# CareLink
Radiology Order Submission

ECU HEALTH

ECU Health CareLink allows community users to send radiology orders electronically to any ECU Health facility. Users who submit radiology orders in CareLink will also have access to the Clinical Decision Support tool, ability to easily answer security questions related to the procedure ordered, and be able to submit directly to the department procedure needs to be performed at.

📝 Try It Out

To submit a radiology order to an ECU Health facility

1. Click the **[Place Order]** icon.
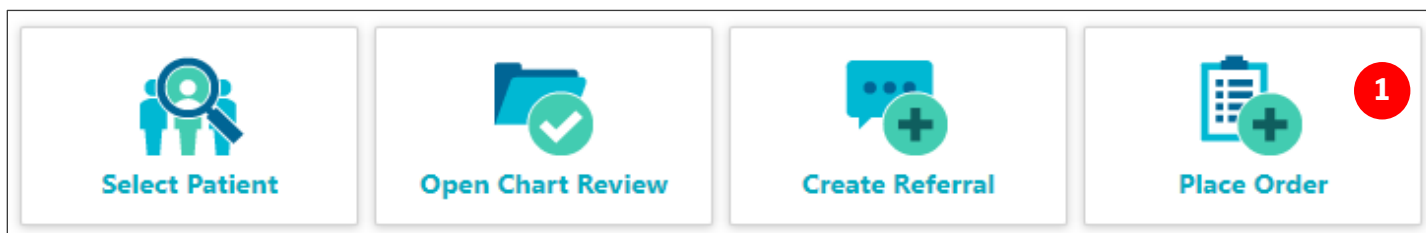
2. Search for patients using one of the following options:
- a. Use **[Search My Patients]** if patient is linked to your practice or pulled up recently
- b. Select **[Search All Patients]** if you do not find your patient in previous step
- c. If unable to find patient following steps A & B, select **[Create a New Chart]**
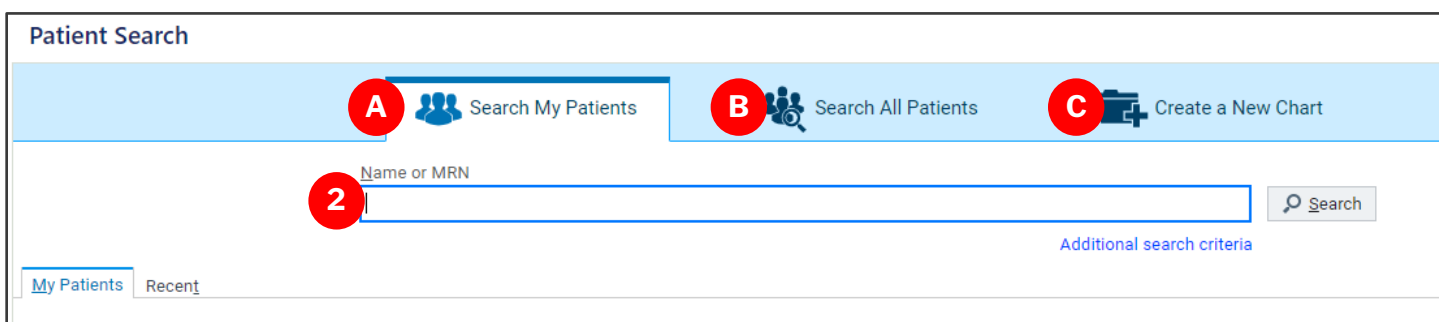
NOTE: If a new chart is created, after completing all required fields, user can submit radiology order immediately.

ECU HEALTH

3. Click **[Select Authorizing Provider]** and choose ordering provider from list, then select **[Accept]**.
If your practice only has one provider, you will not see this screen – skip to step 4.

✛ **Order Entry**

Select an authorizing provider for this order.

〇 **Select Authorizing Provider**

[❗ ⌄]

✔ Accept

4. Type the radiology procedure name or CPT Code in the **[New procedure]** box and select the magnifying glass.

✛ **Order Entry**

〄 Preference List   ⊗ Dx Association

New procedure: [🔍]

Unsigned new orders (0)

No unsigned orders

Orders signed in this encounter (0)

5. Select the appropriate radiology procedure requested by the ordering provider.

✛ Order Entry

Please make a selection

Procedure: [MRI Lumbar]   [Search]

My Preference List Matches:

Name	Type	Px Code	Pref List
MRI SPINE LUMBAR W AND W/O IV CONTRAST	Rad	RAD3978005	CARELINK ORDERS
MRI SPINE LUMBAR W IV CONTRAST	Rad	RAD3971079	CARELINK ORDERS
MRI SPINE LUMBAR W/O IV CONTRAST	Rad	RAD3971018	CARELINK ORDERS

6. Complete **Edit Order** details.
- a. *Priority* – STAT [1] or Routine [2]
- b. *Status* – Must remain as **Future** or order will not crossover as it should.
  - i. Expected Date – this field <u>only</u> needs to be updated if procedure should be scheduled at a later date (i.e. *Screening Mammogram in one year*).

MRI HIP W IV CONTRAST LEFT

Priority: Routine [2] ⓐ 🔍 | ✓ Routine | STAT

Status: Normal ⓑ tanding | ✓ Future ← **DO NOT CHANGE**

⓺

Expected Date: 11/20/2023 📅 | ✓ Today | Tomorrow | 1 Week | 2 Weeks | 1 Month | 3 Months
6 Months | 1 Year | 18 Months | 2 Years

Expires: 12/20/2024 📅 | 18 Months | 2 Years

Questions: **Answer**   **Comment** ⓒ

1. Reason for Exam/Message for Radiologist (On-call # 252-847-6770) ❗ [   ]
   Add

2. Does the patient have a pacemaker, defibrillator, neurostimulator or any other electronic device? (If Yes, the patient must go to Vidant Medical Center or Vidant Beaufort.) ❗ Yes | No   [   ]

3. Has the patient ever had brain surgery for aneurysm clips or coils? ❗ Yes | No   [   ]

4. Patients current weight? 200   [   ]

5. Is Anesthesia needed? Yes | ✓ No   [   ]

6. Name of Supervising MD/DO APP ordering: ❗ [   ]

7. Order Authorization ❗ [   ]   [   ]

8. Authorization start & end date: ❗ [   ]

9. Is the patient allergic to MRI contrast? ❗ [▼]

10. OK to change contrast? Yes, Per Protocol ▼   [   ]

11. Release to patient Immediate [1] 🔍

- c. *Questions* – complete all safety questions with a ❗ in this field. The questions will vary depending on the radiology procedure being ordered.
  - i. Insert Referral Authorization number and effective dates. If no authorization is required, provide *reference number* from insurance and/or type *No Authorization Required*.
  - ii. If ordering provider is an APP, <u>must</u> include Supervising MD/DO's name.

d. **_Scheduling instructions_** – Insert any helpful information for the scheduler such as patient phone number, if interpreter is needed, etc., upload in step F. CareLink users can also edit patient phone number, address, and email address – see Editing Patient Demographics.

Scheduling instructions:

INSERT MESSAGE FOR SCHEDULERS

(D)

e. **_Dx association_** – Select or search for the specific diagnosis – All diagnoses associated with the radiology procedure will have a checkmark in a blue box. If a diagnosis code is keyed in error, select blue box to remove it from the order.

Dx association:

Recent

☑	BILATERAL LOW BACK PAIN, UNSPECIFIED CHRONICITY, UNSPECIFIED WHETHER SCIATICA PRESENT	M54.50
☐	ACUTE RIGHT-SIDED LOW BACK PAIN WITH SCIATICA, SCIATICA LATERALITY UNSPECIFIED	M54.40

Add a new diagnosis: **(E)**

If a more specific diagnosis is needed, the box below will open and must be completed to generate appropriate code. Can use either the **Calculator** or **List** tabs to obtain a more specific diagnosis code. If using **Calculator**, select a blue box in each section until diagnosis code is generated, then select **[Accept].**

Pick a Billable Diagnosis

Select a more specific diagnosis in order to bill for your work.

Calculator | List

Problem: Back pain

Back pain location: low back pain | thoracic back pain | back pain in other location
back pain in unspecified location

Chronicity: acute | chronic | unspecified

Back pain laterality: left | right | bilateral | midline | unspecified

Sciatica presence: with sciatica | without sciatica | unspecified whether sciatica present

Sciatica laterality: bilateral sciatica | sciatica of left side | sciatica of right side | sciatica laterality unspecified

Resolved: Does not resolve

✓ Accept   ✗ Cancel

NOTE: The referring office will be contacted to provide a more specific diagnosis if an unspecified diagnosis is entered OR if a pre-procedural visit diagnosis is listed alone.

f. **Referral:** 🛑 **To dept** – use *CareLink Radiology Department List* to select appropriate location and department patient needs to have radiology procedure done.

Referral:	🛑 To dept:		🔍 **F**		
	Class:	Incoming [59]	🔍 ← **DO NOT CHANGE**		

Please make a selection

To department: 2600181200   Search

Search Matches:

ID	Department	Center	Specialty	Location	Service Area
2600181200	VMC-MRI	VIDANT MEDICAL CENTER	Radiology	RL VIDANT MEDICAL CENTER	SA VIDANT HEALTH

g. **Attach files** – Upload patient demographics, insurance policy and any authorization information. Once **Edit Order** section is complete, select **[Accept]**.

Attach files:	**Add files**	**G**
		✔ Accept

7. If no additional radiology procedures are need to be ordered, select **[Sign Orders]**.

8. Order Decision Support – some orders for **CT, MRI, PET, or Nuclear Medicine** may require the user to obtain an **Appropriate User Criteria (AUC) score** before proceeding to the next step. This box will pop-up after selecting **[Sign Orders]** when an AUC score is recommended.

⭠ Order Entry ▸ Order Decision Support

Imaging Appropriateness Decision Support Available

⚠ **You can use the tool by clicking the link below.**

Please address all other BestPractice Advisories in this window before clicking the link below. Once you have clicked the link, you may not be able to return to any unaddressed advisories.

Use of this tool may be required in order for furnishing of advanced imaging orders to be reimbursed.

8 → Stanson-Premier CDS Application

NOTE: To review the order placed in patient's chart, select **Chart Review** and then **Encounters** tab. Results will populate under the **Imaging** tab once the procedure is complete.

After selecting the link **Stanson-Premier CDS Application link,** the following screens may appear depending on the procedure and diagnosis code selected.

NOTE: The Appropriate Use Criteria (AUC) score of "Indeterminate" or "Inappropriate" will not restrict scheduling at this time, but may in the future.

If another radiology procedure is selected under "Recommended Actions" the system will generate the pop-up box below. Once user selects **[Accept]** it will populate the new order to complete and delete the order that was deemed "Inappropriate" by the Clinical Decision Support tool.

AUC Score Guidelines

Diagnostic Radiology Procedures that require an Appropriate Use Criteria (AUC) Score be assigned

- Computed Tomography (CT)
- Nuclear Medicine
- Positron Emission Tomography (PET)
- Magnetic Resonance Imaging (MRI)

Clinical Indications that apply

- Coronary Artery Disease
- Headache (traumatic & non-traumatic)
- Low back pain
- Cancer of the lung (primary or metastatic, suspected or diagnosed)
- Suspected Pulmonary Embolism
- Hip pain
- Cervical or neck pain
- Shoulder pain (to include suspected rotator cuff injury)

Appropriateness Score (receiving an Indeterminate or Inappropriate score will not affect scheduling)

- Appropriate
- Indeterminate
- Inappropriate

Providing specific information such as *primary symptom*, *duration*, *progression*, and/or *attempted treatments* will reduce the number of Best Practice Advisories seeking more information and allow the system to provide a more accurate AUC score.

Failure to obtain an AUC score can have an impact on the ordering provider's NPI score and ECU Health is committed to providing the tools needed to be successful when the new CMS guideliness take effect.

9. The Patient Access Services (PAS) team at the location selected in step 6e will contact the patient to schedule most radiology procedures with the exception of invasive ultrasounds and VIR procedures. For invasive ultrasounds and VIR procedures, call the department(s) after submitting the order. If you do not call right after order is placed, please call within 2 business days.

  a. You can call the location selected in step 6e after placing the order to obtain appointment details - when this is done, you are responsible for informing the patient of the appointment and any prep instructions.

 *A PAS team member may contact you with additional questions related to the order submitted.*

NOTE: After **US** order is placed, call **252-847-4549** to obtain patient appointment details and prep instructions. If notes were note uploaded with the order, please fax notes to **252-847-6394**.

After **VIR** order is placed, call **252-847-9016** to obtain patient appointment details and prep instructions. If notes were note uploaded with the order, please fax notes to **252-847-8183**.

Cancelling an Order

CareLink users are unable to edit an order after the order has been signed; however, an order can be cancelled. To cancel an order, open the patients chart and the follow the steps outlined below.

1. Hover over the patient's name located at the top of your screen and select **Order Review**.
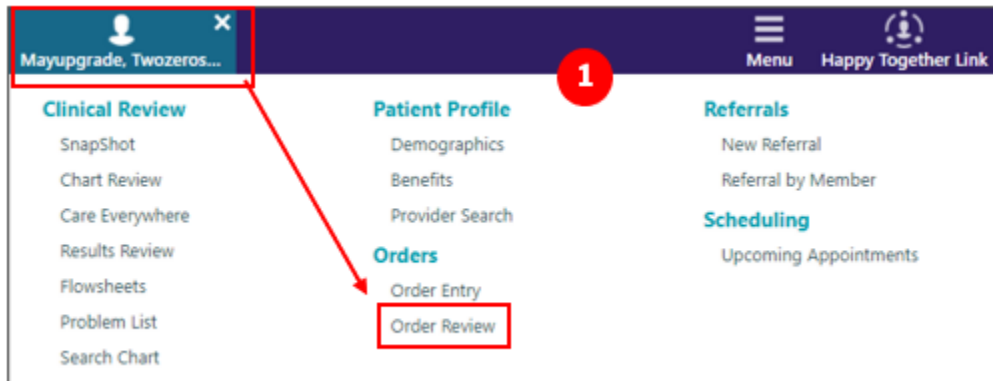
2. Select the order needing to be cancelled and then select [**Cancel Orders**].
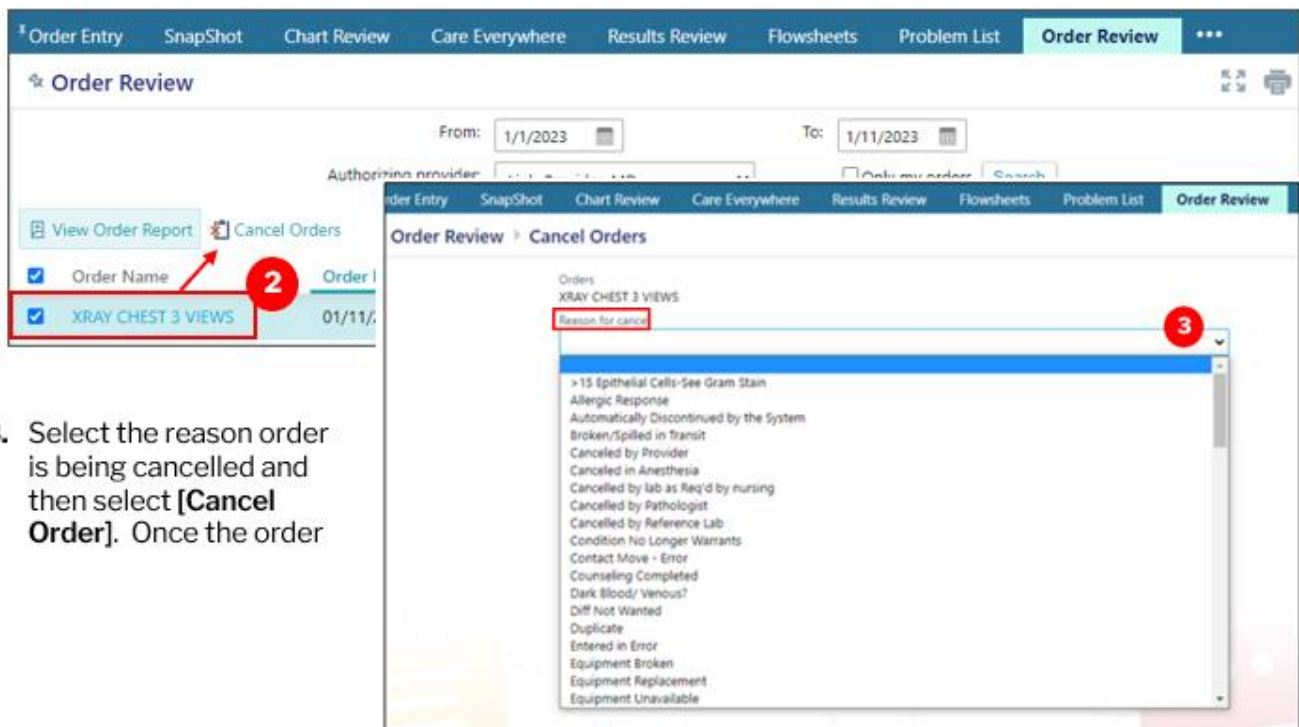
3. Select the reason order is being cancelled and then select [**Cancel Order**]. Once the order