

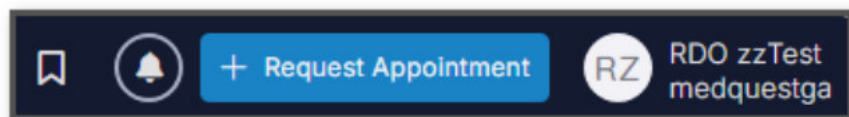
Request Appointment Workflow

Referring providers can request appointments for patients using the Request Appointments button in the portal.

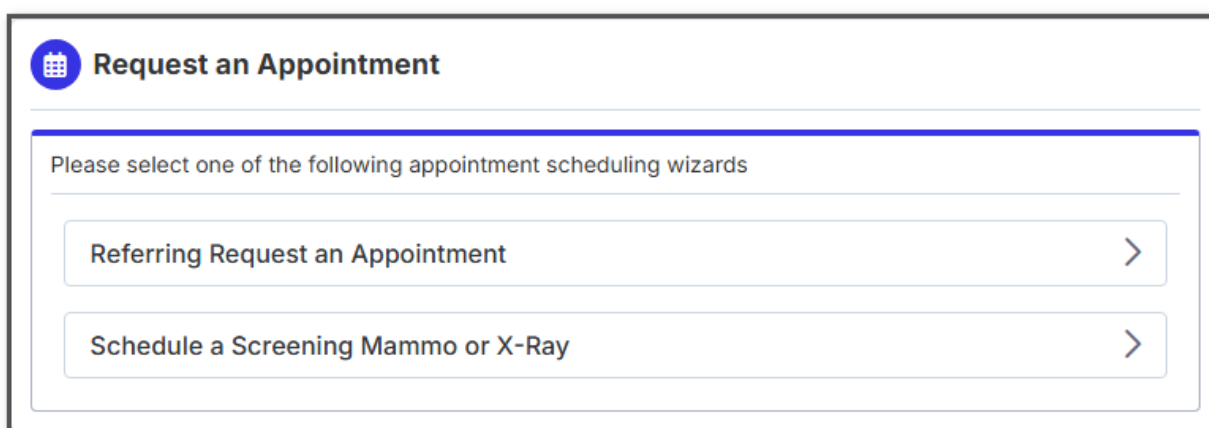
Request Appointment Button

To request an appointment:

1. Click Request Appointment in the top right corner to launch the Scheduling Wizard in a new window.



2. In the Scheduling Wizard window, select Referring Request an Appointment.

A screenshot of a web window titled 'Request an Appointment' with a calendar icon. Below the title bar, it says 'Please select one of the following appointment scheduling wizards'. There are two selectable options, each in a light blue box with a right-pointing chevron: 'Referring Request an Appointment' and 'Schedule a Screening Mammo or X-Ray'.

Step 1 - Patient Info

The screenshot shows the 'Request Appointment' form with a sidebar on the left containing four steps: 1. Patient Information (selected), 2. About You, 3. Procedures, and 4. Confirmation. The main content area is titled 'Patient Information' with an 'Expand All' link. Below the title is a form with four input fields: 'Date of Birth*' (placeholder: MM/DD/YYYY), 'First Name*' (placeholder: First Name), 'Last Name*' (placeholder: Last Name), and 'M.I.' (placeholder: Midc). A blue 'Find Patient' button is located to the right of the 'M.I.' field.

1. Clicking Find Patient without entering any patient information first will search for all patients that have been previously referred by the provider logged in and auto-fill patient details.

Click the X in the right corner of this pop-up box to close it or click the correct patient and click Continue to select them.

2. If requesting an appointment for a new patient, enter their Date of birth, First Name, and Last Name, and click Find Patient.
3. If no results are found, click Expand All to display additional fields and continue entering patient details.

The screenshot shows the 'Request Appointment' form with the same sidebar. The main content area now displays a patient search result for 'ro zztest' with a 'DOB: 03/24/1980 (46yo)'. The form fields are populated with '03/24/1980' for Date of Birth, 'ro' for First Name, 'zztest' for Last Name, and 'Midc' for M.I. A green arrow points to the 'Expand All' link in the top right corner. The 'Find Patient' button is still present.

Request Appointment

1 Patient Information
2 About You
3 Procedures
4 Confirmation

ro zztest
You must search by DOB, full first name, and full last name. Click on the blue Expan... Collapse All

Date of Birth* 03/24/1980 First Name* ro Last Name* zztest M.I. Midc Find Patient

Personal Information

First Name* ro Middle Name Last Name* zztest Suffix Select
Date of Birth* 03/24/1980 Age 46yo Sex at Birth* Male Female Unknown Gender Identity Select

Contact Info

Address 1 Address 2
City State ZIP Code County
Home Phone #* Mobile Phone #* Work Phone # Email
Contact Preferences
Phone Text Email

4. When done entering patient details, click Next.

Step 2 - About You

Select the referring provider and add any needed documents or comments to send to the imaging center.

1. Select the Referring Provider then click Add.
(You may only see one referring provider, or many, depending on your practice settings.)
2. If an order, clinicals, pre-auth, or other documents need to be uploaded, click Browse Files and select the file to upload with the appointment request.
3. Select the document type from the dropdown.
4. If a comment is needed, select the comment recipient, type the comment, and click Next.

Step 3 - Appointment Details

After entering patient details, complete the appointment details, which include: Services/Procedures, Location, Time, and Diagnosis.

Services/Procedures

1. Select the Procedure Type and Procedure.
2. Click Add.

Location

1. Select the preferred Location and click Next.

Request Appointment

1. Services/Procedures

Select the procedure type and use the procedure lookup field to add your appointment.

Type

▼

Procedure

🔍

+ Add

Selected Procedures

Default Text: "Specify a body position to the selected procedures."

CT-Pelvis with and without contrast (72194)

Add Body Position

2. Locations

Search or select a location below.

Location

Search Locations

☐

UVA Health Outpatient Imaging Centreville
6208 Multiplex Dr
Centreville, VA 20121-5324

☐

Palmetto Imaging West Columbia
2997 Sunset Boulevard
West Columbia, SC 29169-3421

☒

Tricom Diagnostic Imaging
2851 Tricom Blvd
N Charleston, SC 29406-9172

☐

Piedmont Imaging LLC
684 N Pine St
Spartanburg, SC 29303-3745

< Back

Next >

Diagnosis

2. Scroll down to enter the diagnosis (you can search by code or keyword, then click the correct option to select it), add an onset date, if known, and click Add.
3. Click Next to view the Summary page.

The screenshot shows a web form titled "3. Schedule". Below the title is a note: "The exact time of the appointment will be determined when the order is received and scheduled with the patient." followed by an empty text input field. Below this is a section header "Diagnosis" with a blue icon. Under "Diagnosis", there is a search bar containing the text "Bitten by goose (W61.51)" and a magnifying glass icon. To the right of the search bar is a label "Onset Date" above a date input field with the placeholder "MM/DD/YYYY" and a calendar icon. A blue "+ Add" button is to the right of the date field. At the bottom of the form, there are two buttons: a grey "< Back" button on the left and a blue "Next >" button on the right.

Step 4 - Summary

After entering appointment details, the Summary page displays all details before sending the appointment request.