



Order Entry User Guide

RadPort™

Version 3.0



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Using RadPort

Objectives

After reading this chapter you will be able to:

- Sign in and out of *RadPort*
- Describe the components of the *RadPort* main window
- Find a patient for whom you want to order an exam
- Create the order for the exam
- Review the utility score of the selected exam and either:
 - Select the original exam
 - Select a suggested alternate exam
 - Revise the indications
 - Select another exam
 - Mark the exam as pending
- Add a new patient
- Review exam history
- Edit your profile

RadPort™ Overview

Nuance's *RadPort* is an evidence-based clinical decision support system designed to help organizations select the most appropriate exam for their patients. When a user selects an exam type and the patient's symptoms, *RadPort* generates a *utility score* based on the selections. The higher the utility score (on a scale of 1 through 9), the more appropriate the exam.

This version (3.0) of *RadPort* is payer-based. This means that the participating insurance companies feed their patient, or subscriber, information into the *RadPort* database using an enterprise transaction link, or ETL. This helps ensure that *RadPort* always has up-to-date patient information.

Benefits

- **Payers** (insurance providers) benefit from the cost-effective management of appropriate high-tech imaging.
- **Providers** benefit from improved ordering patterns and pre-certification without the need for costly radiology benefits management companies.
- **Patients** benefit from knowing that the appropriate order is placed the first time around, which helps limit their exposure to excessive radiation, reduces additional healthcare bills, and limits the loss of work and family time.

Quick Start

If you are already familiar with *RadPort*, use the following steps as a reminder of what you need to do to order an exam:

1. **Sign in** to *RadPort*.
2. **Find the patient** by:
 - a. Selecting the patient's insurance company, practice group, ordering provider, and practice location.
 - b. Searching for the patient using either the subscriber ID or the patient's first name, last name, and date of birth.
3. **Create the order** by:
 - a. Selecting the exam you want to order.
 - b. Choosing clinical indications.
4. **Review your utility score results** and decide whether to order the exam you originally selected, or take some other action (revise indications, select different exam, and so on).

All of these steps are described in detail in this user guide.

Sign In to RadPort



Note: Make sure that you sign in to RadPort only once on your computer. Check your Windows Task Bar (bottom of the window) to see if you have already signed in to the RadPort application.

To sign in:

1. Open Internet Explorer and type the following URL:
<https://<RadPort server name>/RadPort/login.aspx>
(Replace <RadPort server name> with the name of the server where the RadPort server software is installed.)
2. Type your username.
3. Type your password. At your first login, you are required to change your password. Follow the prompts to change the password, and then continue.
4. Click **Sign in**.

Nuance RadPort

NUANCE

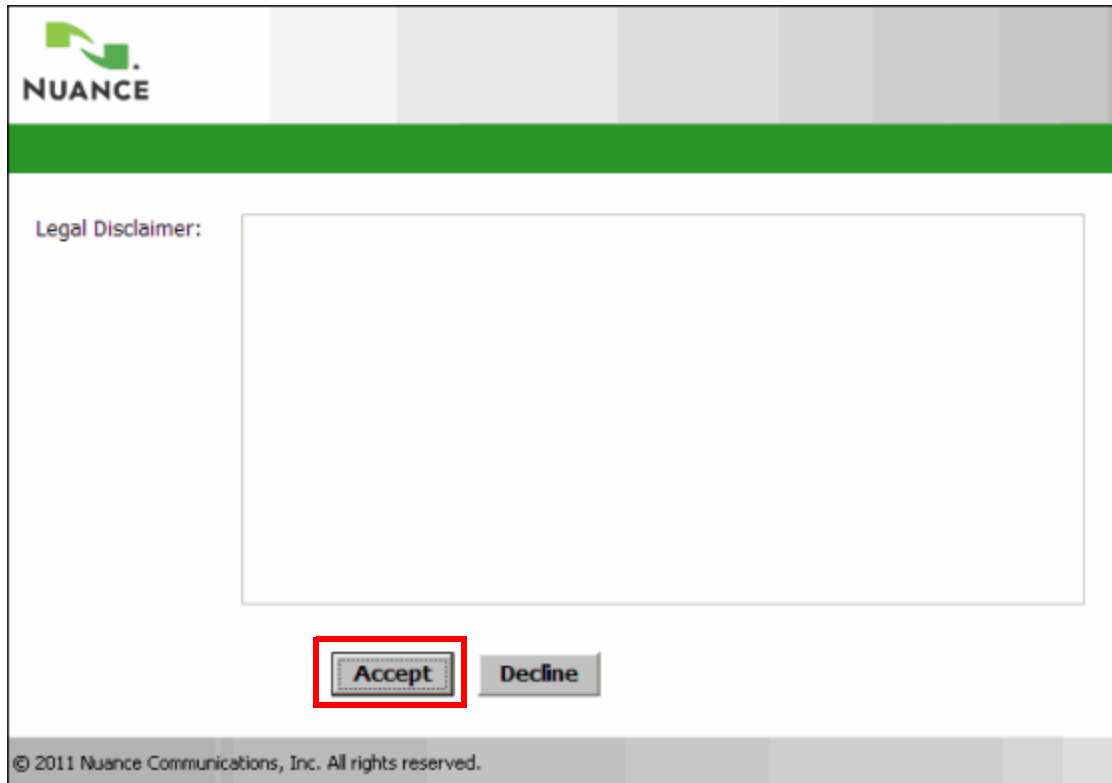
Enter your username:

Enter your password:

Sign in

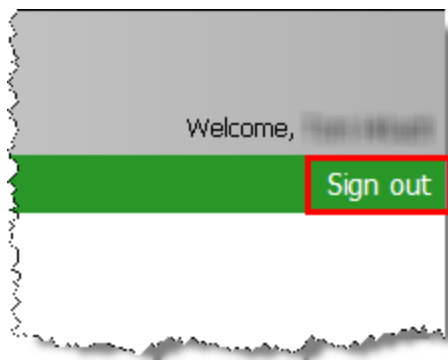
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5. At the Legal Disclaimer dialog box, click **Accept** to continue logging in. (If you click **Decline**, you will not be allowed to access or use the application.)



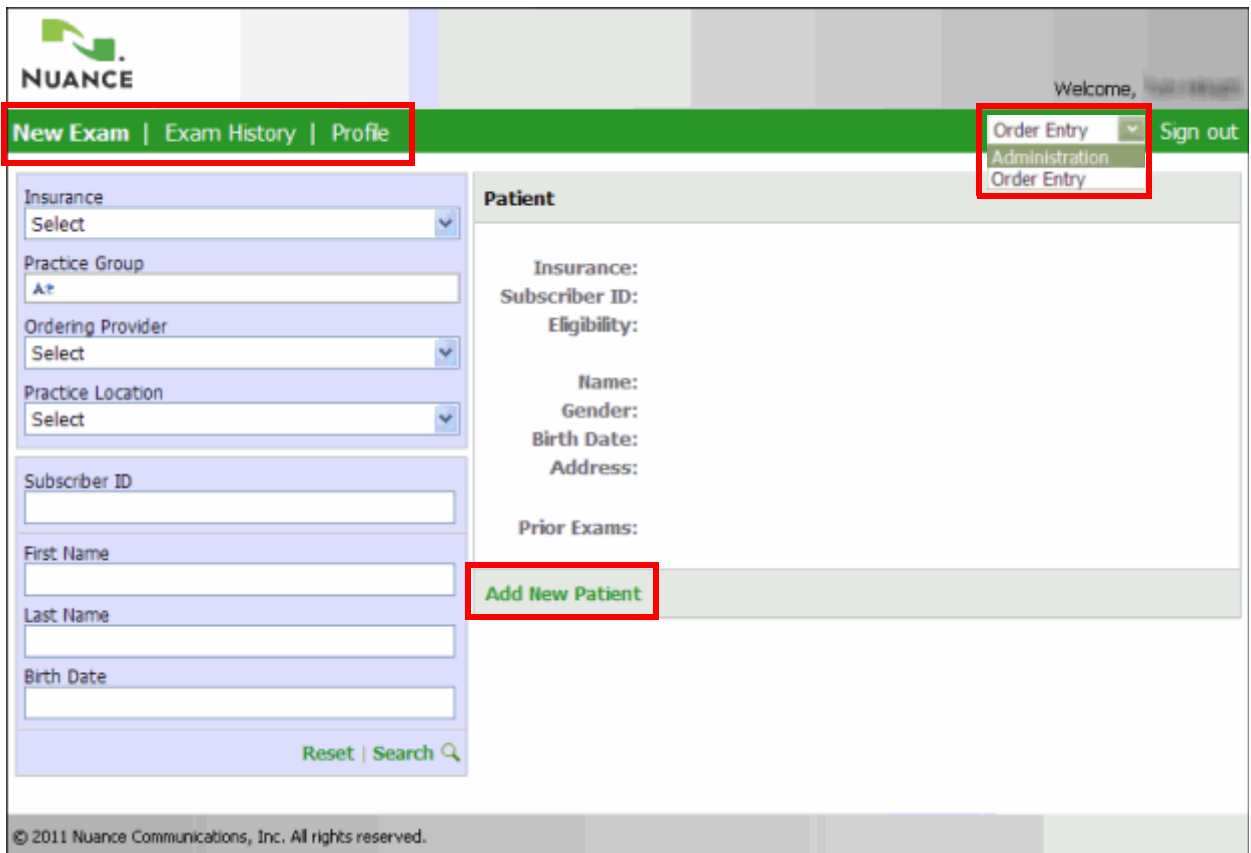
Sign Out of RadPort

To sign out of *RadPort*, click the **Sign out** link located in the upper-right section of any *RadPort* window.




RadPort's Main Window

Once you accept the legal disclaimer, the initial *RadPort* window opens.



The window contains three tabs (**New Exam**, **Exam History**, and **Profile**) and a link that allows you to add a new patient.

 **Note:** If you have both order entry and administrator roles, a drop-down list is available (to the left of the sign out link) from which you can choose your role.

Find the Patient



New Exam | Exam History | Profile

Use the **New Exam** tab to locate the patient for whom you want to order an exam and to begin the process of ordering the exam.

To find the patient, you must:

- Select insurance, practice group, ordering provider, and practice location information
- Locate the patient using either their subscriber ID, or their first name, last name, and birth date

Select Insurance, Practice Group, Ordering Provider, and Practice Location



Note: The illustrations in this section are only examples. The selections on your organization's system might be different.

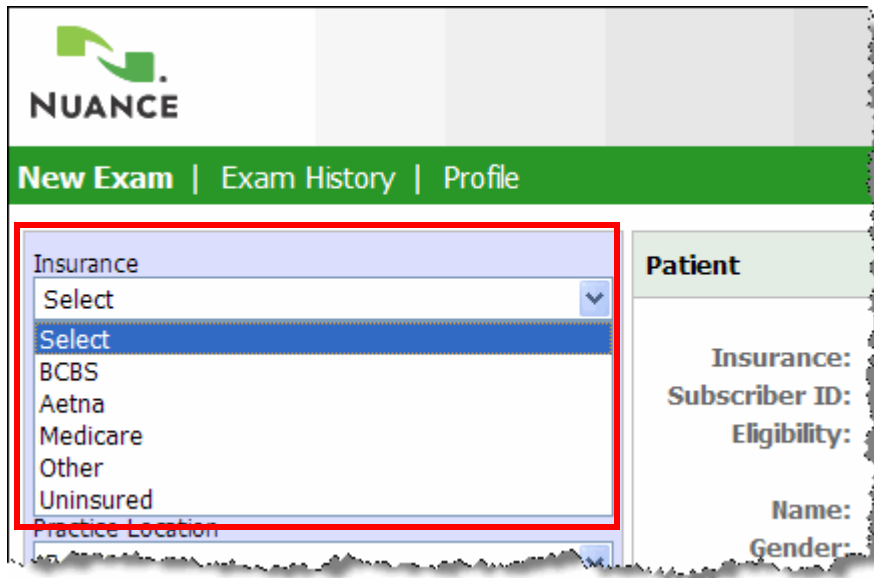
New Exam Guidelines


The following are some general guidelines about these fields:

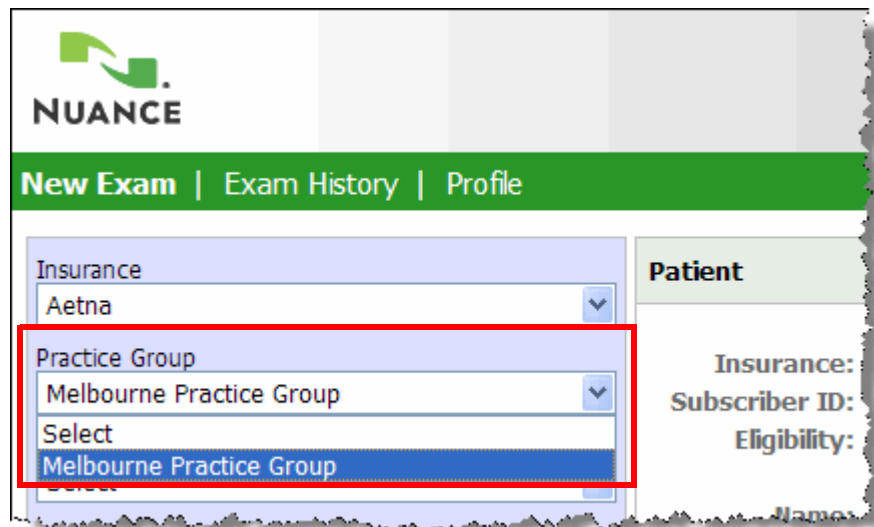
- Start at the top and work your way down. Make your selections in the order that they appear: **Insurance, Practice Group, Ordering Provider, and Practice Location**
- The lists are *sticky*, which means that each list retains the most recent selection you made and displays it the next time you search for a patient or the next time you log in.
- Each list acts as a filter for the next list. For example, after selecting the insurance company, only the practice groups who accept that insurer become available as selections.
- You will see only the practice groups to which you are assigned; however, if your organization is a call center you will see all of the practice groups
- The content of each list depends upon your organization. For example, the illustration on the next page shows five possible choices for insurance payers. Your organization might only work with one or two of these insurers, or you might work with several others.

To select insurance, provider, and practice information:

1. From the **Insurance** drop-down list, select the patient's insurance company.

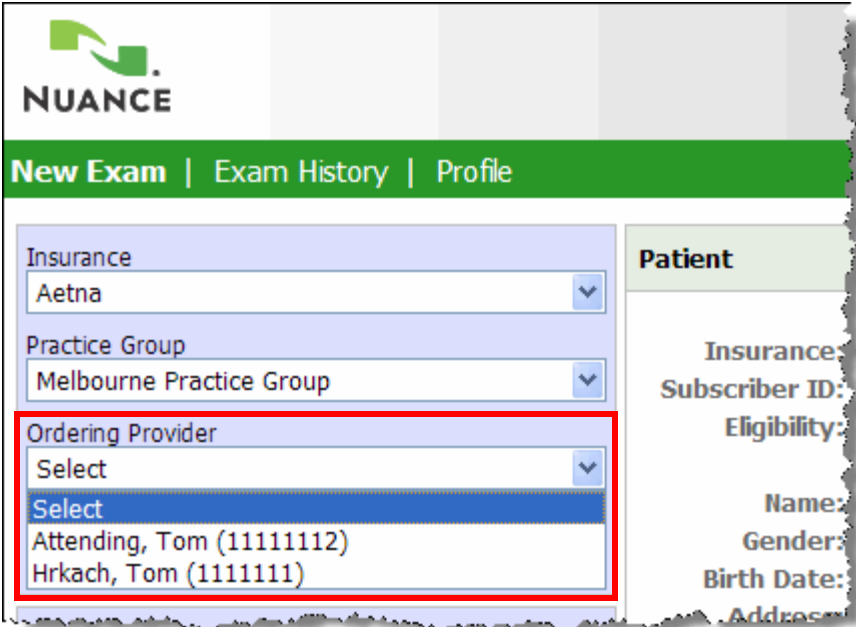


2. In the **Practice Group** field, begin typing the first few letters of the practice group's name. In a moment, a list of groups that match those few letters appears. (The icon  on the left indicates a *type-ahead field*, which helps to automatically narrow your search choices.

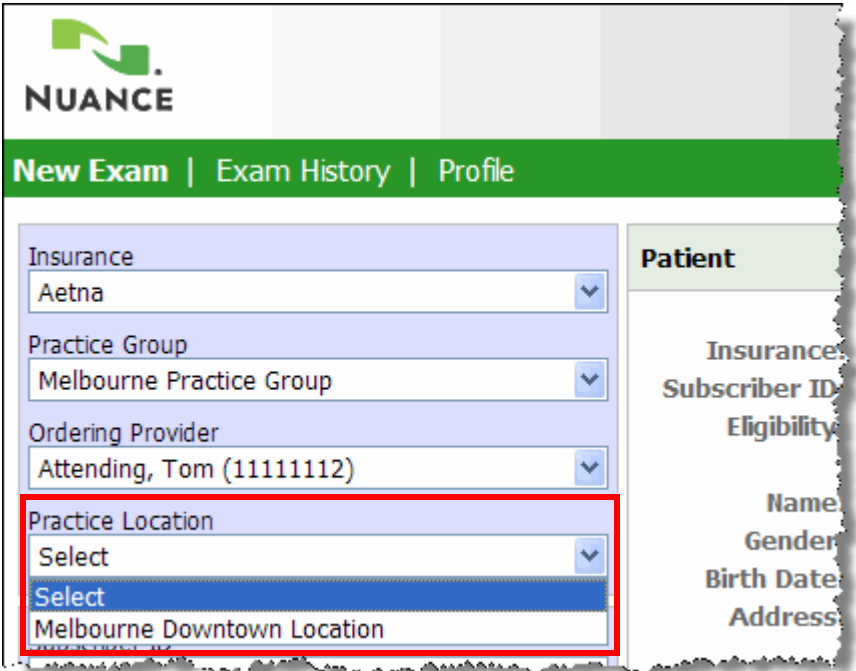


3. Select a practice group from the list that appears.

- 4. Select the ordering provider from the next drop-down list. Remember, this list is now filtered by your practice group choice.



- 5. Select the practice location.



Once you have entered all four items, your window should look similar to the example illustration below:

New Exam | Exam History | Profile

Insurance
Aetna

Practice Group
Melbourne Practice Group

Ordering Provider
Attending, Tom (11111112)

Practice Location
Melbourne Downtown Location

Patient

Insurance:
Subscriber ID:
Eligibility:
Name:
Gender:
Birth Date:

Search for the Patient

After you've retrieved the insurance, practice, and provider information, find the patient (or *subscriber*, as they are referred to by insurance companies) for whom you want to order the exam.

To search for a patient:

1. In the lower-left section of the window, enter either of the following:
 - The patient's **Subscriber ID** (which is usually found on their insurance card).
 - The patient's **First Name**, **Last Name**, and **Birth Date** (in the **m/d/yyyy** format). Note that all three of these items are required; otherwise you will see a message reminding you to complete all three fields.



Tip: When you put your cursor in the Birth Date field, a calendar opens allowing you to select the birth date. Click the month and year at the top-center of the calendar to see a list of all the months in the current year. From there, click the year to navigate backward and forward a decade at a time.

2. Click the **Search** link. In a few seconds, the patient's information appears on the right side of the window, along with a list of prior exams.



Note: The note in the illustration below explains that the prior exams listed here include only the exams ordered by the provider currently selected from the **Ordering Provider** drop-down list. This is not necessarily a comprehensive list of exams for the selected patient; other providers might have ordered exams for this patient as well.

3. Verify that the patient information is correct and click **Continue** to open the exam selection window.
4. Continue with the next section, *Create the Order*.

Create the Order

In this section, you will select the exam, provide clinical indications, and send this information to the *RadPort* system.

Select the Exam to Order

1. From the exam selection window, select the exam you want to order for the patient.

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Patient: Test, Tom (M - 45 yrs.) **Insurance:** UCare (Subscriber ID: 55555)
Provider: Provider 2, Test (NPI: 456) **Practice:** Test Group 2 - Test Group 2 Location 1 [Cancel](#) | [Continue >>](#)

Select the exam to order.

CT

<input type="radio"/> Abdomen/Pelvis CT	<input type="radio"/> Abdominal CTA	<input type="radio"/> Ankle CT	<input type="radio"/> Arm CT
<input type="radio"/> Cardiac CT	<input type="radio"/> Chest CT	<input type="radio"/> Elbow CT	<input type="radio"/> Face or Sinus CT
<input type="radio"/> Foot CT	<input type="radio"/> Forearm CT	<input type="radio"/> Hand CT	<input type="radio"/> Head CT
<input type="radio"/> Head CTA	<input type="radio"/> Head/Neck CTA	<input type="radio"/> Hip CT	<input type="radio"/> Knee CT
<input type="radio"/> Leg CT	<input type="radio"/> Neck CT	<input type="radio"/> Neck CTA	<input type="radio"/> Peripheral Run-off CTA
<input type="radio"/> Shoulder CT	<input type="radio"/> Spine CT	<input type="radio"/> Spine Lumbar CT	<input type="radio"/> Thigh CT
<input type="radio"/> Thoracic CTA	<input type="radio"/> Wrist CT		

MR

<input type="radio"/> Abdomen/Pelvis MR	<input type="radio"/> Abdomen/Pelvis MRA	<input type="radio"/> Ankle MR	<input type="radio"/> Arm MR
<input type="radio"/> Breast MR	<input type="radio"/> Cardiac MR	<input type="radio"/> Chest MR	<input type="radio"/> Elbow MR
<input type="radio"/> Face or Sinus MR	<input type="radio"/> Foot MR	<input type="radio"/> Forearm MR	<input type="radio"/> Hand MR
<input type="radio"/> Head MR	<input type="radio"/> Head MRA	<input type="radio"/> Head/Neck MRA	<input type="radio"/> Hip MR
<input type="radio"/> Kidney MR	<input type="radio"/> Knee MR	<input type="radio"/> Leg MR	<input type="radio"/> Liver/Pancreas/Spleen MR
<input type="radio"/> Neck MR	<input type="radio"/> Neck MRA	<input type="radio"/> Pelvis Soft Tissue MR	<input type="radio"/> Peripheral Run-off MRA
<input type="radio"/> Shoulder MR	<input type="radio"/> Spine Lumbar MR	<input type="radio"/> Spine MR	<input type="radio"/> Thigh MR
<input type="radio"/> Thoracic MRA	<input type="radio"/> Wrist MR		

Nuclear Medicine

Imaging PET

Ultrasound

Vascular (Aorta) US

Cardiac Stress Testing

Stress testing with imaging Stress testing without imaging

[Cancel](#) | [Continue >>](#)

2. Click **Continue**. The clinical indications window opens.

Select Clinical Indications

3. Select one or more clinical indications and click **Continue**.

NUANCE

Patient: Test, Tom (M - 45 yrs.) **Insurance:** UCare (Subscriber ID: 55555) Cancel | **Continue >>**

Provider: Provider 2, Test (NPI: 456) **Practice:** Test Group 2 - Test Group 2 Location 1

Knee CT - Select one or more clinical indications.

Signs / Symptoms

Bone Pain Neoplasm - primary unknown:
 Deformity Swelling or mass/limb
 Dislocation Other signs/symptoms:
 Instability
 Joint Pain
 Limited movement
 Neoplasm - Non musculoskeletal primary:

Known Diagnoses

Arthritis Nonunion
 Aseptic necrosis Osteomyelitis
 Fracture:
 Neoplasm - Mesothelioma or Primary Unknown
 Neoplasm - Musculoskeletal Primary:

Abnormal Previous Examinations

Abnormal X-Ray- DJD Other abnormal previous examinations:

Special Considerations

Other special considerations:

Patient Info

Other patient info:

Change Exam | **Clear Indications** Cancel | **Continue >>**

The utility score window for the selected exam and indications opens.

4. Continue with the next section, *Review the Utility Score Window*.

Review the Utility Score Window

Once you have submitted the exam type and the clinical indications, *RadPort* displays its results in the utility score window (example shown below).

This section of the guide explains the options available in the utility score window.

NUANCE

Patient: Test, Tom (M - 45 yrs.) **Insurance:** UCare (Subscriber ID: 55555)
Provider: Provider 2, Test (NPI: 456) **Practice:** Test Group 2 - Test Group 2 Location 1

Knee CT - The exam is indicated for the clinical conditions provided.

9 8 7 6 5 4 3 2 1
 Indicated 7-9 Marginal 4-6 Low Utility 1-3

Indications

- 736.9 - Deformity
- 839.8 - Dislocation

Alternate procedures to consider:

9	Knee X-Ray	3	Knee MRA	1	Knee Angiography
7	Knee MR	2	Knee CTA	1	Knee PET
6	Knee Bone Scan				

Revise Indications | Change Exam | Set as Pending Cancel | Finish

Utility Score Window Options

The utility score window provides several options from which you can choose after reviewing your utility score. You can

- Choose the original exam (by clicking **Finish**)
- Select an alternate procedure suggested by *RadPort*
- Revise your clinical indications
- Change your choice of exams
- Mark the exam as pending
- Cancel the exam (by clicking **Cancel**)

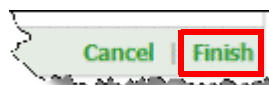
About the Utility Score Numbers

RadPort analyzes your exam choice and clinical indications, compares the results to thousands of peer-reviewed clinical criteria, and produces a utility score. Utility scores in *RadPort* fall into three categories:


- **Indicated:** The exam you chose has one of the highest utility ratings. Scores range from 7 through 9 and are shown in green blocks.
- **Marginal:** The exam you chose is marginally useful. Scores range from 4 through 6 and are shown in yellow blocks.
- **Low Utility:** The exam you chose is least likely to prove useful. Scores range from 1 through 3 and are shown in red blocks.

The utility score window in the previous illustration shows a utility score of 8, which falls into the **Indicated** category, for the selected exam (a knee CT exam in this example).

Select the Original Exam



1. If you are satisfied with your original exam selection, click **Finish**. The following window opens.



Session Information

DSH: 1R68

Patient Name: [REDACTED]

Patient Age: 45 yrs.

Patient Gender: Male

Insurance: UCare (2)

Practice Group: Test Group 2 (2)

Practice Location: Test Group 2 Location 1 (2)

Provider: Provider 2, Test (456) Signature: _____

Exam Information

Selected Exam: Knee CT (8)

Alternate Exams: Knee X-Ray (8), Knee MRA (8), Knee MR (7), Knee CTA (6), Knee MR (8), Knee X-Ray (8), Knee Bone Scan (8), Knee MR (7), Knee Bone Scan (6), Knee MRA (3), Knee CTA (2), Knee Angiography (1), Knee PET (1)

Indications: 718.80 - Instability , 719.50 - Limited movement , 733.90 - Bone Pain , 718.80 - Instability , 736.9 - Deformity , 839.8 -

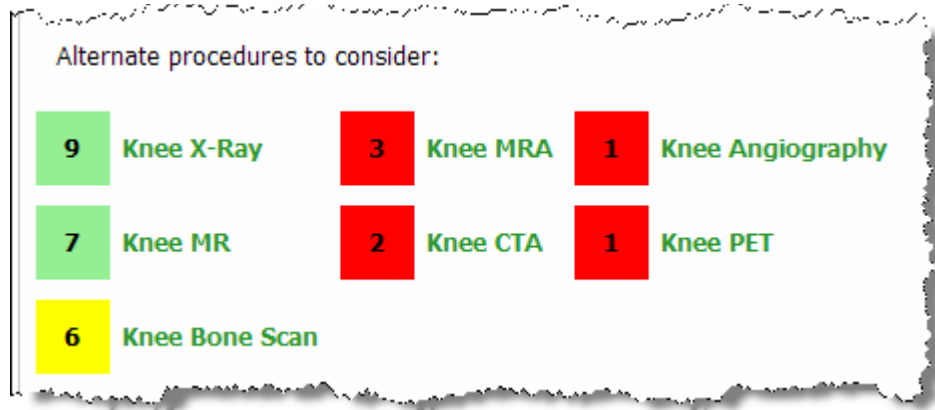
[Print this Page...](#) | [Finish](#)

2. From here, review the session information and click either **Print this Page** or **Finish**.
 - If you click **Print this Page**, your computer's **Print** dialog box opens, allowing you to select a printer and print the session information/exam information page.
 - If you click **Finish**, you return to the **New Exam** tab, where you can enter another new order.

Select a Suggested Alternate Exam

If your original exam selection returned a low utility score, you can select an exam suggested by the *RadPort* system.

1. From the **Alternate procedures to consider** section, click the link for the exam you would like to use.



- If the exam you selected has either an indicated or marginal utility score (4-9), the session information/exam information page for the exam opens.
- If the exam you selected has a low utility score (1-3), refer to the following section.

If You Select an Exam With a Low Utility Score

In some cases, you might decide to select an exam even though it has a low utility score (from 1 to 3). If you do select a low utility exam, the **Justify Exam** dialog box opens.

Justify Exam [x]

Attention: You have decided to proceed with this exam even though the decision support response suggests it may not be necessary or optimal. Choosing a reason below will allow us to better understand why you have chosen to proceed. You must select one of the choices before entering the order. You may also enter a free text explanation in the box below.

Other imaging approaches were already tried and were not revealing

Other imaging modalities that might be better will take too long to obtain

This test was recommended by a specialist

This test was recommended by Radiology

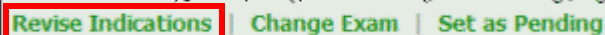
This test was demanded by the patient

Other

OK Cancel

In order to select the exam, you must choose one of the reasons from the list in the box. You can also add an explanation in the text box; explanations are not required but in many cases prove to contain useful information.

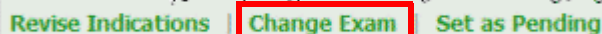
Revise Indications



To return to the clinical indications window for your selected exam:

1. Click the **Revise Indications** link.
2. Clear your existing indications.
3. Select one or more new indications and click **Continue**.
4. From the utility score results window, review your score and click **Finish** (or make any other changes as needed).

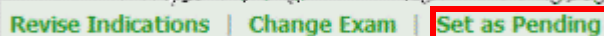
Select a Different Exam



To choose a completely different exam (not one of the suggested exams):

1. Click the **Change Exam** link.
2. Select the exam you would like to order and click **Continue**.
3. Select the indications for the new exam and click **Continue**.
4. From the utility score results window, review your score and click **Finish** (or make any other changes as needed).

Mark Exam as Pending



To mark an exam as pending:

1. Click the **Set as Pending** link. The **Pending Reason** dialog box opens.
2. Type a reason for not completing the exam at this time.
3. Click **OK**. You are returned to the New Exam window.
4. In the **Status** column, click the **Pending** link to see your reason for marking the exam as pending.

Cancel the Exam



If you decide to completely cancel an exam, click the **Cancel** link. You are returned to the New Exam window where you can start creating a new order.

Add a New Patient

As an order entry user, you can add a new patient to the system. Perform this task when a patient does not appear when you perform a search. One possible reason for a patient not appearing is that the patient has recently changed insurance companies and has not yet been added to the new company's list of subscribers.

To add a new patient:

1. From the **New Exam** tab, click the **New Patient** link.



The **New Patient** dialog box opens.

A screenshot of the 'New Patient Form' dialog box. The form is divided into several sections. On the left, there are dropdown menus for 'Insurance' (UCare), 'Practice Group' (Test Group 2), 'Ordering Provider' (Provider 2, Test (456)), and 'Practice Location' (Test Group 2 Location 1). Below these are input fields for 'Subscriber ID' (55555), 'First Name', 'Last Name', and 'Birth Date'. The main form area contains fields for 'General' information: 'Gender' (Select), 'DOB', 'Name' (Prefix, First, Middle, Last, Suffix, Degree), 'SSN', 'Alternate ID', 'E-mail', 'IM', 'Fax', 'Home', 'Work', 'Mobile', 'Pager', 'Street', 'City', 'State' (Select), 'Zip', and 'Country' (Select). The 'Insurance' section includes 'Plan' (UCare), 'Effective Date', 'Expiration Date', 'ID', and 'Insured Relationship' (Select). The 'Subscriber' section includes 'Name', 'Number', 'Group', 'Employer Name', and 'Employer ID'. At the bottom right, there are 'Cancel' and 'Create Patient >>' buttons. Several fields are highlighted with red rectangular boxes: 'Gender' and 'DOB', 'First', 'Last', 'Plan', 'Effective Date', 'Expiration Date', and 'Insured Relationship'.

2. Fill in all of the following required fields (shown in **bold text** in the above illustration) for the new patient. If you have any of the non-required information, you can fill that in as well.
 - **Gender**: Select Male or Female
 - **DOB**: Enter patient's date of birth
 - **First**: Enter patient's first name
 - **Last**: Enter patient's last name
 - **Plan**: Select the insurance company who covers this patient
 - **Effective Date**: Enter today's date for this field
 - **Expiration Date**: Enter the coverage expiration date (found on patient's insurance card)
 - **ID**: Enter patient's insurance subscriber ID (found on patient's insurance card)
 - **Insured Relationship**: Enter patient's relationship to the main insurance plan subscriber
3. Click **Create Patient**.

Review Exam History

Use the **Exam History** tab to view the details of orders that *you have entered* into the system.

What You Can See in Exam History

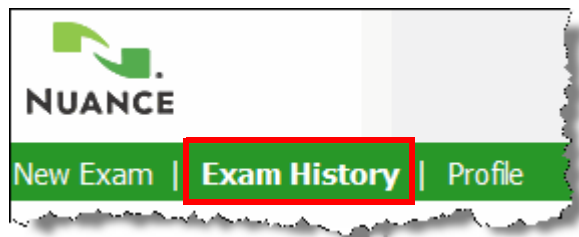
The **Exam History** tab shows only exams entered by the user currently logged in to *RadPort*. For example, if Doctor A logs in and looks at exam history, she will not see exams entered by Doctor B.

On the other hand, users logged in with the Assistant role can see all the orders that they entered for all providers.

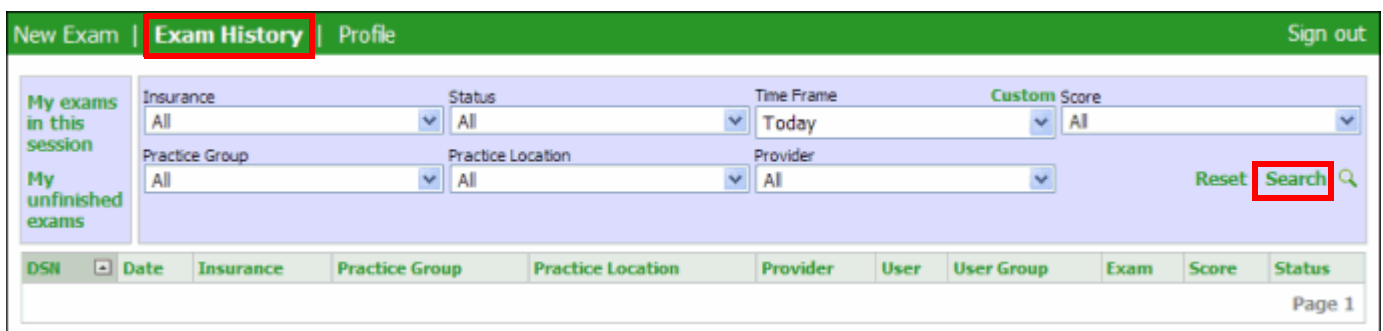
In most cases, providers (with either the Physician or Nurse Practitioner roles) enter orders for themselves, while users with the Assistant role usually enter orders for several different providers.

To search for and review your exam history:

- Click the **Exam History** tab.



The exam history window opens, showing the search criteria and the empty results area.



Use the following table as a guide when selecting search filters for exam history.

Search Field	Description
My exams in this session	Click this link to show exams that you entered since you logged in to the system for this session. The session ends when you log out of the application.
My unfinished exams	Click this link to show all of your exams that are unfinished.
Insurance	Select an insurance provider from the list.
Status	Select All; Open; Closed; Pending; Not authorized; Cancelled; Rejected; or Archived.
Time Frame	Select Past hour; Past 4 hours; Today; Yesterday; Past 2 days; Past 3 days; Past week; Past 2 weeks; Past month; or No limit. In addition, you can click Custom to open a calendar from which you can select a time frame. From there, if you click the month and year link, you can select a month from the current year. And from there, if you click the current year link, you can select a different year. Click the right and left icons to change the group of years available. To return to the original drop-down list, click the List link.
Score	Select a utility score of All; Not Indicated (0-3); Indicated (4-10); Unknown (0); Low (1-3); Medium (4-6); High (7-9); or Permitted (10).
Practice Group	Select a practice group from the list.
Practice Location	Select a practice location from the list.
Provider	Select a provider from the list.

When finished making your filter selections, click the **Search** link.

To reset your search filters to their default values, click the **Reset** link.

Viewing Exam History Results

Once you select your filters and click **Search**, the results table populates with the exams that meet the criteria you selected. The following illustration shows an example set of results.

The screenshot shows the Nuance interface with the 'Exam History' tab selected. The top right corner displays 'Welcome, Tom Assistant'. Below the navigation bar, there are filter options for Insurance, Status, Time Frame, Custom Score, Practice Group, Practice Location, and Provider. A 'Reset | Search' button is visible. The main table contains the following data:

DSN	Date	Insurance	Practice Group	Practice Location	Provider	User	User Group	Exam	Score	Status
1R43	10:11:33 AM	Aetna	Melbourne Practice Group	Melbourne Downtown Location	Hrkach, Tom	Assistant, Tom	Melbourne Practice Group	Ankle CT	7	Closed
1R44	10:12:31 AM	Aetna	Melbourne Practice Group	Melbourne Downtown Location	Attending, Tom	Assistant, Tom	Melbourne Practice Group	Knee CT	7	Closed
	11:31:28 AM	Aetna	Melbourne Practice Group	Melbourne Downtown Location	Attending, Tom	Assistant, Tom	Melbourne Practice Group	Chest CT	9	Pending

Page 1

Note that since this example shows an assistant logged in to the system, the **User** column indicates only the name of the logged in user (in this example, Tom Assistant) while the **Provider** column shows two different providers for whom the assistant entered orders.

Result Column Explanations

Some of the results columns contain links that require some explanation.

- **DSN:** The decision support number (DSN) column contains a link that opens the **Exam Printout** window containing the session information and exam information (see [page 15](#) of this document for an example). From here you can either review or print the information.



Note: Exams with a status of either **Pending** or **Cancelled** do not have a DSN.

- **Date:** Exams you entered today show only the time. Exams you entered previously show only the date. To view both, place your mouse cursor over the time (or date). The full date and time appears.
- **Exam:** Click the link in this column to view information about the patient for which the exam was ordered. The information includes the patient name, date of birth, gender, and subscriber ID.
- **Score:** Low utility scores are shown in red.
- **Status:** For exams with a Pending status, click the **Pending** link in this column to open the exam's utility score window. From there you can finish submitting the exam, or click the **Leave Pending** link to keep the exam's Pending status.

Edit Your Profile

Use the **Profile** tab to change your login password and to add information to your profile.

To edit your profile:

1. Click the **Profile** tab.

The screenshot shows the Nuance RadPort user interface. At the top left is the Nuance logo. A green navigation bar contains three tabs: 'New Exam', 'Exam History', and 'Profile', with 'Profile' being the active tab. Below the navigation bar is a form for editing the user's profile. The form is divided into several sections:

- Password Section:** Contains two input fields labeled 'New Password' and 'Confirm Password', and a green button labeled 'Change Password'.
- Name Section:** Contains input fields for 'Prefix', 'First', 'Middle', 'Last', 'Suffix', and 'Degree'.
- ID Section:** Contains input fields for 'SSN' and 'Alternate'.
- Contact Section:** Contains input fields for 'E-mail', 'IM', 'Fax', 'Home', 'Work', 'Mobile', and 'Pager'.
- Address Section:** Contains input fields for 'Street', 'City', 'State' (with a dropdown menu), 'Zip', and 'Country' (with a dropdown menu showing 'United States').

A green button labeled 'Save Personal Info' is located at the bottom right of the form.

2. To change your password:
 - a. Enter your new password in the **New Password** field.
 - b. Re-enter your password in the **Confirm Password** field.
 - c. Click **Change Password**.
3. To add or change any of your personal information:
 - a. Type additional information in the fields.
 - b. Click **Save Personal Info**.



Note: The only required fields in your personal information section are **First** and **Last** names.

