

NGHS ACCOUNT SPECIFIC GUIDE

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FACILITY PHONE NUMBERS

Anita Herriott: 770-219-1013
Brenda Jordan: 770-219-5825
Beth Webb: 770-534-4903
ER X-Ray: 770-219-1310
*Diagnostic Lead Tech: 770-219-5182
Call for ER X-Ray on nights/weekends if help is needed for fixing reports in system/ER reports and lead tech does not answer.

RADIOLOGIST READING ROOMS (Medical Center):

ALL DOCTORS (excluding Braselton HR): 770-219-5341 (M-F 8a-5p)
HR : 770-219-4563
Fluoroscopy (HFL): 770-219-1686, 770-219-5336, 770-219-5182
IR: 770-219-6247 (regular doctor);
770-219-1319 (Hooper only IR)
770-219-5337 (Balotin-IR)

Swing Doctor (Evenings/Weekends): 770-219-4172
Drew Roush (PA): 770-219-1320
Interventional/Special Procedures : 770-219-5510

**Using the Doctor's monthly schedule link = <http://www.freewebs.com/grgpc/> to see where doctor is scheduled for the day. If still unsure where doctor is at or no answer at that direct line, call Diagnostic Lead Tech above and ask if they can transfer you to doctor.

IMAGING CENTER GAINESVILLE:

Main number: 770-219-8035 (0 = operator assistance)
Lawanda: 770-219-8021
Supervisor: 770-219-8072
Sherry Davis (Lead Tech): 770-219-8037
IMC A: 770-219-3657
IMC FL/B: 770-219-8013, 770-219-3535

**If no answer at direct line, call main # and press 0, then ask to speak to doctor.

BRASELTON IMAGING CENTER:

Main number: 770-848-6150
Reading Room: 770-848-5955
Fax #: 770-848-6155

**If no answer at direct line, call main # and press 0 then ask to speak to doctor.

BUFORD IMAGING CENTER: 770-848-8620

OTHER NUMBERS:

Diagnostic Clinic (DC): 770-297-4987
Longstreet Clinic (LSC): 770-718-1122
Longstreet Clinic (fax): 770-532-5791
Longstreet Imaging: 770-539-9391
Habersham (HAB): 706-839-4000 ext 2302
Dawsonville: 770-219-4553

Radiology Recovery Room fax # 770-219-5349

FORMATTING

See Doctor Preferences Protocol for physician-specific formatting preferences.

- The statement "Imaging study performed at:" will automatically populate on reports. Do not transcribe anything in this section.

Dictated By:	Trevor N. Hooper, M.D.	Room #:	

Imaging study performed at:

- Do not expand abbreviations.
- Do not use symbols in acronyms/abbreviations.
- Spell out ordinals (first, second, etc.)
- Ostiomeatal complex not osteomeatal complex
- Disc not disk
- Transcribe verbatim, except punctuation and grammar correction.
- "+" not positive
- "-" not negative
- Always put report title. If not dictated, pull this from the report header.

EXAMPLE:

CHEST X-RAY, TWO VIEWS, MAY 07, 2013:

- Add "history" heading when history information dictated (see doctor preferences. Do not add heading if no history information dictated.

- All other headings (technique, findings, impression) insert only as dictated or as in macro.
- Transcribe dates as dictated while being consistent with formatting throughout report. If HIS record service date and dictated service date do not match, do not transcribe in header. If more than one date of service for exam, do not transcribe date in header.
- When note added to report, there should only be 1 blank line between note and beginning of report.

PA DICTATING

- All reports dictated by Drew Roush, PA-C and Christa Rush, PA-C must contain the following supervising physician statement, which goes at the end of the findings section and above the impression. PERFORMED UNDER SUPERVISION OF:
- This line will automatically populate if his normals are used.
- If a normal is not used, input ctrl+0 to insert macro of SUPER.
- The PA should auto-populate as the dictating physician.
- Enter the Supervising Physician in the Signing Physician Field

The screenshot shows the 'Fusion Transcription Desktop' interface for a report titled 'RAD: Test, Monday'. The form contains the following fields:

Radiology Report	Radiology	<input type="checkbox"/>	<input type="checkbox"/>	Dictator Initials	AFR	<input type="checkbox"/>	<input type="checkbox"/>
Patient Name	Test, Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Job Number		<input type="checkbox"/>	<input type="checkbox"/>
Order 1	0440659	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dictated Date	03/19/2010	<input type="checkbox"/>	<input type="checkbox"/>
Exam Number 1	03503053	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dictated Time	14:28	<input type="checkbox"/>	<input type="checkbox"/>
Exam Number 2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Transcribed Date	03/19/2010	<input type="checkbox"/>	<input type="checkbox"/>
Exam Number 3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Transcribed Time	14:27	<input type="checkbox"/>	<input type="checkbox"/>
Medical Record	001004926	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Trans Initials	HBM	<input type="checkbox"/>	<input type="checkbox"/>
Account Number	0066693730060	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Signing Phys		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Date of Birth	01/01/1901	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Carbon Copy 1		<input type="checkbox"/>	<input type="checkbox"/>
Service Date	03/03/2010 14:31	<input type="checkbox"/>	<input checked="" type="checkbox"/>	CC #1 Add 1		<input type="checkbox"/>	<input type="checkbox"/>
Exam Description	XR SKULL LIMITED	<input type="checkbox"/>	<input checked="" type="checkbox"/>	CC #1 Add 2		<input type="checkbox"/>	<input type="checkbox"/>
Ordering Phys	TREVOR HOOPER, M.D.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	CC #1 Add 3		<input type="checkbox"/>	<input type="checkbox"/>
Dictating Physician	Andrew Roush, PA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	CC #1 Add 4		<input type="checkbox"/>	<input type="checkbox"/>

- If the Supervising Physician is not given, you must call the PA. Do not return for review if this information is missing.

DOCTOR PREFERENCES

HISTORY HEADING PREFERENCES

Balotin - History
 Baudin - History
 Black - History
 Carroll - Indication
 Chastain - Clinical Indication
 Cory - Clinical Indication
 Hooper - Clinical Data (before title of exam)

Kellermeyer - Clinical Statement
Mack - Clinical Indication
Lee Martin - History
Paul Martin - History
Presley - History or Indication
Ravi - Clinical History
Scott - History
Shah - Indication
Smith - History
Stephen - Clinical History

CHASTAIN

If he does not dictate CAD was used, add to report; he will dictate if it was not used.

HOOPER

Transcribe CLINICAL DATA section before exam and date.

Example:

CLINICAL DATA: 56-year-old female with cough and fever.

CHEST, TWO VIEWS - 03/03/02:

Diagnostic Mammogram macro complete the views as dictated, i.e. 2, 3, CC or MLO.

KELLERMEYER

Do not separate exam and date of service (if dictated)

Incomplete mark if technique is not dictated

American Cancer Society not ACS

Transcribe impression on CT of the abdomen and pelvis separate.

Example:

IMPRESSION CT ABDOMEN:

1. Here
2. Here

IMPRESSION CT PELVIS:

1. Here
2. Here

Do not begin new paragraph within findings unless specifically dictates to do so.

Transcribe text on same line as heading.

Examples

Frontal sinuses: Text

Ethmoid air cells: Text

Sphenoid sinuses: Text

KIMBALL

Diagnostic Mammogram macro complete the views as dictated , i.e. 2, 3, CC or MLO.

RAVI

Type mammogram headings as dictated.

SMITH

Incomplete mark for blanks/discrepancies

Number IMPRESSION even if he does not dictate numbers (unless there is only one item).

When he dictates "paragraph", make sure to transcribe a period at the end of the sentence before you begin the new paragraph.

MACROS

All Macros can be found by using CTRL-O on Report Tab

ALARA - Add to ALL CT (including PET) and CTA exams.

CTAIV - Technique for All CTA exams

IVP - Use if the doctor does not dictate the technique

MR1-MR6 - Breast MRI BIRAD codes

CODE0-CODE6 - Mammogram BIRAD codes

Add Bone Density T Score table macro to end of bone density studies.

If they physician states to use a macro that is not in the system or wants one added, please send email with physician's name, job number, E number and transcribed text for macro to Beth Webb (beth.webb@nghs.com).

FLUOROSCOPY TIME

- All exams that use fluoroscopy should have the fluoroscopy time listed. Ultrasound guided or CT fluoro exams will not have a fluoroscopy time.
- There is no official list; however, if the title has "RF" before the procedure then it will need fluoroscopy time or contrast.
EXAMPLES:
RF Small bowel
RF Upper GI
RF lumbar puncture
- If the physician does not dictate the fluoroscopy time, **DO NOT CALL PHYSICIAN**. Mark report with an incomplete note at the top of the report with reason of "Missing fluoro time."
- Send as incomplete marks
- Perform all. This will send the report to the doctor's queue for review before signing.

MISSING/VERIFYING CLINICAL HISTORY

The Clinical Information is located on the demographics screen.

Service Date	07/19/2016 09:09	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Information	left hip click	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exam Description	US Hips Limited	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ordering Phys	MELANIE H. SIMS, M.D.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

CRITICAL FINDING

- If the physician dictates an exam and states this a critical finding/result, insert the macro for critical findings at the top of the report and send an email to hospital staff.
- If the physician does not specifically state this is a critical finding/result and the findings may be critical, *do not* add macro at top of report, send email to hospital staff so they can verify for reporting.
- EXAMPLES:

Cerebral hemorrhage/hematoma
 Herniation Syndrome
 Acute stroke
 Intracranial Infection/empyema
 Complex skull fracture
 Unstable spine fracture
 Spinal cord compression
 Airway compromise (e.g., epiglottitis)
 Carotid artery dissection
 Critical carotid stenosis
 Tension pneumothorax
 Aortic dissection
 Pulmonary embolism
 Ruptured aneurysm or impending rupture
 Mediastinal emphysema
 Free air in abdomen (no recent surgeries)
 Ischemic bowel (pneumatosis)
 Appendicitis
 Portal venous air
 Volvulus
 Traumatic visceral injury
 Retroperitoneal hemorrhage
 Bowel Obstruction
 High Grade/Complete Ectopic Pregnancy
 Placental Abruption
 Placental Previa (near term)
 Testicular or ovarian torsion
 Fetal Demise
 Significant Line/Tube Misplacement

- Send email to Susan.Chandler@nghs.com

POSITIVE FINDINGS

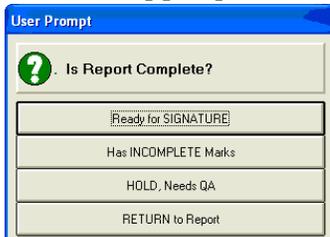
When a Radiologist wants a physician/nursing unit notified of a positive finding, the following procedure will be followed:

- The Radiologist dictates "Please have staff notify referring physician/nursing unit report is available"
- At the end of the report, before the Job Number, enter doctornotify Macro

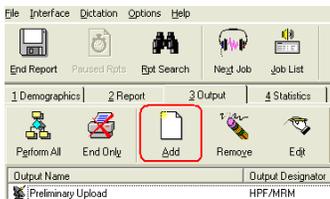
- Output



- Select appropriate action from Is Report Complete? screen.



- Click Add



- Output Type: Online Printed Original
- Printer Name: aRadiologyFileRoom
- OK



- Send email to the below Monday-Friday:

Cheryl.Truelove@ngh.com

Cheryl.Morrow@nghs.com

Robin.Brown@nghs.com

Saturday-Sunday:

Jessica.Williamson@nghs.com

Evening Shift:

Dustin.Masters@nghs.com

Randall.Robinson@nghs.com

Nighthawk:

Dustin.Masters@nghs.com

Zumaira.Pirzada@nghs.com

I have sent a report to file room printer that needs notification on,

Patient Name: John Smith

E#: 01234567

Thank you,

Your Name Here

SEND ADDITIONAL FAX AND/OR PRINTED COPY

PRINT COPY

If dictating doctor says, "Send a copy of the report to a floor or department"

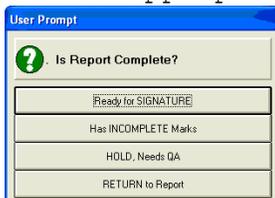
- At the end of the impression, in a new paragraph you must enter: A preliminary copy of this report has been sent to _(LOCATION)_ on _(DATE)_ at _(TIME)_ hours by _(YOUR INITIALS)_.

JOB # 123456

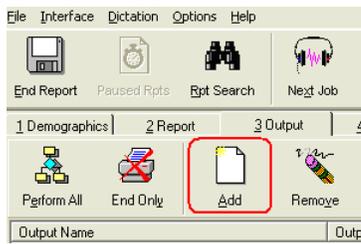
- Output



- Select appropriate action on "Is Report Complete?" screen.



- Click Add



- Output Type: Online Printed Original
- Printer Name: Choose printer
- OK



- Repeat above steps until all destinations have been entered.
- Perform All or End Only as appropriate.

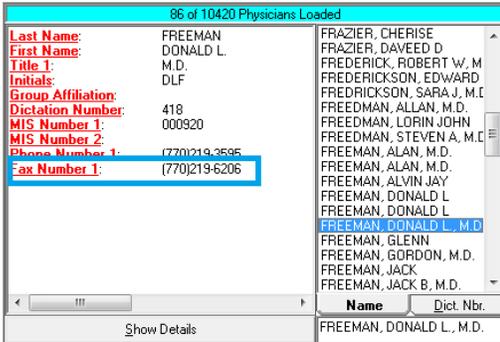
FAX COPY

If dictating doctor says, "Send an unconfirmed copy of this report to"

- At the end of the impression, in a new paragraph you must enter:
A preliminary copy of this report has been sent to _(LOCATION)_
on _(DATE)_ at _(TIME)_ hours by _(YOUR INITIALS)_.

JOB # 123456

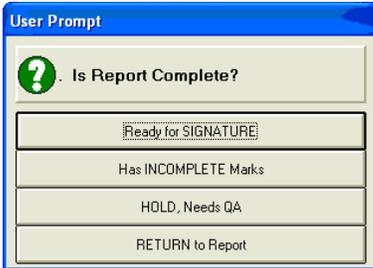
- Enter the CC physician on the Demographics screen.
- Make note of the CC physician's fax number. *The physician's fax numbers are frequently listed in the left column of physician CC pick list. If the CC physician's fax is not listed, you will need to contact the dictating doctor asking for a fax# or facility to fax this report or search for fax number via internet search engine.



- Output



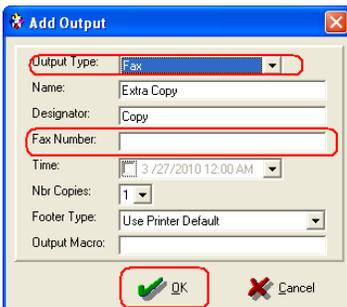
- Select appropriate action on "Is Report Complete?" screen.



- Click Add



- Output Type: Fax
- Fax Number: Enter Fax Number Given
- OK



- Repeat above steps until all destinations have been entered.
- Perform All or End Only as appropriate.

ADDENDUM

ADDENDUM - Physician is adding lines of text

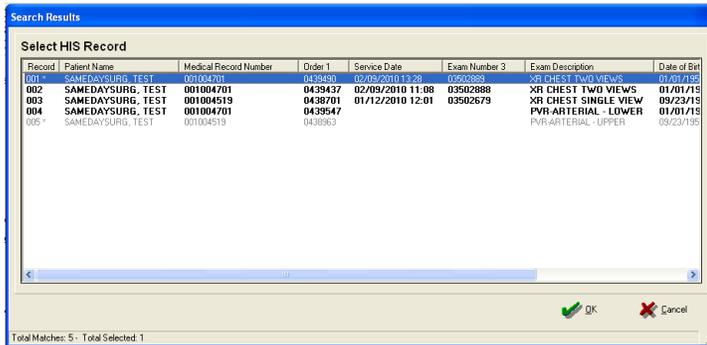
CORRECTION - Making a change to data already in the report

*This includes transcribing a completion dictation/redictation on an incomplete report.

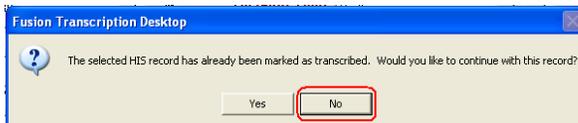
- If an addendum is routed to you, transcribe addendum and do not reassign the addendum to the original transcriptionist
- When a physician dictates that another physician needs to do an addendum, do not type this as a report. Send note to staff at facility to give to the physician to dictate.
- If an addendum exam number begins with a 2 (example: 2345678), do not use this exam number. Listen to the first few seconds of the dictation for patient's name and search for original report.

HOW TO OPEN ADDENDUM REPORT

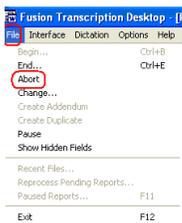
- Double click on the order for dictated report.



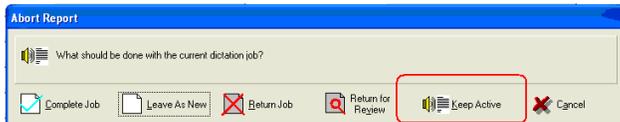
- Would you like to continue with this record? NO



- File, Abort



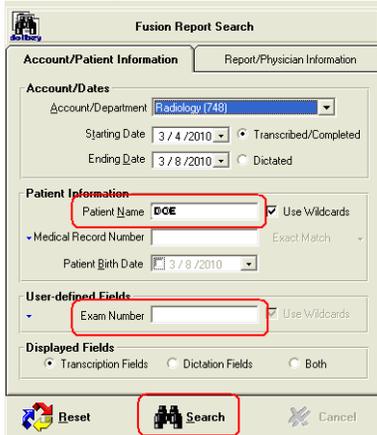
- Keep Active



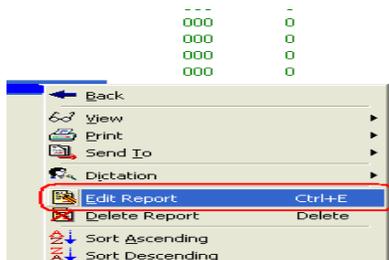
- Report Search



- Enter patient's Last Name or Exam # then Search

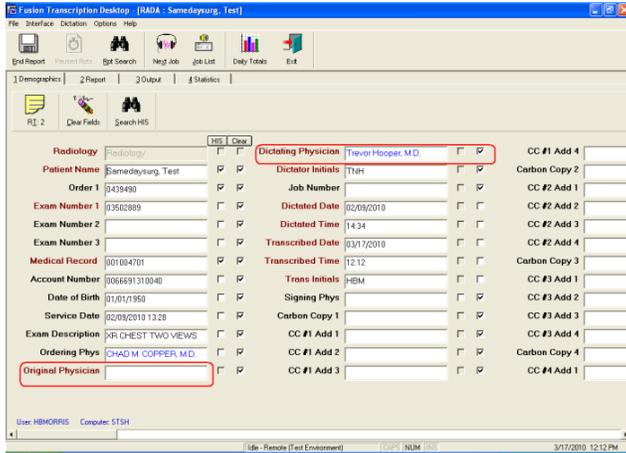


- Highlight the report that needs addendum/correction, right click and Edit Report

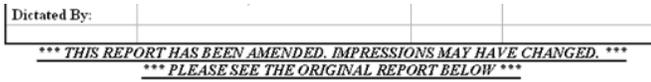




- If original dictating physician is different from original, insert original dictator in Original Physician field and physician dictating addendum in Dictating Physician field.



- The addendum header will auto populate
- Transcribe as dictated
- Transcribe Job #



*** AMENDMENT ***

TYPE ADDENDUM HERE

* Job #12345

- Insert Addendum Footer routine
- Complete report and job as per routine.

CARDIAC MRI AND CT CALCIUM SCORING OVER-READ

**DO NOT transcribe radiologist's dictation until cardiologist's dictation has been transcribed and signed.

- Double click on the report

Search Results

Select HIS Record

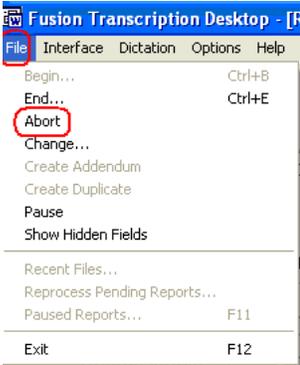
Record	Patient Name	Medical Record Number	Order #	Service Date	Exam Number 3	Exam Description	Date of Bill
001	SAMEDAYSURG TEST	001004519	0439437	02/09/2010 11:08	03502688	XR CHEST TWO VIEW	01/01/15
002	SAMEDAYSURG TEST	001004701	0439437	01/12/2010 12:01	03502679	XR CHEST SINGLE VIEW	09/22/15
004	SAMEDAYSURG TEST	001004701	0439437			PWR-ARTERIAL - LOWER	01/01/15
005*	SAMEDAYSURG TEST	001004519	0439437			PWR-ARTERIAL - UPPER	09/23/15

Total Matches: 5 - Total Selected: 1

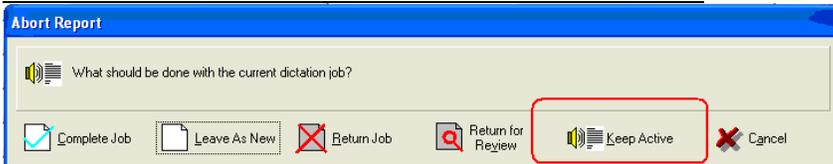
- Would you like to continue with this record? NO



- File, Abort



- *If cardiologist's report has been signed, Keep Active*



- Report Search



- Enter patient's Last Name or Exam # then Search

Fusion Report Search

Account/Patient Information | Report/Physician Information

Account/Department: Radiology (748)

Starting Date: 3/4/2010 | Transcribed/Completed

Ending Date: 3/8/2010 | Dictated

Patient Information

Patient Name: DCE | Use Wildcards

Medical Record Number: | Exact Match

Patient Birth Date: 3/8/2010

User-defined Fields

Exam Number: | Use Wildcards

Displayed Fields

Transcription Fields | Dictation Fields | Both

Reset | Search | Cancel

- Highlight the report that needs addendum, right click and Edit Report

000 0
000 0
000 0
000 0

Back

View

Print

Send To

Dictation

Edit Report Ctrl+E

Delete Report Delete

Sort Ascending

Sort Descending

- Fill in Original Physician with cardiologist name, i.e. Dr. Westmoreland
- Fill in Dictating Addendum with Radiologist name, i.e. Dr. Hooper
- Fill in CC: with the originating Physician's name, i.e. Dr. Westmoreland

Fusion Transcription Desktop [RADA: Samedaysurg_Test]

File Interface Dictation Options Help

Print Report Patient Info Edit Search Help Job Job List Daily Totals Exit

1 Demographics 2 Report 3 Output 4 Statistics

RI: 2 Clear Fields Search HIS

Radiology	Radiology	Dictating Physician	Trevor Hooper, MD	CC #1 Add 4
Patient Name	Samedaysurg_Test	Dictator Initials	THH	Carbon Copy 2
Order 1	0439490	Job Number		CC #2 Add 1
Exam Number 1	03502889	Dictated Date	02/08/2010	CC #2 Add 2
Exam Number 2		Dictated Time	14:34	CC #2 Add 3
Exam Number 3		Transcribed Date	03/17/2010	CC #2 Add 4
Medical Record	001004701	Transcribed Time	12:12	Carbon Copy 3
Account Number	0066891310040	Trans Initials	HEM	CC #3 Add 1
Date of Birth	01/01/1950	Signing Phys		CC #3 Add 2
Service Date	02/09/2010 13:28	Carbon Copy 1		CC #3 Add 3
Exam Description	R CHEST TWO VIEWS	CC #1 Add 1		CC #3 Add 4
Ordering Phys	CHAD M. COPPER, M.D.	CC #1 Add 2		Carbon Copy 4
Original Physician		CC #1 Add 3		CC #4 Add 1

User: HBMORRIS Computer: STSH

Idle - Remote [Text Environment] [Ctrl] NUM [00] 3/17/2010 12:12 PM

- Transcribe addendum below original.
- Insert "Cardiac MRI Addendum" at bottom of report.

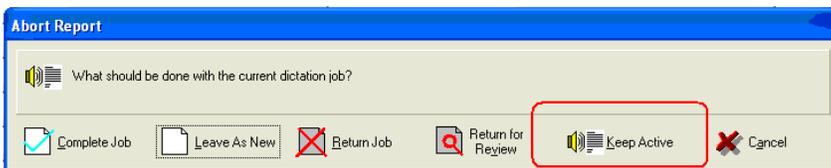


QA Soft Tissue	
Dictated By:	Richard C. Cory, M.D.

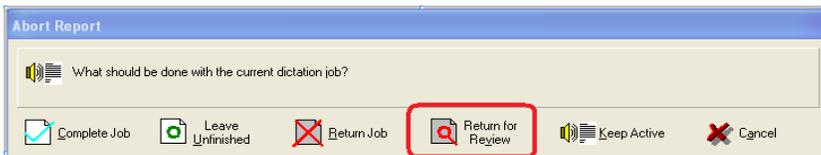
*** The Cardiac portion of this examination was interpreted by: Anita Bhandivad, M.D. ***

** The cardiac portion of this examination was interpreted by: Heather L. Westmoreland, M.D. **

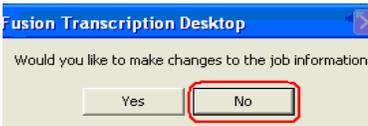
- Complete report as per normal routine.
- If cardiologist's report has NOT been signed, Return for Review



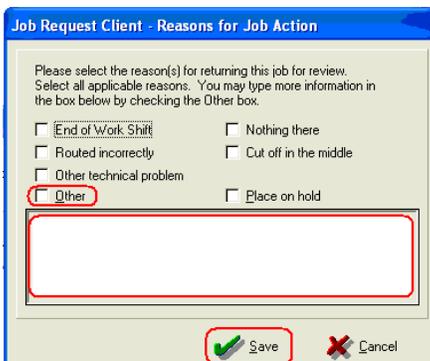
- Return for Review



- No



- Select Other and insert reason as Beth - MRI addendum, no original or Beth - CT Calcium Scoring, no original.
- Save



- Send an email to Beth Webb.

CT EXAMS

CT HEAD/CTA HEAD COMBINED DICTATION

When the radiologist dictates a non-contrast CT head and also a CTA head and neck, but there is only the CTA head and neck E number, transcribe dictation on the CTA head/neck as this is a combined CT/CTA order.

ALARA

Add ALARA macro to ALL CT (including PET) and CTA exams.

BREAST EXAMS

LINKING

- ALWAYS link mammogram and ultrasound if dictated on 1 job or if physician dictates statement like, "Please see combined mammogram and ultrasound exam" or "please refer to combined mammogram and ultrasound exam" DO NOT TYPE this statement on the report.
- ALWAYS link postbiopsy mammogram to the stereotactic biopsy report.
- DO NOT link path review reports with other breast exams or biopsy report.
- Check to see if mammogram has already been transcribed or is in the console to be transcribed.
 - If mammogram is in the console awaiting transcription:
 - Jot down fusion job # for current job you are in.
 - File/abort and complete job - type in box "linked exams"
 - Go to the console and assign the mammogram to yourself.
 - After you transcribe the mammogram/ultrasound combo report, put both fusion job#'s at end of report.
 - Always link the mammogram with the ultrasound.
 - Highlight mammogram first, then add ultrasound second. *If not done in this order, mammogram does not cross over
 - If the mammogram has already been transcribed:
 - Look in report search at the report View/Properties/User defined
 - If exam was linked mammo with ultrasound, you will see more than one E# listed under FVS Exam
 - If you do not see linked exams, then you can edit report and go under demographics and link them together.
 - Highlight mammogram first, then add ultrasound second. *If not done in this order, mammogram does not cross over
 - If you have issues or report is already signed, you may contact MOC for further help.

CAD STATEMENT

- If the radiologist, with the exception of Dr. Chastain, does not dictate whether or not CAD was utilized, place an incomplete mark at the top of the report "Please review, was CAD utilized?"
- If Dr. Chastain does not specify if CAD was used, add the CAD statement to the report.

- Complete report and job as per routine.

COMPARISON DATES

If no comparison information is given (including "no comparison"):

- Call physician if stat report
- If routine priority, leave incomplete mark with note comparison information is missing.
- Save as "Has Incomplete Marks"

BI-RADS CODES

Postbiopsy mammograms do not require a BI-RADS code.

For other exams, if the BI-RADS code is not dictated:

- **Call the physician to resolve the report immediately.**
- DO NOT insert incomplete marks for the physician.
- Physicians do not have the capability in insert canned routines (BIRAD codes) in DocVue
- Return for Review if the physician cannot be reached

LOCKED REPORT

If Fusion shows message of "report locked," for your report, for example after internet disconnect, follow unlock steps in the Fusion instructions. Do not put job on hold and do not contact MOC to unlock report.

INTERFACE OUTAGE

When the interface goes down, the HIS record will not pull into the demographics screen.

- Enter any available demographics information from the job and dictation into Fusion.
- Transcribe report and place on hold.
- Once interface is again working, manually push all reports transcribed during the downtime. *See Fusion Supplemental Instructions.*

FUSION PROCESSING ERROR

If all HIS/demographic information has correctly come across from hospital system into Fusion but there is an error when sending the report for completion, reprocess the report. *See Fusion Supplemental Instructions.*

BLANKS AND QA

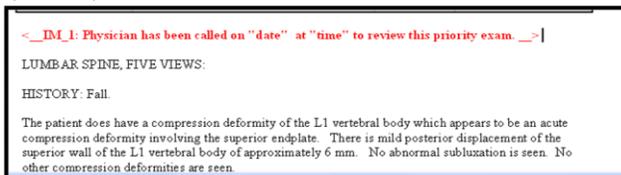
DO NOT RETURN FOR STS QA REVIEW

Refer to specific for each scenario below. DO NOT call physician except as outlined in each protocol.

- Stat/ER Reports
- Missing BI-RADS code or CAD statement.
- Roush - No supervising physician dictated
- No Patient Matches Found in Fusion
- No Date of Service in Fusion
- No Order Number in Fusion
- Incomplete Marks for Physician (including discrepancy in dictation, for example left versus right)
- No dictation/ disregard dictation

PRIORITY/ER REPORTS

- **If you have an ED/Priority report with questions or blanks, you MUST call the physician to resolve.**
- If the physician states he is busy or that he will review later, put an incomplete mark at the top of the report and include "Physician has been called at (date and time) and will review this report."
- If physician cannot be reached, place incomplete mark at the top "Attempt was made to call the physician at XX (time) on XX (date)."



- Complete report and job as per routine

RETURN FOR STS REVIEW

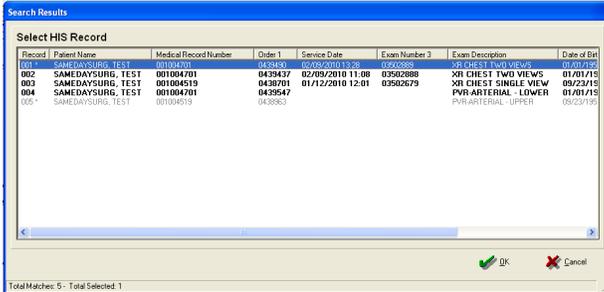
- Blanks for STS QA
- BIRAD code missing ONLY if physician cannot be reached
- Insert a blank line with the time indicator where the blank is in the dictation, i.e. _____ (1.25).
- Place report on Hold, Needs QA and return job for review.

DISCREPANCY IN ORDER

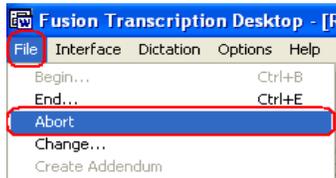
- Call the *facility* to view the films in PACS and verify order, i.e. right/ left. **DO NOT CALL THE PHYSICIAN UNLESS ER OR PRIORITY DICTATION.**
- If order is correct in Fusion or as per direction of physician or hospital staff:
 - Transcribe report correcting the physician's dictation errors.
 - Complete report and job as per routine.
- If order is not correct in Fusion:
 - Transcribe report
 - Send to physician's queue if no other QA issues
 - Send email to technician for the facility and cc Beth Webb

DUPLICATE DICTATION

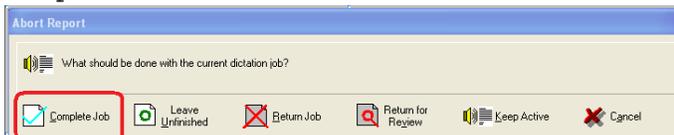
- If a report is grayed out do not type it.



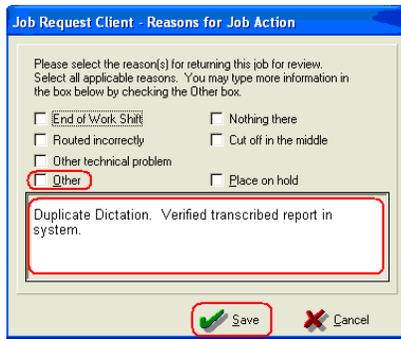
- Verify dictation is not an addendum/correction
- Look in Report Search for original report.
- If original report is located, listen to the current dictation and verify information is the same as on transcribed report. If information matches:
 - File
 - Abort



- Complete the dictation



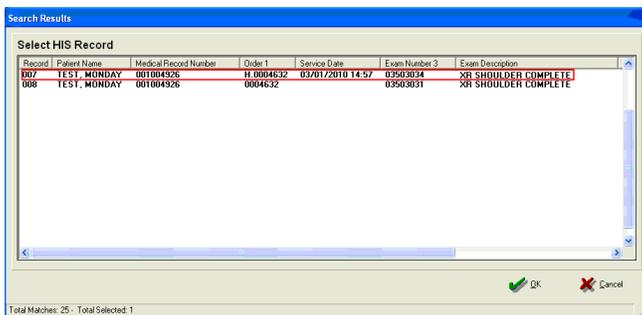
- Other
- Type in the below reason.
- Save



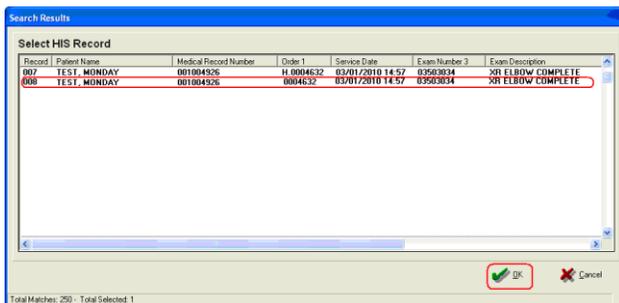
- If the information does not match, call the dictating physician stating that the order has been dictated by another physician and there is a difference between the original and current dictation.

DUPLICATE ORDERS IN SYSTEM

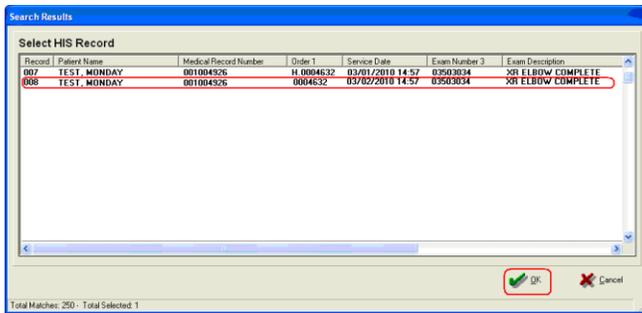
- Select the one that has the most complete information. For Example, contains Medical Record Number, Order 1, Service Date, etc.



- If they are both complete, choose the one without the H in Order 1 column.



- If they have the same Medical Record Number and Order Number but different Service Dates, Choose the one without the H in Order1 column.



INADEQUATE REASON FOR EXAM

When the physician dictates statement like, inadequate reason for exam/clinical history, email patient's name and E number to Susan.Chandler@nghs.com

INCOMPLETE DICTATION

ER/STAT DICTATION

- Check dictation console for completion dictation.
- If no completion dictation is available-
 - If dictation only contains the title, history and/or technique, file and abort report.
 - If the report contains more than the title, history and/or technique, place incomplete mark in report with "Incomplete Dictation," perform all and complete job.
- Contact physician.
- If the physician is unavailable, contact the technician at the facility for assistance.
- If physician and technician are unavailable, email the below (in Novell Secure Site) to the lead technician of EACH facility:

This case has an incomplete dictation, please re-process.

Patient Name: John Smith

Date of Study

Type of Study

Radiologist's name

E#: 03456789

Fusion Job #: 12345

Thank you,

Your Name Here

Braselton Hospital

Jessica.Giles@nghs.com (1st shift)

Kristie.Jackson@nghs.com (2nd shift)

Lisa.McCoy@nghs.com (3rd shift)

Imaging Center Braselton
Pat.Duncan@nghs.com
Alesia.Murawski@nghs.com

Imaging Center Buford
Colleen.Bahn@nghs.com
Susan.Chandler@nghs.com
Joseph.May@nghs.com
Brian.Martin@nghs.com

Imaging at Dawsonville
Colleen.Bahn@nghs.com - 770-219-4553

Imaging Center Gainesville
Richard.Edwards@nghs.com
Lawanda.Garrett@nghs.com
Kourtney.Farrow@nghs.com

Medical Center- Days
Brian.Martin@nghs.com
Susan.Chandler@nghs.com
Beth.Webb@nghs.com
Joseph.May@nghs.com

Medical Center -Evenings
Dustin.Masters@nghs.com
Randall.Robinson@nghs.com

Medical Center- Weekends
Georgiana Rhea - 770-219-5182

- Add incomplete mark at the top "Attempt was made to call the physician XX (time) on XX (date).
- Save as "Has Incomplete Marks"

- If the Demographics page does not have the facility, Hidden Fields Facility ID
 - o Facilities and their letter
 - o Medical Center (N)
 - o Imaging Center Gainseville (H)
 - o Imaging Center Braselton (B)
 - o NGPGs (E)

NON-STAT DICTATION

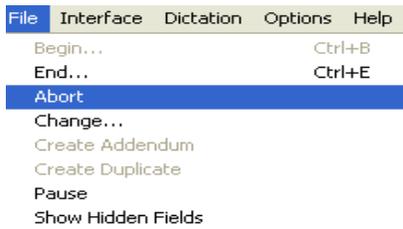
- DO NOT call the physician.
- Check dictation console for completion dictation.
- If no completion dictation is available-
 - If dictation only contains the title, history and/or technique, file and abort report.

- If the report contains more than the title, history and/or technique, place incomplete mark with "Incomplete Dictation" in report, perform all and complete job.
- Perform all and complete job.
- Email as per above ER dictation instructions.

***See Addendum section regarding completion dictation/redictation on an incomplete report.**

NO DICTATION/DISREGARD DICTATION

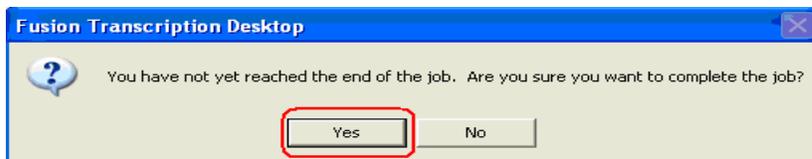
- File
- Abort



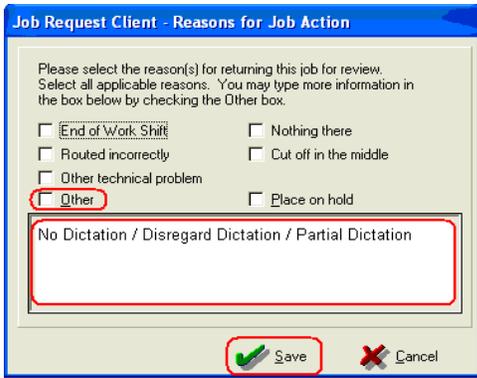
- Complete Job



- You have not yet reached the end of the job. Are you sure you want to complete this job? YES

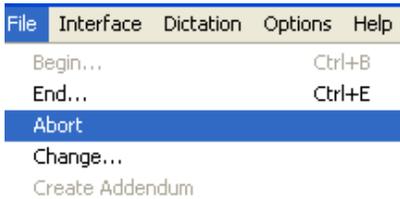


- Other
- Type - No Dictation or Disregard Dictation
- Save

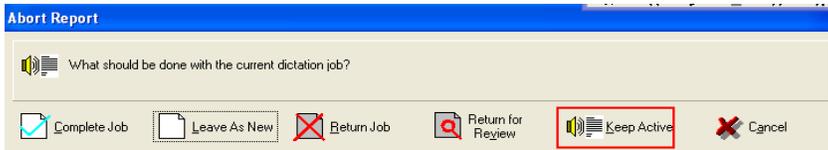


NO DATE OF SERVICE/ORDER IN THE SYSTEM

- File
- Abort



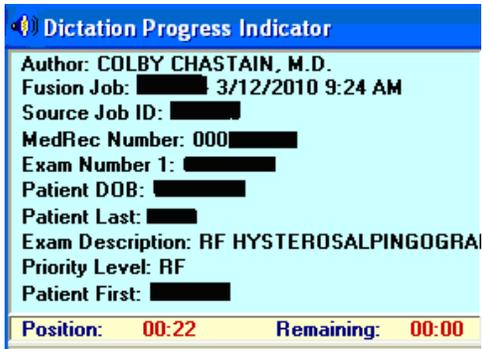
- Keep Active



- Begin Report



- Manually enter all required fields (red) on Demographic screen to match job player.



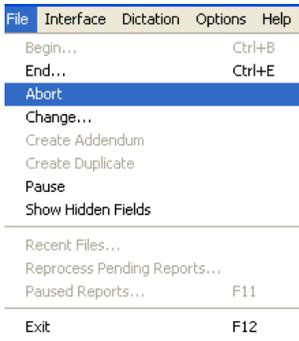
- Complete report and job as per routine.
- If exam is an ED report, send email immediately to:
Before 3 p.m.- Brian.Martin@nghs.com, Susan.Chandler@nghs.com,
Beth.Webb@nghs.com, Joseph.May@nghs.com
After 3 pm: Beth.Webb@nghs.com, Dustin.Masters@nghs.com,
Randall.Robinson@nghs.com
- All other reports
At the end of the day compile the list from your entire shift and email Beth.Webb@nghs.com.
Email should contain subject line of "No date of service/order".
Include patient's name, E# and medical record number.

NO PATIENT MATCHES FOUND/UNKNOWN PATIENT

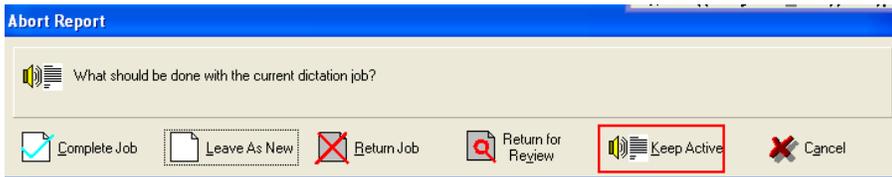
- Click OK



- File
- Abort



- Keep Active



- Begin Report



- Click the HIS Button 2 times to clear check marks in HIS column.



- Enter any patient identifying information that is available (sometimes the numbers given will match MR# or order # if the E# is not scanned correctly)
- Check the HIS Box next to any information you entered.

RI: 1 Clear Fields Search HIS

Radiology Report Radiology **HIS** **Clear**

Patient Name Smith

Order 1

Exam Number 1

- Click on search HIS

RI: 1 Clear Fields **Search HIS**

Radiology Report Radiology **HIS** **Clear**

Patient Name Smith

Order 1

Exam Number 1

- Highlight order.
- OK

Select HIS Record

Record	Patient Name	Medical Record Number	Order 1	Service Date	Exam Number 3	Exam Description
001	SMITH, ER WEDNESDAY	001002589	043014			TRAUMA - CT - PELVIS - PORTABLE
002	SMITH, ER WEDNESDAY	001002589	043015			TRAUMA XR - CHEST - PORTABLE
003	SMITH, ER WEDNESDAY	001002589	043016			TRAUMA XR - PELVIS - AP - PORTAB
004	SMITH, ER WEDNESDAY	001002589	043017			CT TRAUMA - ABDOMEN - WITH
005	SMITH, ER WEDNESDAY	001002589	043018			CT TRAUMA - CERVICAL SPINE - W/O
006	SMITH, ER WEDNESDAY	001002589	043019			CT TRAUMA - CHEST - WITH
007	SMITH, ER WEDNESDAY	001002589	043020			CT TRAUMA - HEAD - W/O
008	SMITH, ER WEDNESDAY	001002589	043021			CT TRAUMA - PELVIS - WITH

Total Matches: 8 - Total Selected: 1

- If no exams come up upon searching HIS, manually enter all required fields (red) on Demographic screen with information on job player.

Dictation Progress Indicator	
Author:	COLBY CHASTAIN, M.D.
Fusion Job:	██████ 3/12/2010 9:24 AM
Source Job ID:	██████
MedRec Number:	000██████
Exam Number 1:	██████
Patient DOB:	██████
Patient Last:	██████
Exam Description:	RF HYSTEROSALPINGOGRA
Priority Level:	RF
Patient First:	██████
Position:	00:22 Remaining: 00:00

- Place report only on hold.
- Complete Job.
- Email the below (in secure email site) to the lead technician of EACH facility:
Please research "No Patient Match Found."
Patient Name: John Smith
E#: 01234567
Fusion Job #: 12345

Thanks,
Your name here

Lead Technicians and Facilities:

Braselton Hospital
Jessica.Giles@nghs.com

Imaging Center Braselton
Pat.Duncan@nghs.com
Sarah.Boyd@nghs.com
Heather.Bagby@nghs.com
Imaging Center Gainesville:
Lawanda.Garrett@nghs.com
Richard.Edwards@nghs.com
SherryH.Davis@nghs.com

Imaging Center Buford
*No lead technician
Colleen.Bahn@nghs.com
Susan.Chandler@nghs.com
Joseph.May@nghs.com
Brian.Martin@nghs.com

Medical Center:
Brian.Martin@nghs.com
Susan.Chandler@nghs.com
Joseph.May@nghs.com

NGPGS

Shelby.langley@nghs.com

- If the Demographics page does not have the facility,
 - Hidden Fields
 - Facility ID
 - Facilities and their letter
 - Medical Center (N)
 - Imaging Center Gainseville (H)
 - Imaging Center Braselton (B)
 - NGPGs (E)
- If no information in Fusion and the physician does not dictate any patient information, note any information like type of exam and history. Call the dictating physician letting them know that the patient information did not go through the system correctly and no patient identifying information was dictated.

CORRECTING DICTATING NAME

FINALIZED REPORT

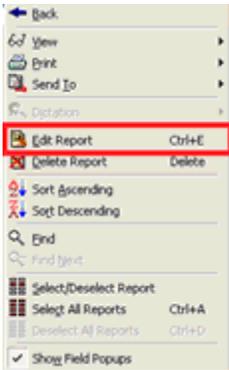
- Report Search



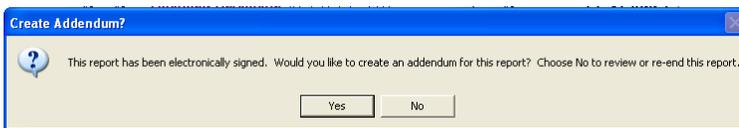
- Enter search criteria, i.e. Exam Number, Patient Name, Fusion Job ID, etc.
- Search

A screenshot of a software dialog box titled "Fusion Report Search". The dialog has two tabs: "Account/Patient Information" (selected) and "Report/Physician Information". Under "Account/Patient Information", there are sections for "Account/Dates" with dropdowns for "Account/Department" (set to "Radiology (748)"), "Starting Date" (1/22/2010), and "Ending Date" (1/22/2010), and radio buttons for "Transcribed/Completed" and "Dictated". The "Patient Information" section has text boxes for "Patient Name", "Fusion Job ID", and "Patient Birth Date" (1/22/2010), along with checkboxes for "Use Wildcards" and a dropdown for "Exact Match". The "User-defined Fields" section has a text box for "Exam Number" and a "Use Wildcards" checkbox. The "Displayed Fields" section has radio buttons for "Transcription Fields", "Dictation Fields", and "Both". At the bottom, there are "Reset", "Search", and "Cancel" buttons.

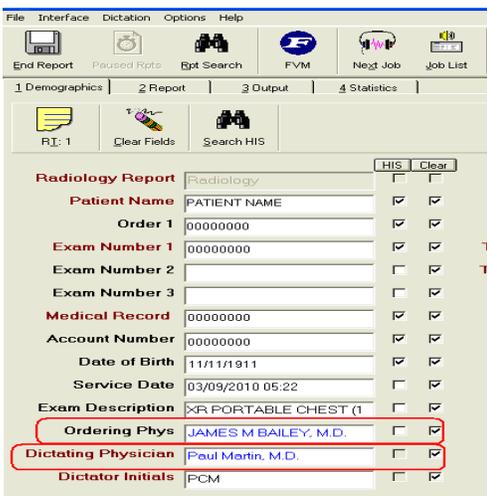
- Highlight report to be corrected.
- Right click, Edit



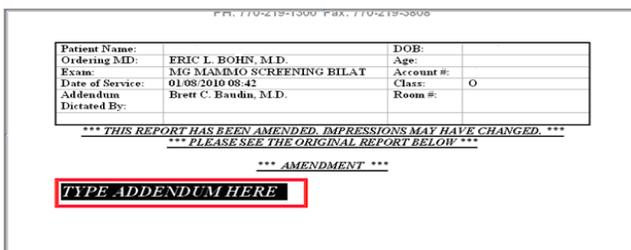
- Would you like to create an addendum for this report? Yes



- Original Physician - Insert Original incorrect dictator
- Dictating Physician - Insert correct dictating physician



- Click Report



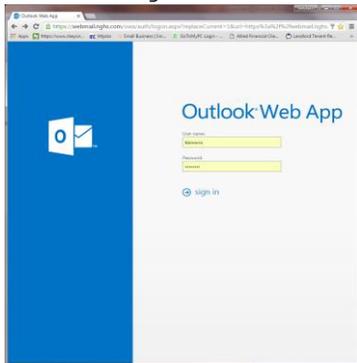
- Transcribe the following statement: This report was signed in error by _____, MD. The correct dictating physician is _____, MD.
- Insert Addendum Footer routine/normal.
- Complete report and job as per routine procedure.

EMAIL PROTOCOL

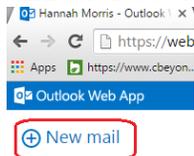
All emails to the facility must be sent through NGHS webmail. *Do not send carbon copies to your personal email address.*

Use Google Chrome versus Internet Explorer

- Go to -
<https://webmail.nghs.com/owa/auth/logon.aspx?replaceCurrent=1&url=https%3a%2f%2fwebmail.nghs.com%2fowa%2f>
- Username: SOUTHTRN
- Password: STSsecure21
- Click Sign In

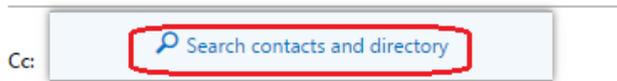


- Click New Mail

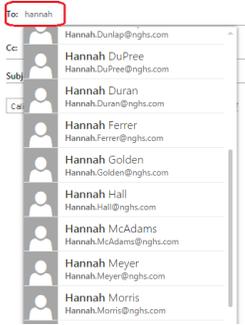


- Type the first name of the person to whom you want to send mail.
- Click Search Contacts and Directory

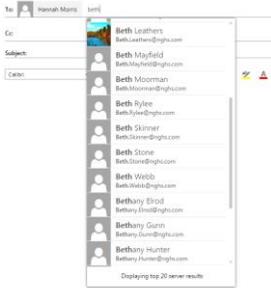
To: hanna



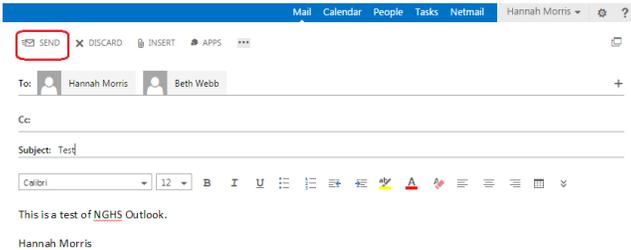
- Select the recipient's name.



- Add as many recipients as you need.



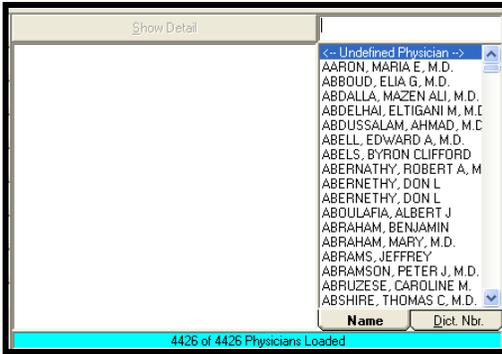
- Enter your Subject and the body of your email
- Click Send



PHYSICIAN NAME ON DEMOGRAPHIC SCREEN

If any Physician Field is RED correct the name as follows:

- Ctrl + P to bring up physician name list. Choose the correct name of the physician.



If physician is "UNKNOWN" physician:

- Ctrl + P to bring up physician name list.

To locate ordering, dictating or original physician:

- File
- Hidden Report Fields



- Hidden Report Fields box will open

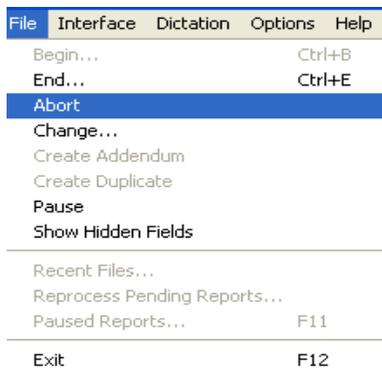
VERIFY JOB INFORMATION CHANGE

If anything changes on the demographic screen or if it is a mammography order, the following will appear.
Pick Accept New Value or Use Old Value.

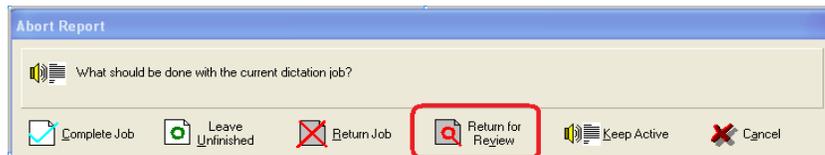


NON-RADIOLOGY REPORT

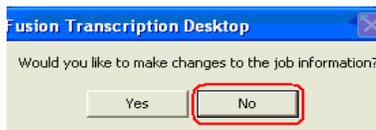
- File
- Abort



- Return for Review



- No



- Other
- Type - HIM Report
- Save

- Email the below (in Novell Secure Site) to Beth.

This is not a radiology dictation,

Patient Name: John Smith
 E#: 01234567
 Fusion Job #: 12345

Thank you,
 Your Name Here

BREAK SCHEDULES

While the NGHHS account does not assign out specific break times to its employees, the following guidelines should be adhered to:

Shift of 6 hours or less:

Two 10-minute breaks or one 20-minute dinner break.

Shift of 6-8 hours:

Two 10-minute breaks and one 30-minute dinner break.

Shift of 8-12 hours:

Three 10-minute breaks and one 30-minute dinner break.

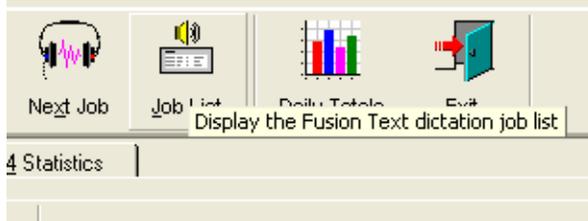
Any break over 10-15 minutes, you **MUST** email the MOC and scheduled transcriptionist staff to let them know you will be signing off.

If you have an urgent need that requires a longer break, you **MUST** email the MOC and the scheduled transcription staff the length of time you expect to be away.

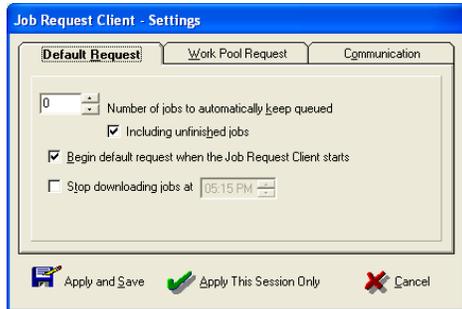
RETURNING DICTATION

Before taking any break or signing out for the day, set job list to zero and transcribe all jobs in your queue. **Do not return jobs to the queue.**

- Click on "job list."



- Set number of jobs to 0. Click on Apply and Save



- Click Cancel to close job list.



- When scheduled to begin work again, go back to settings in Job Request Client and change number of jobs to automatically keep queued back to 2. Click on apply and save followed by cancel.

TURNAROUND

It is the responsibility of each person on this account to contact the STS office at (770) 607-0700 if dictation is in danger of going out of turnaround, regardless of day of week or time of day.

Nighthawk staff are to call Hannah's cell phone.

ED DICTATION

If you have an ED report in your cue and will not be able to complete the report in a timely manner in order to maintain the 20 minute TAT, please return the report from your Job List.

If an ED report is within 5 minutes of being out of TAT and not being actively transcribe, MOC will remove the report from the transcriptionist's queue, assign the report to themselves and notify the transcriptionist via AIM that the report has been removed from their queue and why.

If total turnaround time is more than 15 minutes on multiple jobs, call the STS office if calling post has not been received. This does NOT mean 15 minutes out of the 20 minute turnaround time, which is 35 minutes.

NON-ER DICTATION

Call the STS office if calling post has not been received when the minutes are high as per the below list or multiple jobs are out of turnaround.

Monday - Friday 5:00 a.m. - 3:00 p.m. - More than 120 minutes

Monday - Friday 3:00 p.m. - 12:00 a.m. - More than 90 minutes

Saturday - Sunday - More than 60 minutes

If you are the only person scheduled, more than 30 minutes

If extra staff has signed on to assist, sign off when the minutes drop below the above parameters.

NIGHTHAWK INPATIENT DICTATION

During nighthawk shift, periodically check dictation console for inpatient jobs. If TAT on ER is well-controlled (less than 5 minutes), manually assign and transcribe IP jobs to maintain IP TAT.

WHEN CAN I WORK

Staff may only sign up to cover RTO if their total number of Time Stamp hours does not exceed 40 hours in a work week (Sunday-Saturday).

All staff may work outside of their scheduled hours if the total number of Time Stamp hours does not exceed more than 40 hours in a work week as per the number of minutes of dictation outlined below or if assistance is required.

Monday - Friday 5:00 a.m. - 3:00 p.m. - More than 120 minutes

Monday - Friday 3:00 p.m. - 12:00 a.m. - More than 90 minutes

Saturday - Sunday - More than 60 minutes

Staff scheduled as p.r.n. may work on during their p.r.n. shift when the minutes are as below.

Monday - Friday 5:00 a.m. - 3:00 p.m. - More than 90 minutes

Monday - Friday 3:00 p.m. - 12:00 a.m. - More than 60 minutes

Saturday - Sunday - More than 30 minutes

If extra staff has signed on to assist, sign off when the minutes drop below the above parameters or as per MOC or office staff notification.

EOC PROTOCOL

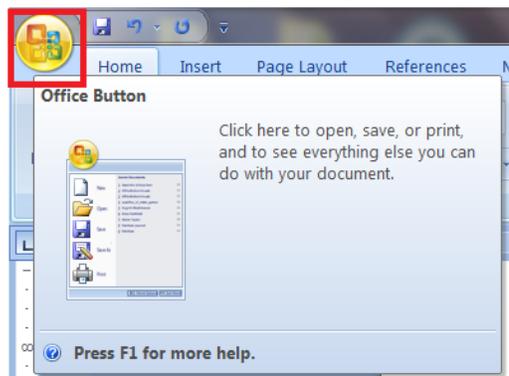
- EOC shift starts at 4 pm-clean Saturday-Sunday.
- EOC scheduled person must be available for phone calls and have capability of signing in and available to work within 10 minutes of call notification.
- If you are not available for your scheduled EOC weekend due to scheduling conflicts, it is the transcriptionist's responsibility to solicit appropriate coverage for your EOC day(s).

NIGHTHAWK COVERAGE PROTOCOL

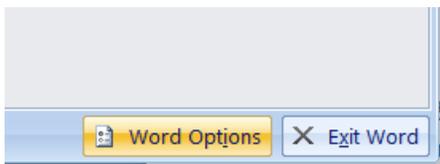
- Nighthawk coverage begins at 12 a.m. and ends at 5 a.m. daily.
- Each transcriptionist will be scheduled to provide nighthawk coverage for the calendar month on a rotational basis.
- The nighthawk transcriptionist must be available to accept phone calls and be available to work within 10 minutes of call notification.
- If you are not available for any portion of your scheduled nighthawk month, it is the transcriptionist's responsibility to solicit appropriate coverage for your shift.

INITIAL WORD 2007 SETUP

- Click on Office button



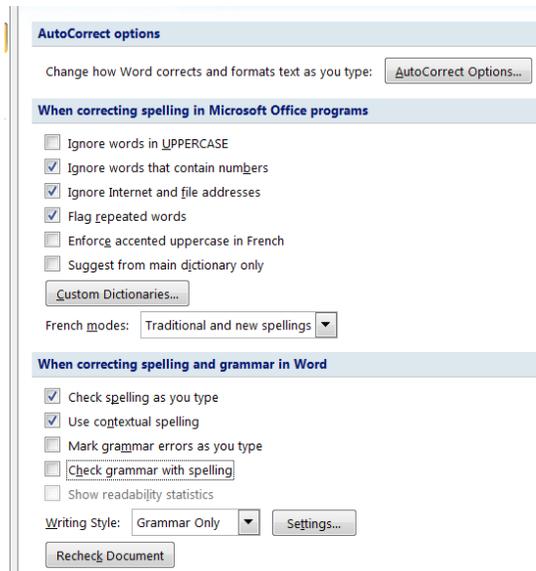
- Word Options



- Proofing



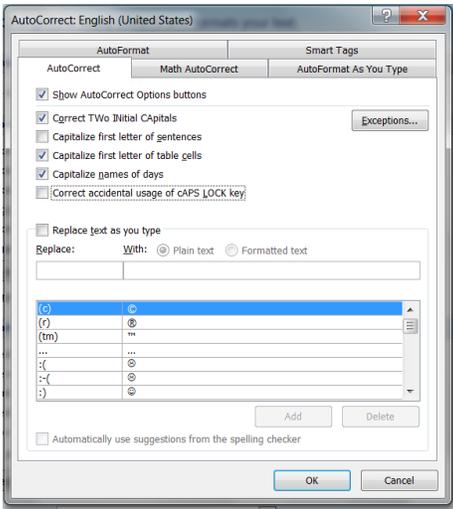
- Selections as below



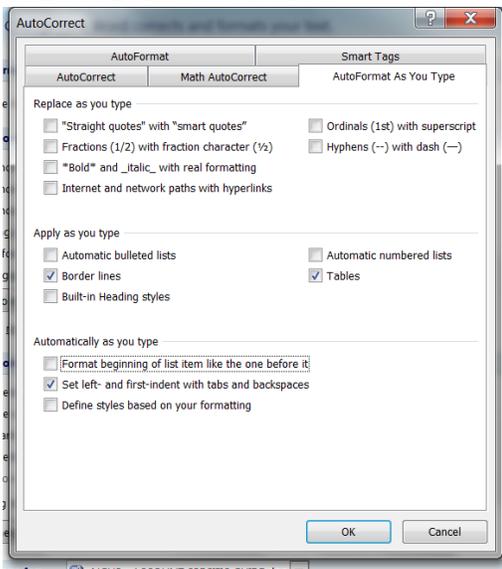
- AutoCorrect Options



- AutoCorrect tab
- Selections as below.



- AutoFormat As you type tab.
- Selections as below.



- AutoFormat tab
- Selections as below
- OK

