

Corewell Health East: Radiology Order Process Change - FAQs

February 2023

What is changing for Corewell Health East?

Beginning Feb. 1, 2023, a transcription team from the Corewell Health East Access Center will begin entering all faxed imaging orders into Epic from one centralized fax number: **248-577-9701**. Any office or provider not using Epic Community Connect or myBeaumontConnection to send orders should begin faxing radiology orders to the centralized number. In scope orders are defined below. You should no longer fax to numbers you have used previously.

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

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

Having an order at time of scheduling improves the patient experience by preventing unnecessary cancellations or rescheduling, improves the referring process, allows for automation and ease of care. It is important to both the patient and organization to have a valid order at time of scheduling to mitigate denials and ensure the order is attached to the referral. This new process also reduces confusion in the practice that can create a last-minute rush or change in workflow.

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
- Valid ICD-10 diagnosis code
- Ordering physicians' signature

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

We will continue to transcribe the order over the phone at time of scheduling if we have not received a faxed order. This will be a slow integration and will take time to communicate with all referring offices. Eventually, the goal is to have all orders faxed to this centralized number when not directly entered into Epic.

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

In scope orders:

High tech imaging including CT, MRI, mammography, ultrasound, bone density/dexa, cardiology, nuclear medicine

Out of scope (***Do not fax these orders to the transcription team.***):

Xray (These will remain walk in services.)

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

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

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

Yes. All patients have a choice of where to receive care. Having the order in Epic will improve patient experience if they choose Corewell Health East for their imaging. Open orders for imaging will remain in Epic if the patient has the imaging done at another location. No action is needed from the ordering physician or APP.

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 myBeaumontConnection. There will not be an 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 still add orders into Epic or fax orders even when providing paper scripts. Our goal is to have orders entered Epic prior to patient arrival. A patient can still arrive with the paper order and will not be turned away. If the order has been faxed or entered into Epic, the patient does not need to bring a paper script to the appointment.

How can you help accelerate scheduling for the patient?

Using Epic, myBeaumontConnection or faxing over the patient's order to **248-577-9701** right away will help with the ease of scheduling.

Does this new process affect scheduling?

No, patients can still schedule their radiology services by calling the Access Center at 800-328-8542 or scheduling online through myBeaumontChart.

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

If you have Epic Community Connect and are still faxing orders, please switch to the process of submitting orders electronically. For assistance with this transition, contact:

- Private practice not on Epic: PhysicianLiaison@beaumont.org.
- Private practice on Epic: christopher.oskoian@corewellhealth.org.
- Corewell Health Medical Group East: lesley.willbrandt@beaumont.org.