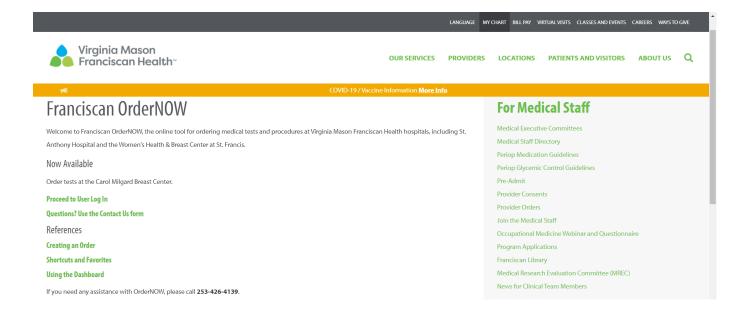


How to Create an Order

1. To start, Login to the Website. Franciscan orderNOW can be accessed from any computer with a high-speed Internet connection. Review the System Requirements. These requirements are the only applications that are supported by the host system. Open a browser and type in the web address: https://www.chifranciscan.org/ordernow



The login page is displayed below.



Note: a red dot (•) indicates a required field.



2. To start, select "New Order" then click on the "Order Information" tab



- The **Market** and **From** physician Group Name will default or, to select from the drop down, click the "**v**". This is important as this is a community-based product, and we only want information for our local market. The market will be "Washington Tacoma MA." This field drives the dropdowns for facility. Select the correct physician from the Doctor's Name dropdown.
- The Priority field defaults to Routine, and the Scheduling field defaults to Call Patient. Use the drop-down menus to change.
- Enter ICD-9 Code(s) or search to select. You can create a list of Favorites which is specific to your practice in order to speed up the process. Enter the Reason for Visit.



By clicking on the magnifying glass, you enter a search screen. This function is available for both CPT and ICD-9 codes, among others. In the CPT search, selecting the Specialty (exam type) and Category (CPT category – body region) will bring up a specific list which makes it easy to locate your exam. Example of the Search Screen:



- Enter Procedure and/or select CPT Codes using the search function, then click on Add to Order.
- Based on the procedure ordered, a list of questions may populate. This information is necessary for the
 diagnostic facility. Answer any questions, particularly those which are required fields. In addition, a popup may
 come up requesting that an additional procedure be added for those tests which require multiple procedures.



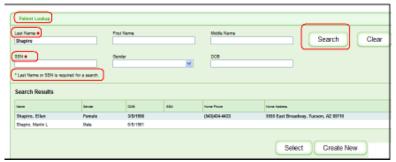


For example, a CT Abdomen for Appendicitis requires a CT of the Abdomen and a CT of the Pelvis. A list of most of these procedures completed via protocol is supplied for your reference.

- Either a CPT code OR procedure need to be entered. However, the medical necessity check is performed with both a CPT and ICD-9 code.
- If there are multiple procedures to be performed for this patient, use the Add Procedure button at the top right of the Procedure Information panel. Repeat the process as many times as necessary.
- Select the Next button at the bottom of the screen to proceed to Patient Information.



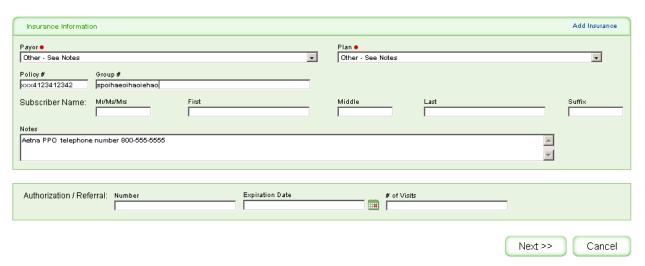
3. The "Patient Lookup" at the top of your screen allows a search of the database to locate your patient. If this is a new patient, select the Create New button at the bottom of this window to add a patient.



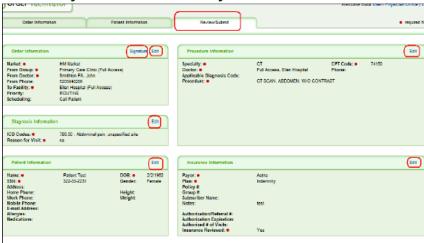
- Enter enough data to allow a search to be performed.
- 4. Enter insurance information. Initially, we will need to use "Other See Notes" in both the Payor and Plan fields in order to trigger the medical necessity check. Use the Notes field to include the phone number of the payor. If you have authorization/referral information, enter it in the appropriate fields. If it is more convenient for you, a copy of the insurance card can be added to the order on the final screen. In the Additional Information panel, you can add documents from a file, so any document in electronic form can be attached to a specific order.



FRANCISCAN HEALTH SYSTEM PHYSICIAN OFFICE QUICK REFERENCE



5. Finally "Review/Submit" your order



You can speed up order creation by the use of Favorites and Shortcuts. Favorites are codes that are frequently used by your office that allow you to search quicker. Each of the users in your clinic would have access to this list, which would be a time-saving step to speed up the ordering process.

Shortcuts are templates of orders that you use frequently that allow certain fields, like the diagnostic center, to automatically populate when you are creating the order.

Detailed instructions for creating Shortcuts and Favorites are found on a separate handout.

For More Information, please call the ORDERNOW Help Line at 253-426-4139 or On Net at 127-4139.