Referring Physician Desktop

User Guide

Table of Contents

1 Introduction

The Referring Physician's Desktop is designed to allow a closer interaction between the ordering facility and the imaging facility. Through this portal, physicians can see patients, exams, reports and images and check on real time patient status.

(Add a quick summary of the features available in Referring Physician Desktop. You can reuse those from the new portal's splash screen which is different from the one visible in the old screenshot – see below)

2 Access the Referring Physician Desktop web page

2.1 Register on the Referring Physician Desktop

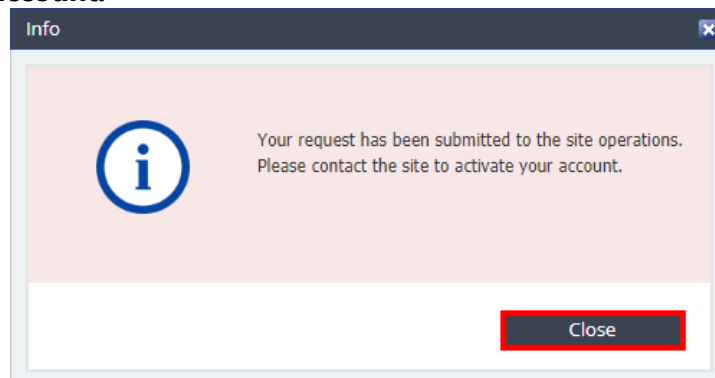1. Click on the **Register now** button. The **Register Now** pop-up opens.
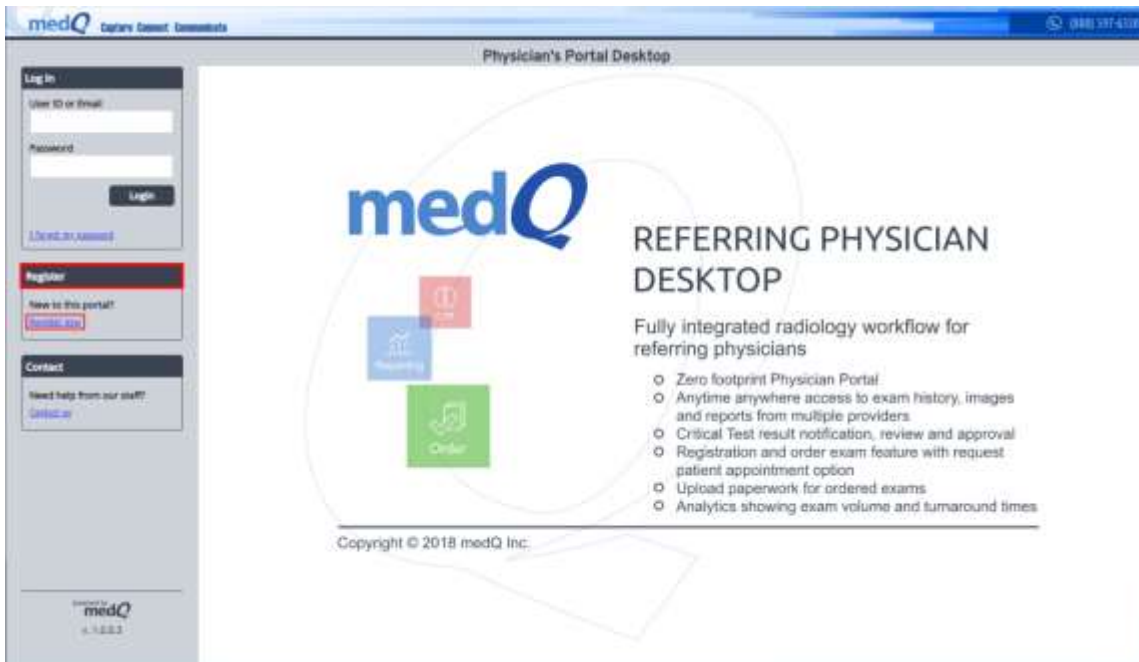
2. Fill in the mandatory fields: the **First Name**, **Last Name**, **Email**, **Mobile#** and **NPI**.
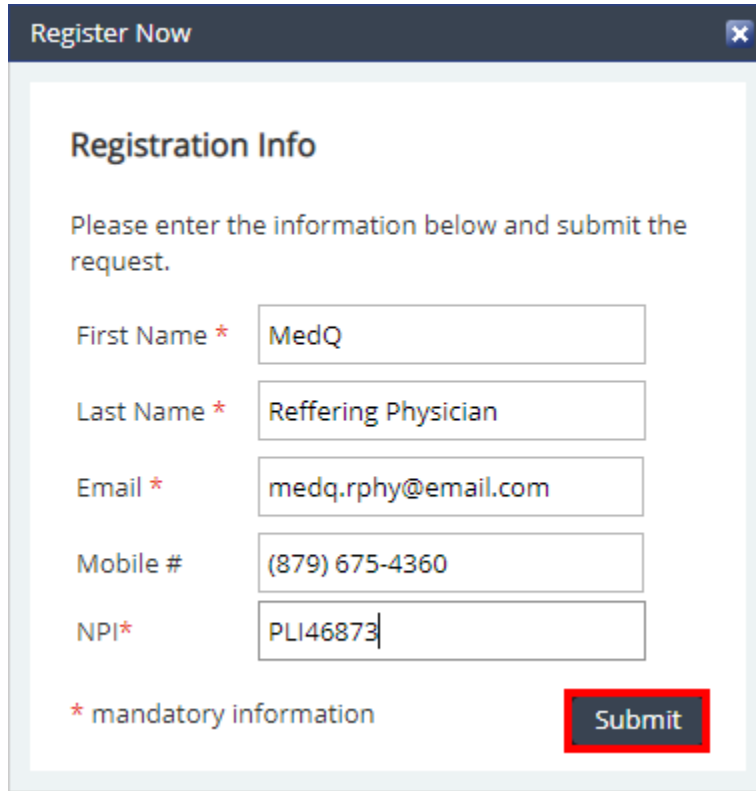3. Click on the **Submit** button.

Note:
A notification pop-up window appears with the following message:
"**Your request has been submitted to the site operations. Please contact the site to activate your account.**"

4. The portal's administrator activates the account. The activation triggers the system to send an email containing the activation link for your new account.

Register Now

Registration Info

Please enter the information below and submit the request.

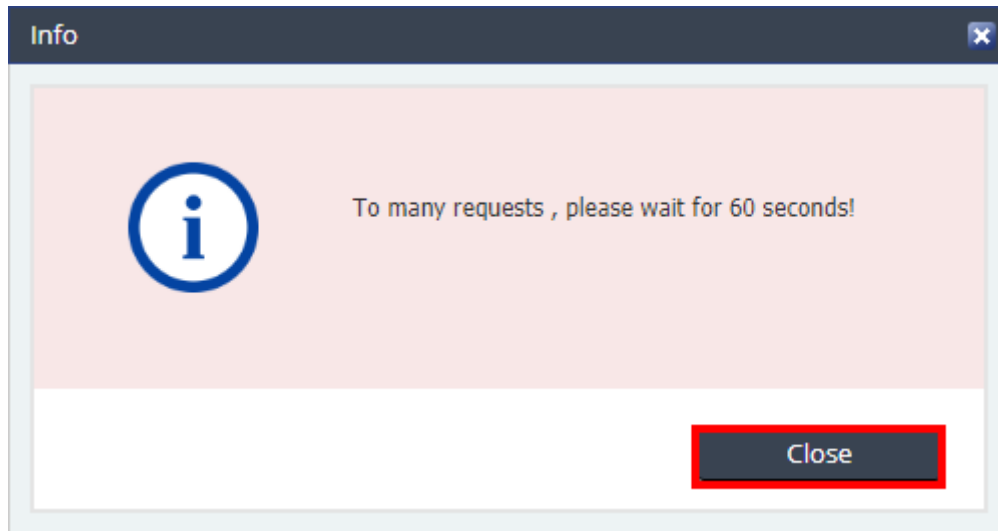First Name *   MedQ

Last Name *   Reffering Physician

Email *   medq.rphy@email.com

Mobile #   (879) 675-4360

NPI*   PLI46873

* mandatory information   **Submit**

Note:

If you click on **Submit** button too many times you will get the following message

Info

ⓘ   To many requests , please wait for 60 seconds!

Close

5. Click on the activation link, sent via the e-mail address provided to open the **Account Activation** page.

Once you enter the **PIN**, the account is fully enabled and you are directed to the **Basic Setup Wizard**.

6. The account activation page is a two-step wizard process.

a. Step 1 requires you to fill in the PIN# received either by phone, email or face to face.
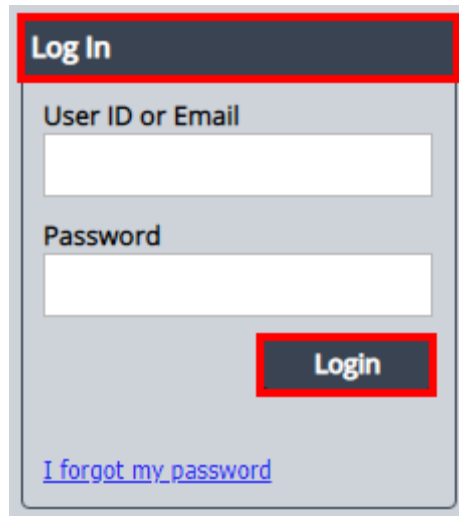

b. Step 2 requires you to setup a new password.

2.2   Login

1. To login, open your current web browser and type in address bar the Referring Physician Desktop URL.
2. Fill in the **User Name** and the **Password**.
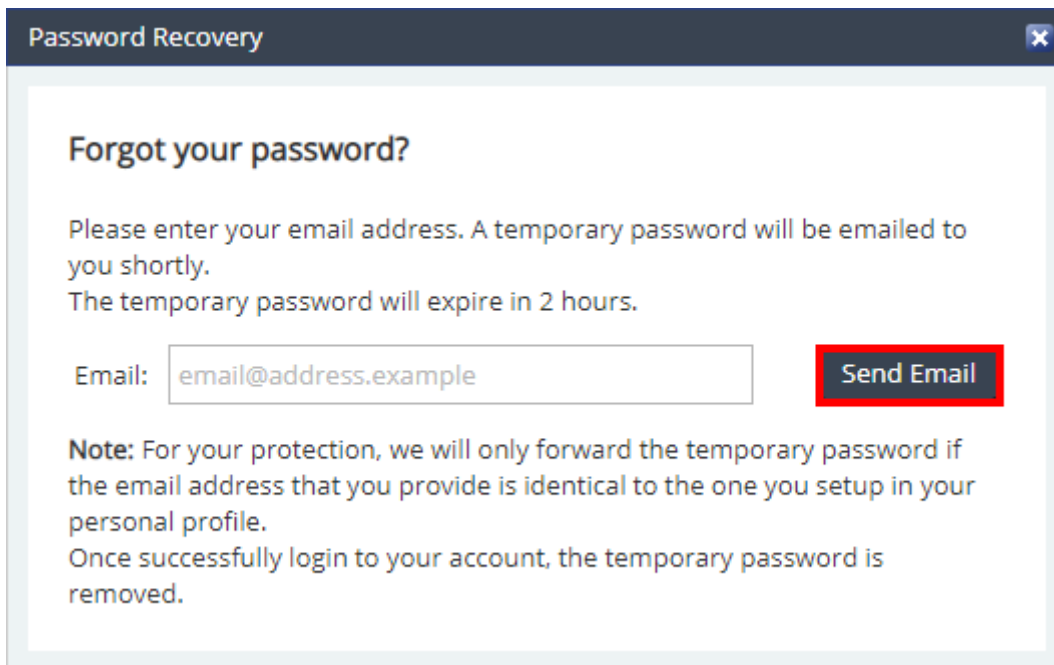3. Click on the **Login** button.
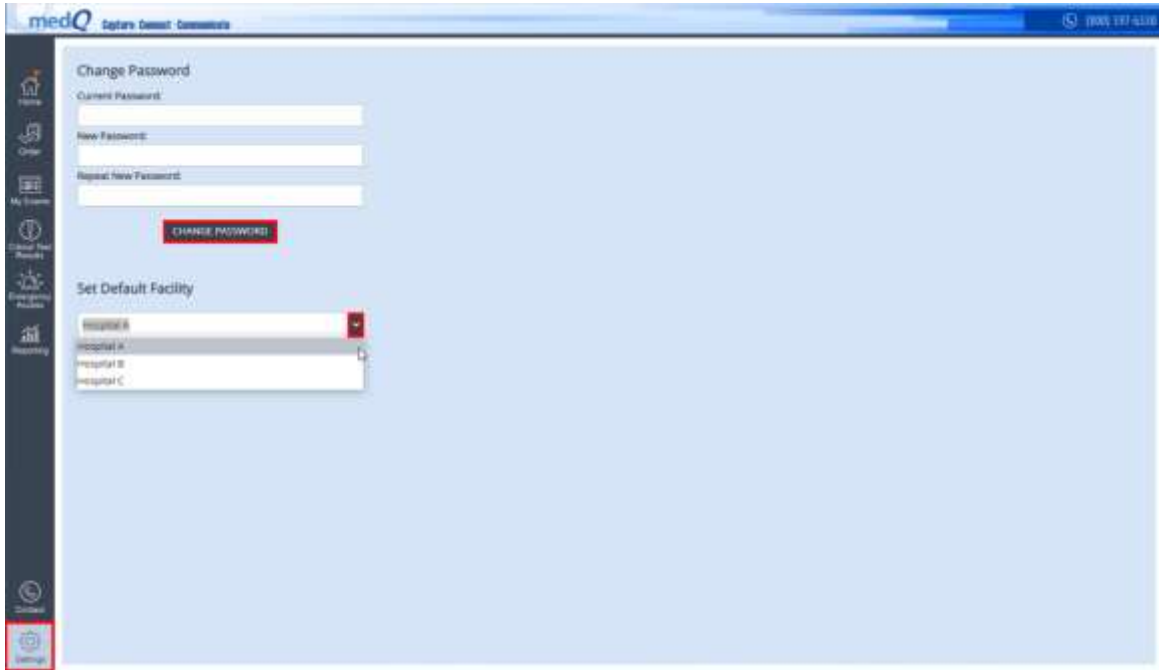
2.3 Change your password

<u>A. If you have forgotten your password</u>

1. Click **I forgot my password** link in the **Log In** section.
2. In the **Password Recovery** pop-up, fill in your e-mail address (the same email address you used when you registered on the Referring Physician Desktop) and click on the **Send Email** button.
3. You will receive an email with a temporary password that will expire in 2 hours. Use that password to access your account and set up a new password.

4. After you have logged into your account with the temporary password, click on the **Settings** button in the left-hand menu.

5. Fill in the **Current Password**, the **New Password** and the **Repeat New Password** fields.

6. Click on the **CHANGE PASSWORD** button.

B. If you just want to change your current password

Follow steps 4 – 6 described in section A. If you have forgotten your password.

7. Set the Default Facility you want to use when adding a new order, by clicking on the **Set Default Facility** drop down.
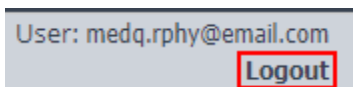
Note:

    If your system is configured to log you out if you are inactive, you will get a **Warning** message. Click on the **Login** button to close the pop-up. You will be redirected to the **Login** page.
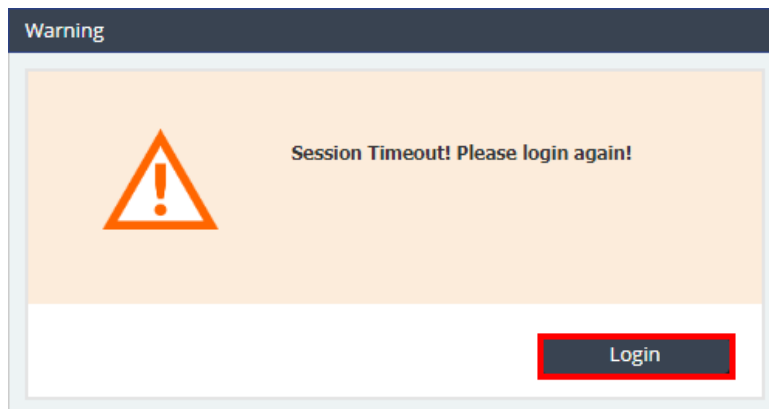
2.4   Logout

1. To logout, click on the **Logout** button in the right upper corner.
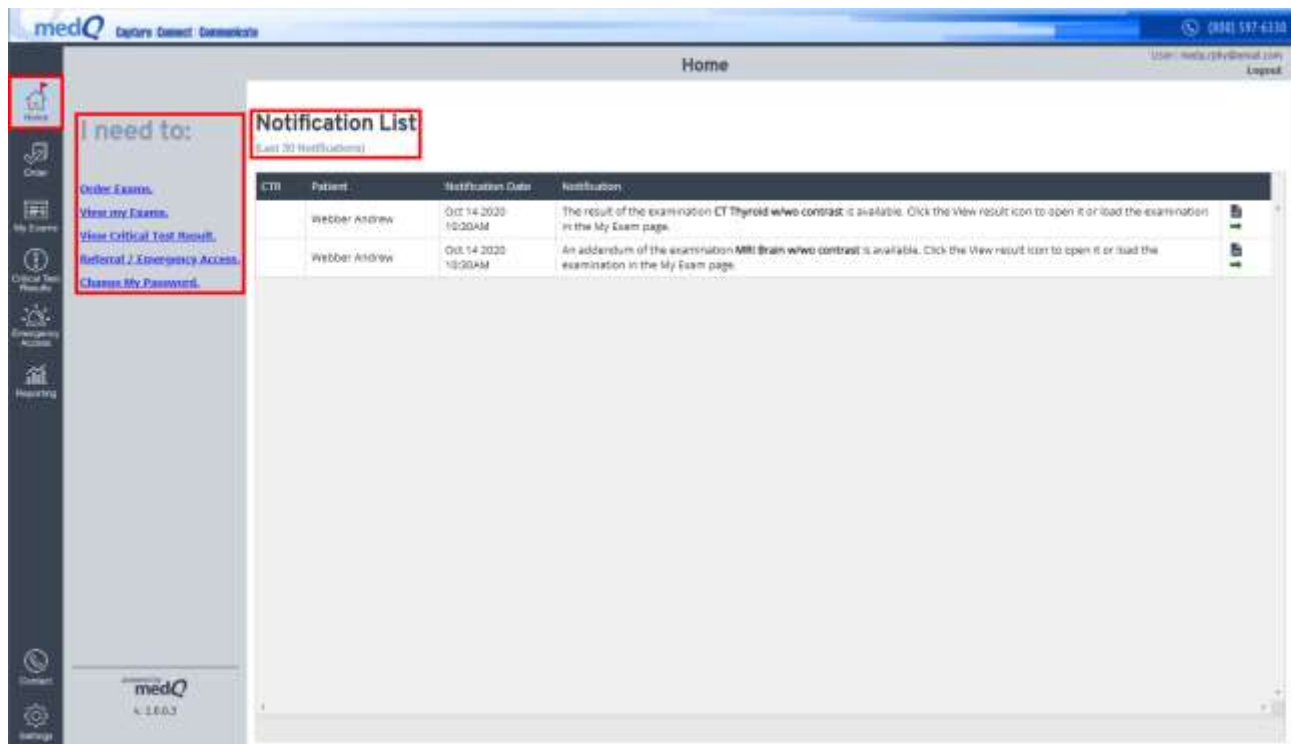
3 Notification List

1. The default home page is the **Notification List**.
2. From the **I need to section**, you can access the **Order Exams**, **View my Exams**, **View Critical Test Result**, **Referral/Emergency Access** and **Change My Password** pages.

Note:

If there are any entries in the **Notification List**, you will see a small red flag in the **Home** icon from the Referring Physician Desktop menu.

3. In the **Notification List** section, you can see all the exams assigned to you.
Notification – the text of the notification indicating the new events.

a. **New result notification**
The text displayed: The result of the examination *[procedure description]* is available. Click the View result icon to open it or load the examination in the **My Exams** page.

b. **Schedule/reschedule notification**
The text displayed: "The examination *[procedure description]* is scheduled at *[facility name]* facility, *[appointment date/time]*, room *[room name]*." (Note: the reschedule notification has a similar text with the schedule word replaced.)

c. **CTR (orange, yellow) notification**

The text displayed: "The result of the examination *[procedure description]* is critical (**orange**) / (**yellow**). Please acknowledge the notification in the CTR page."

d. **CTR (red) notification**

The text displayed: "The result of the examination *[procedure description]* is critical (**RED**). Please acknowledge the notification by phone or face to face". Here, the color of the notification text is red.

Note:

CTR acknowledgement is done in the **CTR** page. A quick jump to the selected CTR exam can be obtained using the **Show details** button (the green arrow in the last column).
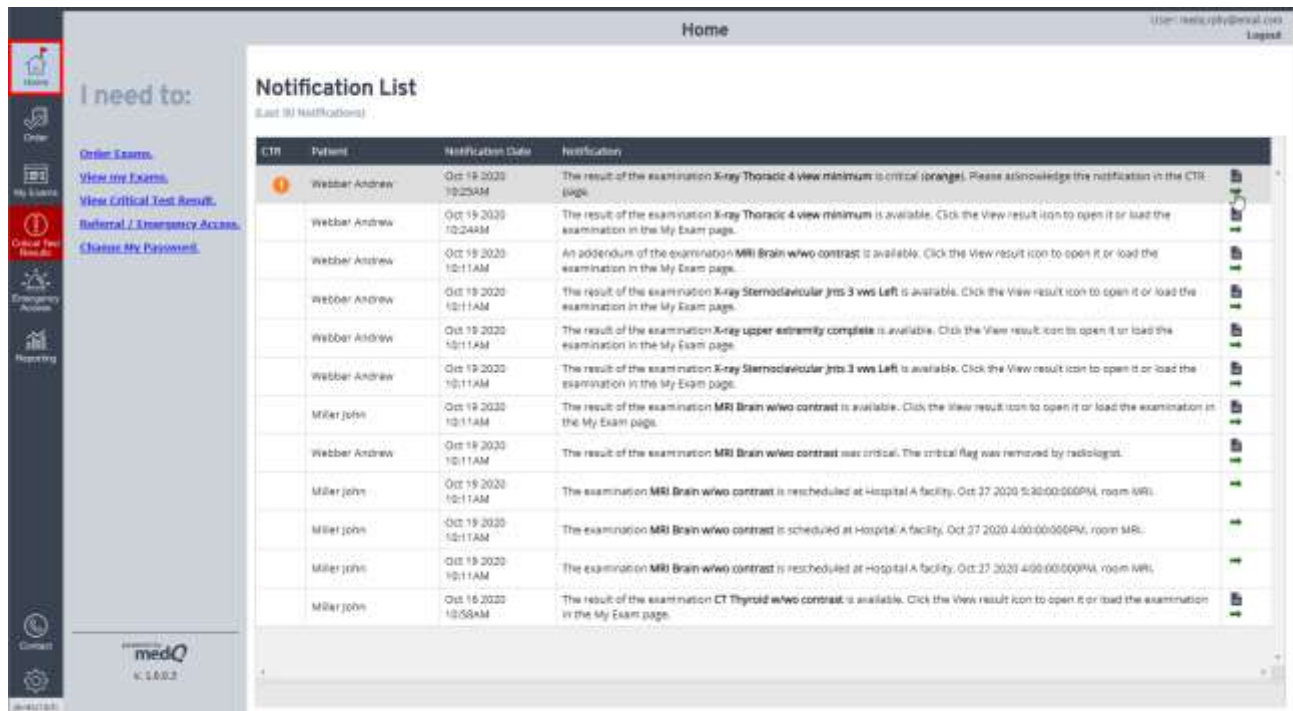
4. Select the exam you want to see and click on the **Show details** button. You will be redirected to the **My Exams - Search** page.

Note:

Only the **Last 30 Notifications** will be visible in the **Notification List**

5. Select the exam you want to see and click on the **View patient's images** button. You will be redirected to your PACS viewer page.
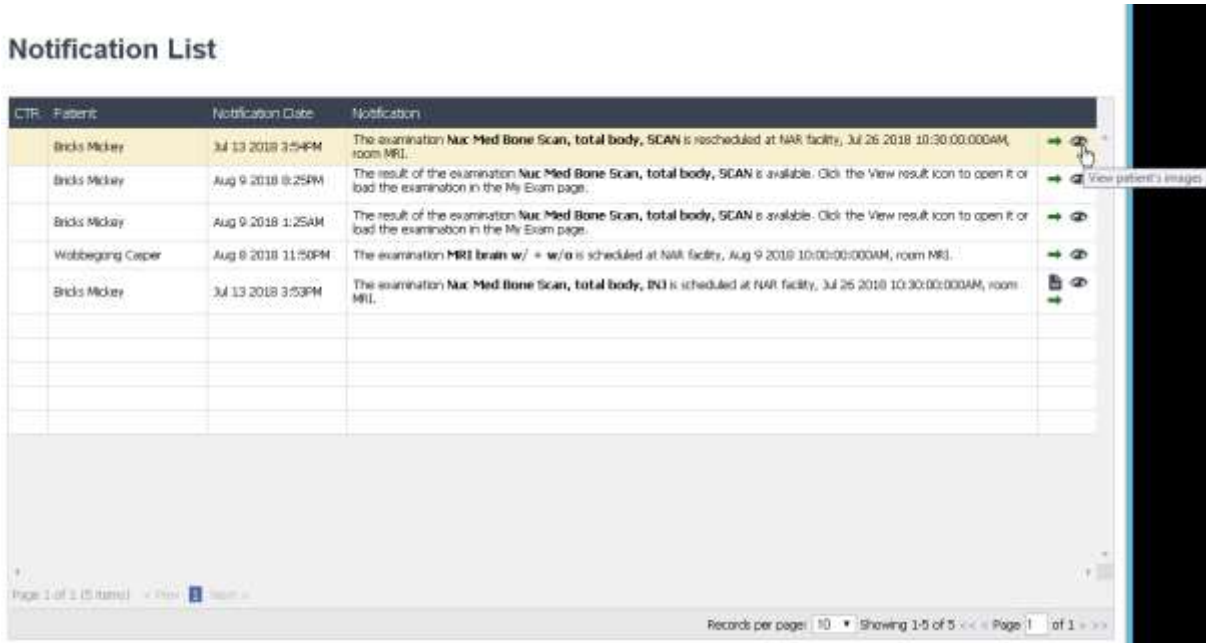
6. If an exam has been read and signed, you will see the **Open result** button.
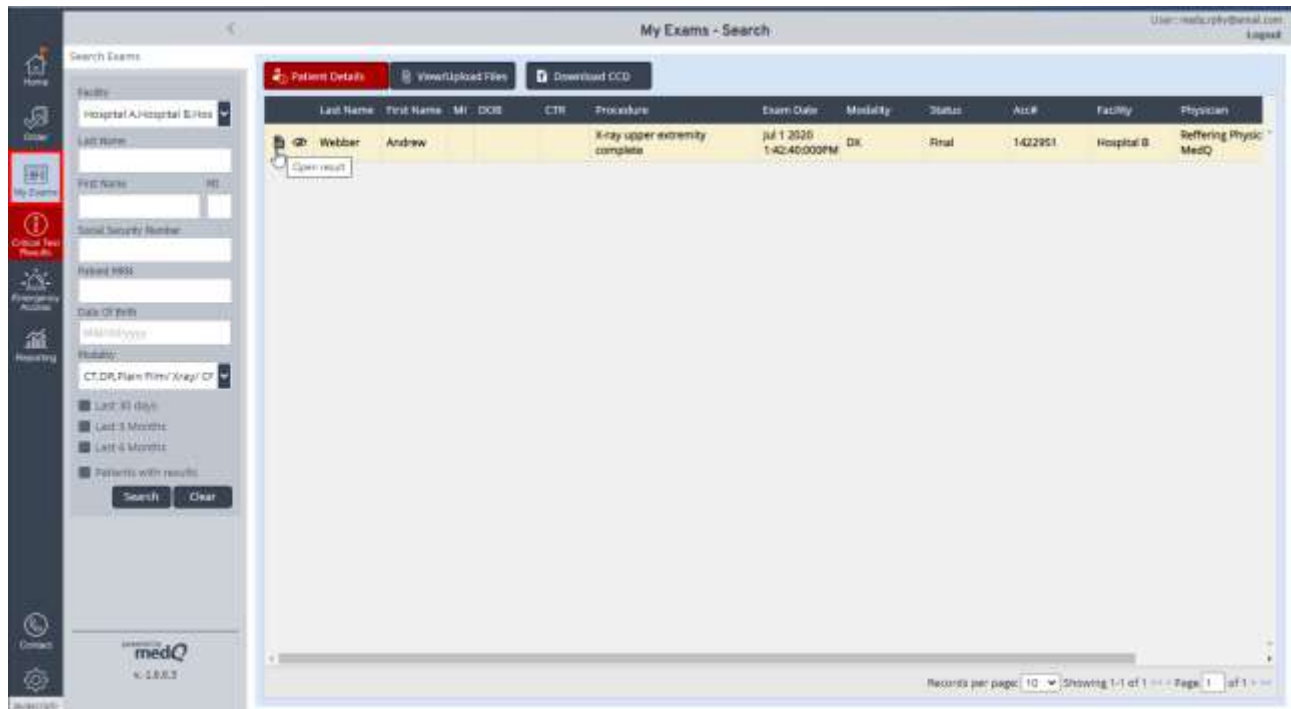
Note:

An exam that you selected by clicking on **Show Details** or **Open Result** will dissapear from the **Notification List**.

4 My Exams section

## 4.1   My Exams – browse through the data of a specific study

You can access **My Exams** section from the **Notification List** page.

Note:

In the bottom right corner, you can see the number of the page you are browsing and the number of results per page displayed. The default value is 10. You can increase that value up to 100.

You can also see the number of the **My Exams - Search** page you are on, and change its value, if there is more than one page. Using the **left arrows** and **right arrows** buttons, you can navigate between the **My Exams - Search** pages.

1. Select the exam and click on the **View patient's images** button. You will be redirected to your PACS viewer page.
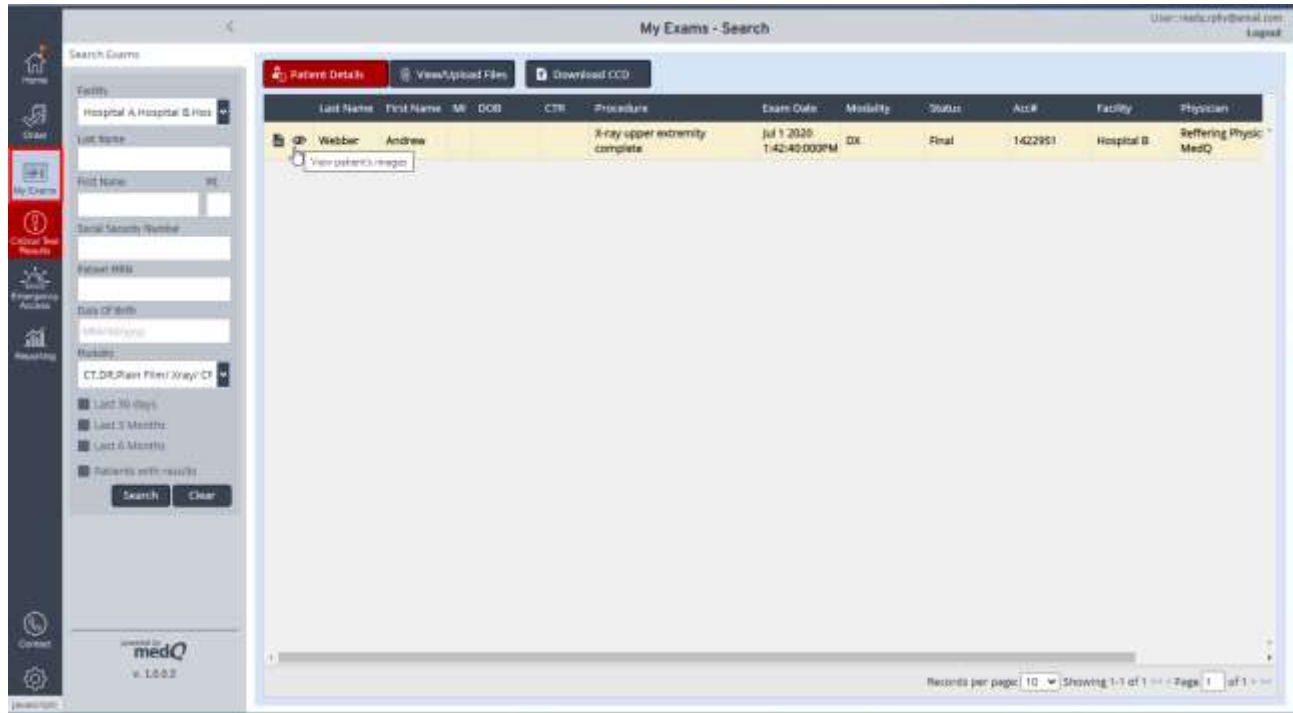
2. Click on the **Open result** button. The result will be downloaded and opened in the browser.

Note:

If there is no result saved, you will get an error message. Click on the **Close** button to close it.
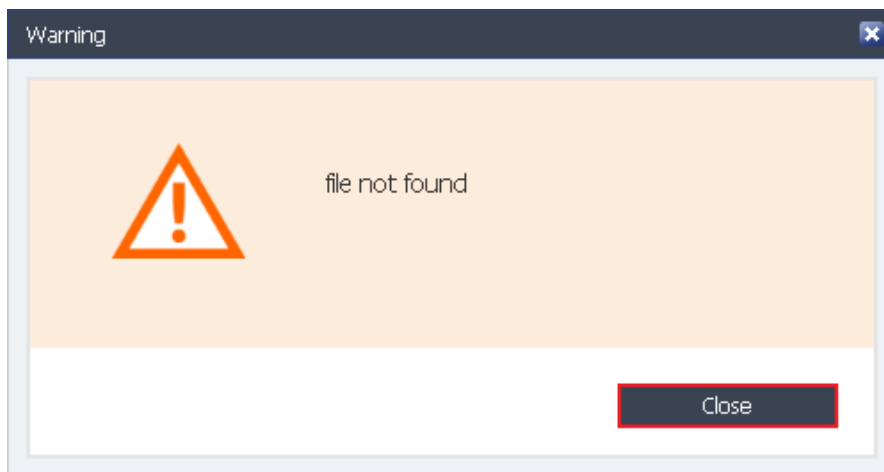
5 My Exams – browse through your list of exams

You can click on the **My Exams** entry from the **Physician Desktop** menu that can be found on the left side of the website.

Note 1:
If no study is selected, the **Patient Details**, **View Files**, **Upload Files**, **Download CCD** buttons are disabled.

Note 2:
If you want to remove the **Search Exams** section from the page, click on the left arrow button, in the **My Exams – Search** page toolbar.

Note 3:
If you want to order the entries from **My Exams** list, you can click on any of the labels in the header of the table.
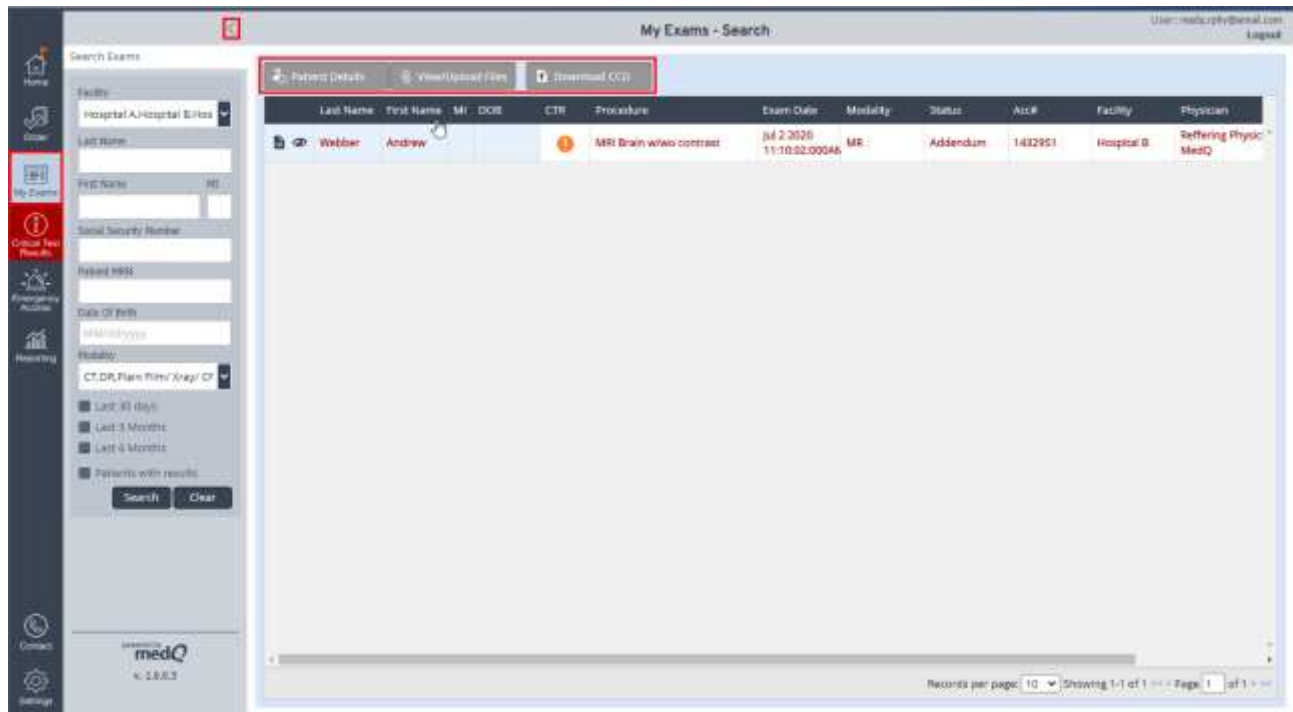
Note 4:

If there is no data to display, and you click on **F5** or on the **Refresh** button, to refresh the page, you will receive a **Warning** message. Click on the **Close** button to close it.
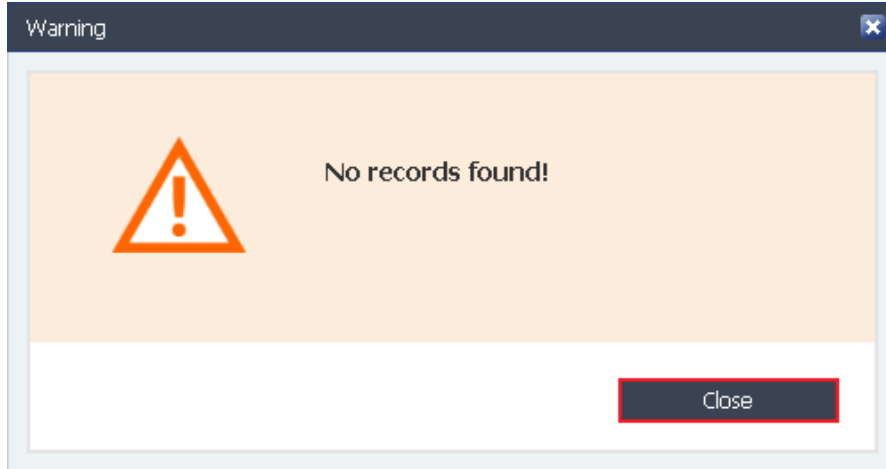
5.1   Patient Details

1. Select a study from the **My Exams** list.
2. Click on the **Patient Details** button.

Note:

> If there are any alerts on file for the patient whose study was selected, the **Patient Details** button will be red.
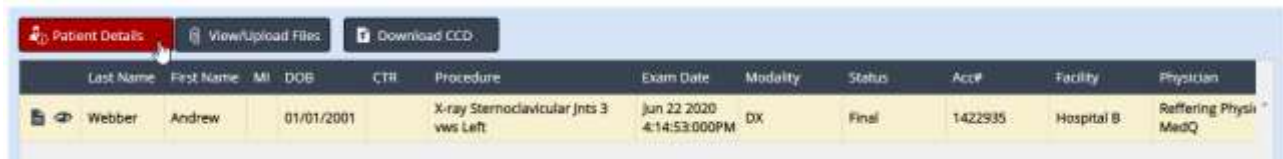
3. In the **Patient Details** dialog window you can see the **Patient Alerts** and the **Patient Clinical History**, besides the patient's data saved on file.
4. Click on the **Close** button to close the dialog window.
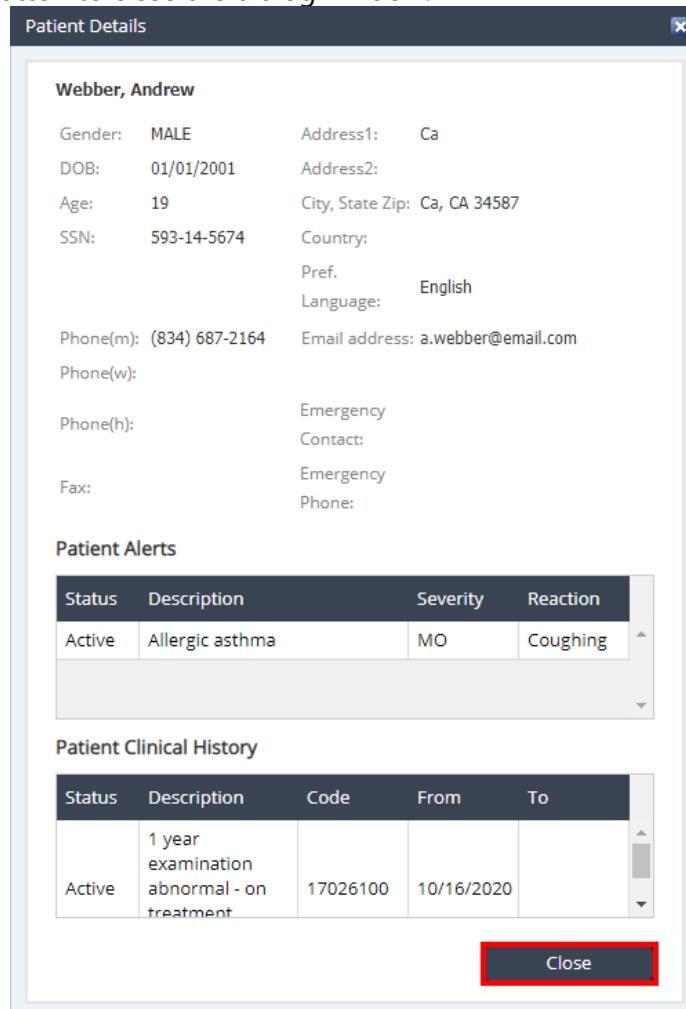
5.2 View/Upload Files

On this page you can:
a. see the uploaded **Patient** documents.
b. add **Patient** documents.

1. Select a study from the **My Exams** list.
2. Click on the **View/Upload Files** button.
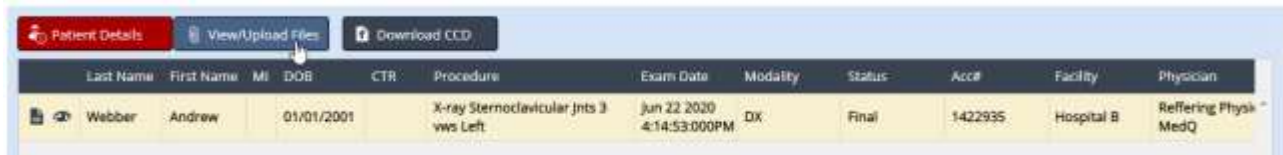
3. In the **View/Upload Patient Files** dialog window, click on the **Browse...** button. Navigate to the folder where the file is and select it.
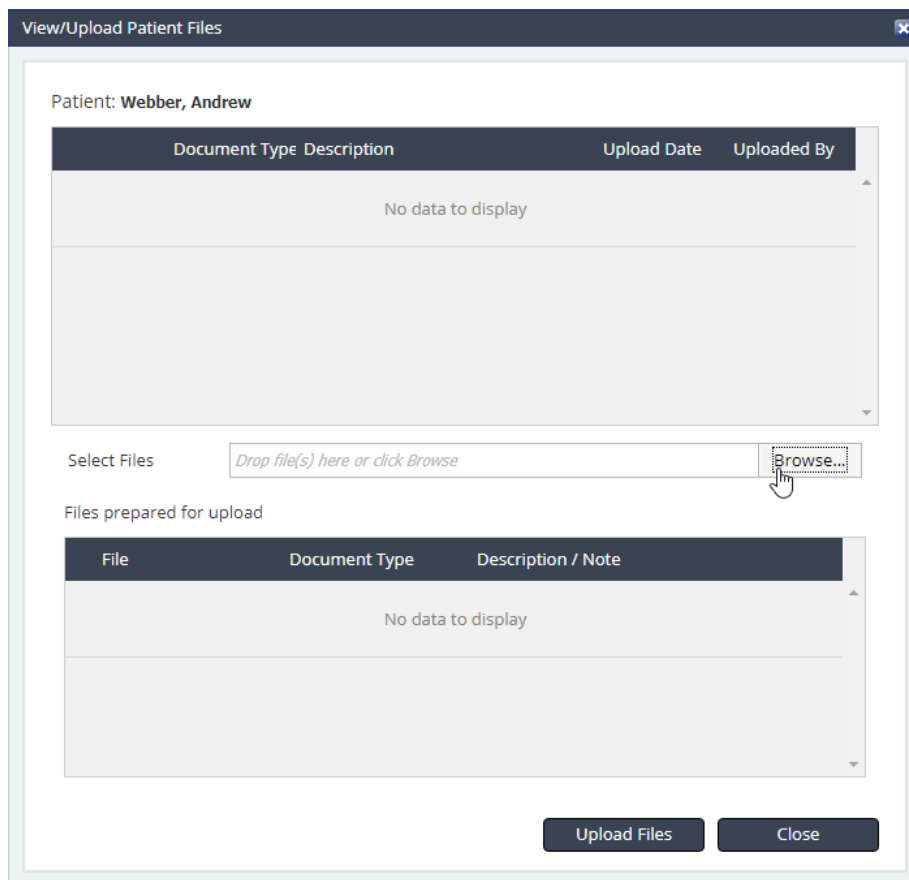
4. Fill in the **Description/Note** of the uploaded file and click on the **Upload Files** button.
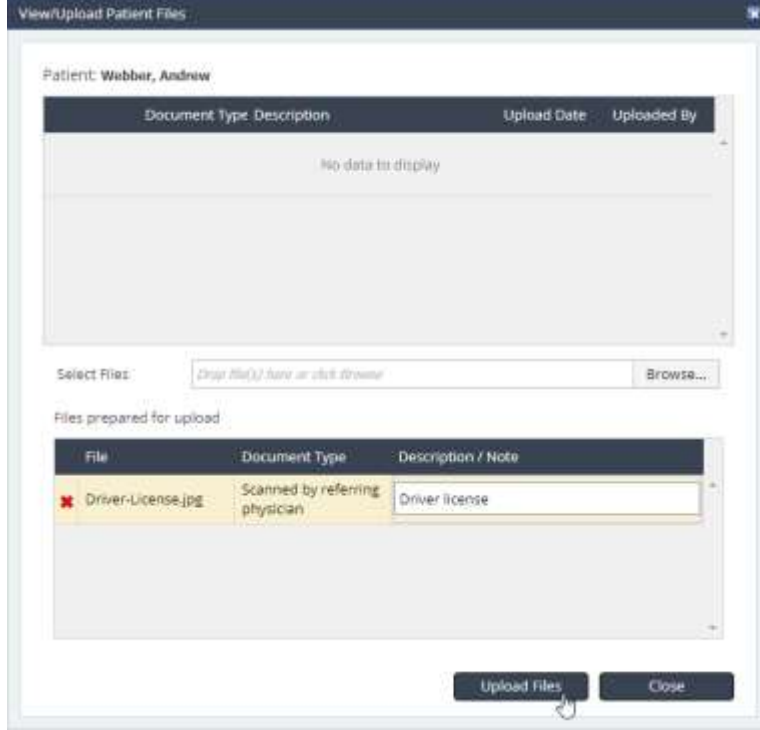
Note:

> If you want to delete a file, click on the **Delete** (the red **X**) button corresponding to the file you want to delete.
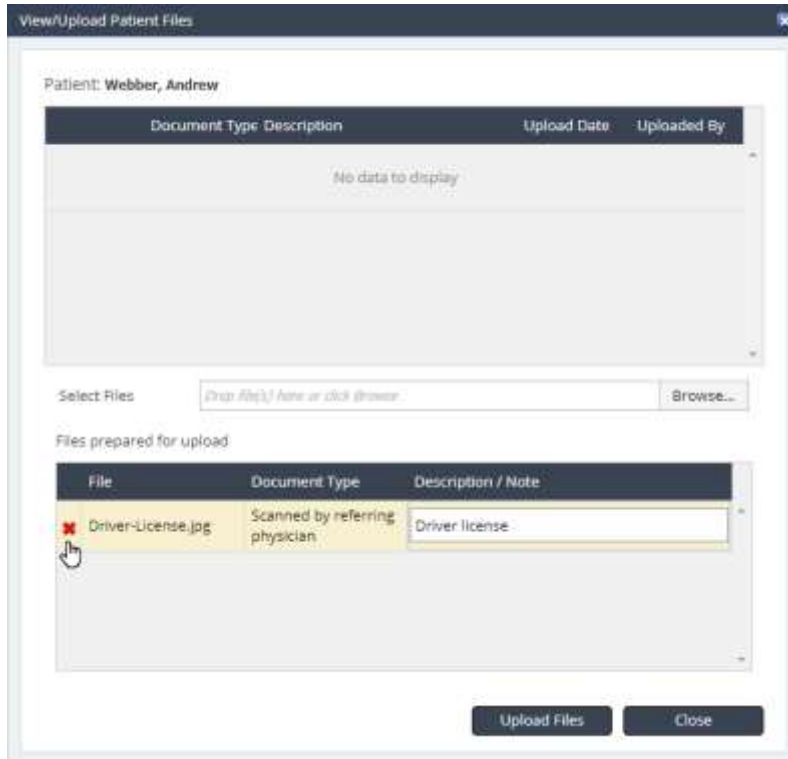
5. If the upload was successful, you will get an **Info** message. Click on the **Close** button to close it.
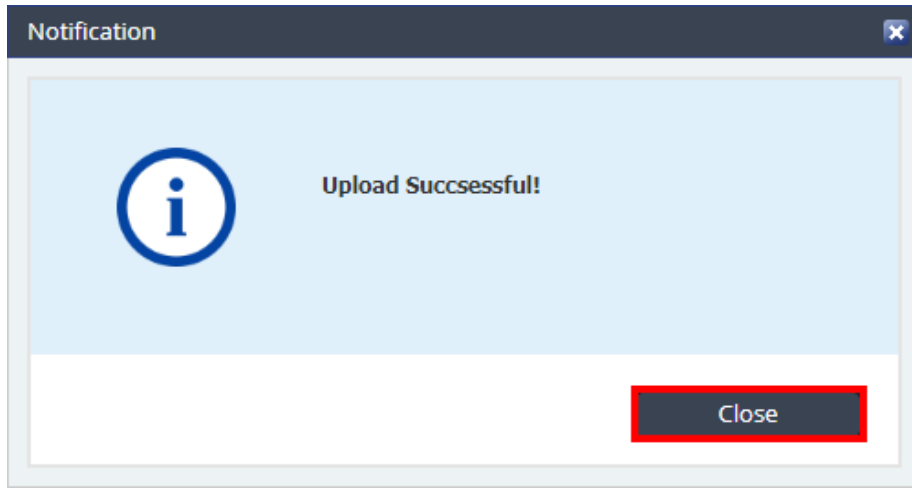
Note:

Regardless the type of the file you want to upload, if the process has failed, you will receive an **Error** message. Click on the **Close** button to close it.
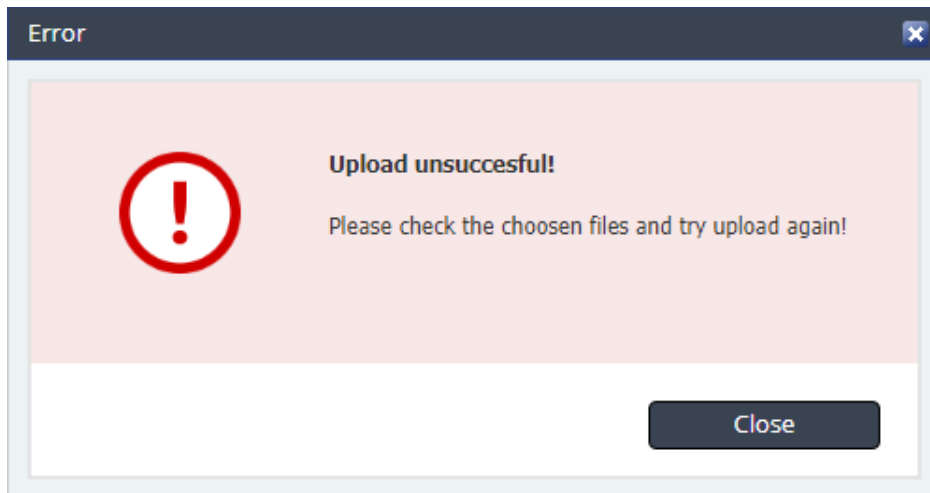
5.3   Edit the uploaded files

1. Select a document.
2. Click on the **Edit** button.

3. Modify the **Description** and the **Document Type**.
4. Click on the **Save** button to save the changes you've made.
5. Click on the **Cancel** button to cancel the changes you've made.
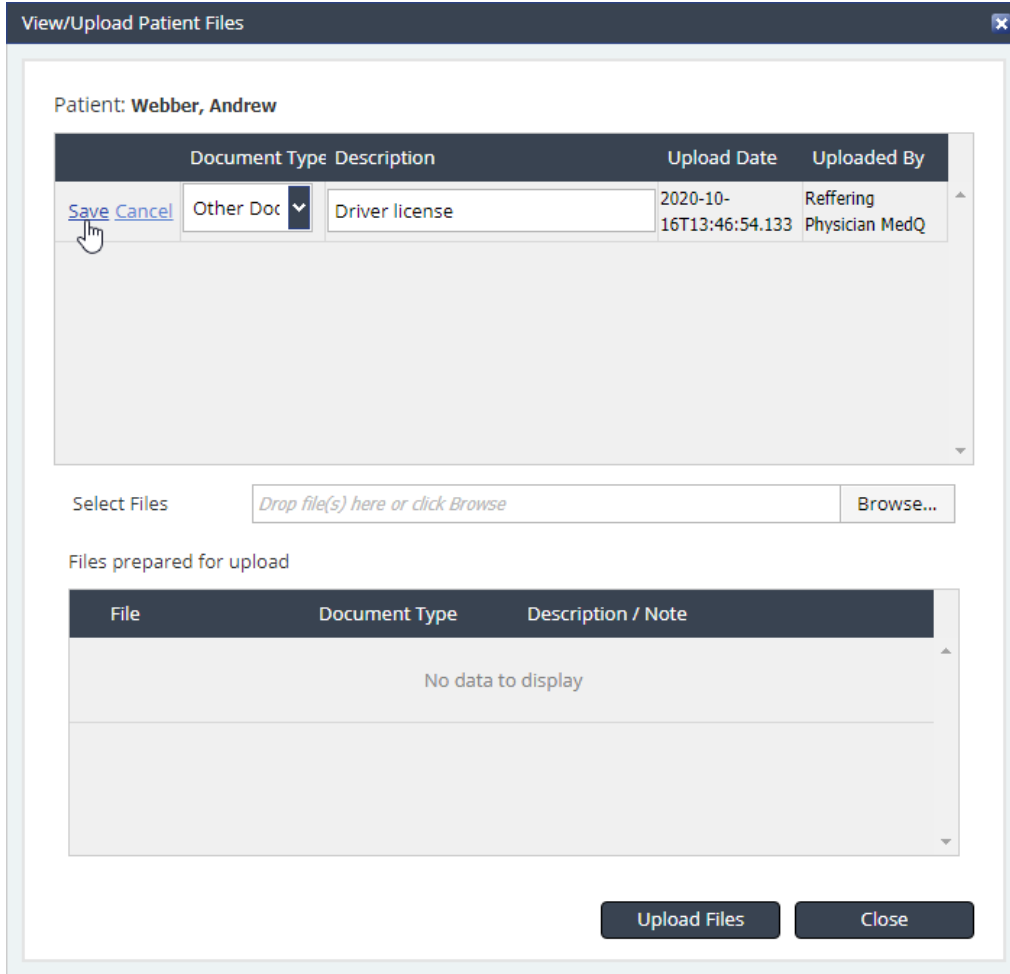
5.4   Other functions

1. Click on the **Patient Documents Image Link** button to see the uploaded file.

View/Upload Patient Files					☒

Patient: **Webber, Andrew**

	Document Type	Description		Upload Date	Uploaded By
👁 ✏ ✖	Scanned by referring physician	Driver license		2020-10-19T10:52:30.25	Reffering Physician MedQ

Select Files | Drop file(s) here or click Browse | Browse... |

Files prepared for upload

File	Document Type	Description / Note
	No data to display	

| Upload Files | Close |

2. Click on the **Delete** button to delete the selected file.

5.5   Download CCD

1. Select a study from the **My Exams** list.
2. Click on the **Download CCD** button. By default, the document will be downloaded in the **Downloads** folder from your computer.
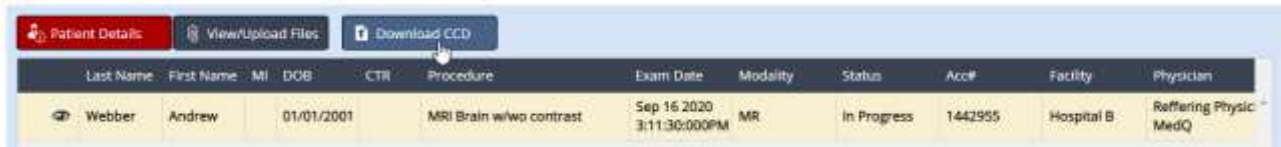
5.6   Search Exams

1. In the **Search Exams** section, select the **Facility**.
2. Fill in the **Last Name**, **First Name**, **MI** (Middle Initial), if any, **Social Security Number** and **Date Of Birth**.
3. Select the **Modality**.
4. Enable any of the following filters, if required:
a. **Last 30 days**, **Last 3 Months**, **Last 6 Months** – only one of these filters can be selected.
b. **Patients with results**.

Note:
   The option **Patient with results** is disabled, by default.

5. Click on the **Search** button.

Note1:

If you do not fill in any data and set no filter, when you click on the **Search** button, you will get a **Warning** message. Click on the **Close** button to close it.
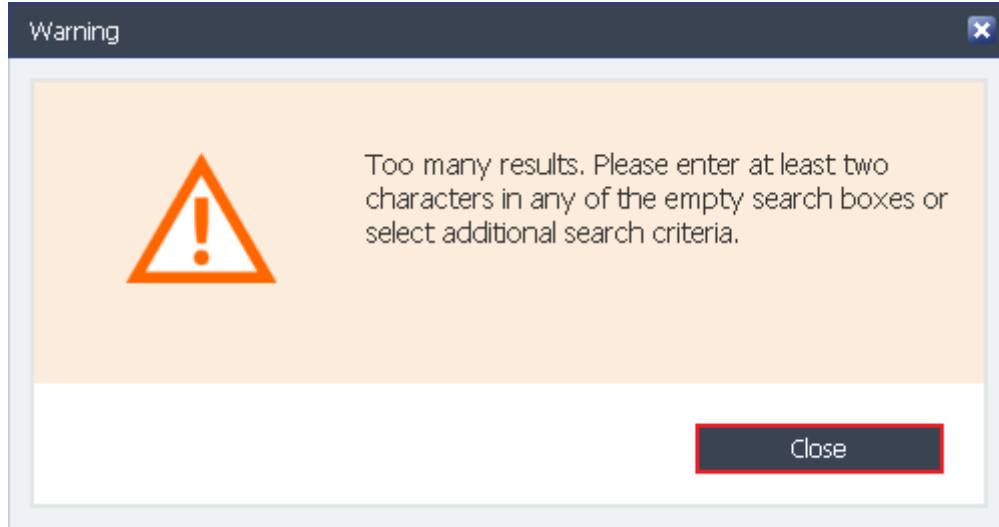
Note2:

If there are no results based on the search criteria entered you will get a warning message. Click on the **Close** button to close it.
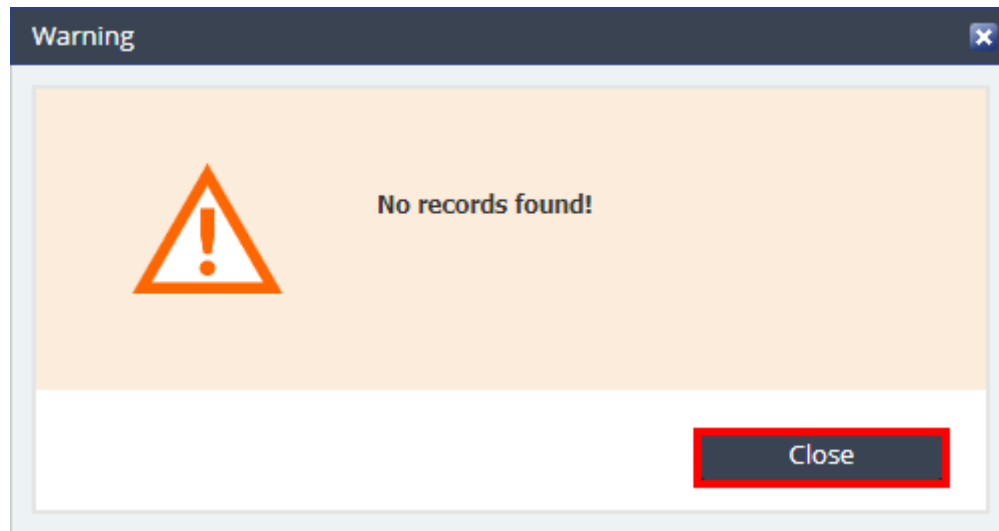
6 Order studies

1. In the **New Order** section, select the **Facility**.
2. By default, you are selected as the **Referring Physician**.
3. Select the corresponding **Practice**.
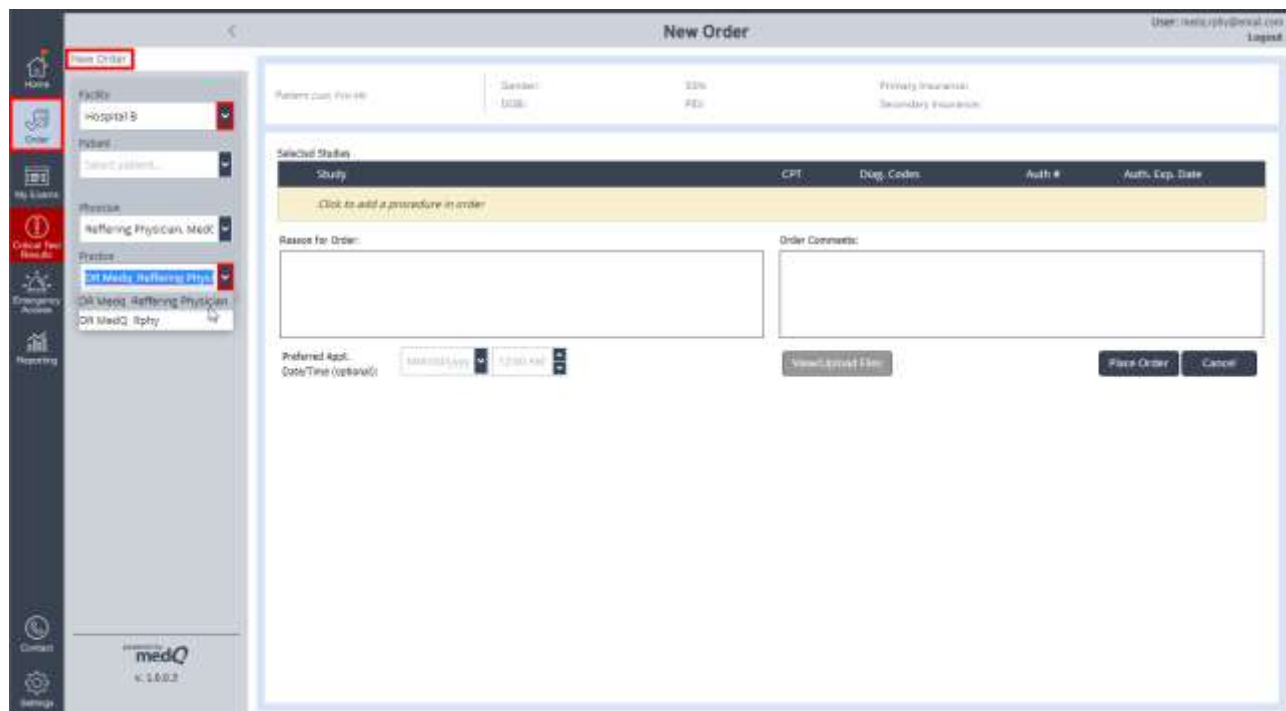
Note:

Selecting the **Practice** is mandatory. Otherwise, when clicking on the **Place Order** button, you will be prompted to select the **Practice**.
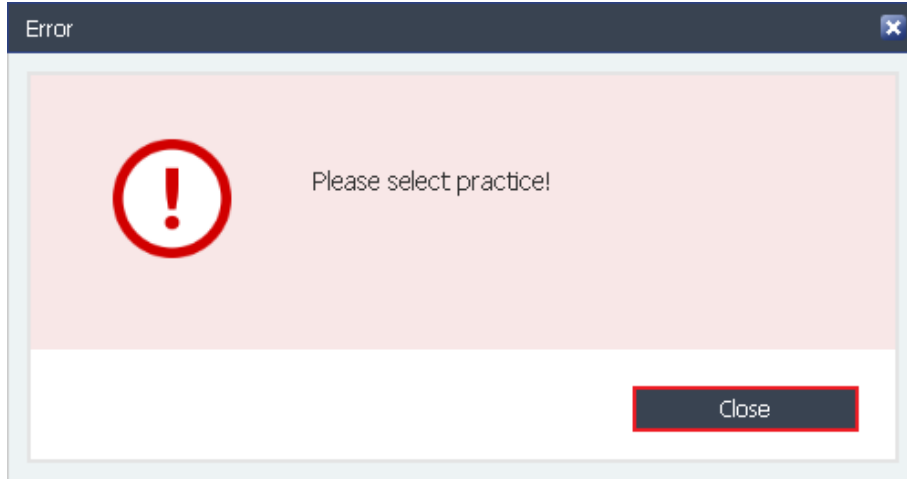
4. Select the patient by clicking on the **Patient** drop-down.
5. Fill in the **Last Name**, **First Name**, **MI** (Middle Initial, if any), **Patient ID**.
6. Fill in the **Patient DOB**.
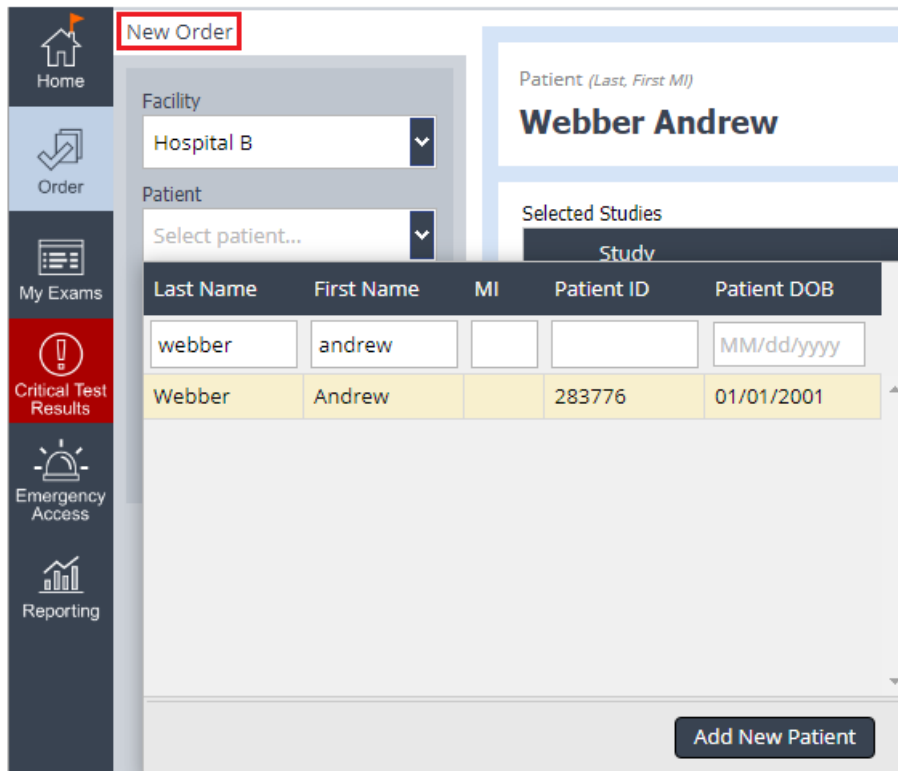
7. Select the corresponding patient entry.
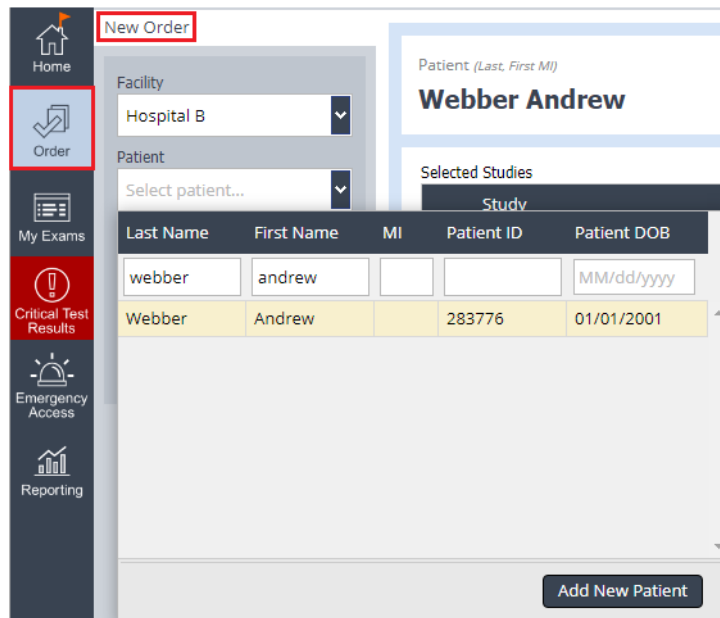
8. In the **Selected Studies** section click to add a procedure, type in the **Name**, **CPT** and/or **Modality**.

9. Select the procedure.
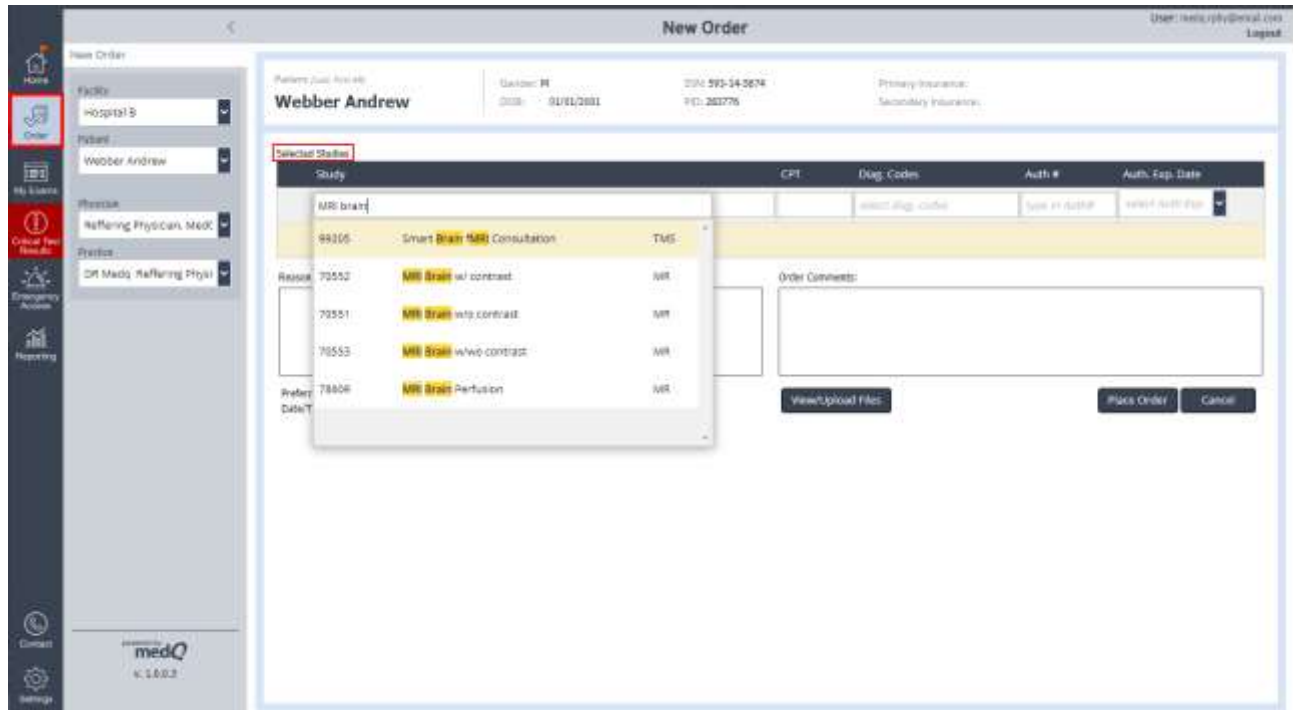
10. In the **Selected Studies** section, select the corresponding procedure.

Note:

If you want to remove the added procedure, click on the **X** button from the first column of the **Selected Procedures** section.

11. Click in the **Diag. Codes** box and fill in the diagnosis name or code, select it by thicking the check box in front of the diagnosis and click on the **Ok** button (multiple diagnosis

12. Fill in the **Auth#** and the **Auth.Exp.Date**

medQ

13. Add the **Reason for Order** and **Order Comments**, if any.

14. Click on the **View/Upload Files**, to view or upload patient files (to upload files follow steps presented in section 5.2 View/Upload Files).
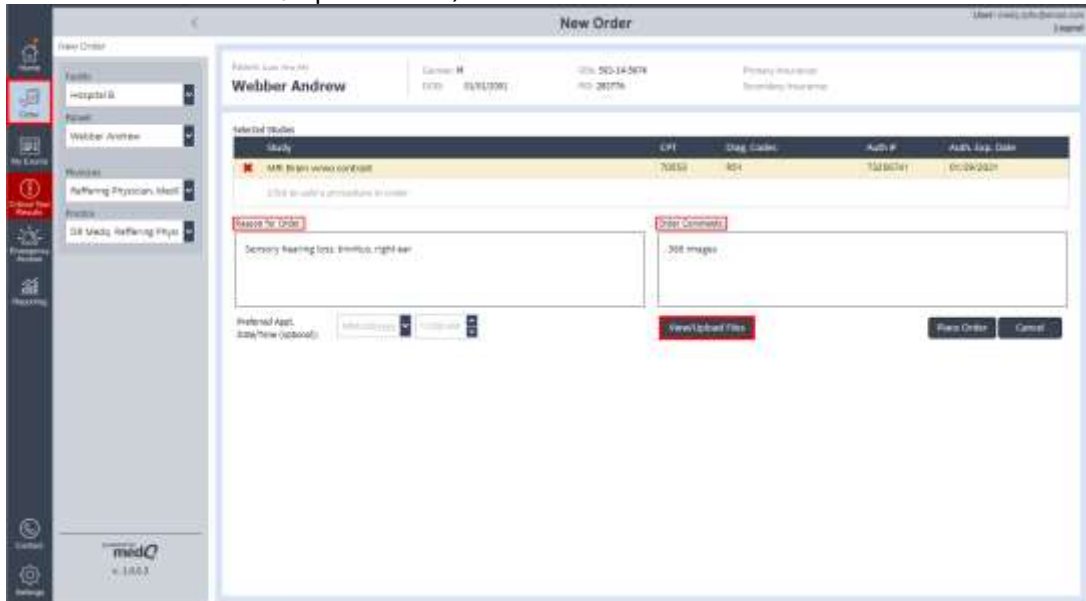
15. Set the date and time of the exam by clicking on the **Preferred Appt. Date/Time** button.

Use the left and right arrow buttons to set the date and time. You can also set the date to Today's date, if required, by using the **Today** button.

Use the arrow buttons to set the period of the day to **AM** or **PM**.

16. Click on the **OK** button.

17. When finished, click on the **Place Order** button.
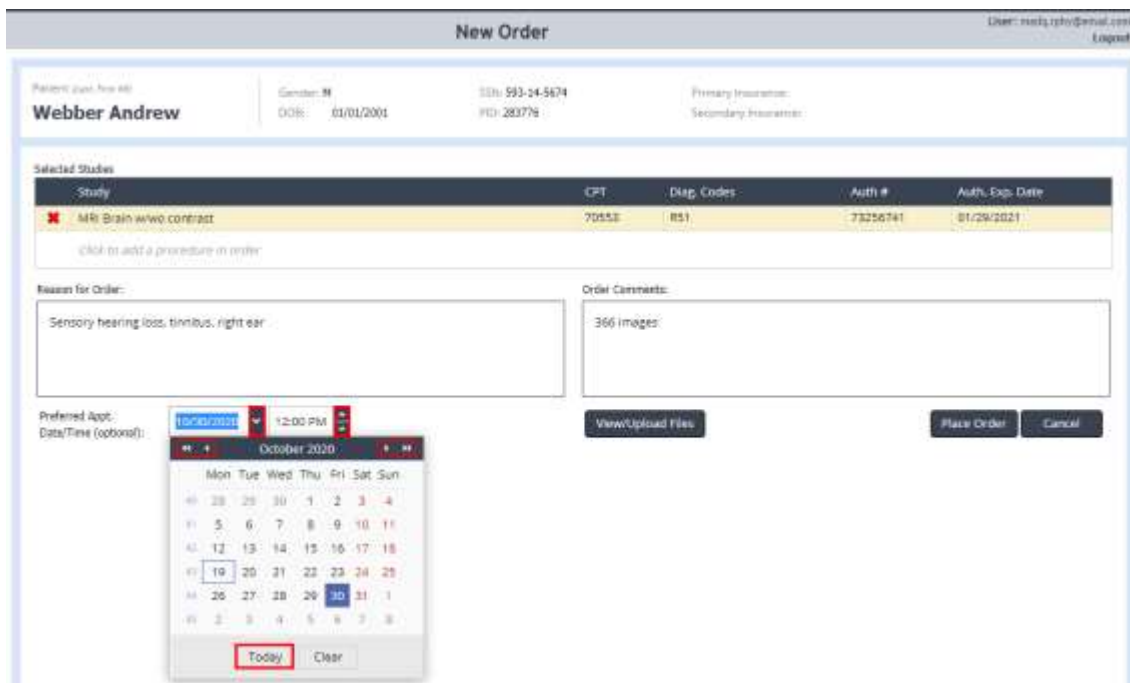
18. If the exam has been successfully ordered, you will receive an **Info** message.
19. Click on the **Close** button to close it.
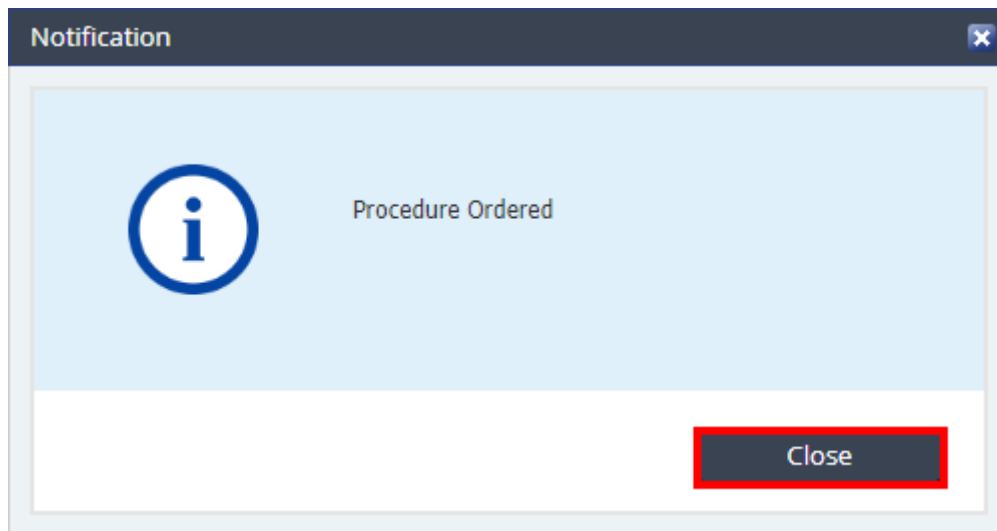
6.1   Add a patient

1. In the **New Order** section, click on the **Patient** drop-down.
2. Click on the **Add New Patient** button.

3. In the **Add New Patient** dialog window which opens with the **Demographics** panel, fill in the patient's data.

Note:

Some of the data is mandatory, depending on the settings made for each facility in your system.
If you do not fill in some of the mandatory data, when clicking on the Save button, you will be prompted by the system to add the missing information.

4. Enable the option **Patient is guarantor**, if required.

5. In the **Insurance** panel, fill in the **Guarantor** data, if the patient is not guarantor.
6. If the patient has one or more insurances, select the corresponding insurance type (**Primary**, **Secondary**, **Tertiary**, **Fourth**).
7. Add the insurance carrier name by clicking on the **Insurance Carrier** drop-down.
8. Fill in the **Carrier Name** or any other available data to filter the results.
9. Select the corresponding result.
10. If required, fill in the: **Policy#**, **Group Name**, **Group#**.

11. Fill in the **Effective Date** by typing the month, day and year (MM/dd/yyy).

12. Click on the **Save** button.

7 CTR

1. Click on the **CTR** menu button. If there are CTR exams assigned to you, the **CTR** menu button will be red.

Note 1:
    a. In the bottom right corner you can see the **Records per page** drop-down which can be used to set the number of the entries you want to be displayed on the **Critical Test Result Worklist**.
    b. You can use the **Page** number field or the left and right arrows buttons to navigate easier through the **Critical Test Result Worklist** pages.

Note 2:
    If you want to remove the **Search Exams** section from the page, click on the left arrow button, in the **Critical Test Result Worklist** page toolbar.

2. In the **Search Exams** section, select the **Facility**.
3. Fill in the **Last Name**, **First Name**, **MI** (Middle Initial), if any, **Social Security Number** and **Date Of Birth**.
4. Select the **Modality**.
5. Enable any of the following filters, if required:
a. **Last 30 days**, **Last 3 Months**, **Last 6 Months** – only one of these filters can be selected.
b. **Show acknowledged**.

Note:

By default, the **Show acknowledged** option is disabled.

6. Click on the **Search** button.

7. Click on the **Open unread CTR** button to acknowledge it. The result will be downloaded and opened in the browser.
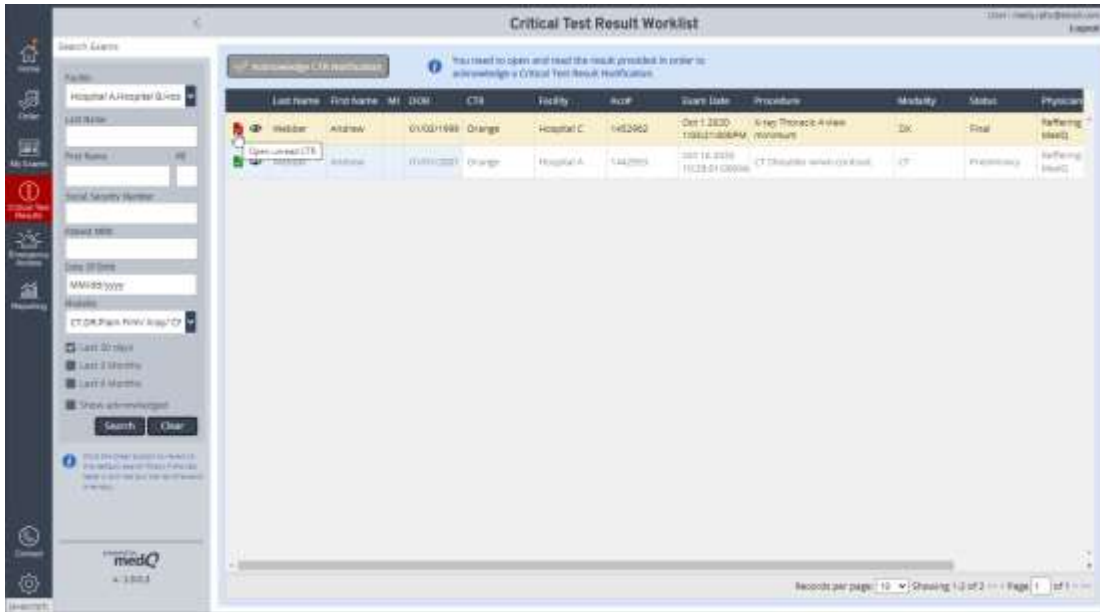
8. Click on the **Open acknowledged CTR** button to view it. The result will be downloaded and opened in the browser.
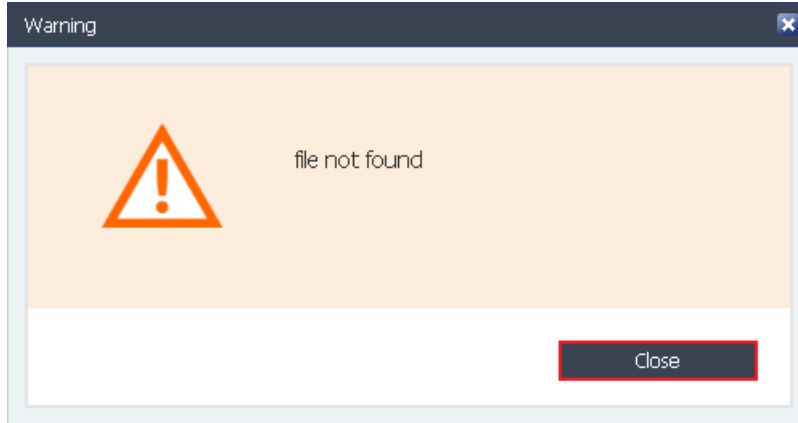
Note 1:

> If the option **Show acknowledged** is not enabled, you will not see the CTR exams you have acknowledged.
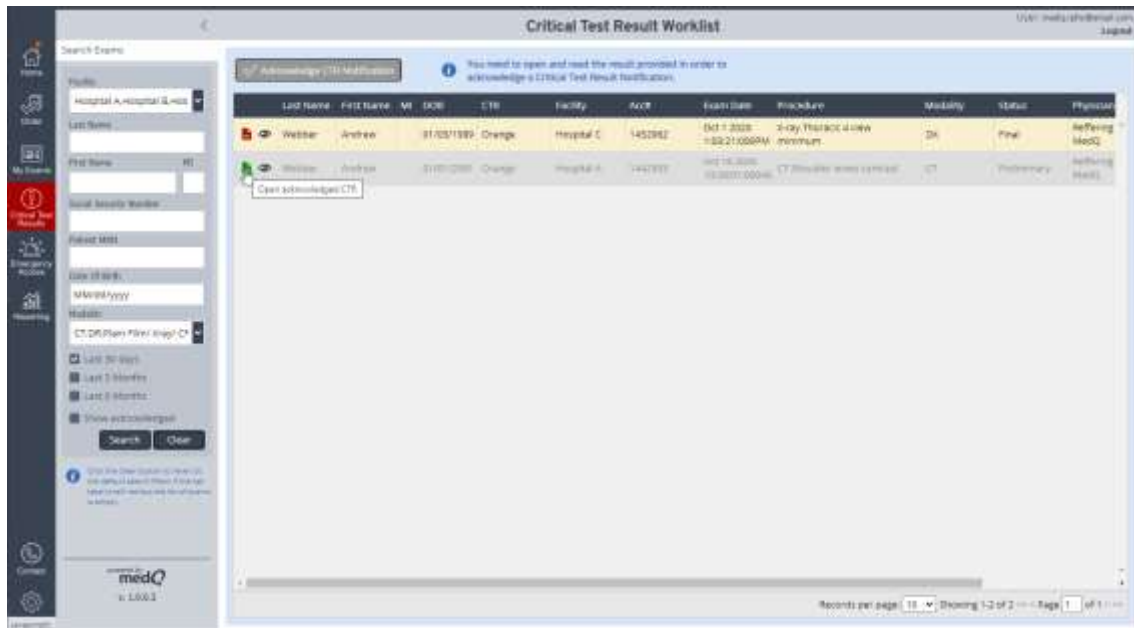
Note 2:

If there is no result saved, you will get an error message. Click on the **Close** button to close it.

9. Click on the **View patient's images** button. You will be redirected to your PACS viewer page.

Note 1:

      If there are CTR exams assigned to you, those exams will be listed on **My Exams** page. In the **CTR** column, the exams will be marked according to the CTR category they belong to: a red spot with an exclamation point - red, an orange spot with an exclamation point – orange and a yellow spot with an exclamation point - yellow.
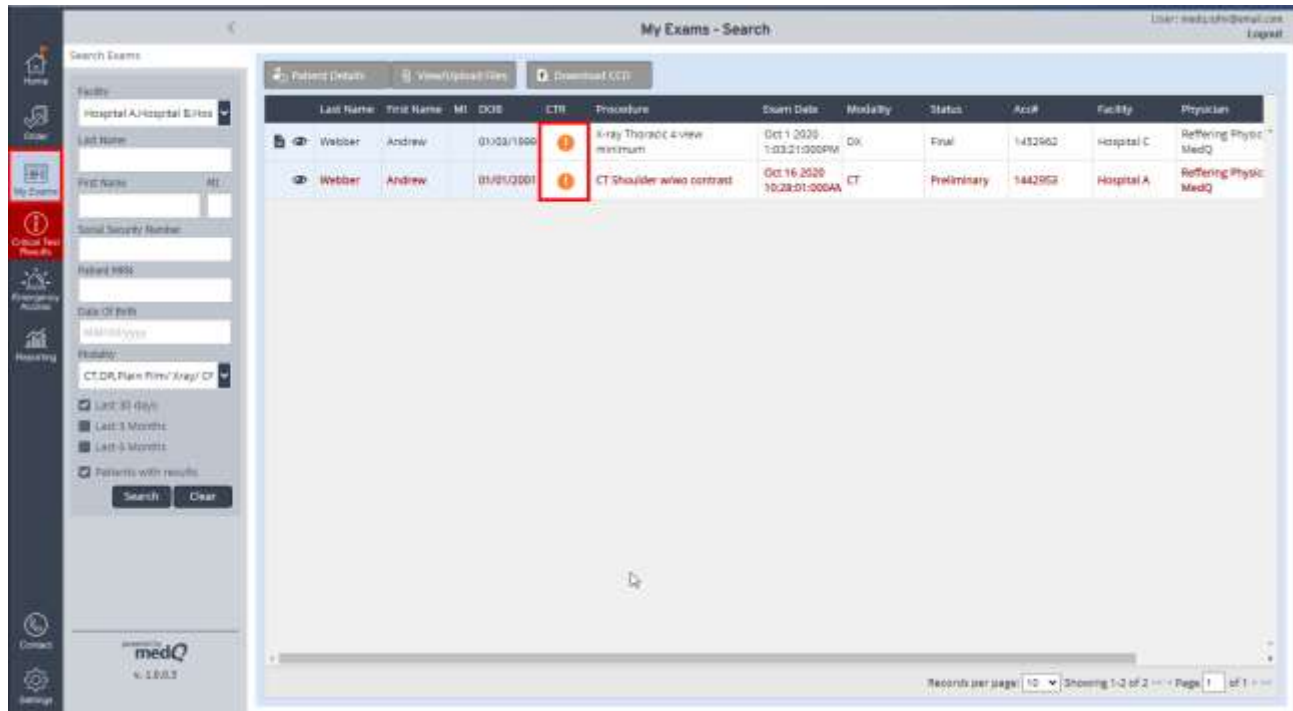
Note 2:

If there are any red CTR exams assigned to you, those exams will be listed on **Notification List** page. In the first column, the red CTR exams will be marked with a red spot with an exclamation point.
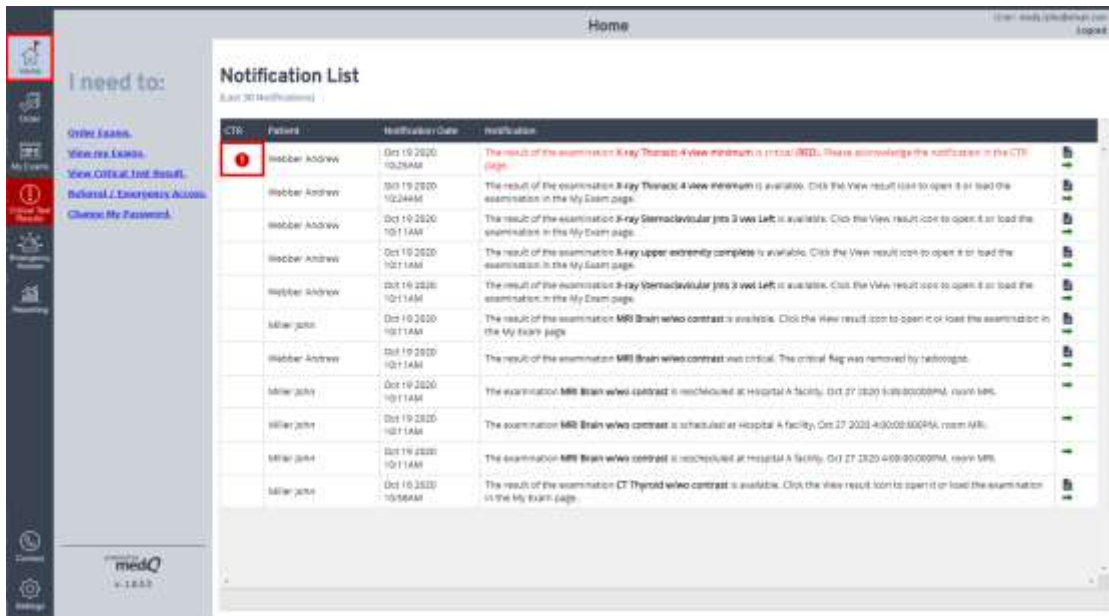
10. After you read the Critical result you can Acknowledge CTR Notification. The **Acknowledge CTR Notification** button will turn green, click on it and fill in the **Communication Notes** from the **Aknowledge CTR Notification** window

11. Click on the **Acknowledge** button

8 Patient Referral / Emergency Access

1. Click on the **Emergency Address** menu button.

Note 1:
> a. In the bottom left corner you can see the **Page** size drop-down, which can be used to set the number of the entries you want to be displayed on the **Patient Referral** list.
> b. In the bottom right corner, you can see the **Prev** and **Next** buttons, which can be used to navigate between the **Patient Referral** pages.
> Here, the **Prev** and **Next** buttons are disabled because there are only two results and one page.

Note 2:
> If you want to remove the **Access Patient** section from the page, click on the left arrow button, in the **My Exams – Search** page toolbar.
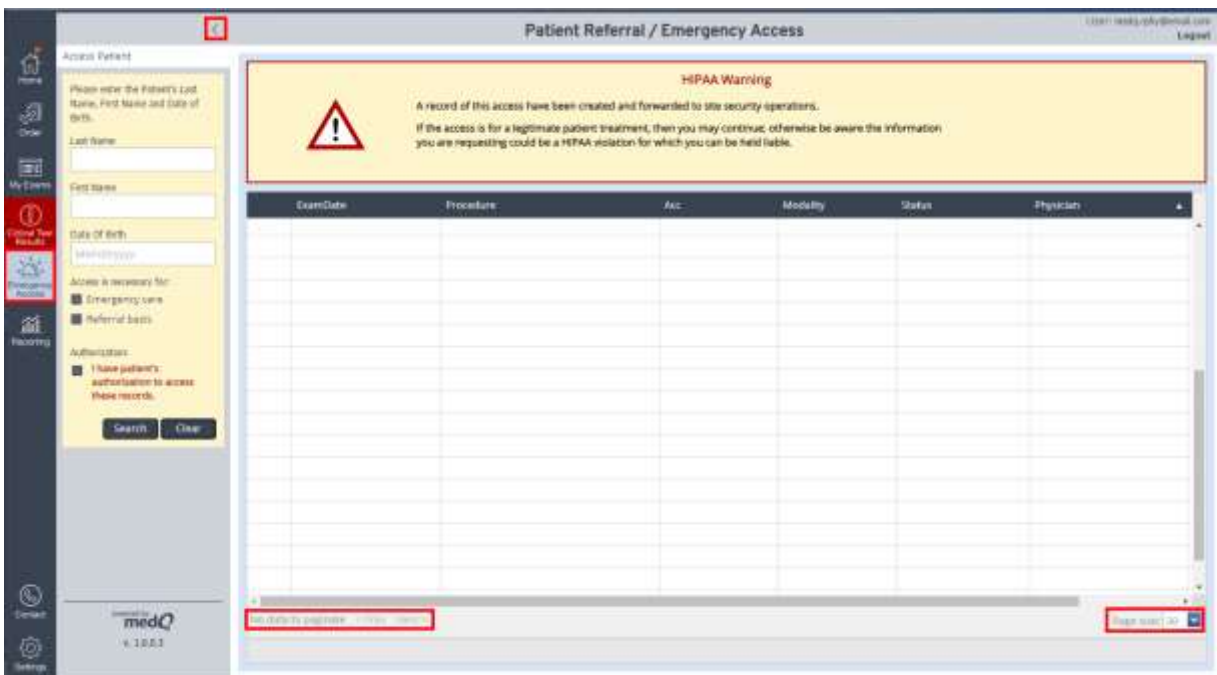
2. To access the information of a patient, you must fill in all the date: **Last Name**, **First Name** and **Date Of Birth**.

3. Enable the corresponding **Access** reason: **Emergency care** or **Referral basis**.

4. Enable the **Authorization** option.

5. Click on the **Search** button.

Note 1:

If you do not select a reason for **Access** and/or you don't check the **Authorization** option, when clicking on the **Search** button, the system will prompt you to do so.

Note 2:

If there is no patient with the data you filled in, you will get a **Warning** message.

6. Click on the **Open Result** button. The result will be downloaded and opened in the browser.
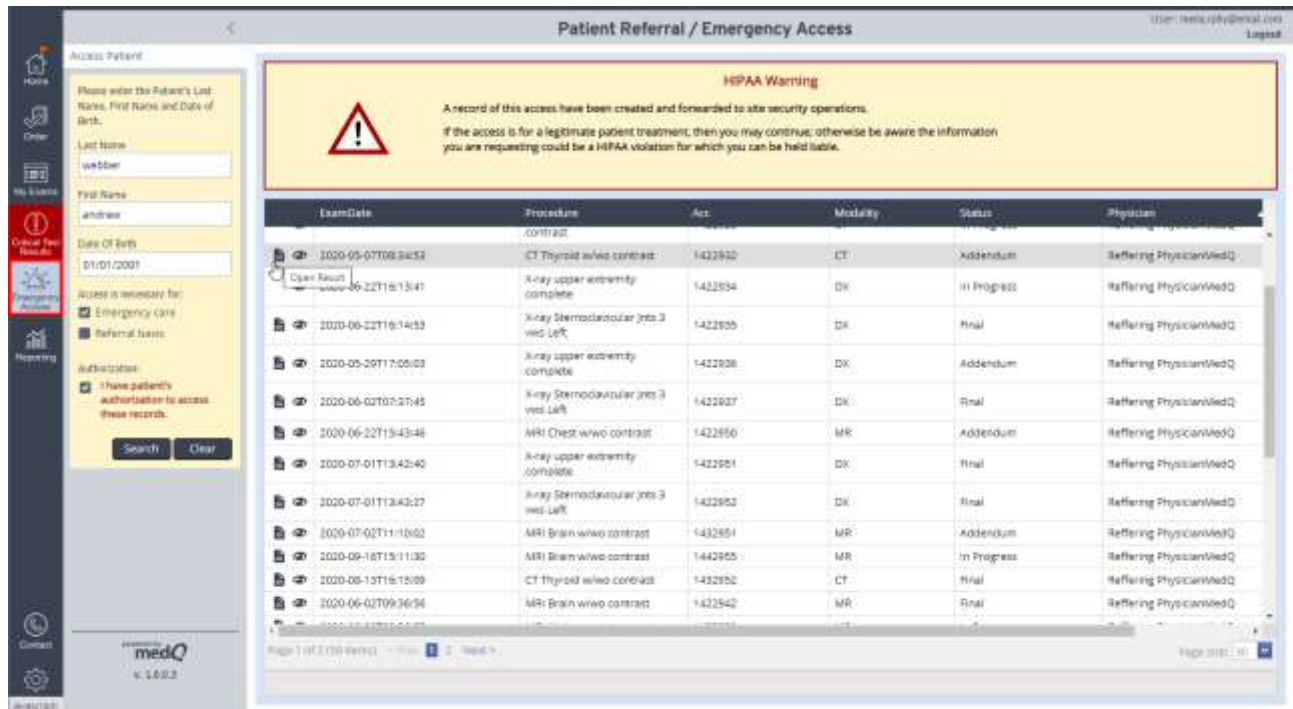
Note:

If there is no result saved, you will get an error message. Click on the **Close** button to close it.
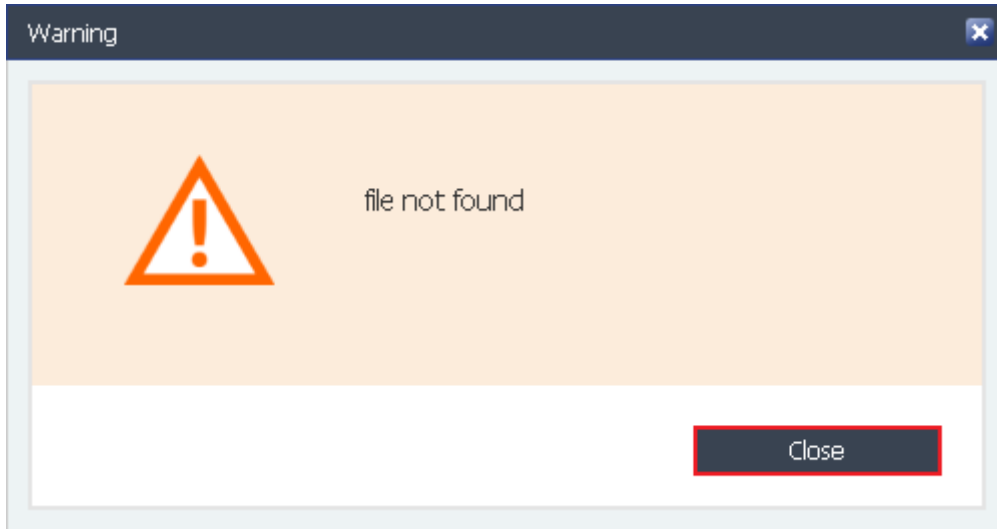
7. Click on the **Open Medical Images** button. You will be redirected to your PACS viewer page.
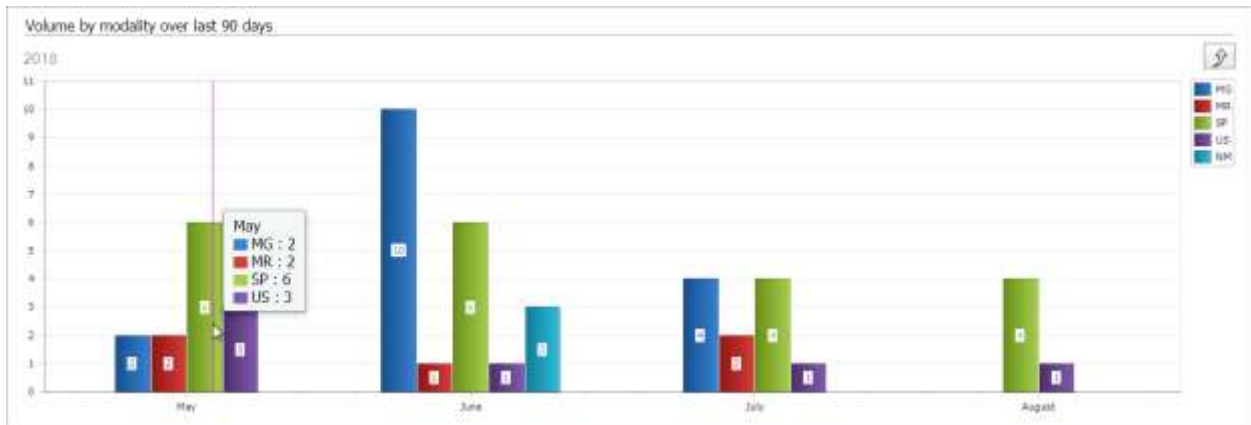
9 Reporting

1. Click on the **Reporting** menu button.

2. In the **Volume by modality over last 90 days** section, select a modality by clicking on a set of data.
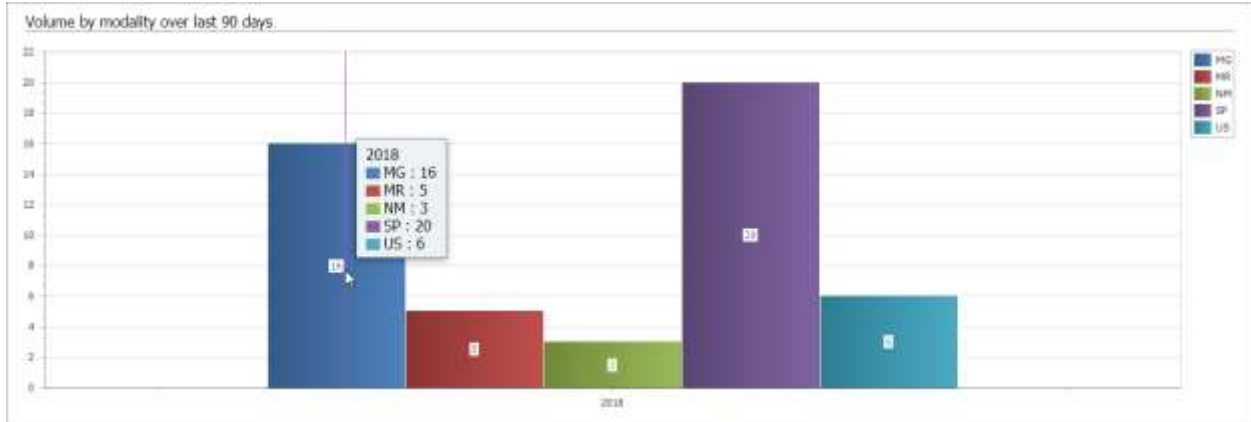
3. Select a month by clicking on a set of data.

4. Select a week by clicking on a set of data.

5. Hoover over data to see how many exams and for which modalities have been finished.