

Corewell Health East: Imaging Order Process Changes - FAQs

April 2024

What is changing for Corewell Health East?

Beginning **April 15, 2024**, all orders for outpatient imaging testing must be received by Corewell Health *prior* to the time of scheduling. This essential change will improve the safety and accuracy of order scheduling, leading to better patient and provider experiences.

For Epic users:

If you are currently using Epic Community Connect or EpicCare Link to place orders, please continue to submit your orders electronically. Place the order electronically and in a timely manner to ensure an order is in the system at the time of scheduling.

For non-Epic users:

Any office or provider **not using** Epic Community Connect or EpicCare Link to send orders should begin faxing or emailing orders to the centralized fax number or email address below:

- Fax orders to **248-577-9701**
- Or email orders to AccessCenterTranscriptionTeam@corewellhealth.org.

This email address **ONLY** accepts orders and will not respond to questions or other types of emails. Please review “Who can I contact if I have questions about this new process?” at the end of this document for question referral.

NOTE: All **Walk-In XRays** will continue to follow the existing process and patients can arrive with a paper order.

Why do we need to place an order in Epic to schedule?

We understand that current workflows for scheduling are inefficient and lead to errors. This change will ensure the **right patient** is scheduled for the **right test** in the **correct timeframe**. We expect to see additional benefits to providers, offices and patients including:

- Streamlined workflows to improve scheduling accuracy and timeliness
- Reduced cancellations and improved accuracy for prior authorizations
- Corewell Health will notify patients once orders are received and ready to schedule*.

* Notifications to patients are circulated daily on weekdays at 1 pm.

What are the requirements of a valid order?

A valid order is required at time of scheduling and consists of the following:

- Patient name
- Date of birth
- Test/procedure ordered
- Associated ICD-10 diagnosis code
- Ordering physicians' or APP's signature or electronic signature
- Date of order

Please also include the patient's phone number to assist with scheduling.

What if the patient calls the Access Center to schedule an appointment and the order is not in Epic?

Corewell Health Access Center schedulers will offer the patient the **option to upload their imaging order** through MyChart or email if the patient has a copy of their order. Once the order is received and the appointment is ready to schedule, the patient will be re-contacted. Patients may also call back at their convenience.

Patients who do not have MyChart, email or fax options available will be directed to contact their provider for assistance.

What orders will be transcribed through the Corewell Health East Access Center?

The following orders will be transcribed by the Access Center Transcription Team and should be sent *at least two hours before scheduling* to allow time to transcribe these orders into Epic:

- High tech imaging that includes CT, MRI, mammography, ultrasound, bone density/dexa, cardiology, nuclear medicine, non-invasive cardiology, and pulmonary function testing.
- Bone marrow biopsy at Royal Oak, Troy, and Grosse Pointe locations

All remaining orders will be received by the Access Center Transcription Team and then *directly routed to the appropriate site for scheduling*.

- OB ultrasound, joint injections, all remaining biopsy procedures, PICC lines, lumbar punctures, PET Scans, fetal MRI, CT-guided aspiration, hearing tests, sleep studies, endoscopy, lab testing, infusion, etc.

The only exception at this time is XRay exams that will remain as a walk-in service and patients can arrive with their order in hand.

Can I fax the order from my non-Epic EMR?

Yes. Route any imaging order to the newly designated fax number: **248-577-9701**. Contact your EMR provider if you need assistance.

Can I email the order to the Transcription team?

Yes. You can email your orders to AccessCenterTranscriptionTeam@corewellhealth.org. This email **ONLY** accepts orders and will not respond to questions or other types of emails.

I am not sure my patient will have their imaging done at Corewell Health East. Should I still fax or email the order?

Yes. All patients have the freedom to select their preferred location for receiving care. When an order is received, it enhances the patient's experience, especially if they decide to undergo imaging at Corewell Health East. Even if a patient chooses to have their imaging performed elsewhere, any open orders for imaging will still be retained in Epic. Importantly, there is no action required from the ordering physician or APP in this scenario.

Will there be any confirmation to the physicians' offices that the order has been received and transcribed?

Orders and appointments can be [viewed in Epic or EpicCare Link](#). There will not be any additional communication about order entry from the transcription team.

What if a patient has their script / paper order in hand?

We are asking offices to place all orders within Epic or send them by fax or email even when providing your patient with a paper script. Our goal is to have all orders entered and transcribed within Epic prior to the patient's scheduling and arrival.

For XRay exams, a patient can still arrive with the paper order and will not be turned away. If the order has been faxed, emailed or entered within Epic in advance, the patient does not need to bring a paper script to the appointment.

Do I need to fax or email the order if the patient has already made the appointment, but the appointment is after April 15, 2024?

No, faxing or emailing the order in this case is not required, but can still be done to ensure accuracy of the order information.

How can I help to accelerate scheduling for the patient?

Using Epic, EpicCare Link, faxing over the patient's order to **248-577-9701** or emailing it to AccessCenterTranscriptionTeam@corewellhealth.org right away will help with the ease of scheduling.

What is the process for stat orders?

A Stat or urgent appointment is requested when a test is deemed necessary to expedite diagnosis and treatment to avoid harm or to expedite care based on medical need.

The order must specify "STAT" and should be submitted for transcription at least one hour, or as soon as possible, prior to calling the Contact Center to schedule. Office may call 800-328-8542 or the physician priority line at 248-577-6363. If the order has not been entered into the patient's chart, at the time of the call, schedulers will reach out to transcription team, in real time, via chat, to expedite transcription. Office may hold, or request a call back, shortly, when order is ready to schedule. If an appointment is not available within 48 hours (about 2 days), the scheduler will contact a supervisor and/or serving department to secure an appointment.

Does this new process affect patients scheduling their appointment?

No, patients can still schedule their imaging services by calling the **Corewell Health Access Center at 800-328-8542** or scheduling online if they receive a notification through MyChart.

How does this impact orders for tests that should be performed 6 months from the order date?

There is no change or delay in scheduling. The expected date should be included in the script and conveyed to the patient. Schedulers will offer an appointment 6 months out. Patients scheduled months in advance receive a reminder about 2 weeks prior to appointment. Reminders will be sent based on patient communication preference of text, call, and/or email.

Outreach calls from Access Center: process explanation and timelines

Patients may call to schedule 2 hours after the order has been uploaded. Access Center will make automated outreach calls, texts or emails based on patient communication preferences in Epic. A daily report will be run to identify unsuccessful outreach attempts, such as instances where voice mailbox is full, email changed, text was not delivered, etc.) for manual outreach follow up. If able to leave a message, one contact is made. Outreach contacts are already occurring for transcribed orders. The work queue to expand outreach contacts for Epic direct entered orders will occur in July with OEE.

Are there recommendations for offices completing prior authorizations?

Yes. While we will continue to schedule patients without an authorization, it is best practice to ask the patient where they intend to seek care, and when possible, obtain the authorization prior to the sending the order. So long as the patient understands the need to have that care delivered at the location they have specified, this can greatly reduce the likelihood of a cancellation due to a missing or denied authorization. Once the patient is scheduled, an automated fax will be sent to the primary fax number on file for the ordering provider. This fax will contain helpful information such as the primary insurance we have on file, the anticipated CPT code, the location and date of the appointment, and a grid of our NPIs to aid in the authorization submission process.

If you are a Community Connect practice on Corewell Health's instance of Epic, you can view the pertinent details required for authorization submission and document the status of your authorization requests in the associated referral using your office's Outgoing Referral work queue.

Ordering provider's offices will have until two pm the day prior to the patient's scheduled service to obtain a prior authorization or the patient's appointment will be cancelled.

Are there materials to support this change?

Yes, materials include:

- An imaging tip sheet for physicians and office staff with new process details and the fax number or email address for order submission
- Patient handout that reviews how to schedule an imaging appointment

To request a digital copy of these documents, please contact the liaison team at CHEPhysicianLiaison@corewellhealth.org.

Who can I contact if I have questions about this new process?

For assistance with this transition, contact:

- Private practice not on Epic: CHEPhysicianLiaison@corewellhealth.org
- Private practice on Epic: christopher.oskoian@corewellhealth.org
- Corewell Health Medical Group East: CHEPhysicianLiaison@corewellhealth.org