From the Office of Health Informatics

Message Center
Sending Orders to Central Scheduling

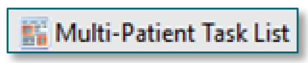
July 2, 2025

When studies are ordered that will be scheduled by Central Scheduling, follow the below workflow.

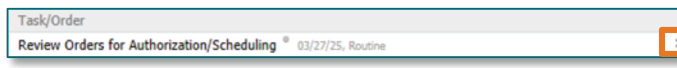
Managing the Multi-Patient Task List (MPTL)

Click here for more details on how to manage the Multi-Patient Task List (MPTL).

Sending Orders to Central Scheduling



STEP 1: Navigate to **Multi-Patient Task List**.



STEP 2: Review the order details by selecting the **carrot** in **Task/Order** column.

STEP 3: Click the **Patient's Name** to open the chart.

STEP 4: Navigate to **Communicate**, click the dropdown arrow, select **Message**.

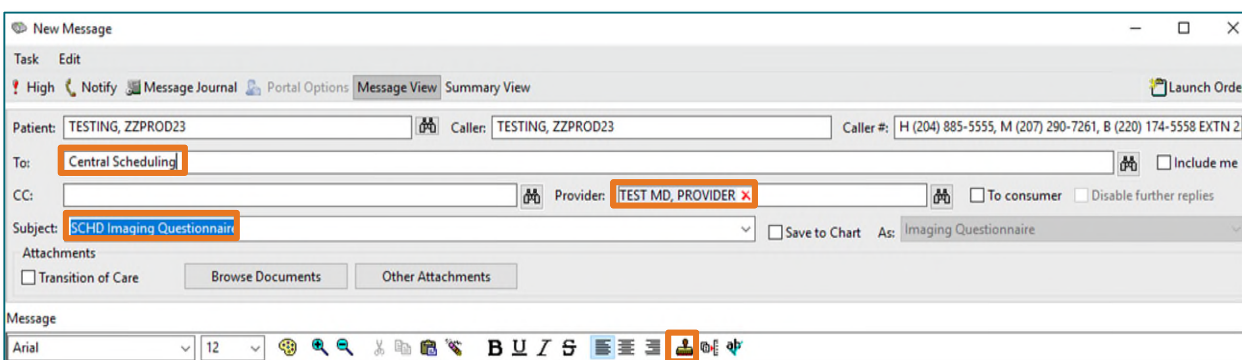
- New message window opens.

STEP 5: **To:** field-insert the **Central Scheduling** pool for your organization.

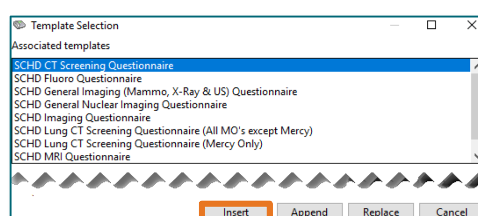
STEP 6: **Provider** field- enter the **Ordering Provider**.

STEP 7: **Subject** field- use the dropdown to select **SCHD Imaging Questionnaire**.

- Click the template icon  to access the SCHD Questionnaire Templates.

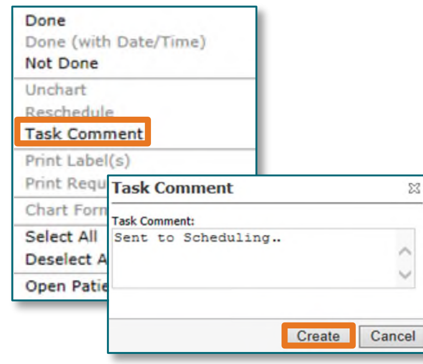


STEP 8: Select the appropriate **Questionnaire** from the list and click **Insert**.



STEP 9: Answer questions, as indicated.

NOTE: **The end of each question contains an underscore (_). Quickly navigate to the next question by hitting the F3 key after typing answers.**



STEP 10: Click **Send** when complete.

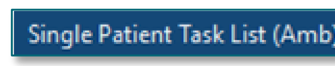
STEP 11: Navigate to the Multi-Patient Task List.

- Right-click the appropriate Review Orders for Authorization/Scheduling task.
- Select **Task Comment**.
- Add a comment stating Sent to Scheduling, for example.
- Click **Create**.

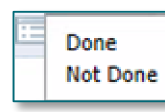
Completing the Scheduling Task

Central Scheduling will perform their duties, then respond with a message of appointment date and time or indicating unable to reach patient.

➢ **When message is received from Scheduling with appointment details**

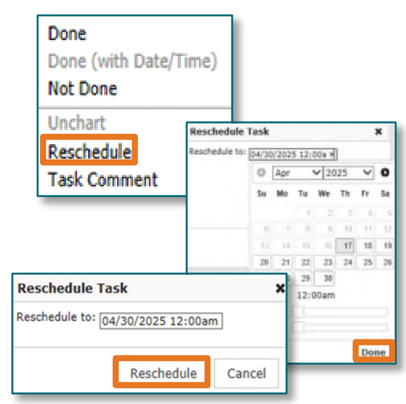


- Within the patient's chart, navigate to the **Single Patient Task List (SPTL)**.
  - Click the dropdown arrow in the far-left column and select **Done**.
  - The **Imaging Exam Information** form opens. Complete applicable fields and sign with the green checkmark.



➢ **Rescheduling the task**

If the appointment has not been scheduled, staff will reschedule the task for follow-up.



- Right-click the appropriate **Review Orders for Authorization/Scheduling** task that needs to be rescheduled.
- Select **Reschedule**.
- Select the date to follow-up on the task and click **Done**.
- Click **Reschedule**.
- The task will populate to the Multi-Patient Task List on the date the task was rescheduled.
  - The task will fall off the Multi-Patient Task List, for now.
  - The task still shows on the Single Patient Task List, within the patient's chart.

NOTE: **The system only allows rescheduling a task to maximum of 14 days.**

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please place a ticket to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.