Radiology – Ordering for Outpatients (Including Telehealth) and FAQs

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Quick Reference Guide

This Quick Reference Guide will explain how to:

Order radiology in the outpatient setting

Radiology – Ordering for Outpatients (Including Telehealth)

1. Navigate to **Orders and Referrals** **+ Add** and click +Add to request an investigation.

2. Search for the test(s) you wish to order, e.g. CT Abdomen.
3. Find the "Medical Imaging Provider" box and select the appropriate imaging provider:

   - Outpatient Western Health – To be performed at Western Health Medical Imaging
   - Outpatient External (Print Request) – To be performed by external provider

   Note: Please discuss these options with your patient to allow them a choice of medical imaging provider.

   *Medical Imaging Provider: | Outpatient Western Health |
   Outpatient Western Health
   Outpatient External (Print Request)
   Inpatient Western Health

4. Complete the yellow mandatory fields, click 'Sign' and enter password to submit request.

5. Refresh screen.

**Only If "__Outpatient External (Print Request)__" was selected, the following additional steps are required:

6. Right click on the order you have just placed. Select "Print" then "Reprint Requisition".
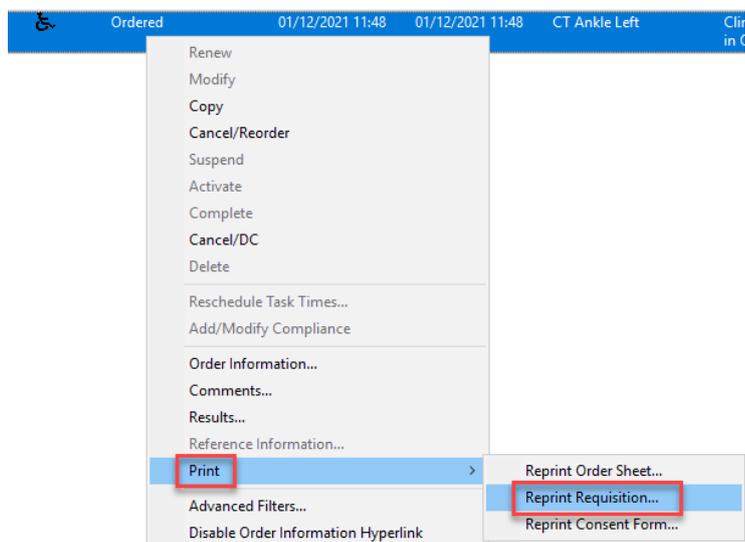
7. Collect the form from the printer. Sign it and give it to your patient to bring to any medical imaging.

All "Outpatient External" imaging orders must be printed and signed for it to be processed by external medical imaging providers. "Outpatient Western Health" requests will be sent directly via the EMR to our in-house service to be processed.

FAQ

Skip to:

How do I order an imaging request to be performed at Western Health?

If you are ordering imaging to be performed on a patient as an **inpatient**, search for the medical imaging order in the EMR and select "Inpatient Western Health" in the Medical Imaging Provider field.

If you are ordering an **outpatient** scan, first speak to your patient to determine if they would like to have their imaging performed at Western Health or externally. Search and select the order in the EMR and select "Outpatient Western Health" or "Outpatient External" in the Medical Imaging Provider field. Only "Outpatient External" requests will require a printed requisition (Select the order > Right click > Print > Reprint Requisition). Do not print a requisition for imaging requested to be performed at Western health.

How do I order medical imaging for outpatients to be performed at Western Health?

Refer to Western Health's OP-CC3 Requesting Medical Examinations for Authorisation Requirements
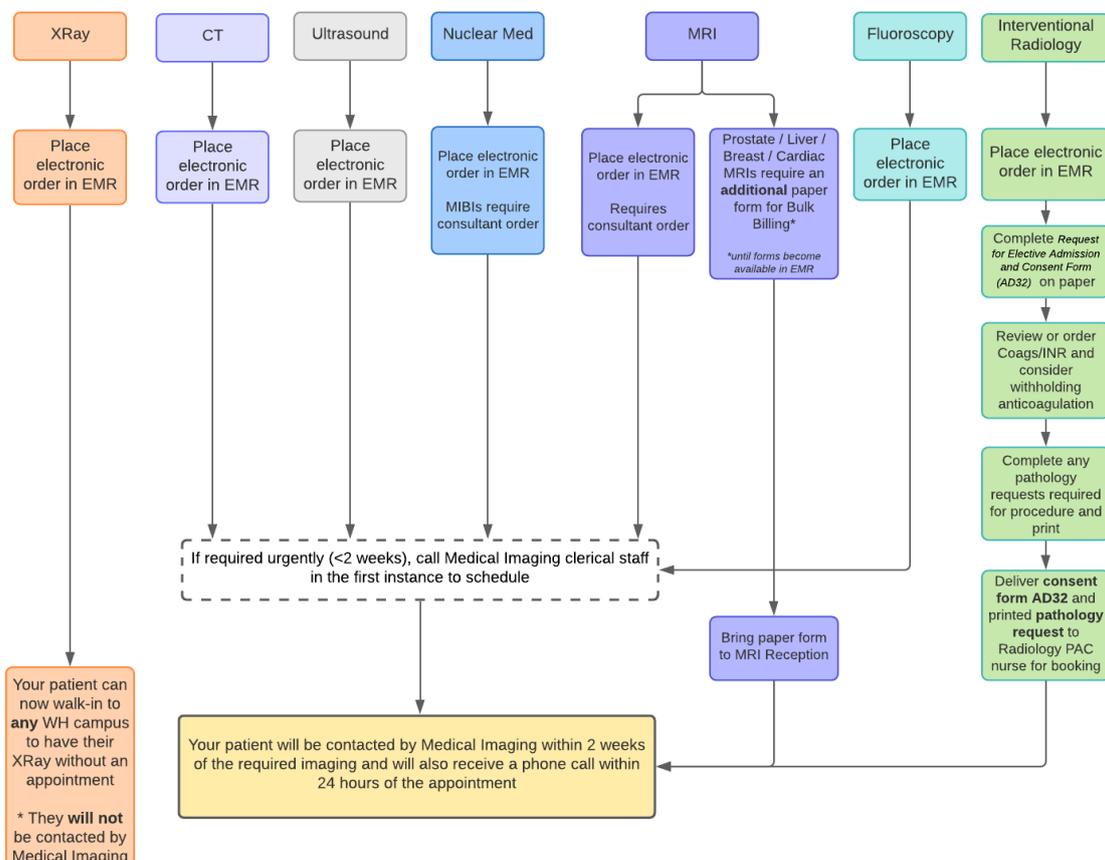
Figure 1 How to order different medical imaging modalities to be performed at Western Health

How do I order imaging to be performed at Western Health on the same day?

To order same-day Xray in the outpatient setting, place the order in the EMR with "Outpatient Western Health" selected as the Medical Imaging Provider and your patient is now able to present to any Western Health Medical Imaging site (Footscray, Sunshine and Williamstown) to have their Xray performed.
For any other modalities – follow the same procedure but additionally call and speak to the radiologist on call. (See figure 1)

How do I order an imaging request to be performed externally, outside of Western Health?

After discussing with your patient to determine their preference for the imaging to be performed at Western Health or externally, to generate an external imaging request:
1. Search for the order in the EMR
2. Fill in all required fields
3. Select **"Outpatient External"** in the Medical Imaging Provider field
4. Sign and Refresh
5. Right click the order and Select **Print > Reprint Requisition**
6. Collect the printed requisition from the printer
7. **Sign** the paper request and hand this to your patient.

Your patient will now be able to take this paper request to any medical imaging provider that they wish to. The order will not be sent electronically to the Western Health Medical Imaging Radiology Information System (RIS).

My patient is unsure if they would like to have their imaging done at Western Health or externally during my consultation. How do I proceed to order the test but allow my patient to make their choice? What should I advise them?

If your patient is unsure at the time of the consultation about whether they would like to have their medical imaging performed at Western Health or at external providers, follow the same steps to request an "Outpatient External" imaging request. See 'How do I order an imaging request to be performed externally, outside of Western Health'
The patient will be able to use the paper printed requisition to present to an external provider or back to our medical imaging department.

How do I know when my request has reached medical imaging and has been acted upon by the medical imaging department?

All orders that have "Inpatient Western Health" and "Outpatient Western Health" selected as a medical imaging provider will be sent electronically to the Western Health Radiology Information System (RIS). Requests will then be processed by the medical imaging department through the RIS.

If medical imaging has begun processing your request, the order status in EMR will update to any of the following:

Order status in the EMR	
Ordered	The Medical Imaging order has been placed
Ordered (Exam Ordered)	Medical Imaging has started to process the request
Ordered (Scheduled)	Medical Imaging have scheduled the request
In Process (Arrived)	Patient has arrived
In Process (Exam Started)	Imaging has commenced
Completed	Imaging is complete
Cancelled	The request has been cancelled

Figure 2 Order Statuses - requests made to Western Health Medical Imaging

How do I know when my patient's medical imaging request has been scheduled?

Once your patient's medical imaging request has been scheduled, the order request in the EMR will update to reflect "Ordered (Scheduled)".
To find out when your patient's scan has been scheduled for, you can view the date and time in Bossnet under *Results*.

How will my patient know I've requested an imaging test for them?

For all modalities **except** XRay requests, your patient will be contacted either by letter or phone call within 2 weeks of the required medical imaging and will also receive a reminder and confirmation phone call 1 day before the medical imaging appointment.

For XRays – once you have placed the order for your patient, there will be **no** automated notifications for your patient. Please advise your patient that you have placed the order for them and that they are able to present to any Western Health Medical Imaging site (Footscray, Sunshine and Williamstown) to have their Xray performed.

Why does my Consultant need to place the MRI order?

MIBIs and MRI orders require consultants to sign off on the order. View full list of medical imaging examinations that require consultant authorisation on the Western Health Policy and Procedures OP-CC3 Requesting Medical Imaging Examinations.
MRI Orders that have not been requested by and signed off by a consultant **will be rejected by medicare.**

How do I cancel an imaging request?

Imaging orders that have a status of "Ordered" only will have the option available to Cancel/DC when clinicians right click the order. Please refer to the Radiology – Cancel Orders QRG
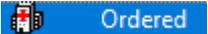
Selected 'Medical Imaging Provider' on the existing order is:	Order Status	How to Cancel
Inpatient Western Health Outpatient Western Health	Ordered Ordered	**See QRG Radiology – Cancelling an Order**
Inpatient Western Health Outpatient Western Health	Ordered (Exam Ordered) Ordered (Scheduled) InProcess (Arrived) InProcess (Exam Started) Completed	**You cannot cancel this order in the EMR** **Call Medical Imaging to cancel**
Outpatient External (Print Request)	Any status	**you MUST contact the patient directly to inform them that the request is cancelled and document in the progress notes** AND, Cancel in EMR (See QRG: Radiology – Cancelling an Order)