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 <u>not</u> 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

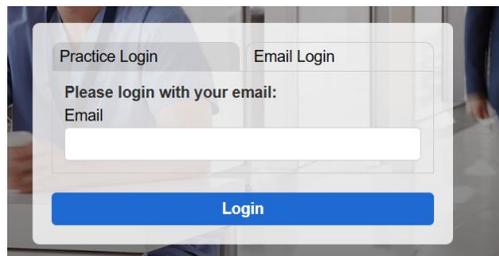*Please call **704-367-2232** for assistance with all other patients.*

Bone density exams <u>require an order</u> 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. **Email Login**
   b. **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** Edit Patient ➜
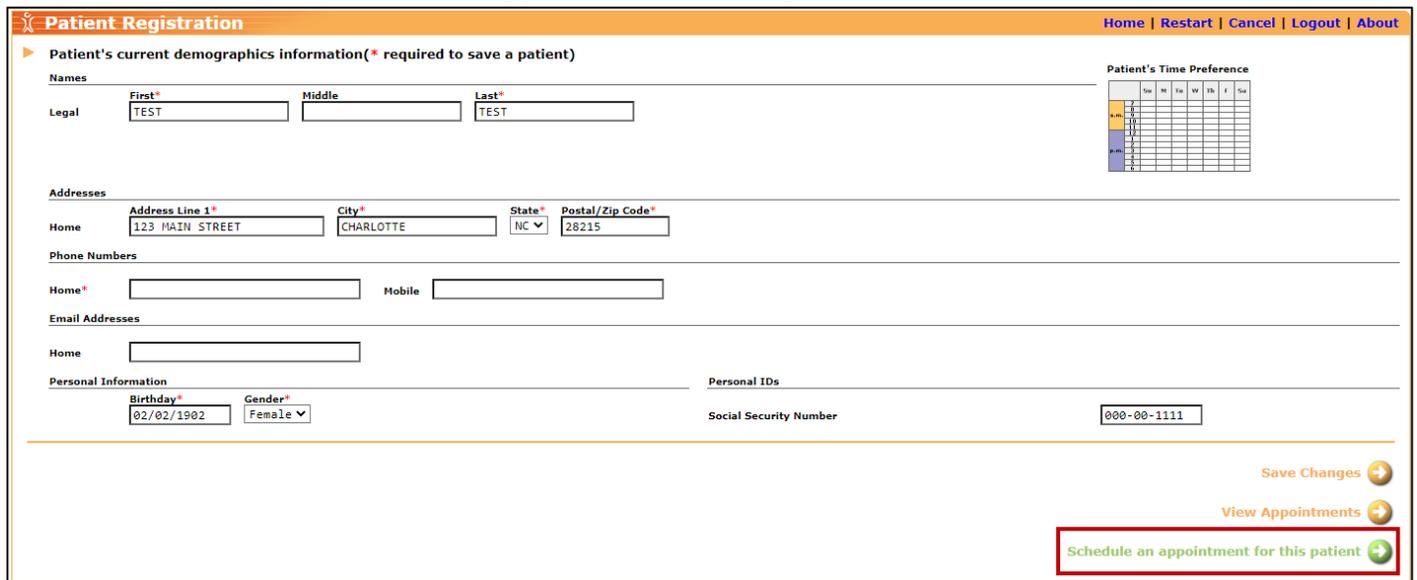   i. Verify and update the following information as needed:
         1. **Phone number(s)**
         2. **Address**
         3. **Email Address**
      ii. Select **Save Changes** if any updates were made
      iii. *Note: Select **View Appointments** to review any upcoming appointments at Charlotte Radiology for the patient*
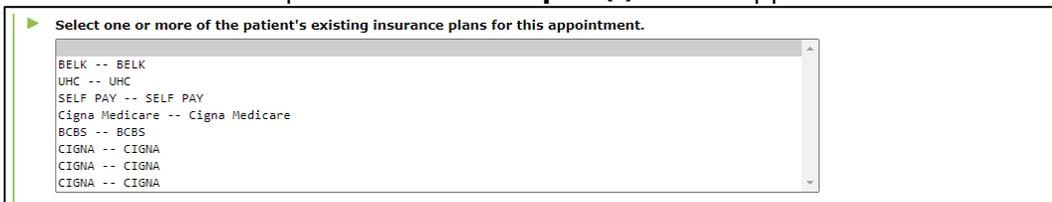4. Select **Schedule an appointment for this patient**

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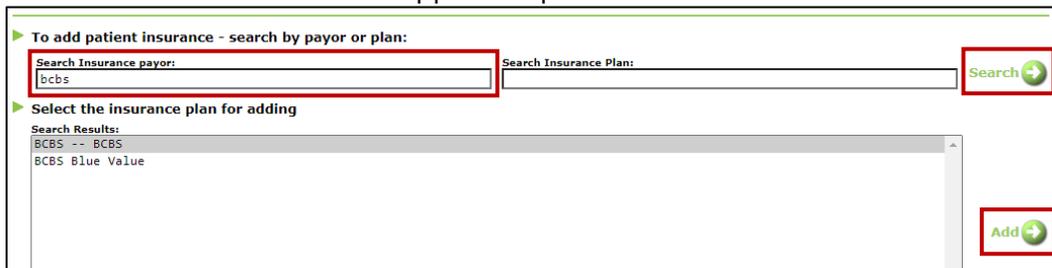   a. Select the patient's **insurance plan(s)** for the appointment from the list *OR*

   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 <u>do not</u> 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**

Procedure	Preferred Location	Preferred Department	Preferred Provider
Screening Mamm with 3D (Portal)	No Preference	No Preference	
Diagnosis			
ICD-10 codes			
CPT-4 code			

Please select any preferences

Step 2: Procedures   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*

Please answer the following questions:

Screening Mamm with 3D (Portal)

Is the patient having any new breast problems?

Select Answer   Additional Information
No
Yes

Is the patient interested in applying for a financial assistance program?

Select Answer   Additional Information
No
Yes

Does the patient have any special needs that may require extra time or other accommodations?

Select Answers(s)   Additional Information
No special needs
Deaf/Blind
Group Home
Mentally Challenged
Needs Interpreter. Enter Language-->

Preferences   Step 4: DateTime

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**
- **Email Address**