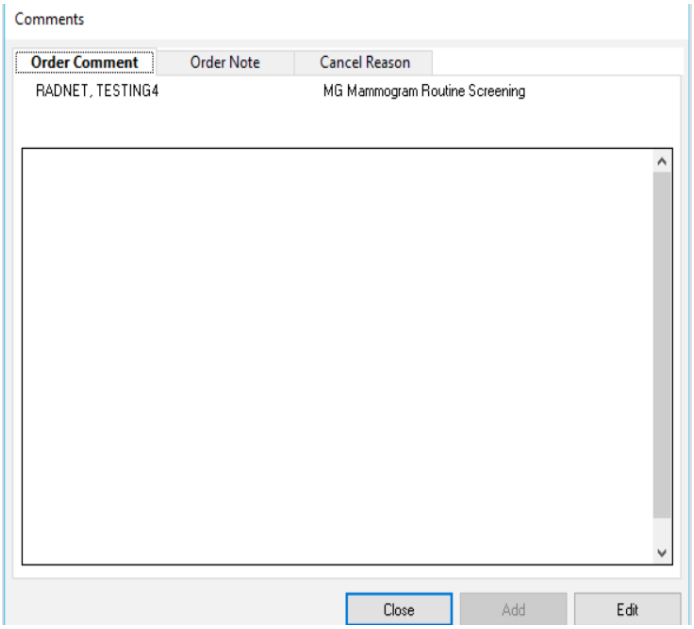


This will bring up those modality types of scheduled appointments on that day. You can then add a comment for the tech to see.

Highlight the patient/exam you want to add a comment to. Click the Post it Note Icon at the top in the banner. .

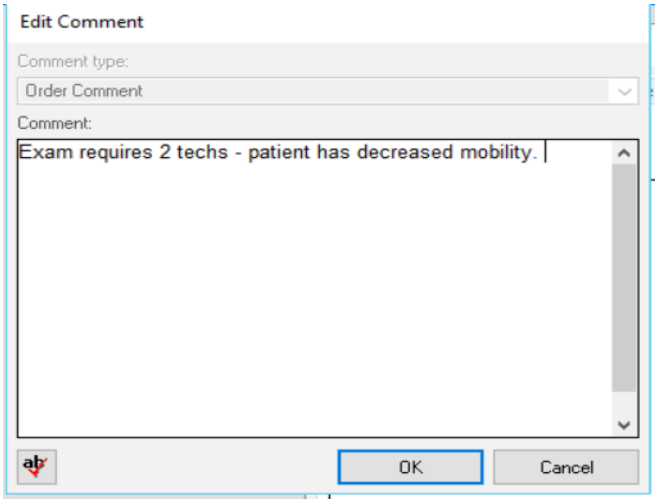
If you hover over the Icon, it is called Comments.

This Comments Window will populate. Click on Edit at the bottom right corner.

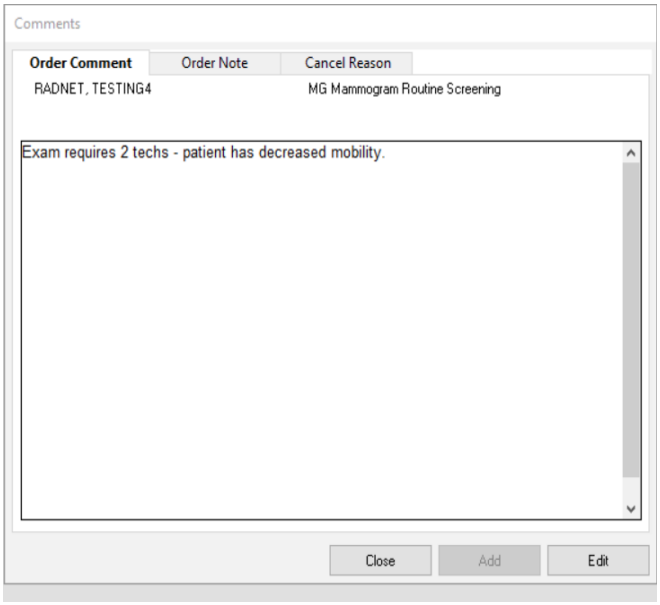


The Edit Comment box will then populate.

Add your comment. Then click OK.

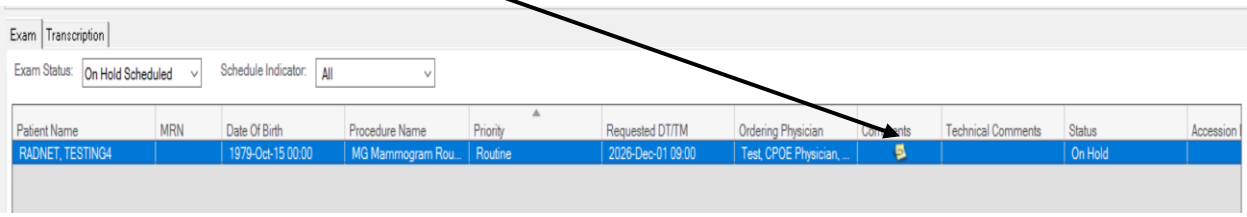


This will move the comment into the field.



Then click Close.

You will now see the yellow post it note under the Comments Column.

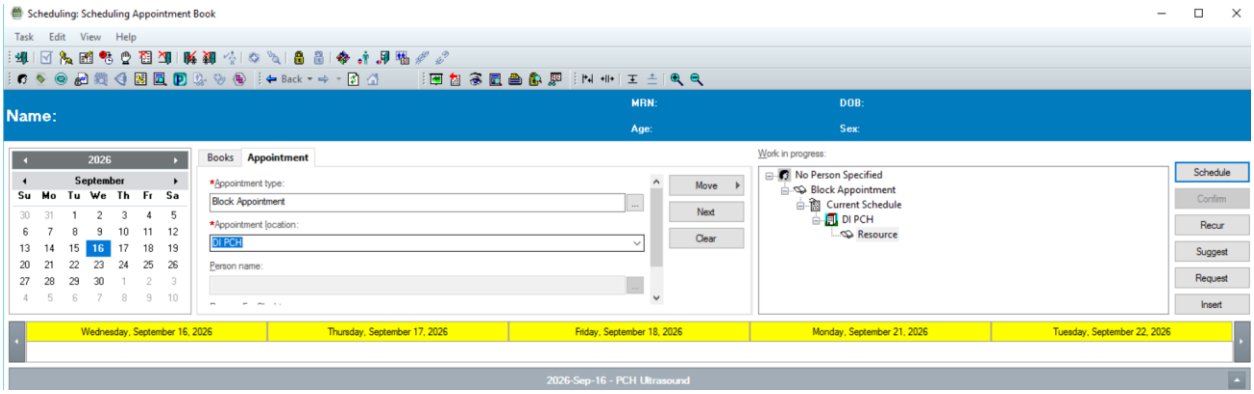


Blocking Schedules

There are times when a schedule needs to be blocked off so that appointments are not scheduled.

To block out slots/whole day, you can use the appointment type BLOCK appointments. You can schedule this just like regular appointments.

Go to the Scheduling Book App

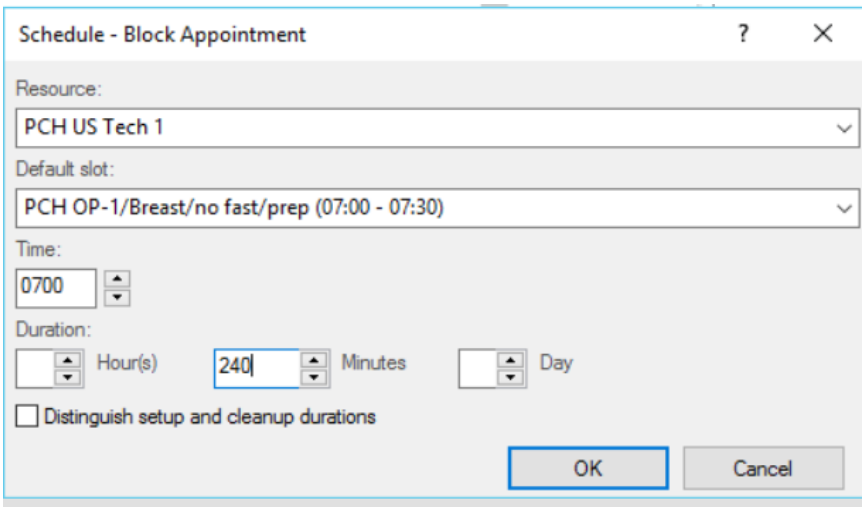


Click on the date on the calendar in which you want to block off appointment slots. Click on Appointment and fill in the fields:

- Appointment Type: Block Appointment
- Appointment Location: DI PCH or DI QEH
- Reason for Blocking: Ex. Short staff, meeting, PM

Click on Move to move this to your Work In Progress Field

Click on Schedule

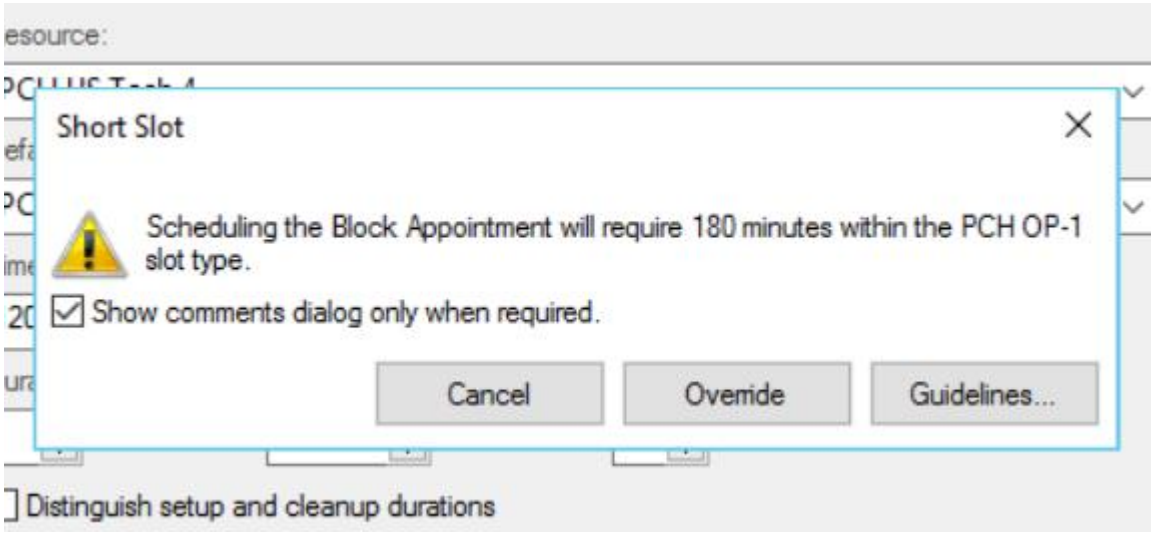


Select a Resource (tech room)

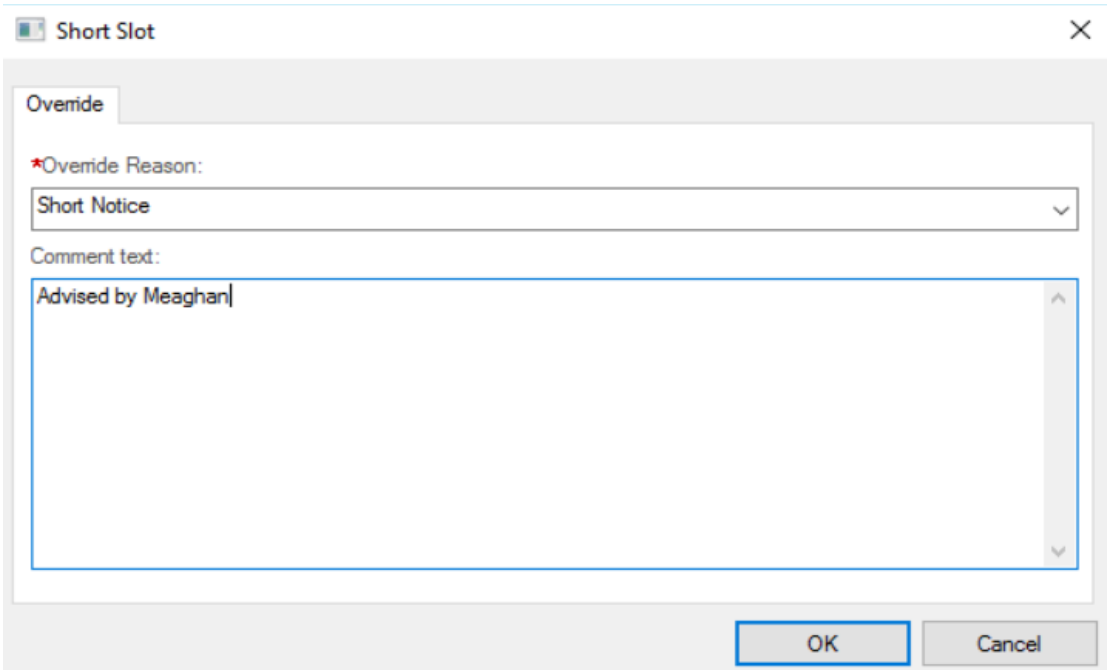
Select a Default Slot (time slot to begin the blocking).

Set your duration time – (goes by minutes so if you need 6 x 30 mins slots blocked enter 180), Click Ok.

A warning box may appear to mention how much time you are blocking out. You can click Override.

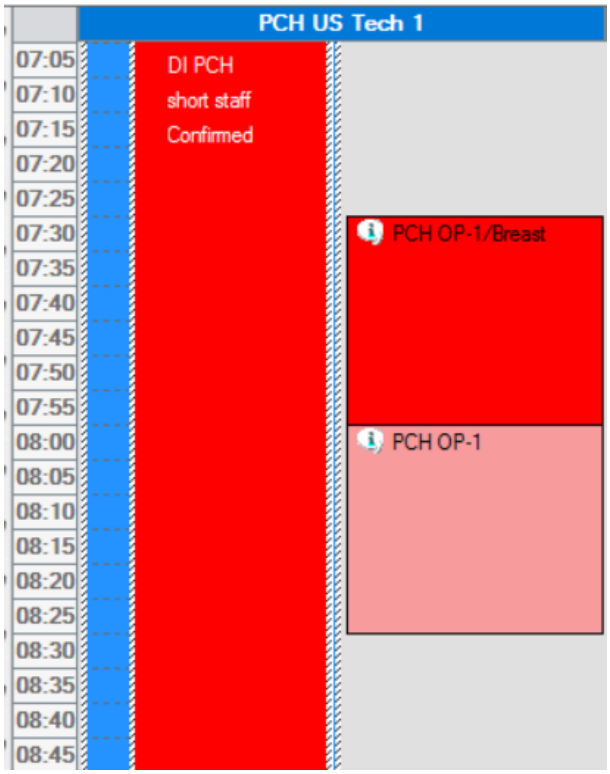


When you click Override, this Override Reason box will populate. Enter the most appropriate reason and add a comment if required. Then click ok.

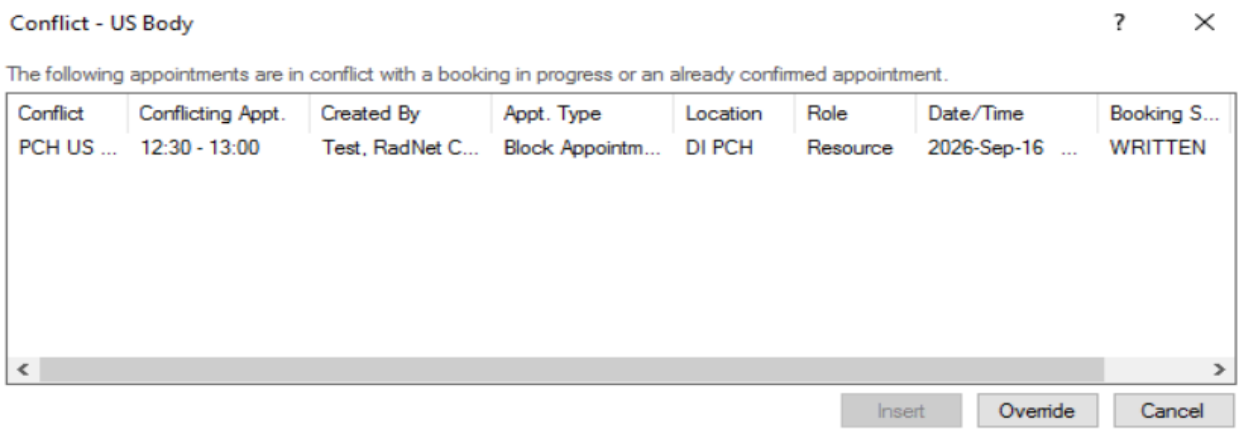


The appointment slots will appear grey showing Pending. You now need to confirm them. Click Confirm. Click OK.

When you have confirmed it, the slot will be RED. The appointment times you blocked out will appear to the right so that you can view what types of appointments they were. If there were patients in there already they will show in those slots for the clerical to reschedule.



If someone goes to schedule an appointment into that timeframe that is blocked out, the time slots will still appear as an option to select when scheduling via Schedule or suggest. If someone selects a timeframe that is blocked out, a Conflict box will appear. Staff will have to be mindful and careful read any alert, conflict box or other pop up in Radnet that may appear. Carefully read it and as stated, the appt type is blocked. This would indicate to the scheduler to go back out and select another time for that appointment. Do not override these conflicts, unless advised by a technologist. (as they may ask you to schedule something during the blocked time or their blocked break etc.)



To CANCEL a blocked appointment as there are times that we block out times for meetings etc. and then the meeting may be cancelled, so then we can open up the slots so they are available to fill. To do so, right click on the appointment and go to actions and then click on cancel.

Checking in Patients

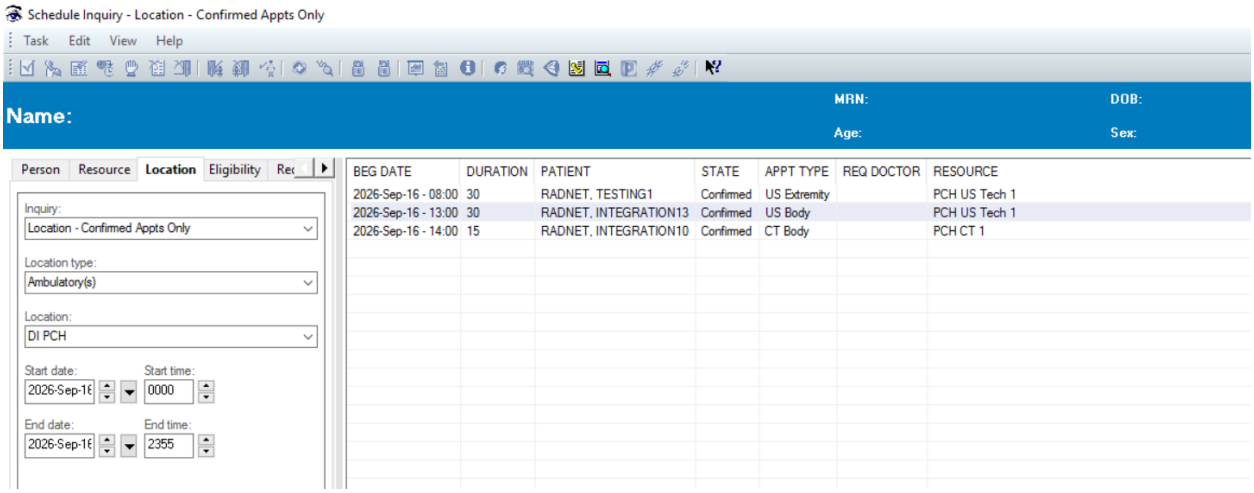
In the **Scheduling Appointment Book App:**



Click on the **Appointment/Schedule Inquiry Icon**:



To have list of patients for the DI Facility open, click on the Location Tab.

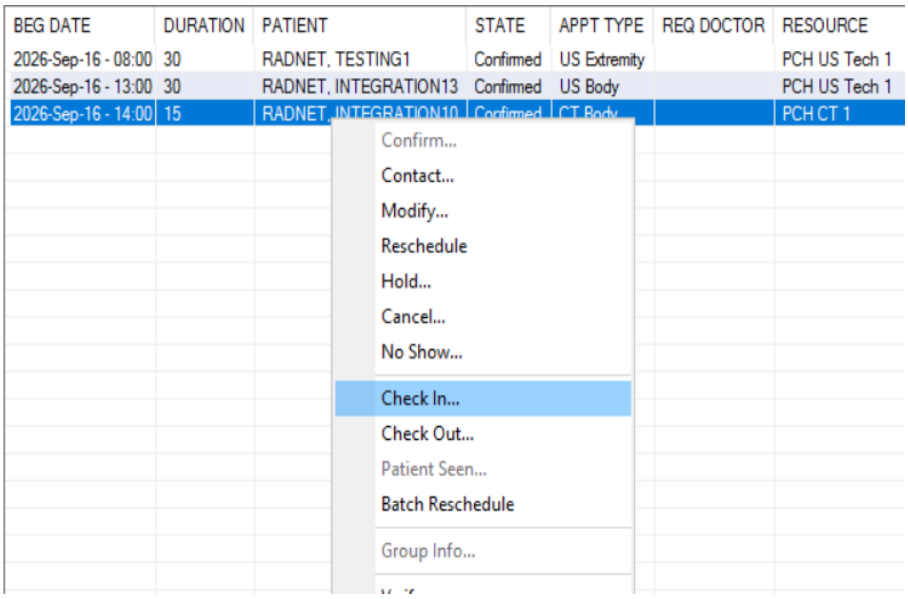


Fill in the following fields:

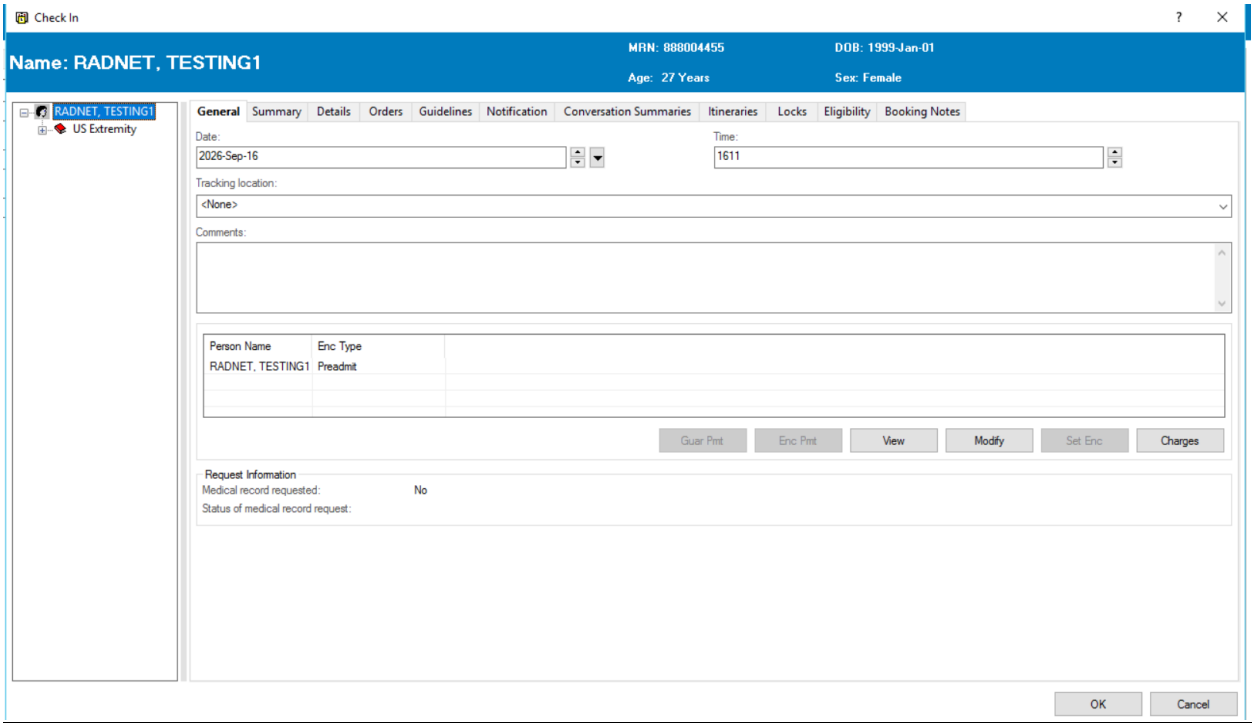
- Inquiry: Location – confirmed appt only
- Location Type: Ambulatory
- Location: DI PCH
- Date Range: Today's date in both the start and end fields to reflect today's patients – which should default to today's date.
- Click Find

To check them in (which is done after registration – for scheduled appointments. Please note that if you are scheduling x-rays in the DOE (Department Order Entry) for the SKIP patients that have booked their own appointments online, they do not need to be checked in as they will populate directly onto the technologist worklist).

- Right click on the patient/exam – click "check in"



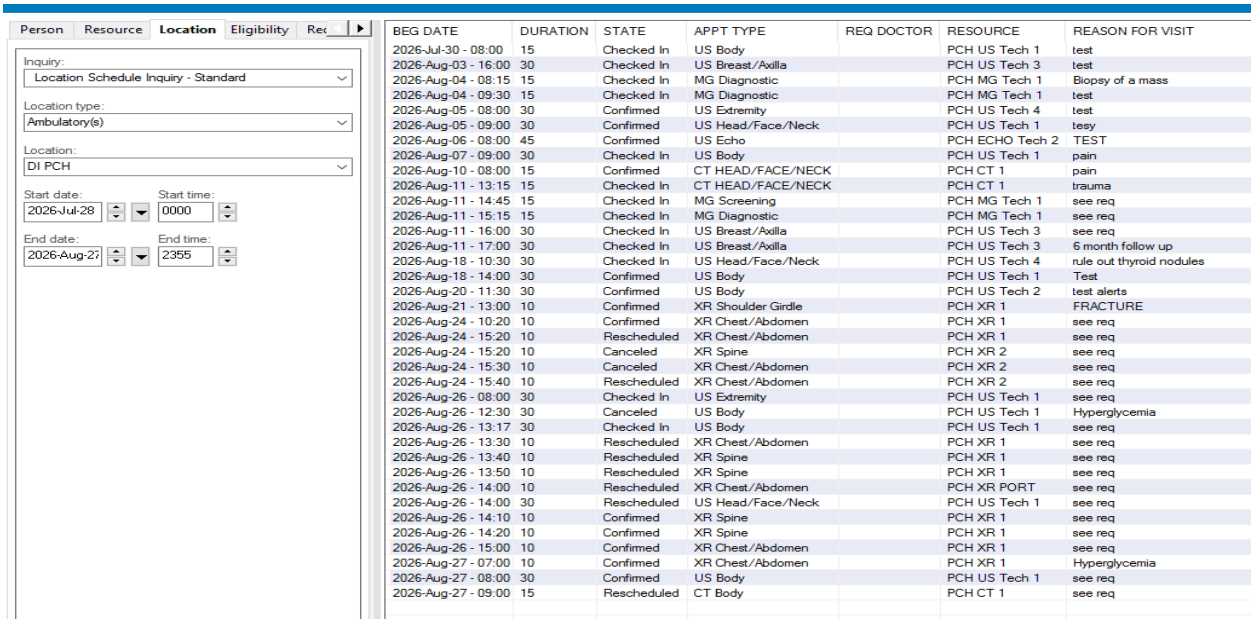
This window will populate.



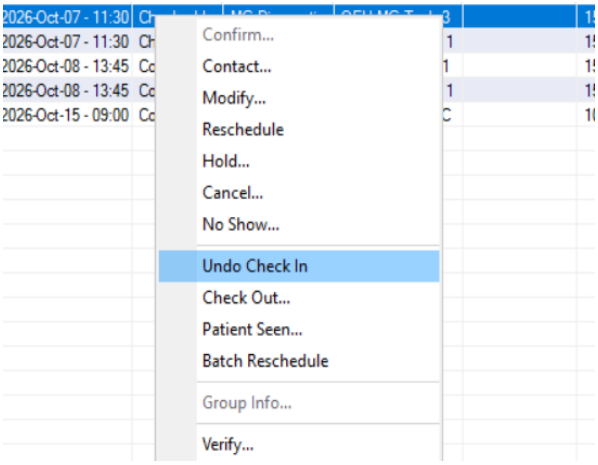
Click OK.

If you check in the incorrect patient, follow the steps below to uncheck them in. (Once the patient is checked in, they will no longer be in a confirmed "State" to qualify for the location search as they will be removed from the days list for today.)

You will need to change your search inquiry (still in the Location Tab) to Location schedule inquiry - Standard (See below). Here you can right click and uncheck in the patient which will revert them back to confirmed state and back to the original list of patients for the day. You will need to input a reason why you are unchecking in the patient.



BEG DATE	DURATION	STATE	APPT TYPE	REQ DOCTOR	RESOURCE	REASON FOR VISIT
2026-Jul-30 - 08:00	15	Checked In	US Body		PCH US Tech 1	test
2026-Aug-03 - 16:00	30	Checked In	US Breast/Axilla		PCH US Tech 3	test
2026-Aug-04 - 08:15	15	Checked In	MG Diagnostic		PCH MG Tech 1	Biopsy of a mass
2026-Aug-04 - 09:30	15	Checked In	MG Diagnostic		PCH MG Tech 1	test
2026-Aug-05 - 08:00	30	Confirmed	US Extremity		PCH US Tech 4	test
2026-Aug-05 - 09:00	30	Confirmed	US Head/Face/Neck		PCH US Tech 1	tesy
2026-Aug-06 - 08:00	45	Confirmed	US Echo		PCH ECHO Tech 2	TEST
2026-Aug-07 - 09:00	30	Checked In	US Body		PCH US Tech 1	pain
2026-Aug-10 - 08:00	15	Confirmed	CT HEAD/FACE/NECK		PCH CT 1	pain
2026-Aug-11 - 13:15	15	Checked In	CT HEAD/FACE/NECK		PCH CT 1	trauma
2026-Aug-11 - 14:45	15	Checked In	MG Screening		PCH MG Tech 1	see req
2026-Aug-11 - 15:15	15	Checked In	MG Diagnostic		PCH MG Tech 1	see req
2026-Aug-11 - 16:00	30	Checked In	US Breast/Axilla		PCH US Tech 3	see req
2026-Aug-11 - 17:00	30	Checked In	US Breast/Axilla		PCH US Tech 3	6 month follow up
2026-Aug-18 - 10:30	30	Checked In	US Head/Face/Neck		PCH US Tech 4	rule out thyroid nodules
2026-Aug-18 - 14:00	30	Confirmed	US Body		PCH US Tech 1	Test
2026-Aug-20 - 11:30	30	Confirmed	US Body		PCH US Tech 2	test alerts
2026-Aug-21 - 13:00	10	Confirmed	XR Shoulder Girdle		PCH XR 1	FRACTURE
2026-Aug-24 - 10:20	10	Confirmed	XR Chest/Abdomen		PCH XR 1	see req
2026-Aug-24 - 15:20	10	Rescheduled	XR Chest/Abdomen		PCH XR 1	see req
2026-Aug-24 - 15:20	10	Canceled	XR Spine		PCH XR 2	see req
2026-Aug-24 - 15:30	10	Canceled	XR Chest/Abdomen		PCH XR 2	see req
2026-Aug-24 - 15:40	10	Rescheduled	XR Chest/Abdomen		PCH XR 2	see req
2026-Aug-26 - 08:00	30	Checked In	US Extremity		PCH US Tech 1	see req
2026-Aug-26 - 12:30	30	Canceled	US Body		PCH US Tech 1	Hyperglycemia
2026-Aug-26 - 13:17	30	Checked In	US Body		PCH US Tech 1	see req
2026-Aug-26 - 13:30	10	Rescheduled	XR Chest/Abdomen		PCH XR 1	see req
2026-Aug-26 - 13:40	10	Rescheduled	XR Spine		PCH XR 1	see req
2026-Aug-26 - 13:50	10	Rescheduled	XR Spine		PCH XR 1	see req
2026-Aug-26 - 14:00	10	Rescheduled	XR Chest/Abdomen		PCH XR PORT	see req
2026-Aug-26 - 14:00	30	Rescheduled	US Head/Face/Neck		PCH US Tech 1	see req
2026-Aug-26 - 14:10	10	Confirmed	XR Spine		PCH XR 1	see req
2026-Aug-26 - 14:20	10	Confirmed	XR Spine		PCH XR 1	see req
2026-Aug-26 - 15:00	10	Confirmed	XR Chest/Abdomen		PCH XR 1	see req
2026-Aug-27 - 07:00	10	Confirmed	XR Chest/Abdomen		PCH XR 1	Hyperglycemia
2026-Aug-27 - 08:00	30	Confirmed	US Body		PCH US Tech 1	see req
2026-Aug-27 - 09:00	15	Rescheduled	CT Body		PCH CT 1	see req

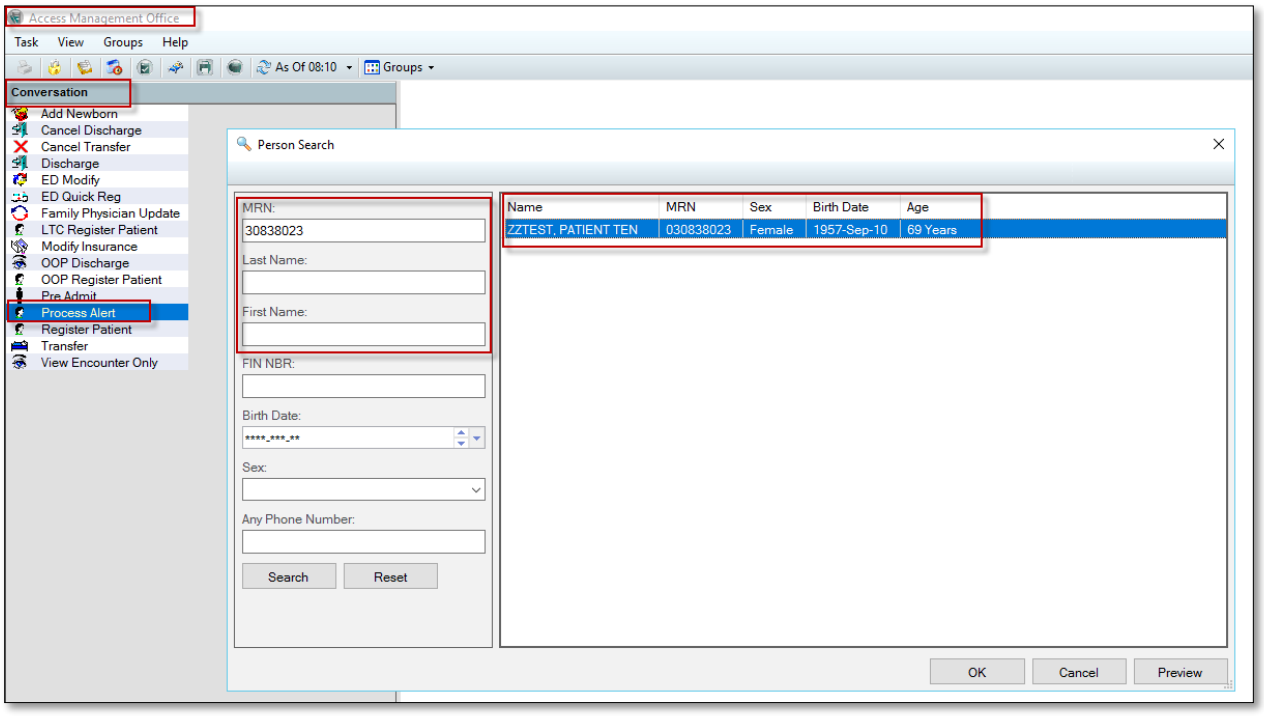


Process Alerts

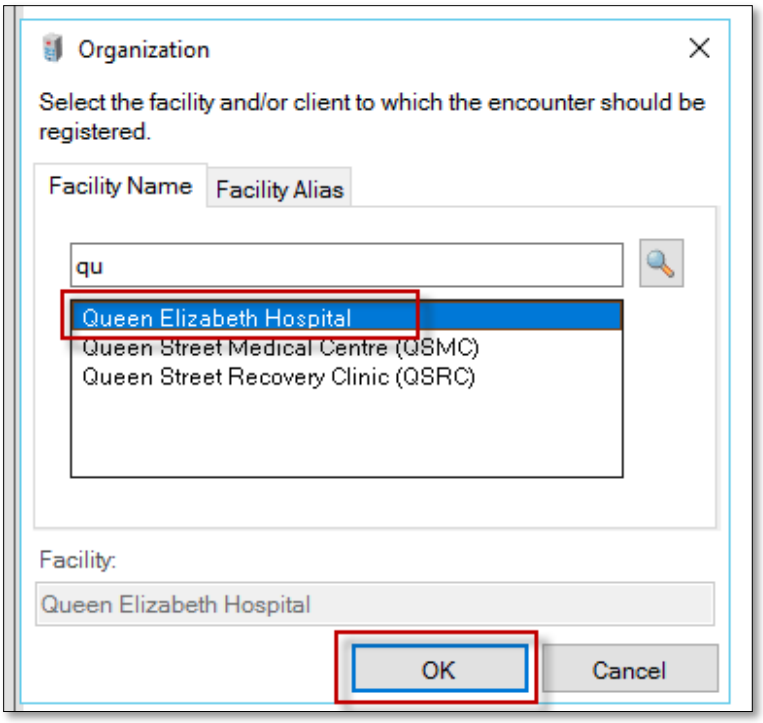


Adding A Process Alert To A Patient File

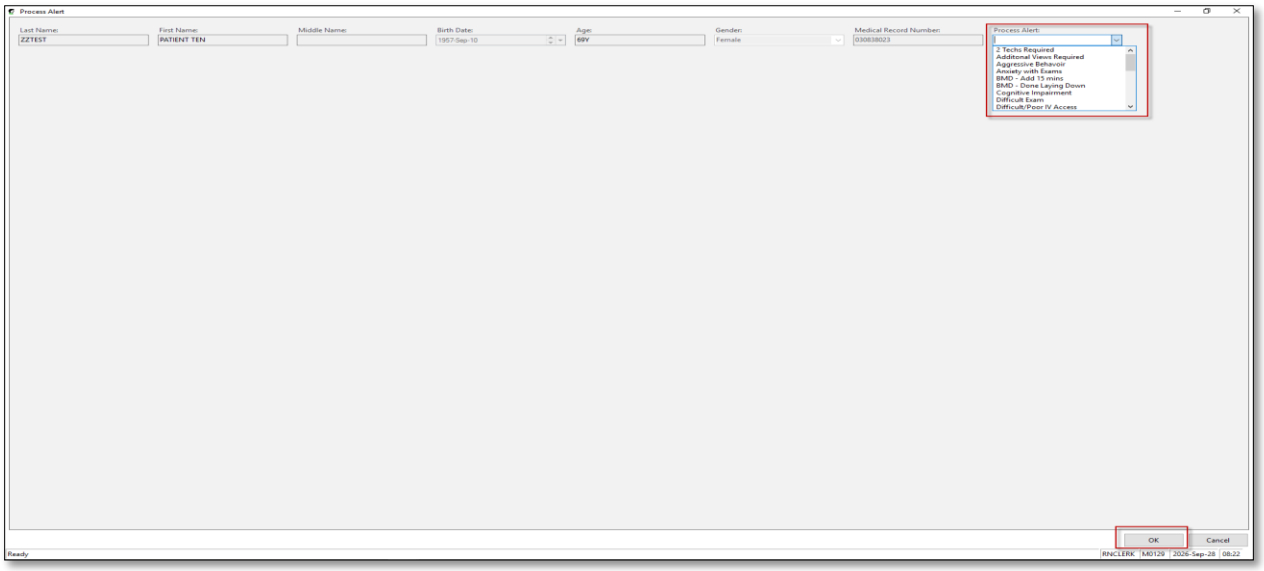
Open Access Management Office APP
Under Conversation, select Process Alert
Search Patient – enter Patient MRN
Click OK



Choose Organization (Facility – you are working out of). Click OK



This next window will appear. Here you can search the drop down and select the appropriate process alert you would like to attach to this patient. Please note that only one process alert can be added to the patient. If you notice one on there already and also require another one to be added, please reach out to your Clerical Supervisor to have one created that merge the two then we can adjust it on the patients file once it is created.

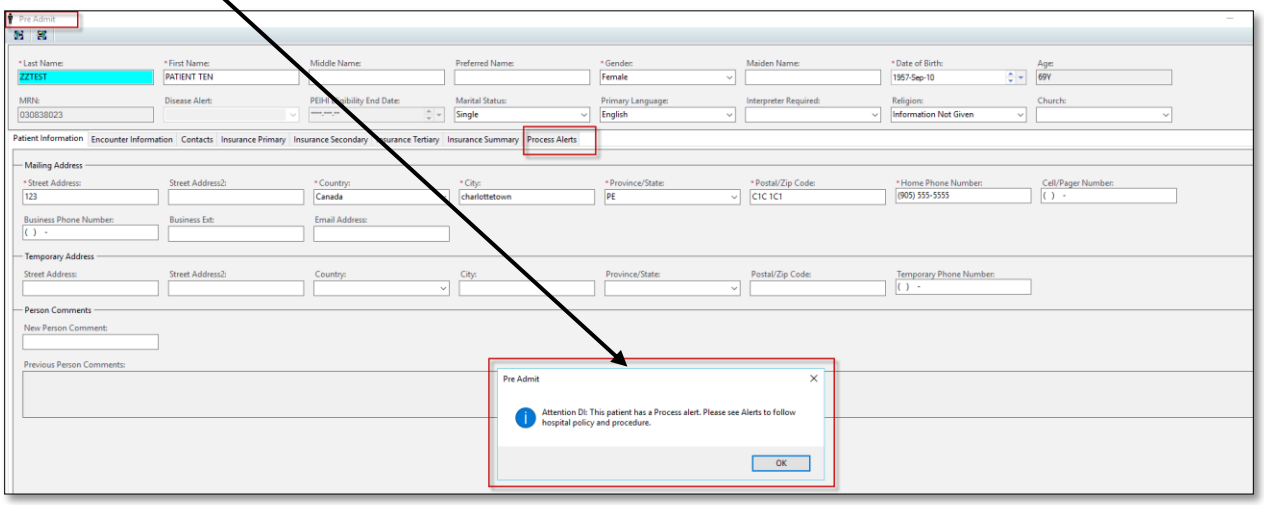


The Process Alert is now linked to the patient file in Radnet.

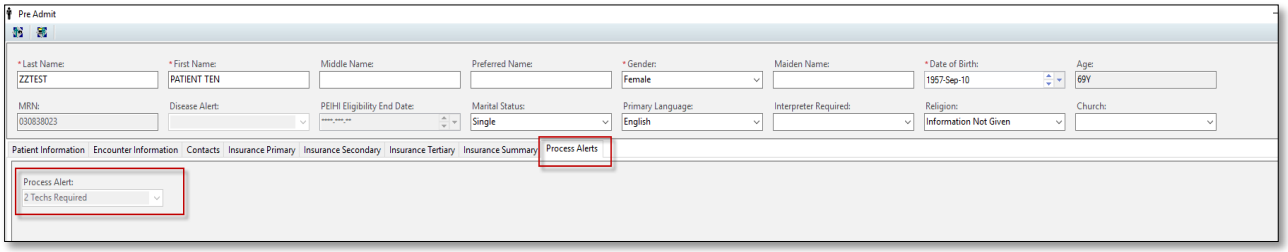
This will only be seen in the Preadmit conversation (where you add/create an encounter)

These messages appear for patients who have a Process Alert associated with them. These Process Alerts are intended for Diagnostic Imaging staff.

This message will appear when scheduling/creating a preadmit (adding the encounter/preadmit conversation). Click OK and continue with the Preadmit workflow as normal.



Select Process Alert Tab and you will see what Process Alert is listed.

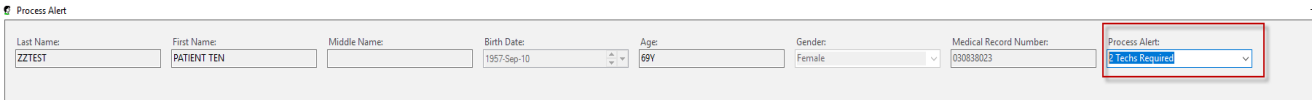


After reviewing the process alert, if you are required to schedule out more time for the exam, here is the time you can cancel the encounter creation and go out and find a new appointment time that allots for more time then can confirm and creating/add your preadmit encounter at this point.

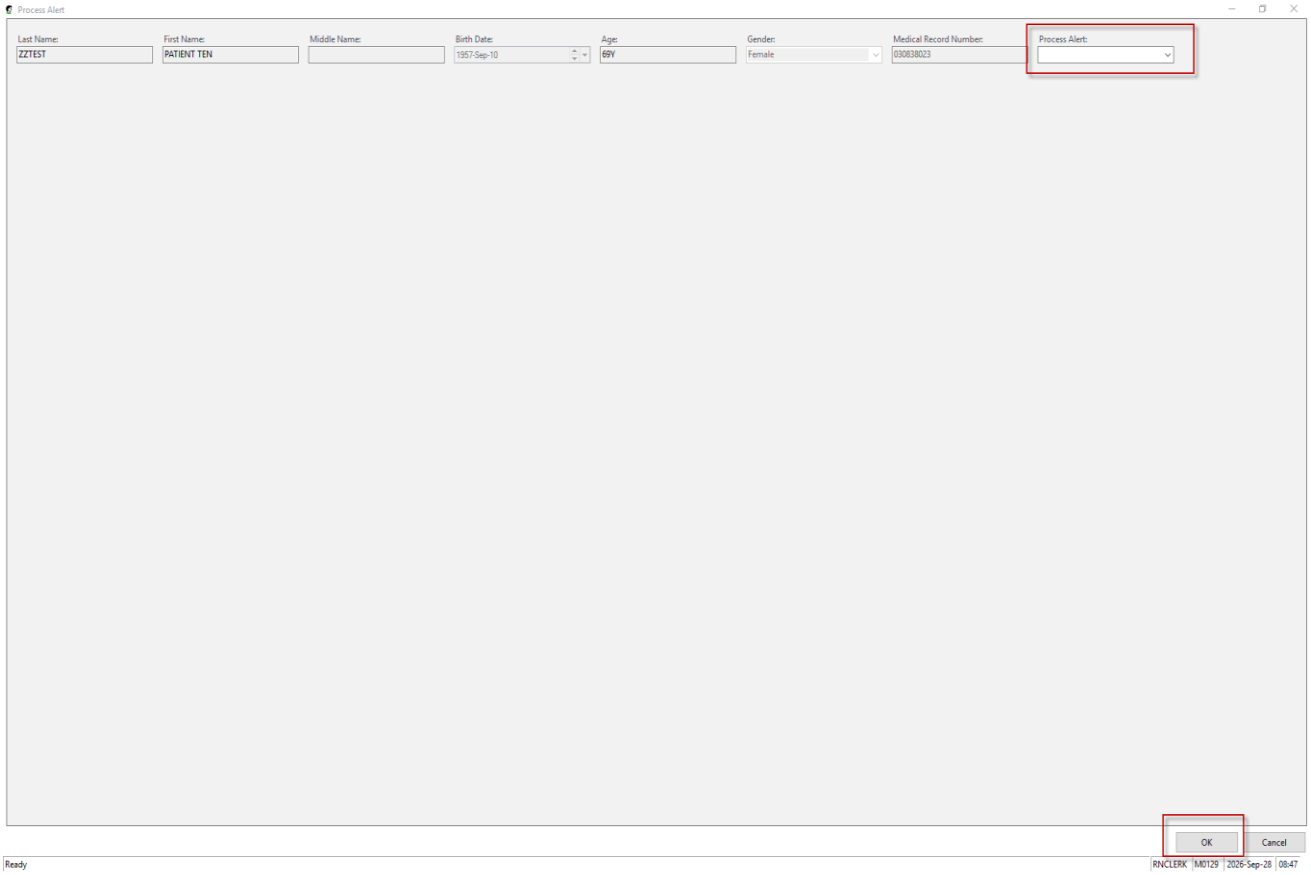
To Remove A Process Alert From A Patient File

Open the Access Management Office APP
Under Conversation, click on Process Alert
Search Patient – enter Patient MRN
Click OK

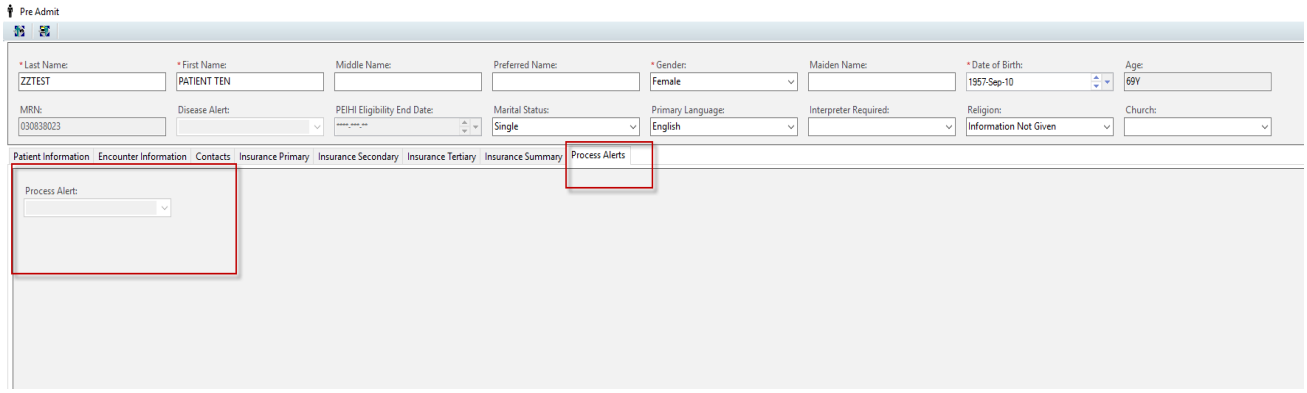
Select Your Organization
Highlight the Process Alert Field (alert will be showing)



Click Delete > Then OK



No Message will appear now in the preadmit encounter and no Alert is listed as shown below.


Pre Admit
*Last Name:
ZZTEST
*First Name:
PATIENT TEN
Middle Name:
Preferred Name:
*Gender:
Female
Maiden Name:
*Date of Birth:
1957-Sep-10
Age:
69Y
MRN:
030838023
Disease Alert:
PEIHI Eligibility End Date:
Marital Status:
Single
Primary Language:
English
Interpreter Required:
Religion:
Information Not Given
Church:
Patient Information
Encounter Information
Contacts
Insurance Primary
Insurance Secondary
Insurance Tertiary
Insurance Summary
Process Alerts
Process Alert:

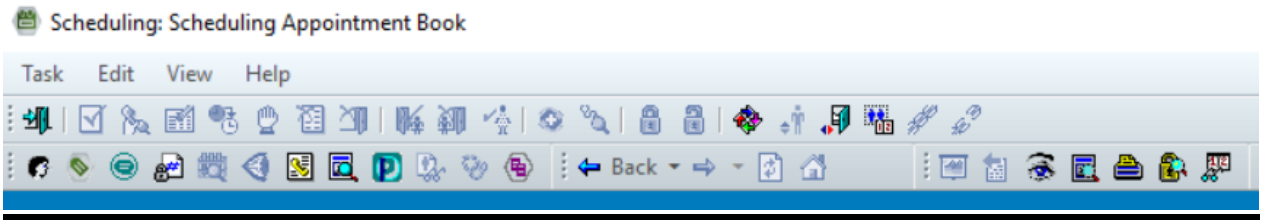
Inquiring about Resource Schedules

Through **Scheduling Appointment Book App** in the Appointment/Schedule Inquiry Icon



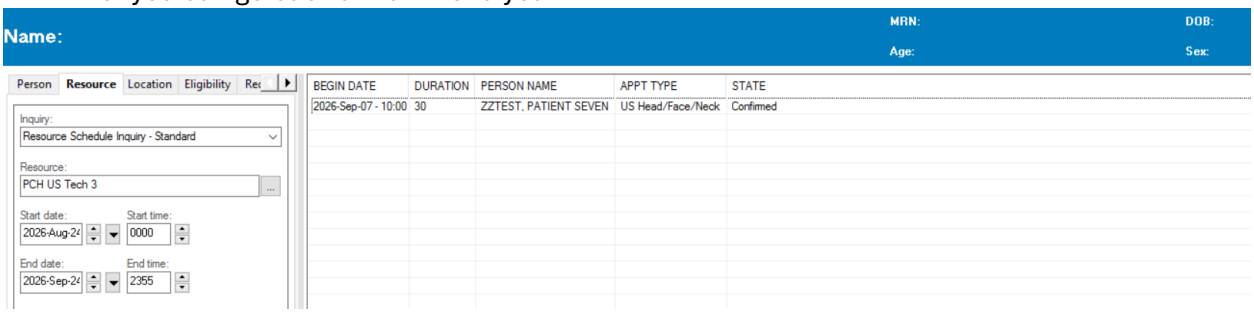
Appointment/Schedule Inquiry window allows the ability to enter the parameters required to view the schedule associated with a specific resource. This will show you everything that was booked in that room according to the criteria you selected.

Click the Inquiry button located at the top of your screen in the Scheduling Appointment Book App.



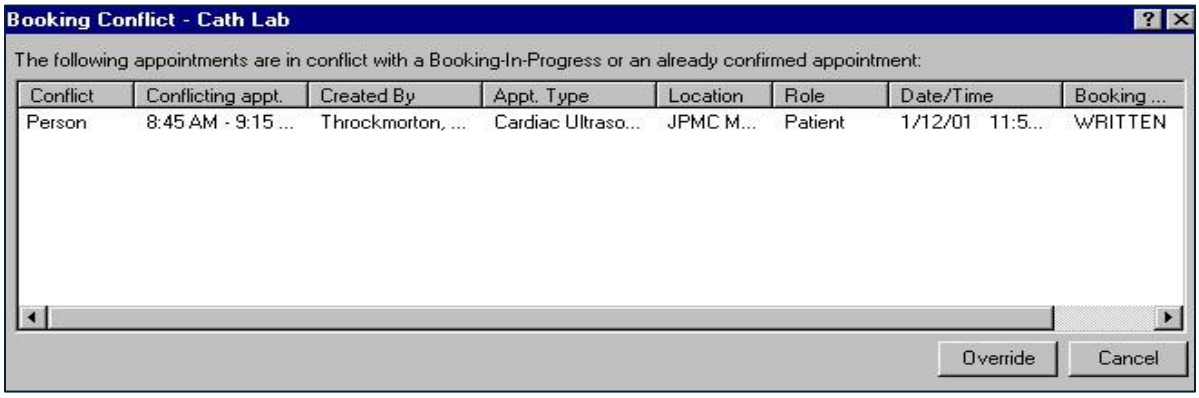
Click on the Resource Tab

- Inquiry – Resource Schedule Inquiry – Standard
    - Other options to view would be:
        - Resource – Confirmed Appts Only (will show all appointments confirmed and fully scheduled)
        - Resource – No Shows Only (will show all patients that are identified as no shows in that room)
        - Resource Open Slots (will show all slots open and available for a specific date)
- Resource – Select which facility/modality/room you want to look into
- Dates - You can enter a timeframe of what you want to search so you can search by today or you can go back a month or a year.

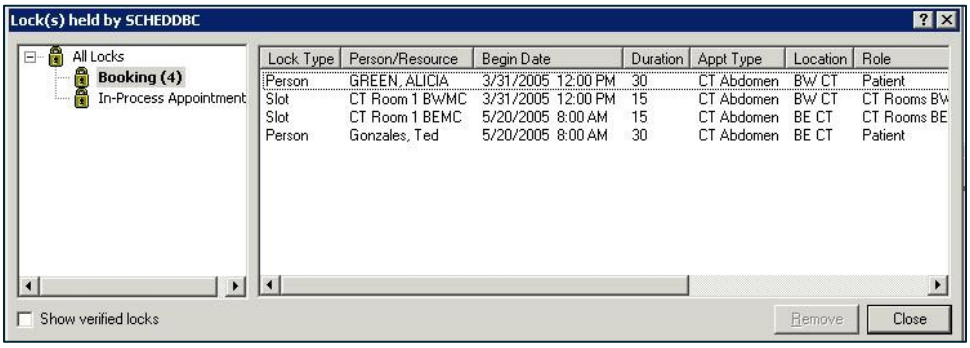


Locks

Sometimes a slot will become locked when a user has tried to schedule an appointment to the slot, but for whatever reason it did not finish booking. The slot may appear open, but it will not allow an appointment to be booked. If a warning comes up that a slot is locked, look to see whom it was created by, then have that person unlock the slot.



Locate the lock by clicking the View Locks icon . A window will display listing all locks created by the username you are signed into the application with.



Click Booking to see if the slot was a booking lock. If there are locks which the scheduler would like to remove, highlight them and press the REMOVE button.

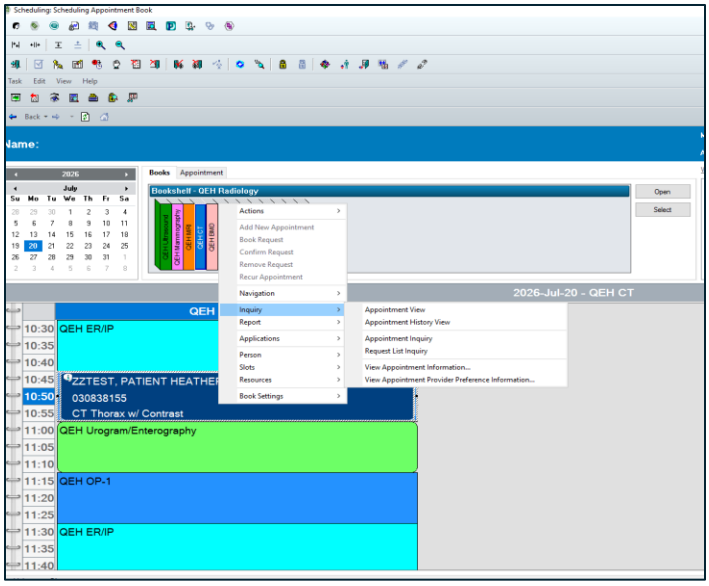
If there is no lock seen in Booking, click In-Progress Appointments to see if there is a lock in there. Highlight any In Progress locks and press the REMOVE button.

Verified locks may also need to be released. To Accomplish this, click the checkbox next to Show Verified Locks in the bottom left corner of the window.

If you are working on a patient (work in progress window) and the system times out or you log off and do not finish the booking, the patient will be locked to you. If you cannot find them in the system (in the request list, work in progress etc.) then check your Locks to see if it is showing in there. Remove the lock and you will be able to proceed with the booking.

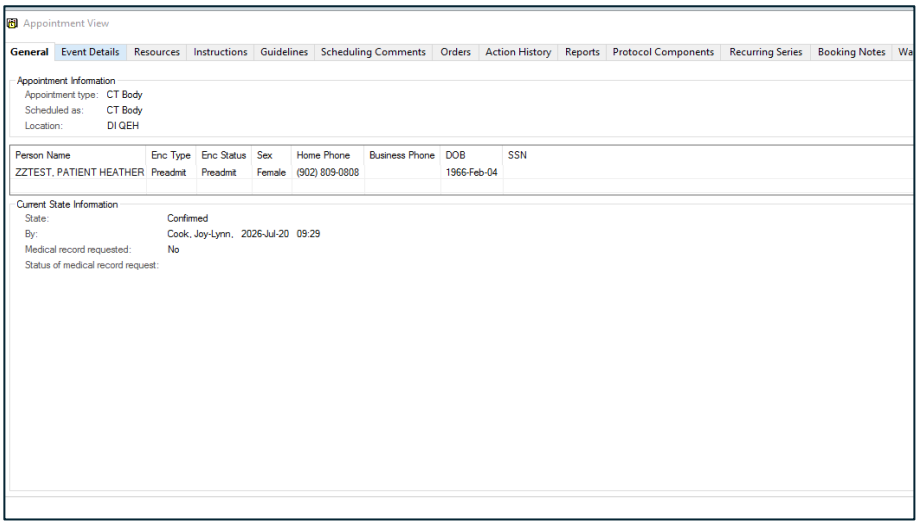
Viewing Appointment Details

To view specific details associated with an appointment, right-click the appointment inside the Appointment Book. Once that appointment is selected, select Inquiry, Appointment View from the menu. This will open the Appointment View dialog box that displays specific information associated with the appointment.

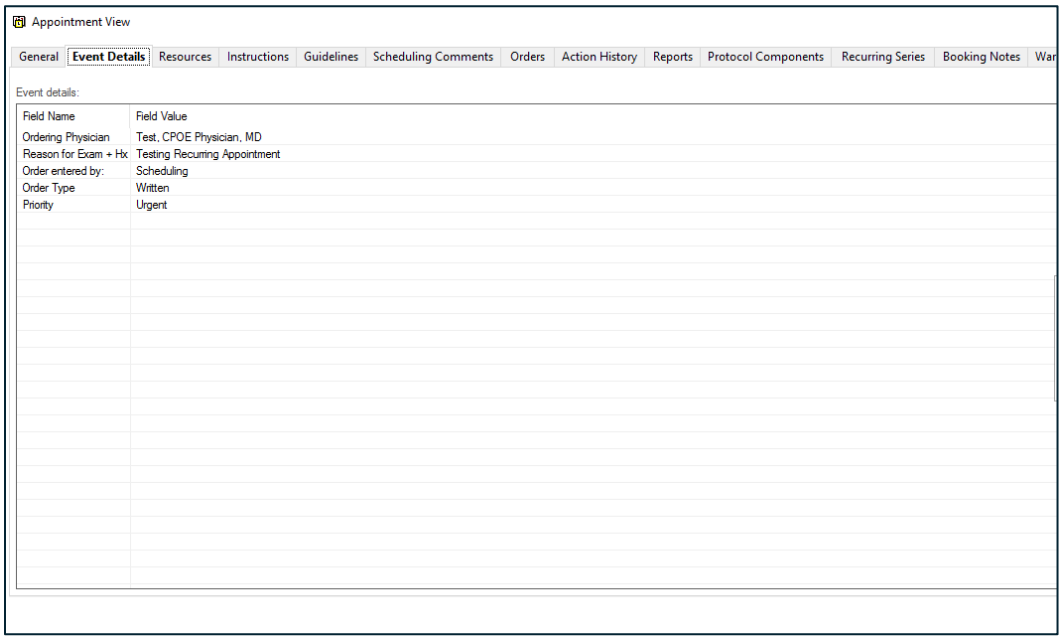


All Appointment Tab View

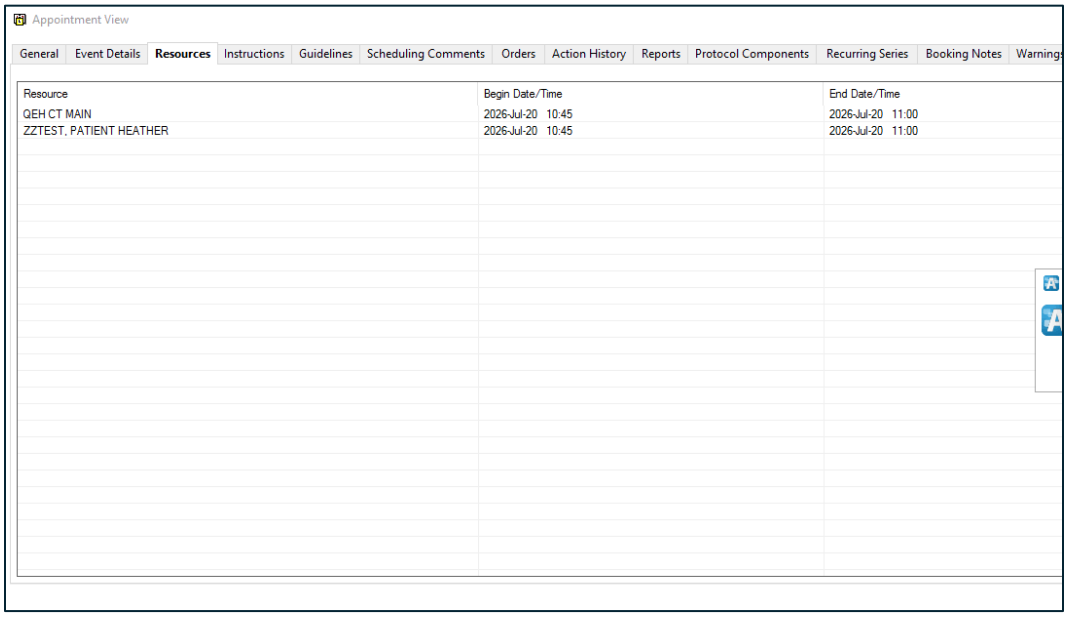
General Tab View



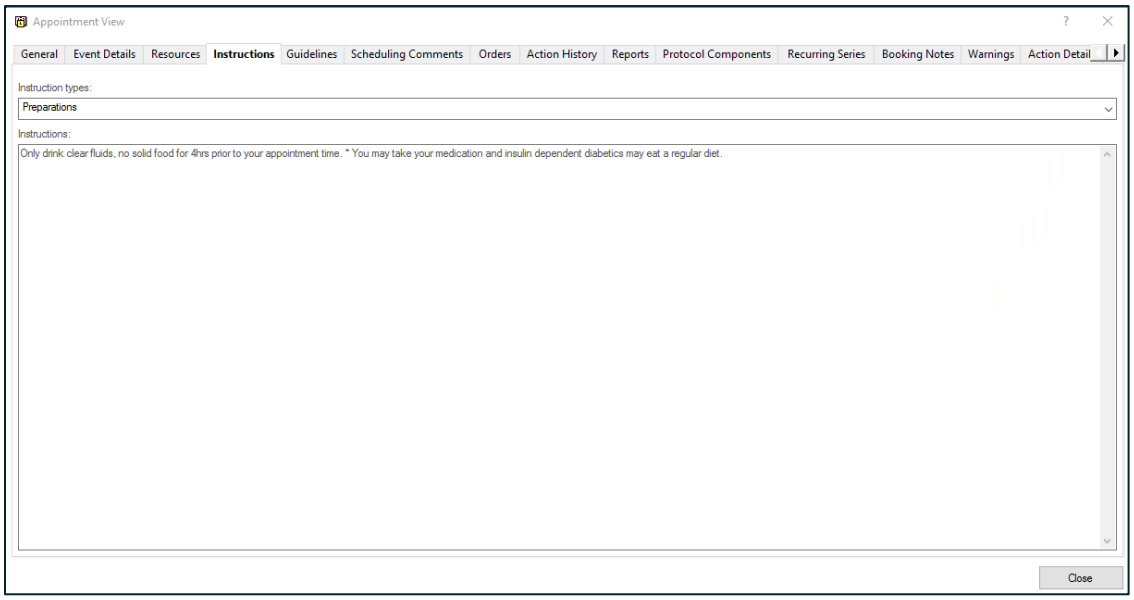
Details Tab View



Resources Tab View



Instructions Tab View

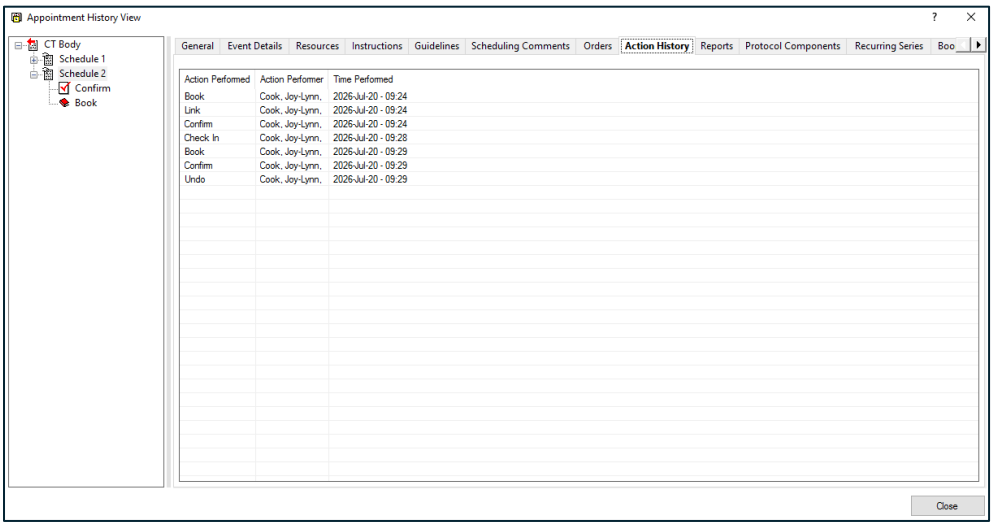


Viewing Appointment History

To view specific details associated with the history of an appointment, click that appointment in the Appointment Book.

Once that appointment is selected, right click the appointment, and select Inquiry, then Appointment History View from the menu. This opens the Appointment History View Box that displays specific information associated with the states that have been associated with the appointment.

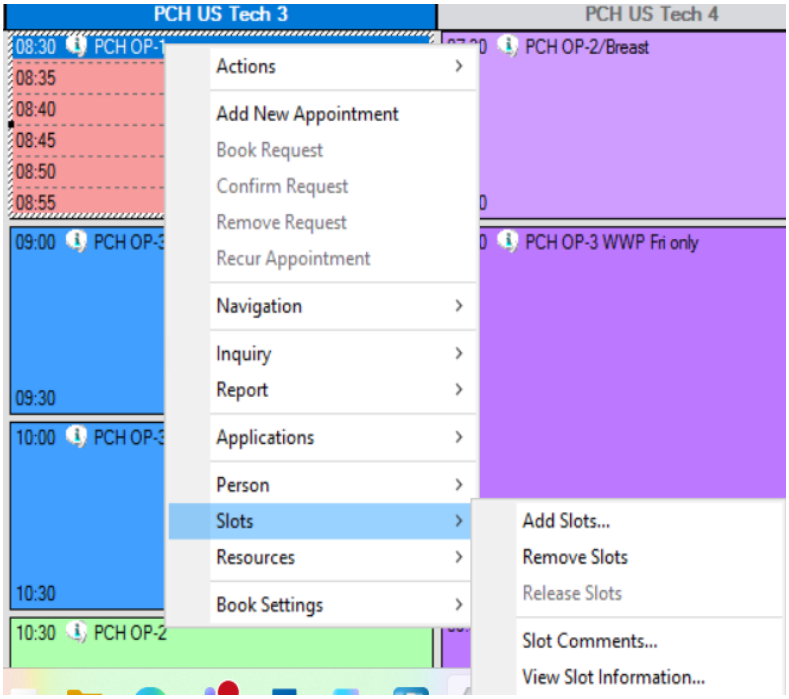
The History View Dialog Box will be displayed.



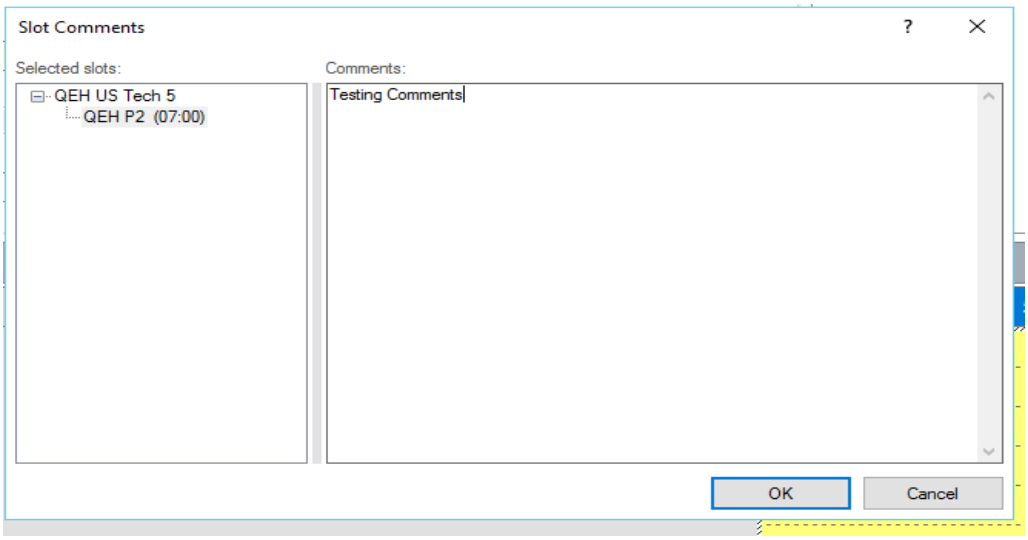
Adding Comments

Slot Comments:

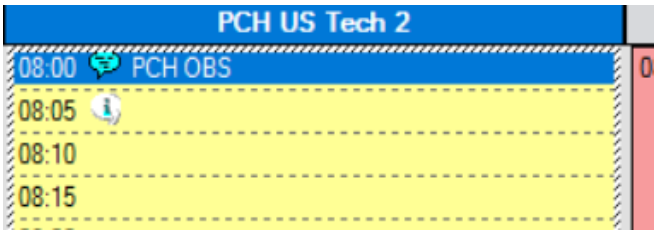
Highlight the slot that you want to add a comment on. Right click and highlight slots and slot comments.



The slot comment box will populate. Fill in required information in the comment field, click OK.

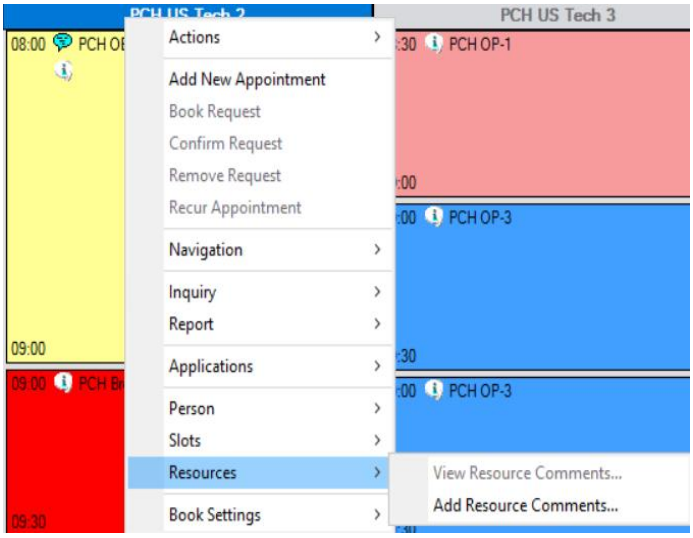


To view the slot comments, you can right-click on the appt slot, click slot and slot comments (the same way you would add a comment) or if you have the icon checked in the book settings under properties and in the icon tab there will be a blue bubble on the top of the slot, click on the icon and the information about the slot will open.

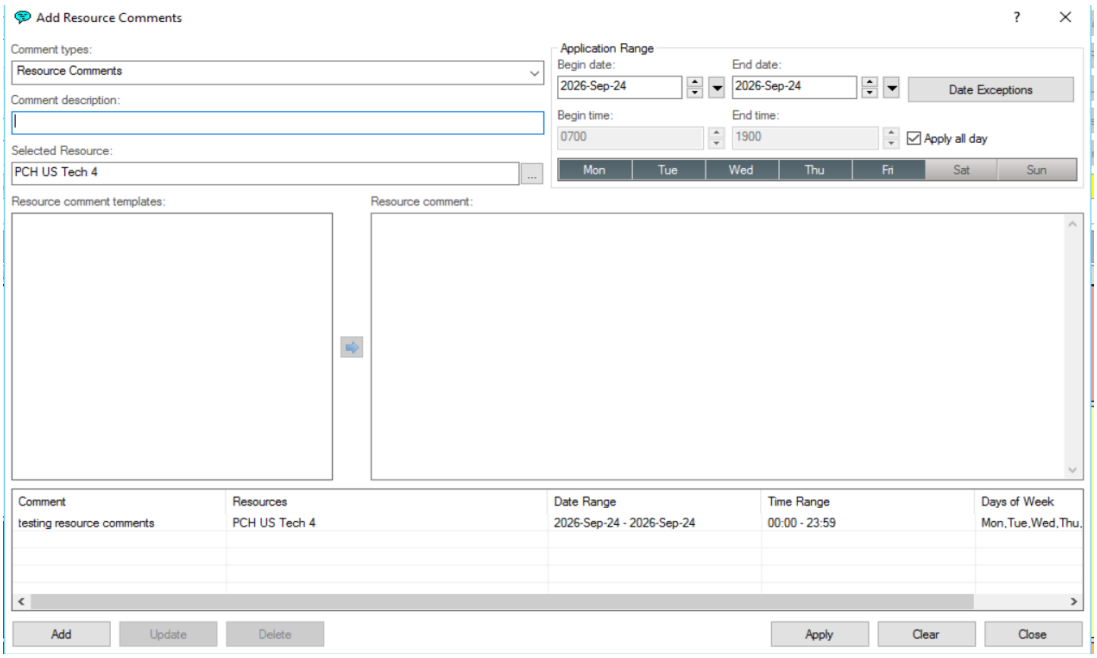


Resource Comments

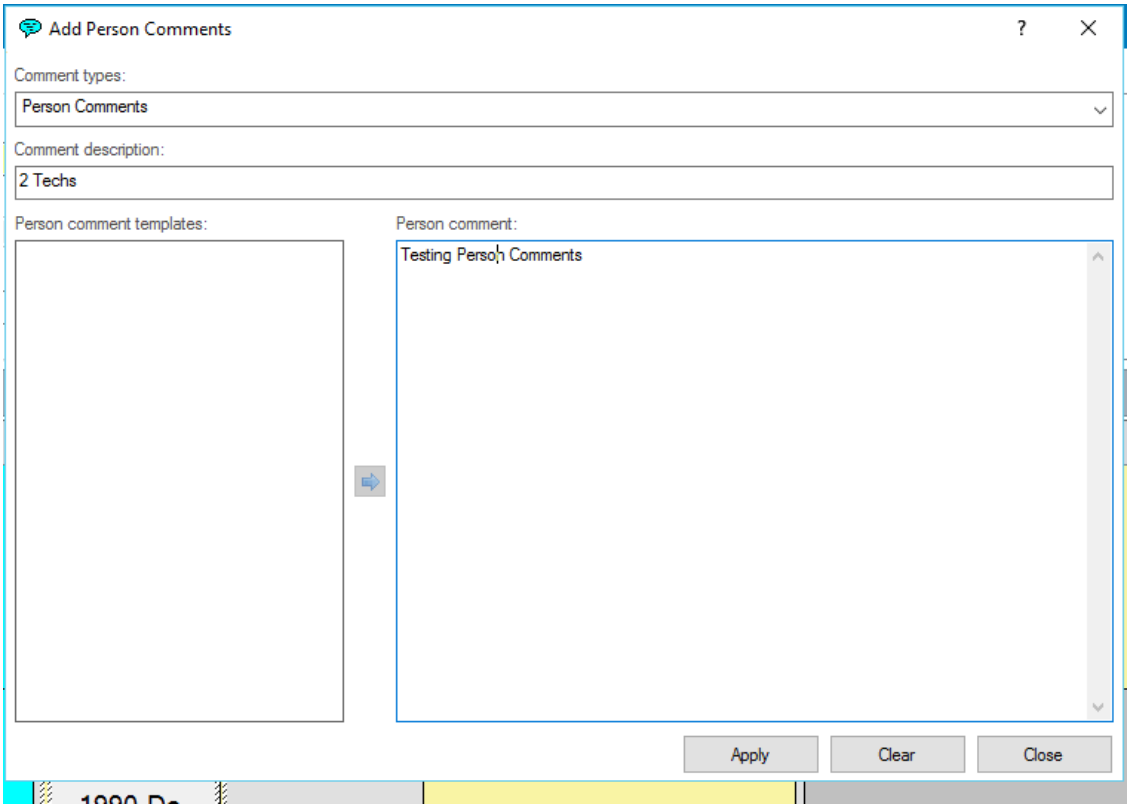
Right click on the resource in the appointment book, highlight resource and click Add Resource Comment.



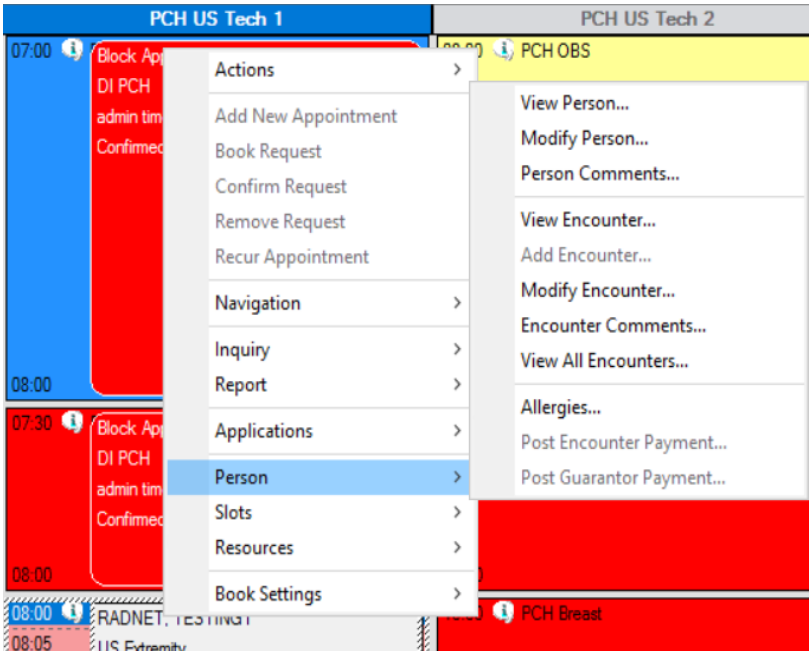
Enter the information in the Comment Description Field (Note: Suggestion - After entering the info in the description field, copy and paste it in the resource comments box). Click add, apply and then close.
In the appointment book, you will now see the icon (blue bubble) appear on the resource heading itself.
To view the resource comment, click on the icon and the information box will populate. Or you can right click on the resource in the appointment book, highlight resource and View Resource Comments.



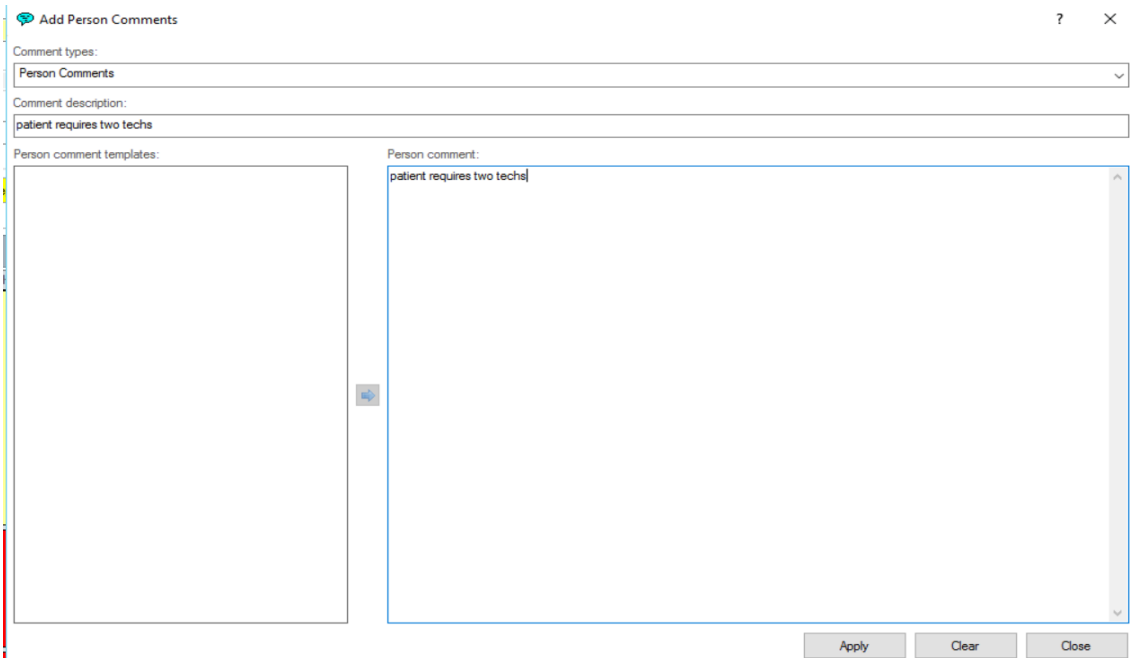
Person Comments:



Click on the appointment in the appointment book. Right click on the patient scheduled, highlight person and then click on person comments.



Click on the patient's name and then click "ADD". Enter the information in the comment description box. Copy and paste the information into the Person Comment field click. Click apply and then close.

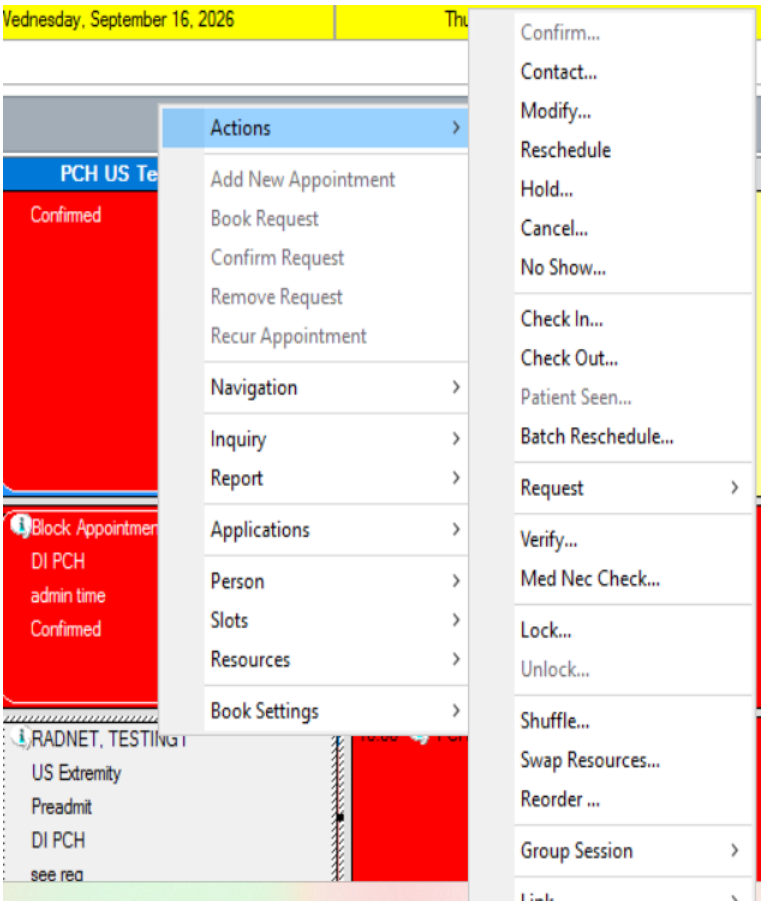


To see a comment for a scheduled patient, click on the appointment, right click and go to person comments.

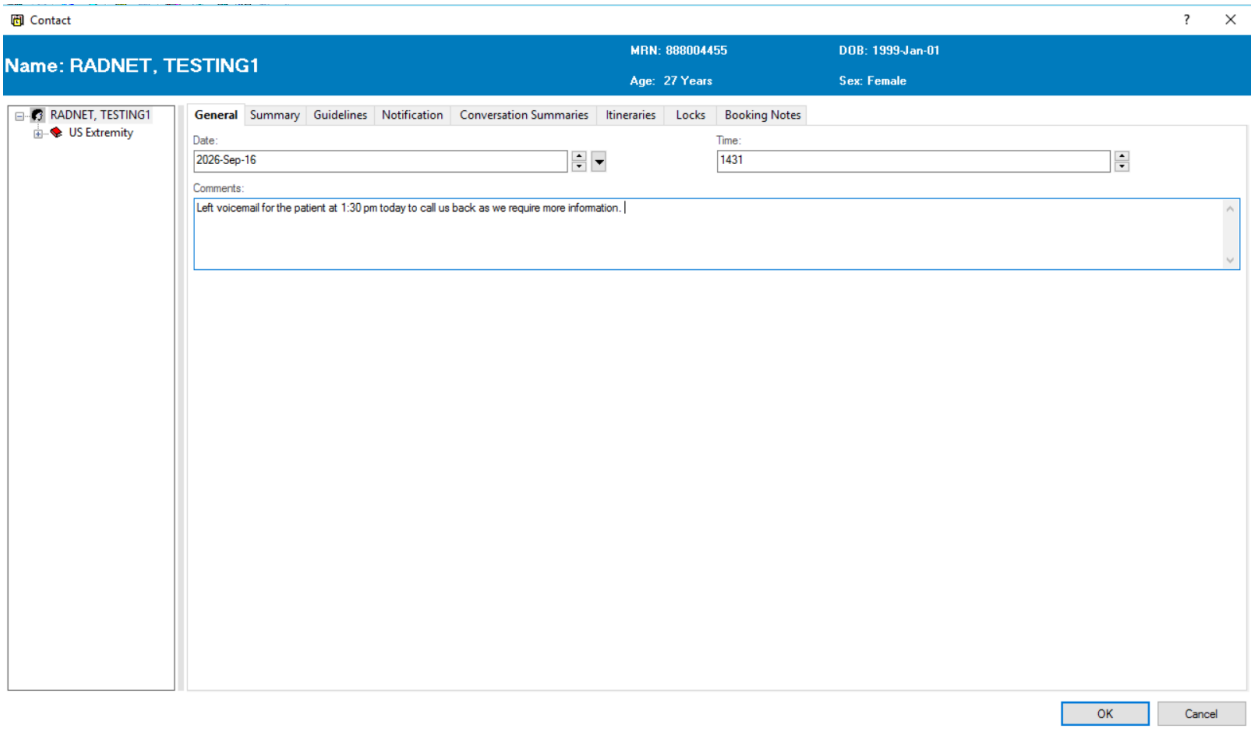
Contact Comments:

	**Contact -** Records the date and time of any contact made with the person scheduled for the appointment, as well as allowing you to enter any applicable comments concerning the contact. For example, if you call the person to remind them of the upcoming appointment, you could document the contact in the Contact dialog box.

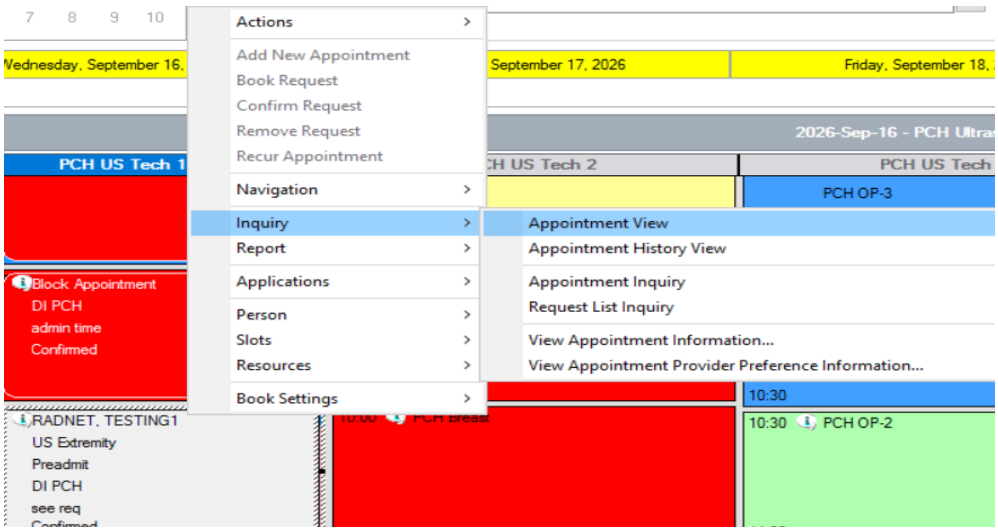
To enter this information:
Right click on the scheduled patient, click Action, then click Contact.



This window will open.
The date will default to today; however, you can change the date if needed. You can then enter a Comment in the Comments field. Click OK.



To view the comment, right-click on the patient's appointment, click on Inquiry, then click on Appointment View. Click on the Action Details Tab and it will show the comment and if you click on Action History it will show the contact time performed/entered. OR you can right-click on the patient's appointment, click on Inquiry, then click on Appointment View History. You see Contact in the Action List when the window opens. Click Contact and then the Action Details Tab will show the comment and if you click on Action History Tab it will show the contact time performed/entered

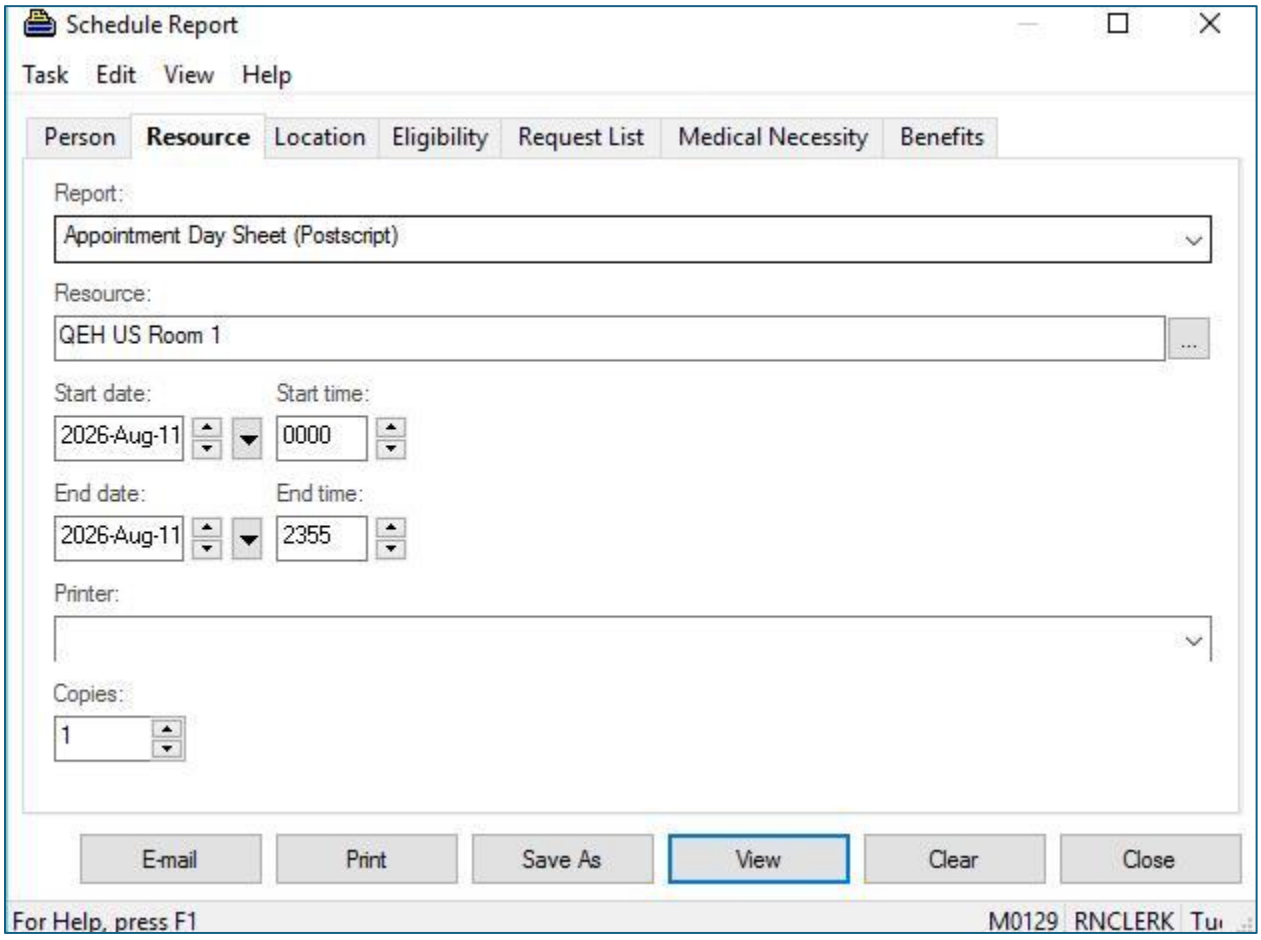


Printing Reports

To Print Reports from the Scheduling Appointment Book, follow the steps below: Click on the Appointment Reports Icon in the tool bar: 

You can also use the Scheduling Reports App on your App Bar to access these.

The Screen Below will appear:



Select the appropriate tab (Person, Resource and Location are most often used)

Select the desired report from the drop-down box.

Set filters of resource, person or location.

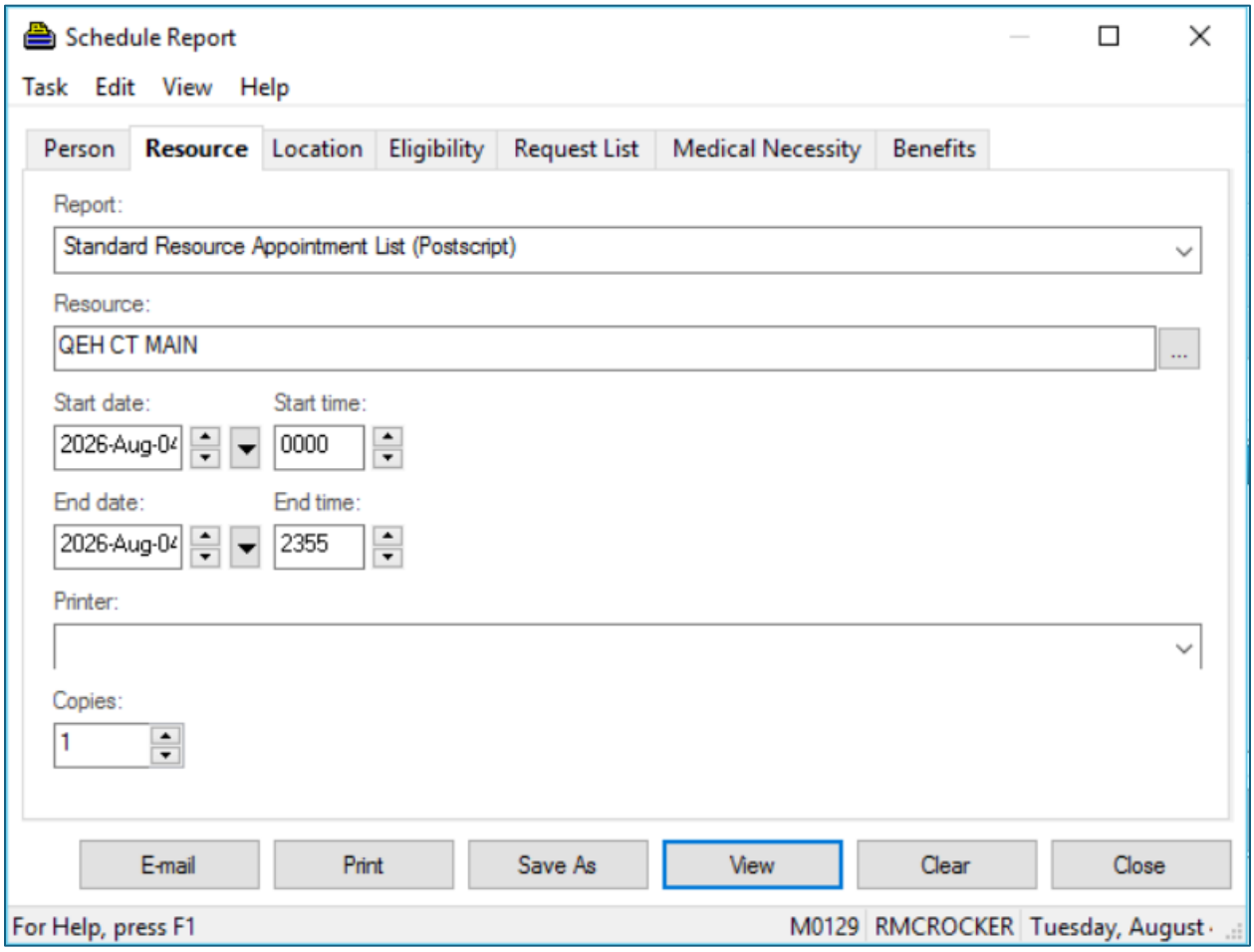
If appropriate, set start and end date of report.

Select the number of copies to print

Select printer from drop down box.

Please note – you cannot select the whole site/modality – only can select rooms/techs so will have to print these individually if you need all the rooms.

Hint: To default printer in all screens, right click on printer in box and click "Set as Default." This will stick for the time that the user is logged onto the application.



Report: Standard Resource Appointment List (Postscript) – to use for daily list for technologists or clerical when compiling the list for the following business day.