

FAQs

- **Can I submit a Consult Request and a Medical Imaging Request at the same time?**
 - ✓ Not on the same form. In order to submit both requests at the same time you will need to check the boxes to both Consult Request and Medical Imaging on the Create Order screen. This will open two separate windows, one for each request form. Fill out both forms separately and submit.
- **Why doesn't the request form close after I click Submit?**
 - ✓ After you click Submit, you will see a pop up window confirming the order has been submitted. Click OK to close that window and then you will be able to close the request form.
- **How and when will my patient be contacted?**
 - ✓ Once a consult request has been process by the Contact Center, a phone call will be scheduled to contact the family the following business day. If the first phone call is unsuccessful we will follow up with a second phone call, followed by a text message notification and a final letter. If the appointment is one that will be scheduled by the clinic, those requests will be forwarded to clinic staff for scheduling.
- **What happens if the patient cannot be reached to schedule their appointment?**
 - ✓ Referrals will remain In Process for 90 days. After 90 days, if we are unable to reach the patient, the order will be cancelled; however we will Archive the order so that it remains in the patient's record.
- **If I need to exit a request form before I have finished, will I have to start over when I come back?**
 - ✓ If you need to step away in the middle of submitting a request, you can click the Hold button at the bottom of the form to save the information you have already entered. This will allow you to come back later and complete the request form.
- **How do I check the status of a referral?**
 - ✓ From the Orders Inbox, you may set your Filters to view orders by Form Status. You will see the current status listed under the Status column. After the appointment has been scheduled you will see the appointment date populate under the Scheduled For column.
- **Does the patient need a referral to be seen in a specialty clinic?**
 - ✓ Most specialty clinics do not require a referral to be submitted before an appointment can be scheduled; however, there are some clinics that require a referral to be on file before a patient can be scheduled. Those clinics are listed below:

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| Beacon Program | Nutrition |
| Dermatology | Orthopedic Surgery |
| Ear, Nose & Throat | Physical & Occupational Therapy |
| Fetal Health | Pulmonology |
| Infectious Disease | Rehabilitation Medicine |
| Neurology | Sleep Medicine |
| Neurosurgery | Special Care (Neonatology) |