

# INCORRECT ORDER VALID REPLACEMENT PROCESS

This is the correct process when obtaining a corrected order is necessary, i.e. incorrect side, body part, views, contrast need, etc.

A correctly replaced order will look like this:

Replace Procedure

Patient Information  
Name: XZTEST, BINKY  
ID: 645188850  
Accession: 11600-XR-21-0073876  
Procedure: XR Hand Complete 3+ Views Left

\* Replace with:  
XR Hand Complete 3+ Views Right

XR Hand Complete 3+ Views Bilateral  
XR Hand Complete 3+ Views Left  
XR Hand Complete 3+ Views Right  
XR Hand Left (G)  
XR Hand Right (G)

Replace reason:  
New Phone Order Obtained

Person authorizing replace:  
WARNER, MD, HOMER

Communication Type:  
Phone with Read Back (Routes to LIP)

Ordering Physician:  
WARNER, MD, HOMER

Exam room for new order:  
AV XR Rm 4

Copy accession to new order  
 Show all procedures  
 Modify order details  
 Replace multiple exams

OK Cancel

Ready

Enter the correct exam and choose from the drop down.

This will ALWAYS be "New Phone Order Obtained" OR "New Verbal Order Obtained". The only exception would be in the case of a written order entered incorrectly in Department Order Entry or by Scheduling. (For Screening Mammography, see notes below)

Person authorizing replace and ordering physician should be the original ordering provider

For electronic orders, choose either "Phone with read back" or "Verbal with read back" This step is crucial as it routes the order back to the LIP for signature, ensuring a valid order

If the original order was Written (paper)/Fax, choose Written (paper)/Fax as the communication type and follow the Verbal/Phone order documentation process to obtain a corrected order.

If any details on patient's sign/symptoms need to be changed, i.e. order says right hand pain, but the exam is being changed to LT Hand, the signs/symptoms will need to be updated. check this box and modify the order details.

\*\*Do not select Signature Required (Routes to LIP) as the communication type. If you do, you cannot act on the order until it is signed by the LIP.

**Screening Mammo:** If exam is being changed to match the exam provided, i.e. 2D vs 3D, please choose "Screening Mammography" in the replace reason and leave the communication type as the original communication type.