eRAD RIS Job Aid:
Walk-In Procedures

This document explains how to process a patient who walks in without an appointment.

1. From the Front Desk menu, select the Walk-In option.
2. From the Walk-In Order tab, enter the Patient's name in the First and Last name fields and click the magnifying glass

   A patient search initiates.
3. From the Search results screen, double-click the patient to process.

   Note that you must enter patient information manually if the patient is not found.

4. Click the Patient tab and enter the appropriate information:

Patient (required at time of walk-in)	
General Information	Patient Name, DoB, Gender
Contact Information	Address (complete), Phone Numbers, Email, Preferred Contact and Delivery Methods
Origin	Preferred Language, Race, Ethnicity

Patient Notes (optional data)

This area is for general patient notes, not for appointment notes. Patient notes stay at the patient level and cannot be removed once entered and saved.

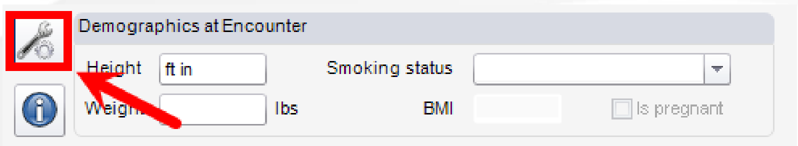
Contacts/Demographics (required at time of walk-in)	
Responsible Party	This is the person responsible for the bill, not the policy holder. If the patient is 18 or older, he or she is always the Responsible Party, regardless of whose insurance covers the patient.

Meaningful Use (required at time of walk-in)	
Demographics at time of encounter	Patient Height, Weight, Smoking Status

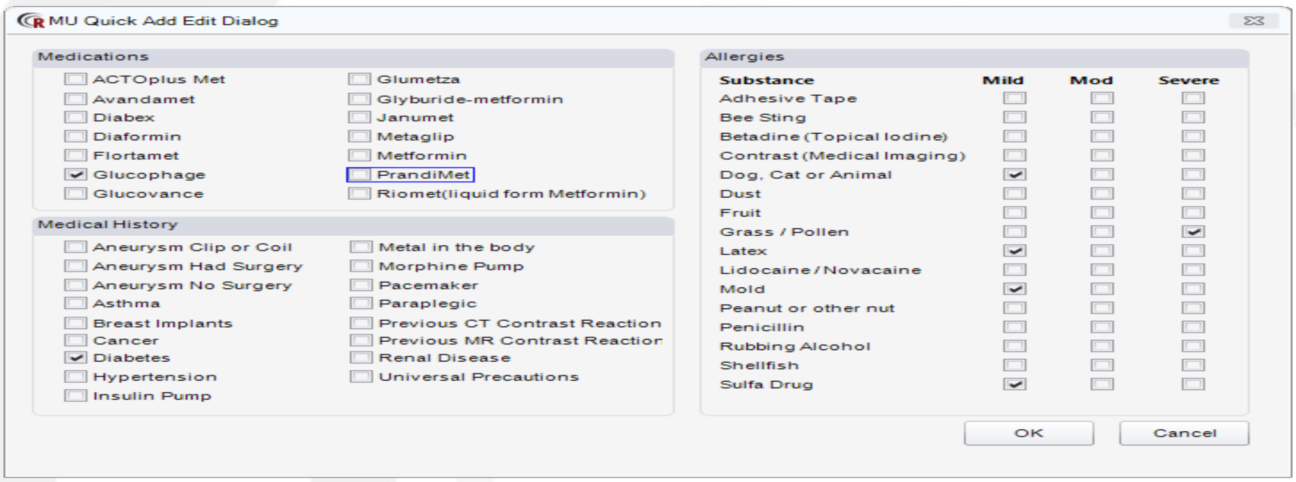
   Note that at least one phone number is required.

   Note that you should always answer the Relationship field by asking this question: "What is the patient's relation to this person?"

5. Click the wrench icon to access additional Meaningful Use information in the Quick Edit screen.



6. Check off any Medications, Medical History or Allergies the patient has (indicated on the registration form) and click OK.



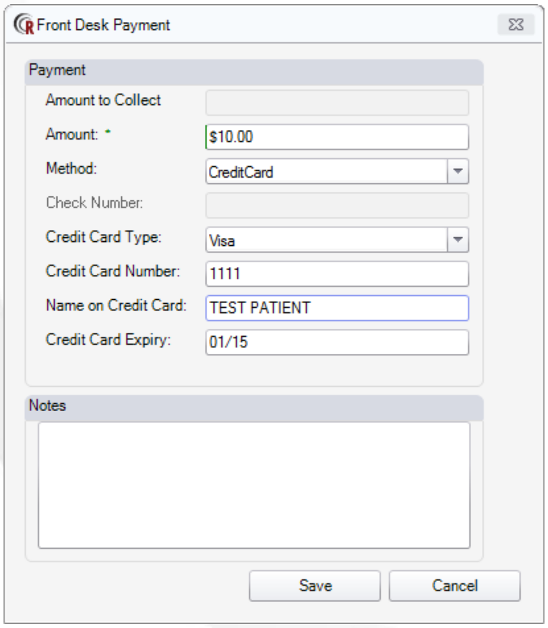
7. Click the Order tab to enter the appropriate information. This information is required at the time of scheduling.

Chief complaint	Signs and symptoms provided by the patient; Rule Out is not a sign or symptom.
Referring Details	Enter the referring physician's name (full or partial) and click the magnifying glass or hit Enter. Or, for existing patients, click the drop-down menu to select a referring physician from the list.
Visited At	Choose the physician's location.
Img Notes	Any image preferences for the referring physician are displayed here, and in such a case, the Image Request must be entered.
CC Physicians	Follow the steps for the Referring Details and Visited At fields for any number of other physicians to cc.
Flags	▪ STAT Exam/Read – If the exam is STAT, check both boxes. ▪ STAT Pre Cert – If the exam requires pre cert STAT, check this box. ▪ Transportation – If transportation is provided for the patient, check this box. Enter any additional information regarding transportation into the Notes field. ▪ Special Accommodations – This required field must be answered Yes or No to indicate whether or not accommodations must be provided for the patient. If Yes, choose the appropriate accommodation. Enter any additional information in the corresponding Notes field. ▪ Class **–** By default, the value set is to Outpatient. However, if providing true Technical Only services (we perform the exam only and not the interpretation), set the value to Technical Only. Note that Class has billing implications and must be set correctly.
Insurance Policies	Select Manage Policies to enter insurances for the patient/exam. For existing patients, click the Use checkbox next to the insurance to use. To add an insurance, enter the name and click Search. Policy Number, Group Number (if applicable), and Subscriber information is required. Injury details are required if the insurance is a Workers Comp, Auto Carrier, or Attorney. Click OK to save the information and close the Manage Policies window.

	Note that insurances that were once entered, but are now inactive, can be displayed by checking Show Inactive Policies.
Order Notes	Enter notes specific to the appointment but non-clinical, such as which office to contact with lab results or to obtain authorization.
Scheduling Notes	Enter any type of other scheduling note in this field, such as whether the patient was informed of prep instructions, to bring insurance card, etc.

Note that if a referring physician is not found, the Refer Unknown process should be used. Likewise, if insurance is not found, the Need Plan process should be used.

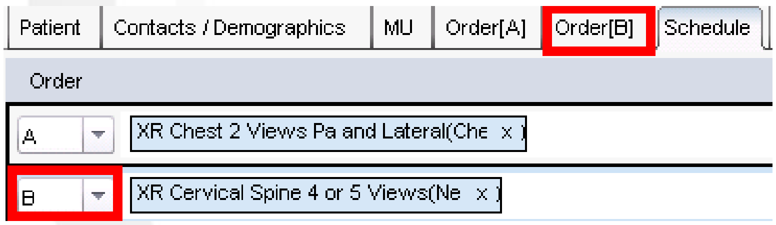
8. If an amount is displayed in the Amount to Collect field, it has been generated by Insurance Verification and should be collected from the patient. Even without a displayed amount, co-pays should be collected for insurance.
9. Under the Payment section, click the Add button to enter Payment information, such as co-pays, deductibles, and so on. Enter the amount, type, and notes as applicable.
   A check number is required when entering check payments. A name, expiration date and the last four digits only must be including when entering a credit card payment. A receipt will be generated once the patient is updated to Arrived status.



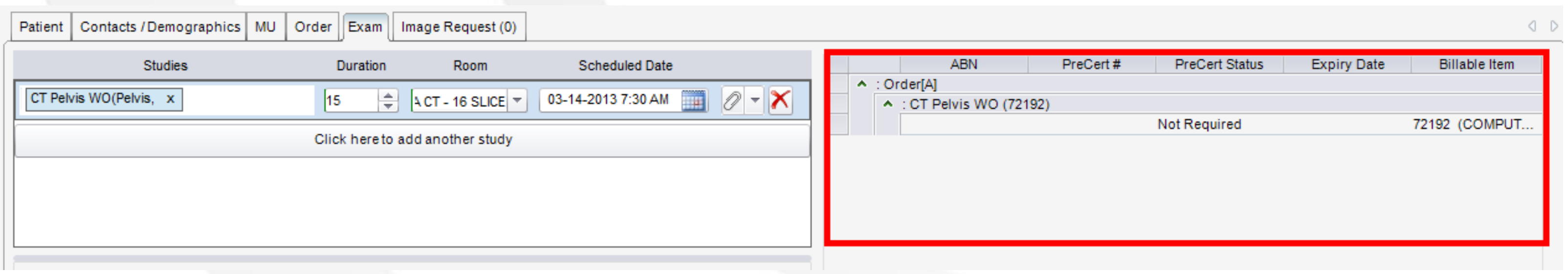
Note that you cannot enter payment for a Walk-in until the record is saved. Perform this step last when entering data for a Walk-in.

10. Click the Exam tab. Exam information is required at the time of Walk-in.
11. Search for the procedure(s)—either by name (such as CT Head), by procedure code (70460), or body part (head), etc. To add additional procedures, click the *Click here to add another study* button. When entering more than one procedure, enter them in the order in which they should be performed.
12. Select the room for the exam. Once the exam and room are selected, the Scheduled Date/Time will auto-populate.

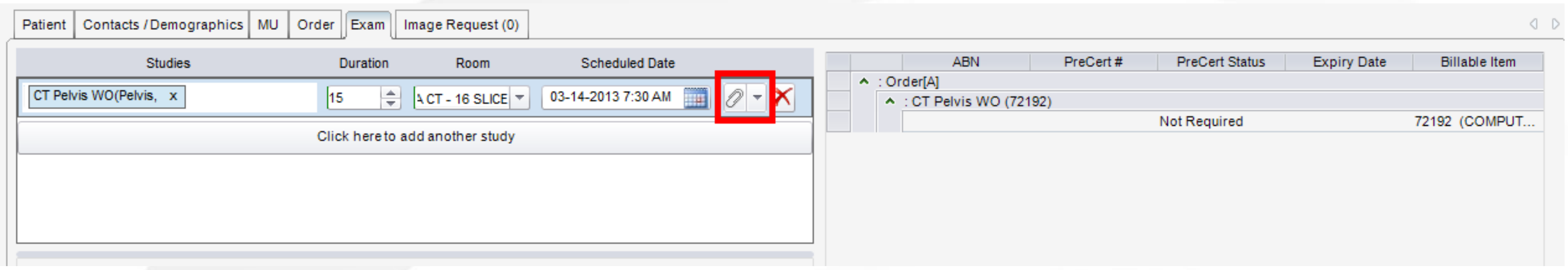
Note that if you are scheduling multiple exams referred by different physicians, or for different insurances, split the studies by changing the Order identifier for that exam. To do this, change the drop-down of the order and select New, which changes that exam to B (or the next appropriate letter). This creates a new Order Tab B and labels the original Tab as A. Complete Order Tab B just as you would for Order Tab A.



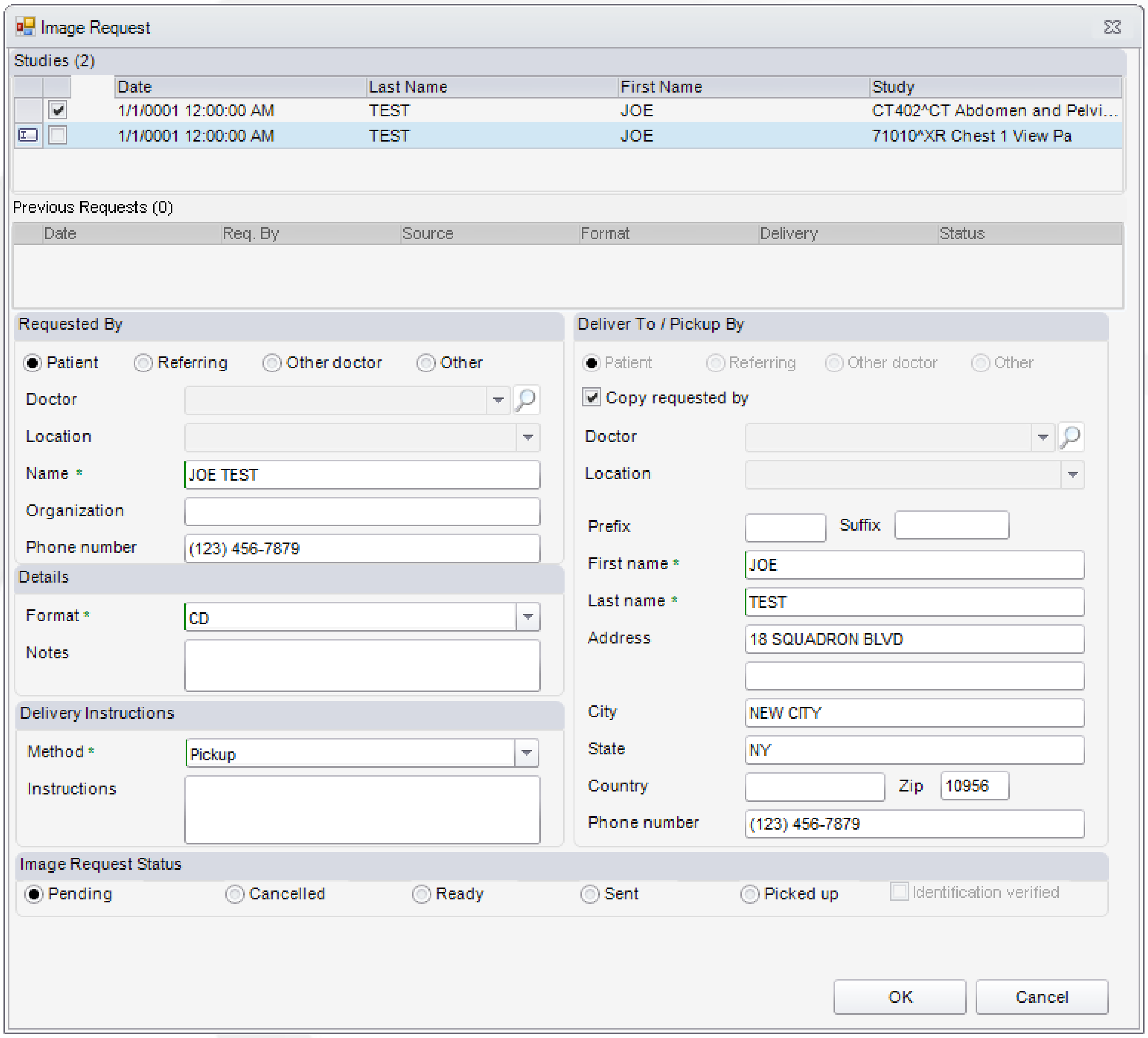
13. Verify the pre cert information, if applicable, for the Walk-in appointment.



14. Click the Paper Clip to View/Scan documents.



15. Click the Image Request tab to enter any applicable information. If a patient states during registration that images will be needed, or image preference notes display when the referring physician is chosen, that request must be entered *prior* to clicking Arrive.
16. Click the Image Request tab.
17. Click the Add button to display the Image Request window. Image request is at the Order level, therefore, if the patient is scheduled for multiple studies, any checked exam will have an image order created for it.
18. Uncheck any procedure that doesn't require images.
19. Choose Requested By to indicate the source of the image request. Select Patient to auto-populate with patient information; select Referring to auto-populate with the Referring Physician's information; select Other Doctor to search for a physician in the system (not the Referring); or select Other to enter the information manually.
20. Enter the format—CD or Film.
21. Enter the Delivery Method—courier, mail, other, pick-up.
22. Select OK to save the request(s) to the appointment. Do not change the Image Request status; at the time of scheduling, it will remain as Pending.



23. Click Arrive to process the Walk-in.

Note that you must click Checking In before clicking Arrive if a payment is to be entered for the Walk-in. See page 4. Once the payment is entered, then click Arrive. If no payment is to be entered, just click Arrive.

