



# RADIOLOGY

## RadNet FAQ's

*RadNet is Emory Radiology's new information system taking the place of IDXRad.  
The conversion began on January 31<sup>st</sup>.*

### SCHEDULING

**Q1: Why are there such long wait times when I try to schedule my patients?**

A1: Currently the scheduling process is actually longer than with IDXRad. We are capturing more patient information prior to service being rendered to ensure the appropriate exam is scheduled for your patient based on the clinical indications you provide. This process will be improved and wait times reduced or eliminated as our staff's learning curve improves. In the interim, we are working with Cerner to streamline the current scheduling process and are redeploying personnel resources to handle the work load.

**Q2: Would it be easier to have the patient call back at a later time to schedule the appointment?**

A2: No, patients trying to schedule their own appointments take longer. Additionally, if your office faxes the order and then the patient calls back at a different time, there may be issues matching the patient with the order.

**Q3: Once I get through, can I schedule all of my patients at the same time?**

A3: In most cases we can schedule all of your patients at the same time; however, during peak call times of day we may ask you to limit scheduling to two patients per call to assist with efficiency.

**Q4: I have a STAT exam and cannot get through, what should I do?**

A4: Call your location's Radiology Assistant Director to personally expedite your STAT case:

- EUH: Chrystal Barnes at 404-712-0548 or PIC 10765
- EUHM: Mike Armstrong at 404-686-8985 or PIC 13845
- EUOSH: Jane Goldberg at 404-251-3156 or PIC 14988
- TEC: Jane Vitali at 404-778-2326 or PIC 15835
- Breast Imaging: Randy Bethea at 404-686-2787 or PIC 12039
- MD Liaison: Greg Pennington at 404-803-0293

**Q5: What can I do to help the scheduling process?**

- Be prepared if a scheduler asks for new physician information, such as addresses, fax, phone number and possibly your NPI number
- For patient verification, we will need at least the patient address and phone number
- Please have ready the ICD-9 or specific medical diagnosis (not to include, rule out, evaluate for, etc.)
- Please fax radiology exam orders to us on the same day you schedule the appointment. This step in the scheduling process is critical for regulatory compliance.
  - Fax Numbers are:
    - EUH/TEC: 404-778-3335
    - EUHM: 404-686-5777
    - Executive Park: 404-778-7179
- Please do not ask the patient to bring their exam order, in lieu of your faxing it to us. Patient care is compromised in two ways:
  1. The patient often forgets to bring the order which will cause delays with check-in and prevent timely exams.
  2. The technologist will not be able to review the exam order's appropriateness until the patient is already there.

Any issues with the order may cause delays in patient care.

## **REPORTS**

**Q1: I am a Private Practice physician and have not received any faxed reports, what should I do?**

A1: If you are not receiving your faxed reports, please call Greg Pennington, Physician Liaison, at 404-803-0293.

**Q2: I am a TEC physician and have not received any faxed reports, what should I do?**

A2: All TEC Physicians no longer receive faxed reports. These reports are now electronic in your PowerChart inboxes.

**Q3: I am a TEC Physician and I am not getting electronic reports in my PowerChart inbox, what should I do?**

A3: Please contact your TEC Administrator as this is more likely related to EeMR and not RadNet.

## **GENERAL QUESTIONS:**

**Q1: I am very frustrated with RadNet. The new information system actually seems to be making it more difficult for me to use radiology services. What is being done to improve our experiences?**

A1: Radiology is working on a number of efforts to improve your experience:

- We are working on cross-coverage between our radiology scheduling offices to provide more efficiency and eliminate redundancy.
- Longer term, enterprise scheduling will be implemented throughout Emory Healthcare.

**Q2: What are the benefits of RadNet?**

A2: The long-term benefits of RadNet are:

- RadNet is a bridge to and will be a necessary tool for both CPOE and enterprise scheduling.
- Updated radiology exam catalog based on current best practices
- Electronic exam vetting process ensures appropriateness of exams to be performed
- Requisition-free radiologist workflow facilitates reduced report turnaround time
- Convenient, timely electronic distribution of radiology results through PowerChart Inbox
- Enhanced quality and patient safety through the preservation of data integrity
- Reduced delays through automated process management queues
- Convenient access to PowerChart information, such as lab results, allergies, etc., at the radiologist's fingertips

The ultimate goal for RadNet is to provide streamlined workflow and enhanced service quality for our referring physicians. Thank you for your patience and understanding as during this transition.

## **HELP**

*Our RadNet Transition Team is available to assist you and your staff.*

*Please contact us for assistance:*

**Mike Armstrong, 404-686-8985 / PIC 13845**

Asst. Director, Emory University Hospital Midtown

**Greg Pennington, 404-803-0293**

Radiology Physician Liaison

**Chrystal Barnes, 404-712-0548 / PIC 10765**

Asst. Director, Emory University Hospital

**Chuck Powell, 404-778-4927 / PIC 15666**

Director, Radiology Services

**Randy Bethea, 404-686-2787 / PIC 12039**

Asst. Director, Breast Imaging

**Jane Vitali, 404-778-2326 / PIC 15835**

Asst. Director, The Emory Clinic

**Jane Goldberg, 404-251-3156 / PIC 14988**

Asst. Director, Emory University Orthopaedics & Spine Hospital

**Technical Support – 404-778-HELP (4357)**

<http://www.eushc.org/eemr/help/radnet/index.html>