CharlotteRadiology®
Breast Centers

Charlotte Radiology's Provider Portal User Guide

This document provides an overview of:

- Patient eligibility for scheduling via the Provider Portal
- Logging into the Provider Portal
- Scheduling eligible patients via the Provider Portal
- Adding or removing users from the Provider Portal

Patient Eligibility

Patients are eligible for scheduling through the Provider Portal if:

- They are between the ages of 40-75
- They have not had a mammogram within the last 12 months
- There is no identified new problem (e.g., lump, pain, discharge)
- They are not on a protocol for 6-month follow-up that needs diagnostic services
- They are covered by an accepted insurer

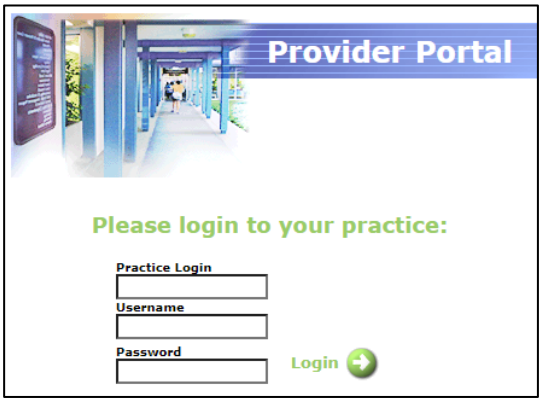
*Please call **704-367-2232** for assistance with all other patients.*

Bone density exams require an order for scheduling.
*Please fax orders to **704-332-2910**. Atrium facilities can enter orders in Epic. Patients **will be cancelled** if an order is not received 36 hours prior to their appointment.*

Logging into the Provider Portal

To log into the Provider Portal,

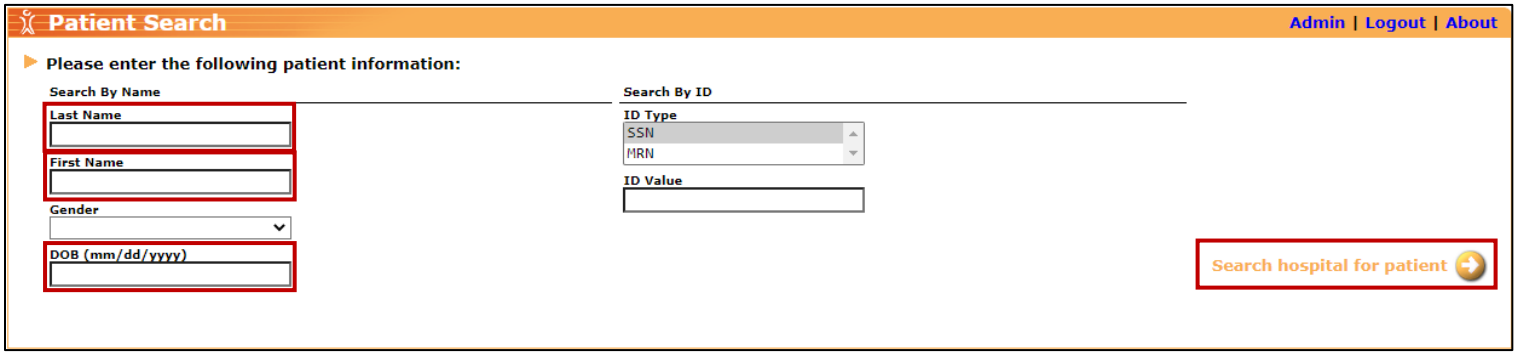
1. Navigate to **https://asp.scheduling.com/portals01/chanc0477/provider.jsp** in your Google Chrome or Internet Explorer web browser
2. Complete the following fields:
   a. **Practice Login**
      i. *Note: Practice Login is not case sensitive*
   b. **Username**
   c. **Password**
3. Select **Login**



Scheduling via the Provider Portal

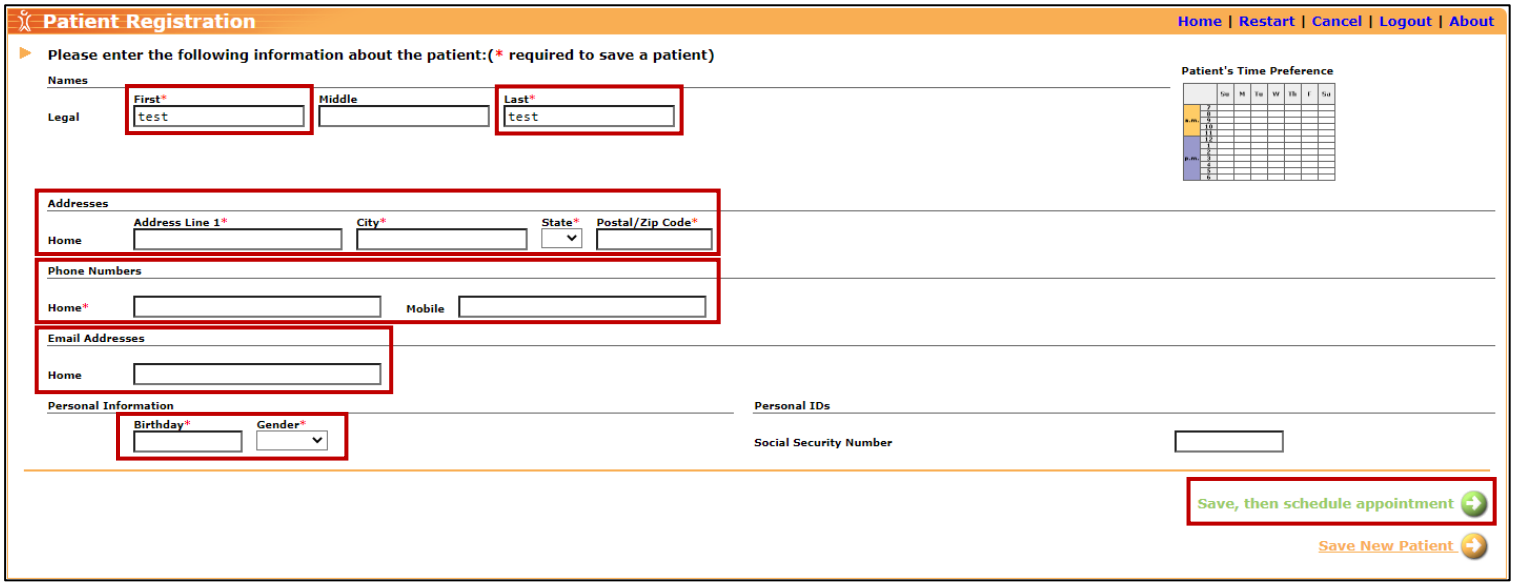
To schedule a patient after logging into the Provider Portal,

1. Search for the patient
    a. Complete the following fields:
        i. **Last Name**
        ii. **First Name**
        iii. **DOB**
    b. Select **Search hospital for patient**



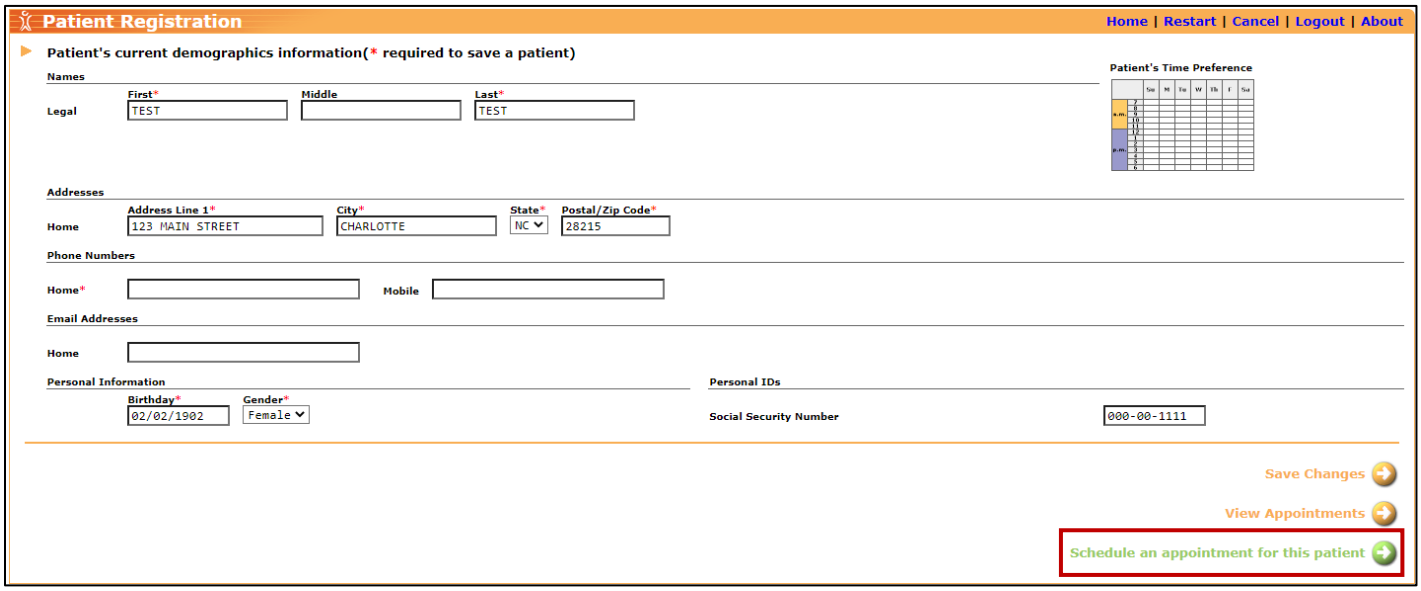
2. Select the **name** of your patient from the list of search results
    a. If no results are found, create a new patient
        i. Select **Create new patient**

            1. Complete all the following fields:
                a. **First** and **Last Name**
                b. **Address**
                c. **Home** and **Mobile Phone**
                d. **Email Address**
                e. **Birthday**
                f. **Gender**
            2. Select **Save, then schedule appointment**

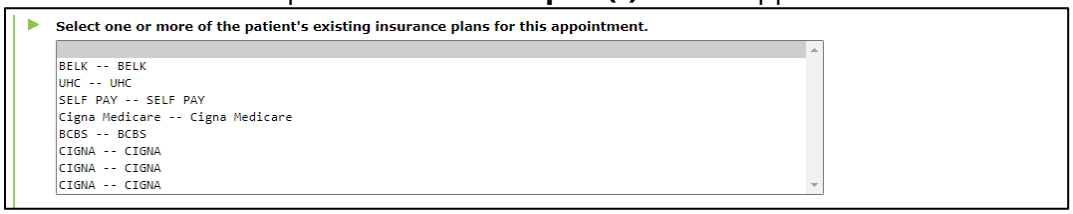


3. Ensure the patient's demographic information is accurate
    a. Select **Edit Patient**

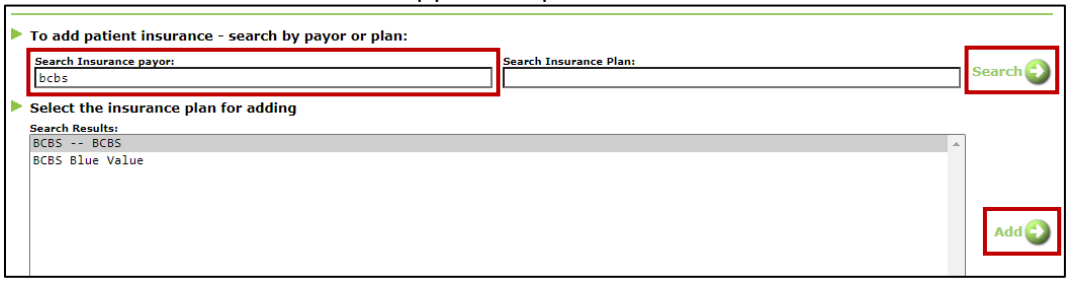
        i. Verify and update the following information as needed:
            1. **Phone number(s)**
            2. **Address**
            3. **Email Address**
        ii. Select **Save Changes** if any updates were made
        iii. *Note: Select **View Appointments** to review any upcoming appointments at Charlotte Radiology for the patient*
4. Select **Schedule an appointment for this patient**



5. Update the patient's insurance information
    a. Select the patient's **insurance plan(s)** for the appointment from the list *OR*

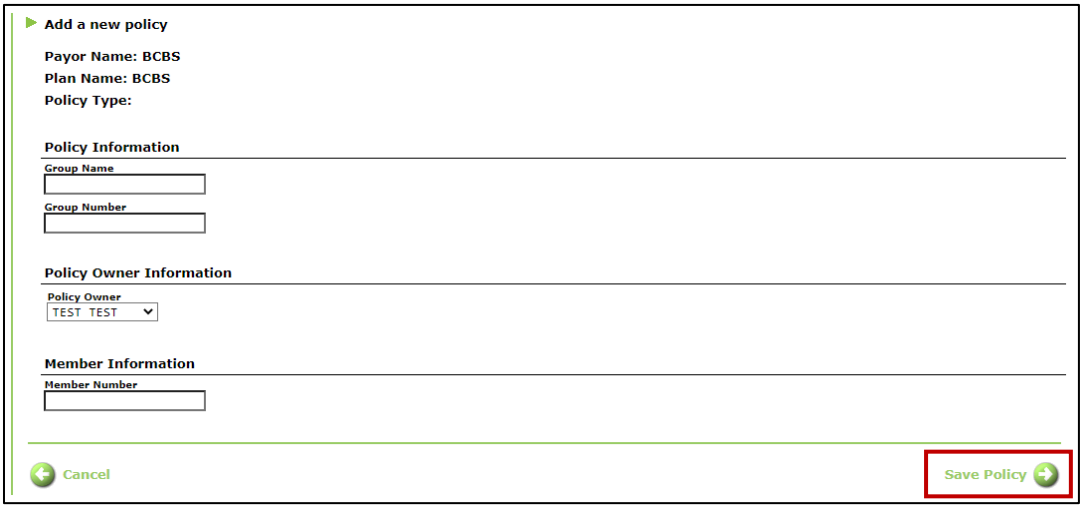


    b. Add a new insurance plan for the patient
        i. Enter the plan or payor name in the **Search Insurance payor** field and select **Search**
        ii. Choose the applicable plan from the list of results and select **Add**



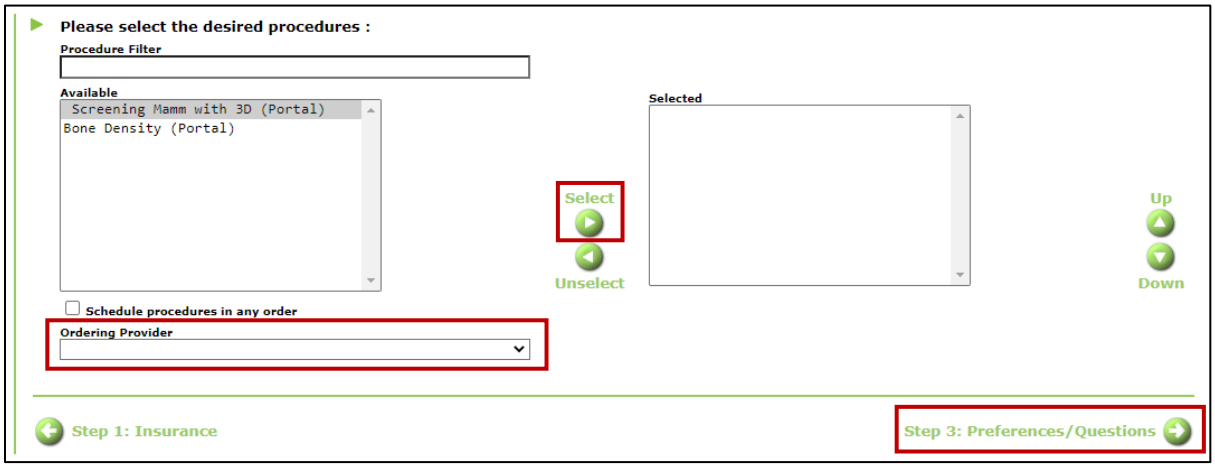
iii. Select **Save Policy**

1. *Note: You do not need to enter the Policy or Member Information*

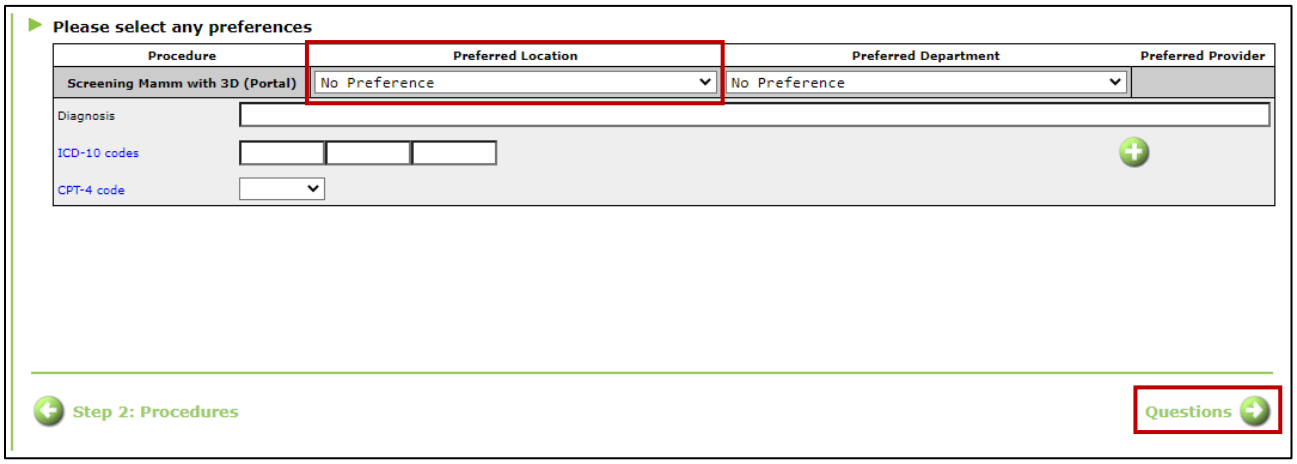


c. Select **Step 2: Procedures**

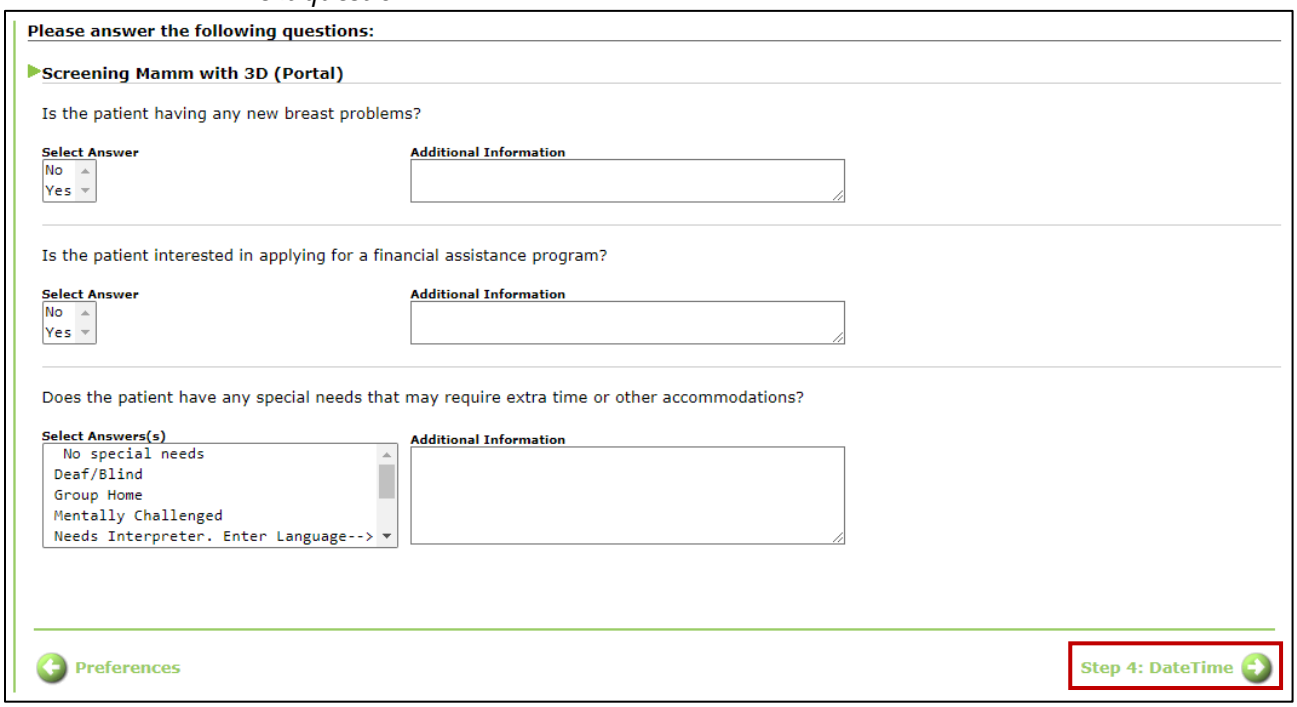
6. Select the desired procedure(s) to be scheduled for the patient from the list of available procedures:
   a. Choose the applicable procedure(s) from the list of available procedures:
      i. **Screening Mamm with 3D (Portal)**
      ii. **Bone Density (Portal)**
      iii. *Notes:*
         1. *When scheduling both a mammogram and bone density screening, **select the mammogram first***
         2. *Bone density exams require an order for scheduling; fax orders to **704-332-2910***
            a. *Atrium facilities can enter orders in Epic*
   b. Use the **Select** button in the middle of the screen to move a procedure from the **Available** to **Selected** list
   c. Select the **Ordering Provider** from the dropdown list
   d. Select **Step 3: Preferences/Questions**



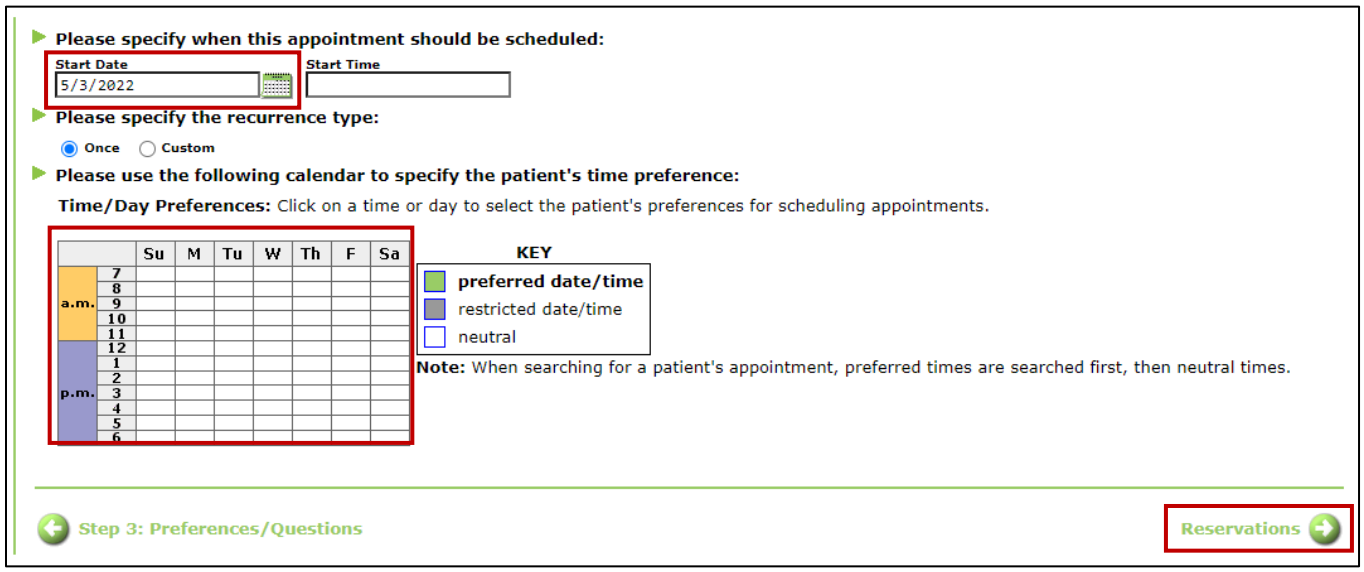
7. Update any preferences as needed
    a. Choose the patient's **Preferred Location** if applicable from the dropdown list
        i. *Note: You **do not** need to enter a diagnosis, ICD-10 codes, or CPT-4 codes for the patient*
    b. Select **Questions**



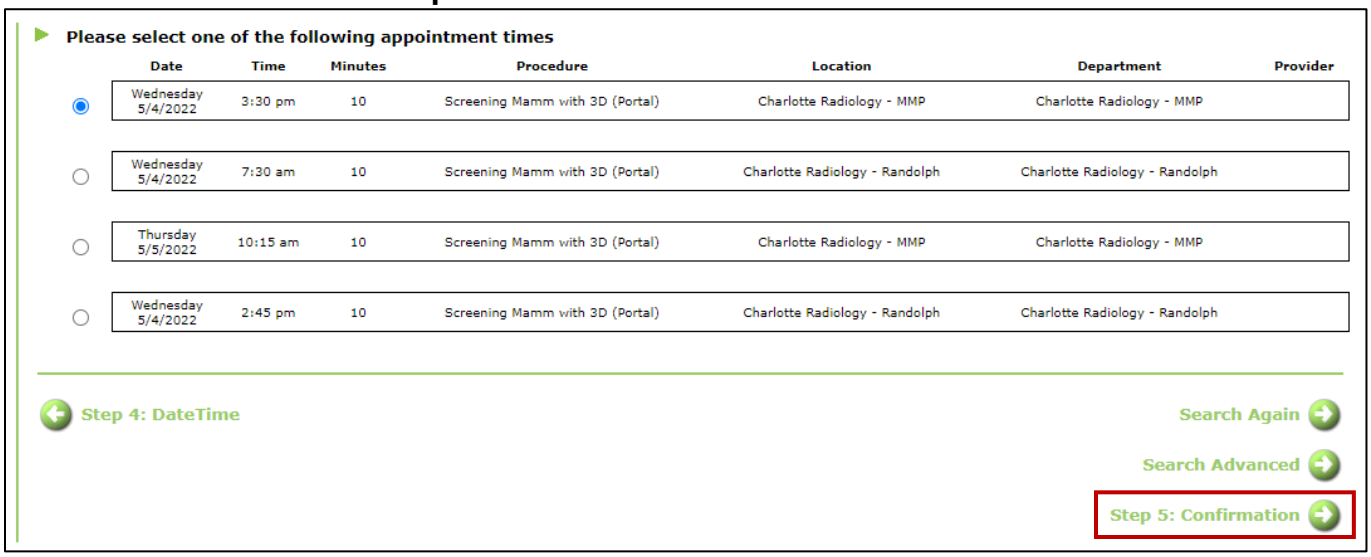
8. Answer any questions displayed, detailing additional information as needed
9. Select **Step 4: DateTime** to continue to the next question
    a. *Note: Questions that have already been answered will display beneath the current question; scroll down and select **Step 4: DateTime** to continue to the next question*



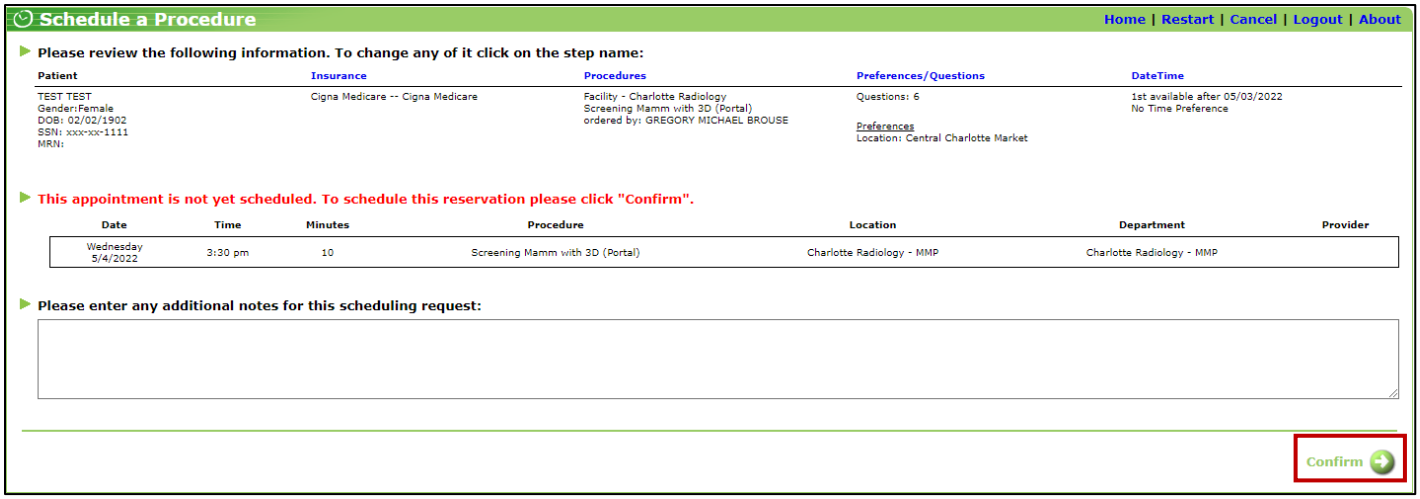
10. Update the appointment scheduling parameters
    a. Indicate the **Start Date** on which to begin the search for available appointments
    b. Indicate any **Time/Day Preferences** for the patient if applicable
        i. Select the **box** corresponding to the patient's preferred **time of day** and **day of week** in the grid; you can select multiple days/times
            1. *Note: Preferred date(s)/time(s) will appear in green on the grid*
    c. Select **Reservations**



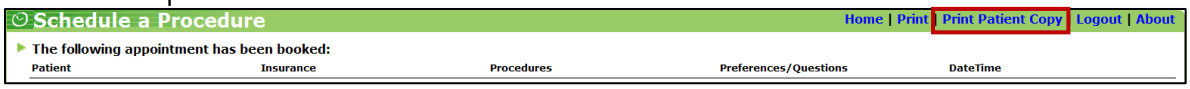
11. Choose an appointment time from the list by selecting the **radio button** beside the appointment that works best for the patient
    a. *Note: To view additional appointment times, select **Search Again***
    b. Select **Step 5: Confirmation**



12. Review the patient and appointment information to ensure accuracy
13. Select **Confirm**



14. Select **Print Patient Copy** to print the appointment confirmation and provide it to the patient



Additional Notes:

- *To begin the scheduling workflow again from the beginning for the current patient without saving any current appointment parameters, select **Restart***
- *To exit a workflow within the provider portal and return to the Patient Search screen, select **Cancel***

Adding or Removing Users from the Provider Portal

Managers can request to add or remove users from the Provider Portal by emailing providerportalcr@usradiology.com.

Requests should include the **Practice Name** and **Address** as well as the following information for each user:

- **First Name**
- **Last Name**
- **Username**
  - *Note: For new users, please list the preferred username; Charlotte Radiology will attempt to honor username requests whenever possible*
- **Email Address**
- **Phone Number**