

Radiology Refresher Important Things to Remember

Patient Search

Please refer to the **Proper Patient Search** document; minimally two searches must be done using **Last Name, First Name Initial** and **Health Card number**. Please refer to this document for tips, exceptions and entries to avoid

https://www.c3project.ca/epr_priv/education/schedreg/pdfs/online_patient_scheduling_and_registration_manual.pdf Page 9

Radiology exception: use of the 900 series numbers in the Cerner data base are on occasion used by Radiology staff for Occupational Health and Pathology case.

Anonymous - The following information outlines what the Anonymous designation means & can be printed out and given to the patient. <http://www.lhsc.on.ca/priv/forms/5736.pdf>

Naming Conventions

Proper legal name is the convention for entering patients to the data base which includes a middle name. Patients with one name only will be entered with the only name in the last name field and the word None in the first name field also entered in the preferred name field. Please see **Appendix C Guidelines for Naming Convention Page 125** in the on line manual for all naming conventions.

Family Physician

This is a person level field so the value entered in the last visit will default forward into the next visit. If the patient does not want their family physician informed, the value "Declined Family, Physician" must be entered. This will result in no information being sent through to LeNS which is the electronic notification system for physicians that will automatically send registration information to the family physician.

Note: Once "Declined Family, Physician" is entered, the Family Physician will be blank on the next registration and will need to be reentered.

Release Info to Family Physician

Radiology does not send copies of documents to the Family Physician unless requested and the "Copy to Physician" field is populated in the orders.

The screenshot shows the 'Appointment Attributes' window for a patient named Jennifer Lady Acrobat. The window is divided into several sections. On the left, there is a tree view showing the patient's name and the order 'us Abdomen'. The main area is divided into two columns. The left column contains a text box with 'US Abdomen' and a list of order options including 'US Abdomen', 'US Abdomen Limited', 'US Abdomen Limited/Pelvis Limite', 'US Abdomen/Chest Wall', 'US Abdomen/Limited Pelvis', and 'US Abdomen/Pelvis'. The right column contains several fields: 'Priority' (set to 'Routine'), 'Requested Date/Time' (set to '2010/02/ 0944'), 'Copy to Physician' (highlighted with a red box), 'Reason for Exam/Clinical' (set to 'test'), 'Contact Name and #', and 'Requested Campus'. At the bottom of the window are 'OK' and 'Cancel' buttons.

Attending Physician

Exception for radiology - how to enter the **Attending Physician** when not in the database the registration clerk needs to enter **Imaging Dept** as the Attending/ordering physician (instead of physician not in database - this is OK for family doctor **but not attending**). A report is pulled based on this "Imaging Dept" physician so that the correct physician can be entered before report is signed off, before billing is sent to MoH, etc

War Service

This is a department based choice to ask, if not asking the question please enter "Not Available"

Question should be posed "Are you a Canadian Veteran?"

Only select No if you have asked the question and the patient has answered No. If the question has not been asked, then the user must select Not Available.

Veterans' Affairs as Primary Insurance

If a vet served wartime and was seen as a result of a pensionable disability, you could bill above and beyond the OHIP fee to Veteran's Affairs. If the patient's visit can be directly related to his pensionable disability it should be billed to **Veterans' Affairs Canada** - always best then to pick War Service and let finance follow-up.

Registrations for Inpatient at other LHSC Facilities

An **inpatient** from VH comes over to UH for a procedure in radiology, the procedure is considered part of the inpatient visit, do not enter another visits/encounter while the patient is an active inpatient.

Service and Location Fields

Referrals from Occupational Health = Use **Family Medicine** as a Patient Service

Scenario # 1

When a patient is being seen both in a clinic and in Radiology on the same day

Location Code – is entered as the **clinic code**

Pt Service – is entered as the **ordering physician** service

Scenario # 2

Patient is being seen only in Radiology

Location Code – is entered as the **Radiology location code** (W-WXY, U2RAD)

Patient Service – is entered as the ordering physician service

Pt presents to UC Radiology, Dr Bourne is the ordering physician

Location = U 2Rad

Patient Service = Orthopedics

Radiology is not to be used as a Patient Service and to be removed from Pt Service field

Nuclear Medicine will remain as a Patient Service

VH If the Radiation Oncologist is the Attending physician

LHSC Physician –Oncology is the service / use W-RLRCC location code

Outside LHSC Physician- is ordering physician service /use W-WXY as the location code

Medical Oncologist within LHSC as the Attending Physician (Nuclear Medicine)

Oncology is the service and W-RLRCC is the location code except when seen by a NM physician (Driedger/Rachinsky) service is Nuclear Medicine /location code is W-WNM (S_SNM)

Scheduled appointments attached to Previous Visits

This can occur if the visit is highlighted while doing the pt search when scheduling the appointment. To avoid scheduled appointments being attached to previous/discharged visits turn off the encounter window to avoid this happening. In the Scheduling appointment book ***select View - Options - Appt tab - halfway down under Person/encounter preferences you need to deselect the 'Display person search encounter window'***. You will still be able to search pts, but the **encounters will not display**.

Appointments Left in a Confirmed State: All appointments should be marked as checked in, cancelled, no show, or rescheduled, there should be no blue confirmed slots at the end of the day. You can go to the Appointment Inquiry and under Resource or Location Tab choose to view the appointments for the time frame you wish and look for any confirmed appointments left in the list and proceed to determine if they are to be no showed.

Scheduled State Appointment (to replace using notes): Proceed with the scheduling as normal until you get to Confirm window. At this point remove the check marks from the boxes beside the physician & the patient name. Click OK -the patient will be scheduled, but not confirmed and turns pink and shows as scheduled in your slot. When the patient calls back to confirm the appointment, right click on the appointment Actions - Confirm put the check marks back on and click OK the appointment is now confirmed and turns blue

On line Manual: If you have any scheduling and registration inquires please see our line manual at the web address attached

https://www.c3project.ca/epr_priv/education/schedreg/pdfs/online_patient_scheduling_and_registration_manual.pdf

When accessing the manual make sure to choose selection or page only when printing or the entire manual will print

Contact

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