Message Center
Sending Orders to Central Scheduling

September 22, 2020

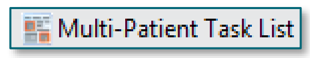
The following flyer outlines the workflow staff will use to send ordered studies to be scheduled by Central Scheduling.

Managing the Multi-Patient Task List

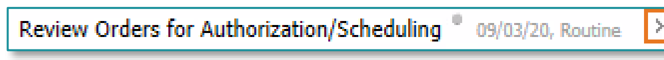
For more details on how to manage the Multi-Patient Task List, please refer to the Managing Multi-Patient Task List flyer.

Sending orders to Central Scheduling

STEP 1: Navigate to the **Multi-Patient Task List.**



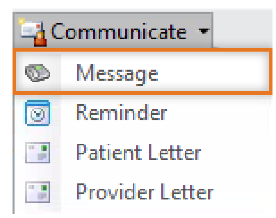
STEP 2: Review the order details by selecting the **carrot** in **Task/Order** column.



STEP 3: Click the **Patient's Name** to open the chart.

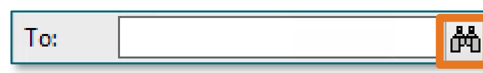
STEP 4: Navigate to **Communicate,** click **arrow** to open drop-down menu.

- Select **Message,** this opens the message field.



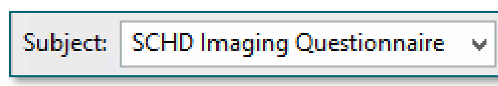
STEP 5: In the **To:** field insert the Central Scheduling pool for your organization.

- Use the binoculars to search scheduling pool for your organization.



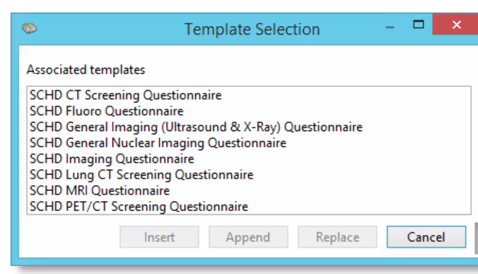
STEP 6: In the **Provider** field enter the **Ordering Provider.**

STEP 7: In the **Subject field,** use the drop-down to select **SCHD Imaging Questionnaire.**



- Click the template icon to access the SCHD Questionnaire Templates.

STEP 8: Select the appropriate **Questionnaire** from the list and click **Insert.**



STEP 9: Answer the questions, as indicated.

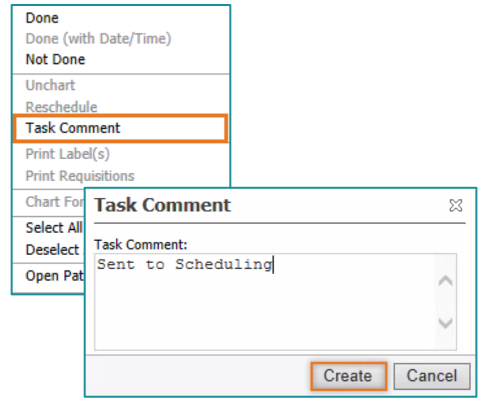
NOTE: **The end of each question contains an underscore (_). You can quickly navigate to the next question by hitting the F3 key after typing your answers.**

STEP 10: Click **Send** when complete.

STEP 11: Navigate to the **Multi-Patient Task List.**

- Right-click on the appropriate Review Orders for Authorization/Scheduling task.

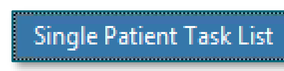
- Select **Task Comment.**
- Add a comment stating Sent to Scheduling, for example.
- Click **Create.**



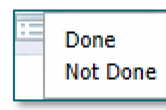
Completing the Scheduling Task

Central Scheduling will perform their duties, then respond with a message of appointment date and time or indicating that they were unable to reach patient.

➢ **When message is received from Scheduling with appointment details**

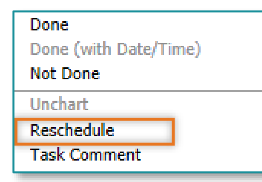


- From the patient's chart, navigate to the **Single Patient Task List.**
  - Click the arrow in the far-left column and select **Done.**
  - The **Imaging Exam Information** form opens. Complete the applicable fields and sign with the green checkmark top left corner.

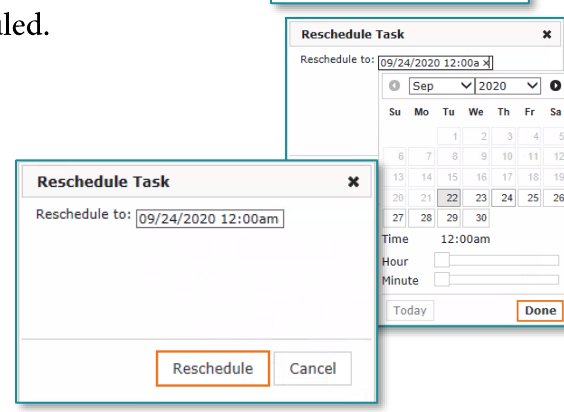


➢ **Rescheduling the task**

If the appointment has not been scheduled, staff will reschedule the task for follow-up.



- Right-click on the appropriate **Review Orders for Authorization/Scheduling** task that needs to be rescheduled.
- Select **Reschedule.**
- Select the date to follow-up on the task and click **Done.**
- Click **Reschedule.**
- The task will populate to the Multi-Patient Task List on the date the task was rescheduled it for.
  - The task will fall off the Multi-Patient Task List, for now.
  - The task still shows on the Single Patient Task List, within the patient's chart



NOTE: **The system only allows rescheduling a task up a maximum of 14 days.**