

Valley Medical Group

New Provider – Radiology Orientation

1. RADIOLOGY SERVICES AND HOURS OF OPERATION BY HEALTH CENTER
2. RADIOLOGIST INFORMATION
3. ERAD – VIEWING IMAGES
4. RADIOLOGY ATHENA ORDERING DELEGATES
5. ORDERING RADIOLOGY EXAMS IN ATHENA
6. BAYSTATE HEALTH PRIORITY BREAST CARE PROGRAM

RADIOLOGY MANAGER

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EXTENSION: 1352

OFFICE: GHC

MAMMOGRAPHY LEAD

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ULTRASOUND LEAD

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X-RAY LEAD

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Valley Medical Group

Radiology Services by Center

Current as of February 2024

| CENTER | X-RAY | SCREENING MAMMO | DIAGNOSTIC MAMMO/ US BREAST | ULTRASOUND <small>General • R/O DVT • Limited Arterial scans • ABI's • 1st Trimester OB only • NO Venous insufficiency studies</small> | ABI's |
|--------|--------------------------|------------------------------------|--------------------------------|--|----------------------------------|
| AMC | MON – FRI 830AM – 5PM | MON – FRI 730AM – 300PM | THURS AM | TUES, WED, THURS, FRI 7AM – 330PM | ⊘ |
| EHC | MON – FRI 830AM – 5PM | MON – FRI 9AM – 430PM | TUES AM | MON – FRI 7AM – 330PM | ⊘ |
| GHC | MON – FRI 8AM – 5PM | MON – FRI 8AM – 4PM SAT* | ⊘ | MON, TUES, THURS, FRI 7AM – 330PM WED 8AM – 430PM | DURING REGULAR ULTRASOUND HRS |
| NHC | MON – FRI 830AM – 5PM | ⊘ | ⊘ | MON, TUES, THURS 8AM – 430PM *Unable to perform Pelvic Ultrasounds at this time. | DURING REGULAR ULTRASOUND HRS |

* GHC offers screening mammograms Saturday mornings when staffing allows

**Service hours and days may periodically change, based on volumes and staffing availability

RADIOLOGIST INFORMATION

1. Radiologists:

- a. **Rodrick Williams**
- b. **Patricia Cross**

2. Radiologists Contact Info:



- a. Preferred Method: Athena Text
- b. Urgent Questions for Rad.: 978-707-0100, option 4
- c. Issues that **do not include PHI** can be sent to:
rodrick.williams@nemiradiology.com
- d. Patient cases can also be used for issues that are not urgent but need tracking.

3. Radiologist Reading Coverage: 9am – 5pm

- a. Remote: Mon, Tues PM, Wed, Thurs PM, Fri
- b. On-Site:
 - i. **EHC** Tues AM for Diagnostic Mammograms/Breast Ultrasound
 - ii. **AMC** Thurs AM for Diagnostic Mammograms/Breast Ultrasound

1. **Log in to your account:** <https://erad.vmgma.com>
2. **Your eRAD profile:**

UN: the 1st initial of your 1st name, and last name. Example: **jdoe**

PW: Temp PW must be changed after 1st log-in, and every 90 days thereafter. Passwords must contain at least: (8) Characters including; (1) Uppercase, (1) Lowercase, and (1) Number
3. **Viewing Studies:** eRAD is used to open studies through two types of viewers:
 - a. **Web Viewer** – enables access to studies from internet connected computers and mobile devices (tablets and smartphones).
 - b. **Desktop Viewer** – Uses 64-bit workstations connected to radiology practices, to deliver high resolution images and significant capability for analysis and diagnosis of multiple modalities.
4. **Opening Studies into the Web Viewer:** There are two ways to open studies into the web viewer from the worklist:
 - a. Select the Web Viewer  icon (if unavailable on worklist, check the selection box):
 - b. Select the *IMAGES*  icon in the patient worklist folder (opens web viewer within patient folder area)
5. **PACS (eRAD):** The following Job Aids can be accessed by logging into eRAD, clicking on the blue box containing your name in the top right-hand corner, and clicking on Help, or by clicking on the hyperlinks included in this electronic document
 - a. **The eRAD PACS Server**
https://helpserver.erad.com/links/EP/Server/en_US/8.0.36/Help/eRAD_PACS_Server_Overview/eRAD_PACS_Server_Overview.htm
 - b. **Accessing eRAD**
 - c. **Worklist Overview**
https://helpserver.erad.com/links/EP/Server/en_US/8.0.36/Help/Worklist/Worklist.htm#Creating_a_Worklist
 - d. **Viewing Studies**
https://helpserver.erad.com/links/EP/Server/en_US/8.0.36/Help/Worklist/Worklist.htm?rhtocid=1_0_5#Viewing_Studiesbc-6
 - e. **Searching the Worklist (Quick Search)**
[https://helpserver.erad.com/links/EP/Server/en_US/8.0.36/Help/Worklist/Searching_the_Worklist_\(Quick_Search\).htm](https://helpserver.erad.com/links/EP/Server/en_US/8.0.36/Help/Worklist/Searching_the_Worklist_(Quick_Search).htm)
 - f. **Web Viewer Basics****
https://helpserver.erad.com/links/EP/Server/en_US/8.0.53/Help/index.htm#t=Web_Viewer%2FManaging_Images%2FManaging_Images_on_the_Web_Viewer.htm%23Image_Zooming_and_Panning_bc-3&rhsearch=zoom%20in&rhsyns=%20&rhtocid=6_4_0_2

RADIOLOGY STAFF DELEGATE ROSTER

How to delegate staff in Athena:

1. From the Athena home page, click on the **Settings Gear** icon
2. Under **My Configurations**, select **Order Delegation**, and check off **Imaging**.
3. From the **Assign Users** list, add each of the Radiology staff listed below. When done, click **Save**.
4. As staff change, you will receive an email with an updated list indicating who has been added or deleted from the list. You will need to go back to Order Delegation at that time and assign new staff to your list.

| | |
|-------------------------------|---------------|
| Amy Herfurth | [aherfurth] |
| Ashley Gravel | [agravel] |
| Beth Deery | [bdeery] |
| Carol Brunelle | [cbrunelle] |
| Christine Kern-Warnock | [cwarnock] |
| Christine Zalesky | [czalesky] |
| Deborah LaBarre | [dlabarre] |
| Emily Oppegard | [eoppegard] |
| Holly Laptew | [hlaptew] |
| JoAnn Champagne | [jchampagne1] |
| Julie Robens | [jrobens] |
| Kayla Stebbins | [kstebbins2] |
| Lin McDonough | [lmcdonough] |
| Lisa Dumas | [ldumas] |
| Marcia Magrone | [mmagrone] |
| Nadine Viens | [nviens] |
| Peggy Barnes | [mbarnes5] |
| Sheri Thayer | [sthayer18] |
| Sherri Patterson | [spatterson1] |
| Susanne Charette | [scharette1] |
| Tammy Champoux | [tchampoux] |
| Tammy Wissmann | [twissmann] |
| Tracy Adams | [tadams201] |

HOW TO CREATE AN ATHENA RADIOLOGY ORDER – PROVIDERS

- ***There must be an order in Athena for Radiology to perform an imaging exam***
- Enter Patient Identifier in the upper right-hand corner **search box** and select correct patient
- Click on **Chart**
- Click on the **Menu icon** (three stacked lines/hamburger) in the upper right-hand corner
- Select **Create order group**
- Select **Ordering Provider**
- If you require a **Supervising Provider (SP)** when you create orders, select now. **NOTE:** if you previously assigned an SP, that SP will be the default choice.
- Click on **+ DIAGNOSES & ORDERS**
 - Make sure that “Orders from” states: Valley Medical Group (Imaging), 31 Hall Drive. This address is linked to the active VMG Order Compendium in Athena, and only active, correct orders will populate to this address. *If you don’t find the order you are looking for, check with Radiology. ***Changing the address and/or clicking on Global Orders List brings up non-VMG orders and those orders won’t interface with eRAD.***
 - Active VMG Radiology orders begin with: X-Ray, Mammo, US, and QM.
 - DO NOT USE orders that start with **xr**. If you see xr orders, you are not in the active VMG Order Compendium, and these orders will not interface to eRAD/PACS.
- **For all Imaging Orders:**
 - After typing the order modality (X-RAY, US, QM) in the search box, scroll to select the correct order
 - Click on exam to be ordered and click out of the blue DIAGNOSIS & ORDERS box
 - Click on **+ DIAGNOSIS** and type in the **Reason for Exam**, then choose the appropriate ICD-10. **NOTE: Assigning the most appropriate & specific ICD-10 is necessary to ensure correct billing and payment for exam. “Unspecified” ICD-10 codes are often denied by insurance.**
 - Click on the order name to open additional fields.
 - **Always** indicate laterality (Lt or Rt) in the **Side** drop-down when appropriate
 - Use the **Internal Note** field to document specific instructions and/or additional information to the Radiologic Technologist (no more than one line, or it won’t interface with eRad).
 - **Send to should always be Valley Medical (Imaging) Amherst 31 Hall Drive**
 - **Sign Orders**
 - Radiology order is assigned to the appropriate Athena Radiology Clinical Inbox, or “Bucket”. The patient is then contacted and scheduled for their exam.
 - Please don’t enter a patient case asking for the order to be scheduled, this is not necessary.

BREAST IMAGING PROVIDER RESPONSIBILITY – YES OR NO (DETAILED)

| <u>PROVIDER RESPONSIBILITIES</u> YES or NO | VMG | BAYSTATE HEALTH (BH)-All Sites | COOLEY DICKINSON HOSPITAL (CDH) |
|---|---|--|--|
| <u>Enter Order</u> – Screening Mammogram: | <u>YES</u> <i>Use appropriate VMG “QM” Order Set.</i> | <u>YES</u> <i>Use appropriate BH “QM” Order Set Pt is automatically entered into Priority Breast Care Program.</i> | <u>YES</u> <i>Use appropriate CDH “QM” Order Set.</i> |
| <u>Communicate to Pt.</u> – Diagnostic Mammogram &/or US Breast Needed: | <u>NO</u> <i>VMG Mammo Staff will contact pt and schedule.</i> | <u>NO</u> <i>BH Mammo Staff will contact pt and schedule.</i> | <u>NO</u> <i>CDH Mammo Staff will contact pt and schedule.</i> |
| <u>Enter Order</u> – Diagnostic Mammogram &/or US Breast, limited: <ul style="list-style-type: none"> • <u>New Problem:</u> • <u>VMG Call-back from Screening:</u> • <u>6 Month F/U:</u> | <u>YES</u> <i>Use appropriate VMG Breast-Mammogram, Diagnostic/US Breast Order Set.</i> | <u>YES</u> <i>Use appropriate BH Breast-Mammogram, Diagnostic/US Breast Order Set.</i> | <u>YES</u> <i>Use appropriate CDH Breast-Mammogram, Diagnostic/US Breast Order Set.</i> |
| | <u>NO</u> <i>VMG Mammo Staff will enter order, & forward order to another facility if the patient prefers.</i> | <u>POSSIBLY</u> <i>If pt. self-referred without a VMG order, an order will be needed that includes the conditional language to allow the Radiologist to perform additional imaging as clinically indicated. BH will contact you if an order is needed.</i> | <u>YES</u> <i>Use appropriate CDH Breast-Mammogram, Diagnostic/US Breast Order Set.</i> |
| | <u>**NO**</u> <i>Do not enter order for <u>VMG</u> Follow-Ups</i> | <u>YES</u> <i>Use appropriate BH Order Set</i> | <u>YES</u> <i>Use appropriate CDH Order Set</i> |
| <u>Enter Order</u> – Breast Biopsy: | <u>NO</u> <i>VMG Mammo Staff will enter order for BH, or other facility of patient’s choice.</i> | <u>NO</u> <i>BH Mammo Staff will enter order, and schedule patient for biopsy.</i> | <u>YES</u> <i>Use appropriate CDH Breast-Biopsy Order Set.</i> |
| <u>Communicate to Pt.</u> – Biopsy Results: | <u>N/A</u> <i>No biopsies performed at VMG</i> | <u>NO</u> <i>BH Radiologist informs patient of biopsy/pathology results and next steps.</i> | <u>YES</u> <i>VMG Provider informs patient of biopsy/ pathology results and next steps.</i> |
| <u>Enter Order</u> – Surgical Consult <i>(if applicable)</i> : | <u>N/A</u> | <u>NO</u> <i>BH Staff will schedule consult.</i> | <u>YES</u> <i>VMG Provider enters STAT Surgical Consult order.</i> |

Breast Imaging Order Sets by Facility & Name

NOTE: If reason for exam is different from the pre-built diagnosis, you will need to change it to match the patient's reason for exam.

Valley Medical Group (VMG)

QM-Mammogram, Screening, BILATERAL (VMG)

QM-Mammogram, Screening, UNILATERAL, LEFT (VMG)

QM-Mammogram, Screening, UNILATERAL, RIGHT (VMG)

Breast-Mammogram, Diagnostic/US Breast, BILATERAL (VMG)

Breast-Mammogram, Diagnostic/US Breast, UNILATERAL, LEFT (VMG)

Breast-Mammogram, Diagnostic/US Breast, UNILATERAL, RIGHT (VMG)

All Baystate Health Facilities

QM-Mammogram, Screening, BILATERAL (All Baystate Health Sites)

QM-Mammogram, Screening, UNILATERAL (All Baystate Health Sites) *

**Side of interest must be selected in the dropdown*

Breast-Mammogram, Diagnostic/US Breast, BILATERAL (All Baystate Health Sites)

Breast-Mammogram, Diagnostic/US Breast, UNILATERAL (All Baystate Health Sites) *

**Side of interest must be selected in the dropdown*

Breast-Biopsy, Stereotactic (All Baystate Health Sites) *

**Side of interest must be selected in the dropdown*

Breast-Biopsy, US Guided (All Baystate Health Sites) *

**Side of interest must be selected in the dropdown*

Breast-Biopsy, US Guided, Needle Aspiration (All Baystate Health Sites) *

**Side of interest must be selected in the dropdown*

Breast-MRI (Baystate Health)

Cooley Dickinson Hospital (CDH)

QM-Mammogram, Screening, BILATERAL (CDH)

QM-Mammogram, Screening, UNILATERAL (CDH) *

**Side of interest must be selected in the dropdown*

Breast-Mammogram, Diagnostic/US Breast, BILATERAL (CDH)

Breast-Mammogram, Diagnostic/US Breast, UNILATERAL (CDH) *

**Side of interest must be selected in the dropdown*

Breast-Biopsy, Stereotactic (CDH) *

**Side of interest must be selected in the dropdown*

Breast-Biopsy, US Guided (CDH) *

**Side of interest must be selected in the dropdown*

Breast-Biopsy, US Guided, Needle Aspiration (CDH)

**Side of interest must be selected in the dropdown*

Breast-MRI (CDH)

UMass Memorial Medical Center

Breast-Ultrasound, Automated Whole Breast Screening (UMass, Worcester)



Baystate Health Priority Breast Care Program

Information for Enrolled Referring Providers

Program Benefits

The Priority Breast Care Program is designed to benefit you, our enrolled referring providers, and your patients. You receive peace of mind, knowing that your patients with suspicious mammograms will receive coordinated, high quality, streamlined care without unnecessary delays, and that you will remain updated about their status. It also reduces the burden on your staff to coordinate referrals for consultations and treatment. Your patients benefit from receiving the appropriate level of care right when they need it. Abnormal mammogram results typically raise anxiety levels in patients. With your enrollment in the Priority Breast Care Program, you ensure that delays and their anxiety are diminished, and that your patients are being seen by the experts you choose.

The Priority Breast Care Program significantly reduces the time between a patient's abnormal mammogram and biopsy, and more importantly, through the coordination of care, reduces the time from abnormal mammogram to definitive treatment.

As an enrolled provider in the **Priority Breast Care Program**:

- All of your patients receive expedited service to ensure that their care is not delayed.
- We schedule most patients who need to have a breast biopsy within one week of the diagnostic findings.
- Our breast imaging radiologists provide one-on-one post-biopsy consultation with your patient (usually within 24 hours of receiving pathology results).
- Our team schedules positive biopsy patients for surgical consultation at the surgeon's office that you prefer.

Partners in Care

You remain informed throughout your patient's care. Our comprehensive patient tracking system helps ensure that your patients follow through with the recommended consultations or follow-up imaging. The Priority Breast Care Program is elective and we respect your referral choices whether you choose to use some or all of our services. When you enroll, you will be asked to provide us with the three surgeons you would like your patients to see if necessary, in order of preference. You can change your choice of surgeons at any time.

Baystate Health Priority Breast Program

SCREENING MAMMOGRAPHY WORKFLOW

