

INCORRECT ORDER VALID REPLACEMENT PROCESS

This is the correct process when obtaining a corrected order is necessary, i.e. incorrect side, body part, views, contrast need, etc.

A correctly replaced order will look like this:

The screenshot shows the 'Replace Procedure' dialog box with the following fields and annotations:

- Patient Information:** Name: XZTEST, BINKY; ID: 645188850; Accession: 11600-XR-21-0073876; Procedure: XR Hand Complete 3+ Views Left.
- * Replace with:** XR Hand Complete 3+ Views Right. A blue arrow points to this field with the annotation: "Enter the correct exam and choose from the drop down."
- Replace reason:** New Phone Order Obtained. A yellow arrow points to this field with the annotation: "This will ALWAYS be 'New Phone Order Obtained' OR 'New Verbal Order Obtained'. The only exception would be in the case of a written order entered incorrectly in Department Order Entry or by Scheduling. (For Screening Mammography, see notes below)".
- Person authorizing replace:** WARNER, MD, HOMER. A green arrow points to this field with the annotation: "Person authorizing replace and ordering physician should be the original ordering provider".
- Communication Type:** Phone with Read Back (Routes to LIP). A red arrow points to this field with the annotation: "For electronic orders, choose either 'Phone with read back' or 'Verbal with read back' This step is crucial as it routes the order back to the LIP for signature, ensuring a valid order".
- Ordering Physician:** WARNER, MD, HOMER.
- Exam room for new order:** AV XR Rm 4.
- Checkboxes:** ☒ Copy accession to new order; ☒ Show all procedures; ☐ Modify order details (circled in purple with a purple arrow pointing to it); ☐ Replace multiple exams.
- Buttons:** OK, Cancel.
- Status:** Ready.

Enter the correct exam and choose from the drop down.

This will ALWAYS be "New Phone Order Obtained" OR "New Verbal Order Obtained". The only exception would be in the case of a written order entered incorrectly in Department Order Entry or by Scheduling. (For Screening Mammography, see notes below)

Person authorizing replace and ordering physician should be the original ordering provider

For electronic orders, choose either "Phone with read back" or "Verbal with read back" This step is crucial as it routes the order back to the LIP for signature, ensuring a valid order

If the original order was Written (paper)/Fax, choose Written (paper)/Fax as the communication type and follow the Verbal/Phone order documentation process to obtain a corrected order.

If any details on patient's sign/symptoms need to be changed, i.e. order says right hand pain, but the exam is being changed to LT Hand, the signs/symptoms will need to be updated. check this box and modify the order details.

****Do not select Signature Required (Routes to LIP) as the communication type. If you do, you cannot act on the order until it is signed by the LIP.**

Screening Mammo: If exam is being changed to match the exam provided, i.e. 2D vs 3D, please choose "Screening Mammography" in the replace reason and leave the communication type as the original communication type.