

## 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 screenshot shows the Franciscan OrderNOW website. At the top, there is a navigation bar with links for LANGUAGE, MY CHART, BILL PAY, VIRTUAL VISITS, CLASSES AND EVENTS, CAREERS, and WAYS TO GIVE. Below this is the Virginia Mason Franciscan Health logo and a secondary navigation bar with links for OUR SERVICES, PROVIDERS, LOCATIONS, PATIENTS AND VISITORS, and ABOUT US. A yellow banner below the navigation bar contains a speaker icon, a COVID-19 / Vaccine Information link, and a More Info link. The main content area is divided into two columns. The left column features the heading 'Franciscan OrderNOW' and a welcome message: 'Welcome to Franciscan OrderNOW, the online tool for ordering medical tests and procedures at Virginia Mason Franciscan Health hospitals, including St. Anthony Hospital and the Women's Health & Breast Center at St. Francis.' Below this, there are sections for 'Now Available' (Order tests at the Carol Milgard Breast Center), 'Proceed to User Log In', 'Questions? Use the Contact Us form', 'References', 'Creating an Order', 'Shortcuts and Favorites', and 'Using the Dashboard'. A note at the bottom of this column states: 'If you need any assistance with OrderNOW, please call 253-426-4139.' The right column is titled 'For Medical Staff' and contains a list of links: Medical Executive Committees, Medical Staff Directory, Periop Medication Guidelines, Periop Glycemic Control Guidelines, Pre-Admit, Provider Consents, Provider Orders, Join the Medical Staff, Occupational Medicine Webinar and Questionnaire, Program Applications, Franciscan Library, Medical Research Evaluation Committee (MREC), and News for Clinical Team Members.

The login page is displayed below.

The screenshot shows the 'order facilitator' login page. The page has a green header with the 'order facilitator' logo, a 'Welcome.' message, and a 'Customer Care' section with contact information: Phone: 866.472.4338 and Email: customercare@. There is also a 'Check Systems Required' link. The main content area is divided into several sections. On the left, there is a 'Login' section with a key icon. It contains two input fields: 'User Name' and 'Password', both marked with a red dot (●) to indicate they are required fields. There is a 'Forgot your password?' link and a 'Login' button. Below the input fields, a legend indicates that a red dot (●) indicates a required field. On the right, there are three sections: 'News', 'Setup Information', and 'Online Training'. The 'Setup Information' section contains three links: 'OF New Group Set Up Form.pdf', 'OF Doctor Set Up Forms.pdf', and 'OF User Set Up Form.pdf'. The 'Online Training' section has a person icon and the text 'Online Training'.

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:

Select All	Category	Code	Description
<input type="checkbox"/>	HEAD	70470	CT HEAD W/ & W/O CONTRAST (71802004)
<input type="checkbox"/>	HEAD	70460	CT HEAD W/ CONTRAST (71802008)
<input type="checkbox"/>	HEAD	70450	CT HEAD W/O CONTRAST (71803006)
<input type="checkbox"/>	HEAD	70496	CTA HEAD W/ & W/O CONTRAST (71802003)

- 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.**

Name	Gender	DOB	SSN	Home Phone	Home Address
Shapiro, Ellen	Female	3/31/1966		(540)434-4433	3333 East Broadway, Tucson, AZ 85719
Shapiro, Martin L	Male	9/5/1951			

- 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.

Insurance Information Add Insurance

Payor ●  Plan ●

Policy #  Group #

Subscriber Name: Mr/Ms/Mrs  First  Middle  Last  Suffix

Notes

Authorization / Referral: Number  Expiration Date  # of Visits

## 5. Finally “Review/Submit” your order

The screenshot shows the 'Review/Submit' tab selected. The form is divided into several sections, each with an 'Edit' button circled in red:

- Order Information:** Market (HM Market), From Group (Primary Care Clinic), From Doctor (Smitten PA, John), From Phone (322-842228), To Facility (Ellen Hospital), Priority (ROUTINE), Scheduling (Call Patient).
- Procedure Information:** Speciality (CT), Doctor (Full Access, Ellen Hospital), CPT Code (74150), Applicable Diagnosis Code, Procedure (CT SCAN, ABDOMEN, W/O CONTRAST).
- Diagnosis Information:** ICD Codes (786.00 - Abdominal pain, unspecified site), Reason for Visit (na).
- Patient Information:** Name, SSN, Address, Home Phone, Work Phone, Mobile Phone, Email Address, Allergies, Medications, Patient Test (322-33-2233), DOB (2/1/1982), Gender (Female), Height, Weight.
- Insurance Information:** Payor (Aetna), Plan (Indemnity), Policy #, Group #, Subscriber Name, Notes (test), Authorization/Referral #, Authorization Expiration, Authorized # of Visits, Insurance Reviewed (Yes).

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.