

S – HANDLING OFFLINE REQUISITIONS

If a referring HCP is already a member of the facility's Portal, but for some reason has used old-fashioned fax or paper mail to send the requisition, the appointment can be integrated into CS-Services by the facility secretary, who simply generates a "New Request" herself on behalf of the referring HCP.

She clicks New Request from the top right of the screen, selects the referring HCP from the dropdown of members, selects a test/procedure, indicates the degree of urgency, and referring to the faxed info fills out the required fields. She clicks Send Request, which generates a new status: Booking Request. Unless there is reason to decline the request (by checking "Booking Declined"), she will simply schedule the appointment, adding the time and date to the "Update this Request" field, and clicking "Save Status / Add Reply".

If a referring HCP is not yet a member of the facility's Portal and is still using fax, the facility secretary will fax back a request to join the Portal, which describes the multiple benefits of so doing and contains a link to these demo videos.