



FAQ's

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Access Related Questions

How do I request Access to PRISM?

PRISM Home Page: Provider should submit initial request for PRISM access on behalf of clinic. From the PRISM homepage select Sign Up Now and select user type (Provider). Once access for Provider is approved, access for delegates (Clinical Staff and Office Staff) can be requested from Manage My Clinic (See Below).

If you have more questions regarding PRISM Enrollment, please contact the Stanford Referring Provider Services Hotline at **1-866-742-4811**.

Manage My Clinic: Existing PRISM users (Physicians/Site Administrators) can request access for delegate (Clinical Staff and Office Staff) users from Manage My Clinic. Manage My Clinic can only be accessed by Provider/Site Administrator and is available after Login from the Utilities Page.

I forgot my password, how do retrieve my password?

From the PRISM homepage, select the forgot password link. You will be prompted to answer security challenge questions (set by user). Once security questions are correctly answered, user can change password.

Note: If you don't remember answers to your security questions, you must call the SHC Service Desk at (650)-723-3333 to reset password.

How do I change my Security/Challenge questions?

Login to your PRISM account, from the homepage toolbar select Utilities. From the Utilities page select Challenge Questions.

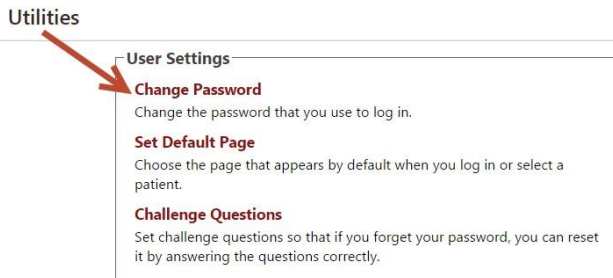




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How do I change my password?

Login to your PRISM account, from the homepage toolbar select Utilities. From the Utilities page select Change Password.



My temporary password is not working, how do I reset my password?

After your PRISM account is approved for access, you will receive a Welcome Email with username and temporary password. If you try to copy and paste Username and/or password from email to Login and Password field on the homepage, sometimes the username/password is not accepted. Please input the username and password directly (do not copy and paste from email) into the Login and Password field. If temporary password still does not work, please call the SHC Service Desk at (650) 723-3333.

I am moving to new clinic; how can I update my PRISM access to the patients at my new location?

Please call the SHC Service Desk at (650) 723-3333. We will need your information and new clinics details to further process any updates to your PRISM account. Please note that not all clinics have access to PRISM and/or eligible for PRISM access. If your new clinic does not currently have PRISM access and/or providers do not refer to any Stanford Health Care/ValleyCare/Stanford Affiliated (UHA) clinics, then access could be denied by SHC Referring Provider Services.



FAQ's

General Questions

What information is available to referring provider via PRISM?

PRISM gives referring physicians online, access to the same electronic medical record that Stanford faculty and medical staff use. Everything from care notes and lab results to radiology images and reports are available to referring physicians as soon as they are uploaded or signed, usually within hours of care. Messages can also be sent to Stanford Health Care Providers to facilitate communication of mutual patients using In-Basket messaging.

How do I send messages to other PRISM Users/Stanford Providers?

1. Login to PRISM
2. From the toolbar select In-Basket
3. Select New Message
4. Enter Recipients name (last name, first name)
5. Compose Message and select Send Message

Why am I receiving Event Notifications in my In-Basket?

Event Monitor allows users to monitor events that occur for their patients. Events are triggered by actions in SHC instance of Epic, such as Inpatient admissions, ED Admission, or Outpatient notifications for closed encounters. Each event triggers an In-Basket message from SHC Epic Hyperspace to PRISM.

Can I send Referrals and Orders to SHC using PRISM?

Yes, you can send referrals and orders electronically using PRISM. See section below for general questions regarding referral or order entry process.



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Referrals

I am unsure of which Department / Department Specialty to select; how can I submit my referral?

Select "Provider Relations" as the Department and Department Specialty and your referral will be routed to our Provider Relations team of clinical navigators to route your referral appropriately. Be sure attach all relevant medical records and any other supplementary materials. Use the Notes section to describe the services you are seeking for your patient.

I do not see the location and/or specialty I am looking for as an available option in the referral despite finding the clinic on Stanford's website, how can I submit my referral?

There is a select group of clinics that is not yet ready to receive referrals via the PRISM portal. Please submit this referral via fax. For all other Stanford clinics – Fax #: (650) 320-9443.

How do I refer directly to a specific provider?

Simply include the name of the provider in the Notes section of the referral, and our New Patient Coordinators will ensure your patient is scheduled accordingly.

I would like a consult for my patient with a Stanford provider, but I do not want my patient to be tested or treated at this time. I noticed the referral automatically selects "Consult, Test, and Treat," how to I submit my referral?

Please document this preference in the Notes section of the referral, and our New Patient Coordinators will ensure your patient is scheduled accordingly.



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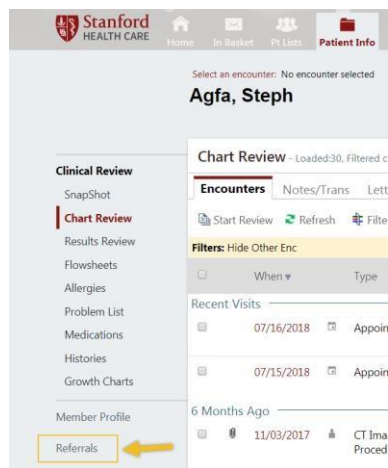
I created a referral in error, what do I do?

Add a Note to your referral with the words “Created in Error” in subject line, and our New Patient Coordinators will cancel the referral on your behalf.

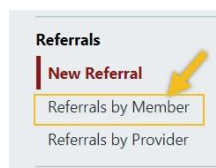
How do I append a referral with additional notes and/or attachments?

While you cannot edit a referral via the portal, you can always add new notes and attachments even after submitting the referral. To do so:

- 1) Navigate to the patient in question via your Patient List.
- 2) Click “Referrals” in the left-hand menu pane.



- 3) Click “Referrals by Member” in the left-hand menu pane.

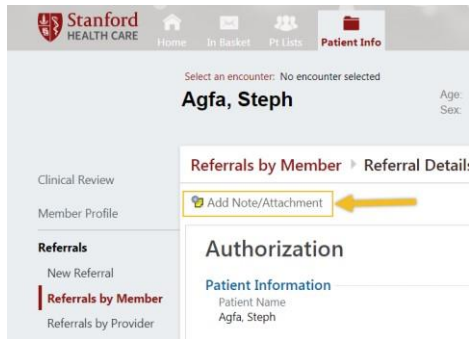


- 4) Locate the Referral you would like to append and click the Referral Id #.

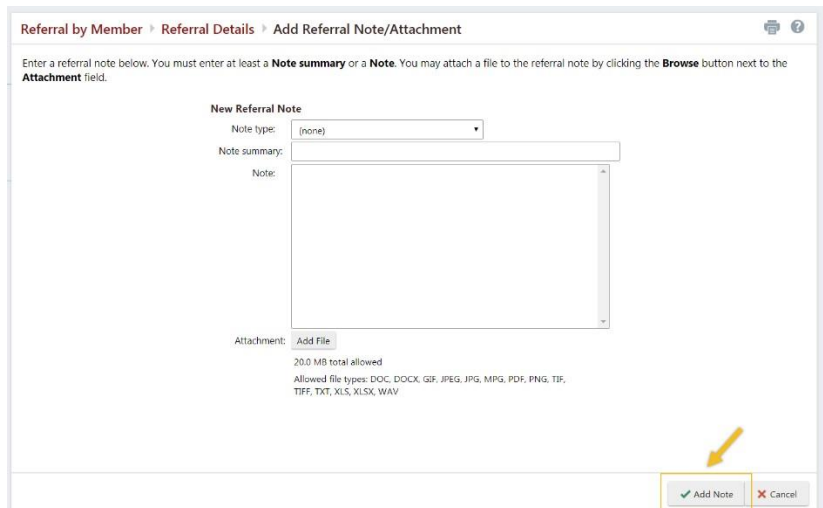


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- 5) Click “Add Note/Attachment” at the top of the referral preview.



- 6) Select the “Provider Comments” Note Type, enter a Note Summary, Note, and Attachment (as needed).
- 7) Click “Add Note” in the bottom right





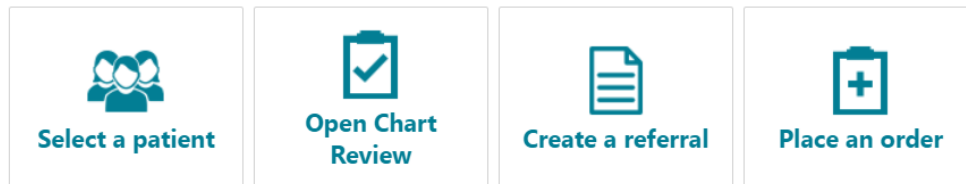
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Order Entry FAQ

What is Order Entry?

Order Entry is a functionality within PRISM that allows community physicians to directly place radiology orders within our protocol and scheduling workqueues in Epic through the PRISM digital portal. Users can pend and sign order for imaging services at Stanford Health Care (SHC), ValleyCare (VC), and Stanford Affiliated Practices (UHA). **Please note, lab orders are not yet supported via PRISM.**

For Interventional Radiology referrals, please use the PRISM 'Create a referral' and for radiology orders, please use the 'Create an order' on the PRISM homepage.



What if I can't find the specific order I'm looking for?

It is likely that the procedure they are looking for was purposely excluded from being within PRISM, since each organization submitted explicit lists on what they wanted included in the system. If a provider needs to place such an order, the recommended action they should take is to submit a Requisition Order as per usual practice, such as through Fax.

How do I route the order to SHC/VC/UHA?

In order to route the order to the right location, the user must select the correct order class. If they do not select the correct one, the referral may not go to the correct location which can delay patient care. The location of this field is in the 'Edit Order' screen. Information is below (see Quick Start guide for additional details).



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CT Abdomen w and wo IV Contrast Liver Triphasic Chest Abdomen Pelvis w IV Contrast S/P Chemo Embolization

Status: Normal Standing Future

Expected Date: Today Tomorrow 1 Week 2 Weeks 1 Month 3 Months 6 Months

Expires: 1 Month 2 Months 3 Months 4 Months 6 Months 1 Year

Priority: STAT Expedite Routine Timed

Class:

Order Class	Location(s)	Able to be used?
Stanford [50]	Any SHC Imaging Services Outpatient Location	Yes
Hospital Performed [22]	Anything within the SHC hospital (such as ED)	Yes
ValleyCare Hosp Outpatient [88]	Stanford Health Care ValleyCare Livermore (1133 E. Stanley Blvd., Livermore CA 94550) Stanford Health Care ValleyCare Pleasanton (5555 W. Las Positas Blvd., Pleasanton, CA 94588) Women's Imaging Center, Stanford Health Care ValleyCare Pleasanton (5725 W. Las Positas Blvd., Pleasanton, CA 94588)	Yes
Imaging San Jose [92]	Stanford Medicine Imaging and Express Care (798 S. Winchester Blvd., San Jose, CA 95128)	Yes
Pleasanton CT [95]	Imaging Pleasanton (5725 W. Las Positas Suite 100, Pleasanton CA 94588)	Yes
Menlo [51]	Menlo Medical Clinic (1300 Crane St., Menlo Park, CA 94025) Menlo Medical Clinic (321 Middlefield Ave, Menlo Park, CA 94025)	Yes
Bay Valley [75]	Bay Valley Medical Group (27212 Calaroga Ave., Hayward, CA 94545) Bay Valley Medical Group (319 Diablo Road, Ste. 105, Danville, CA 94526)	Yes
AMG San Pablo [93]	Alliance Medical Group (100A San Pablo Towne Center, San Pablo, CA 94806)	Yes



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Clinic Performed [23]		NO – Do not use.
External [52]		NO – Do not use.
Image Library – Outside Film Interpretation [79]		NO – Do not use.
Almaden [81]		NO – Do not use.
ARSB [94]		NO – Do not use.

Why Can't I accept the order after editing?

If there is difficulty in selecting 'Accept' option after editing the referral, it is likely that not all of the required fields have been completed and there are hard stops preventing the user from continuing. These should be indicated by exclamation marks encapsulated by colored octagons. If the user is trying to save their progress, they will NOT be able to accept/pend any orders that are missing this critical information.

What does 'Pend Order' mean? Who can use it?

Referral coordinators, medical assistants, and other non-physician staff are not able to sign orders due to restrictions to their user class. Instead, they will be able to pend orders, which allows users to save orders in an 'incomplete' status so that other users, like physicians, can sign off on these orders after reviewing them.

The referral coordinators should be communicating with the providers that these orders have been pended. While there is a notification to the provider for unsigned, pended orders under their authorization, the notification occurs 24 hours after the unsigned order was pended.

Why hasn't X order been scheduled?

It's possible that the order was never completed, i.e. signed, and therefore never entered Epic for routing, protocoling, or scheduling. If it was signed/completed and hasn't been handled within 2 business days, it may require some investigating.



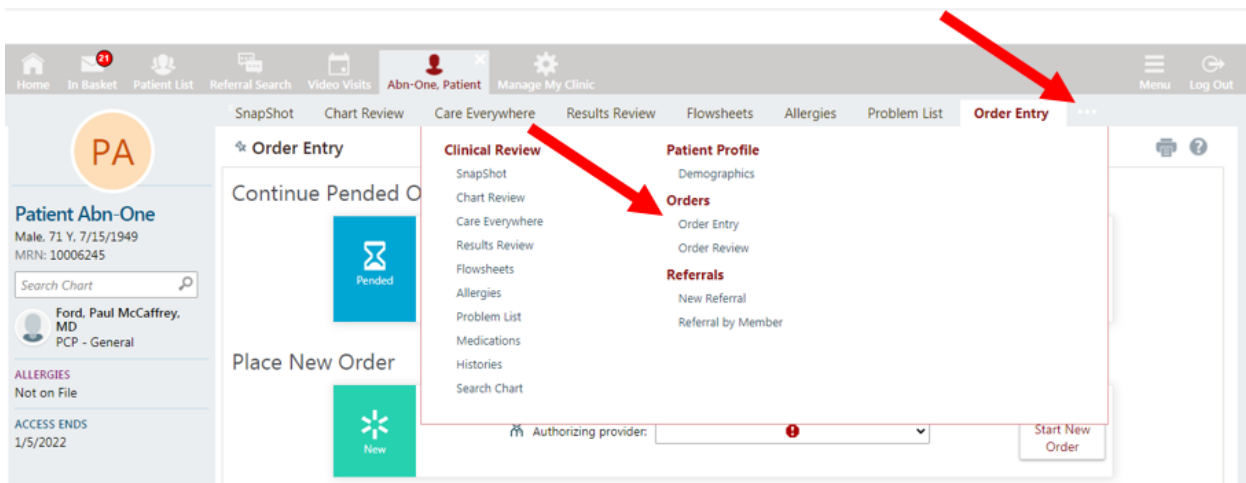
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Can referral coordinators receive warnings for the orders they're pending if there is an Advance Beneficiary Notice (ABN) or Clinical Decision Support (CDS) issue?

Currently PRISM does not have that capability – all warnings are triggered upon attempting to sign them. Therefore, people who are pending orders will not see ABN warnings or CDS appropriateness score warnings. See ABN and CDS warning sections below for further details.

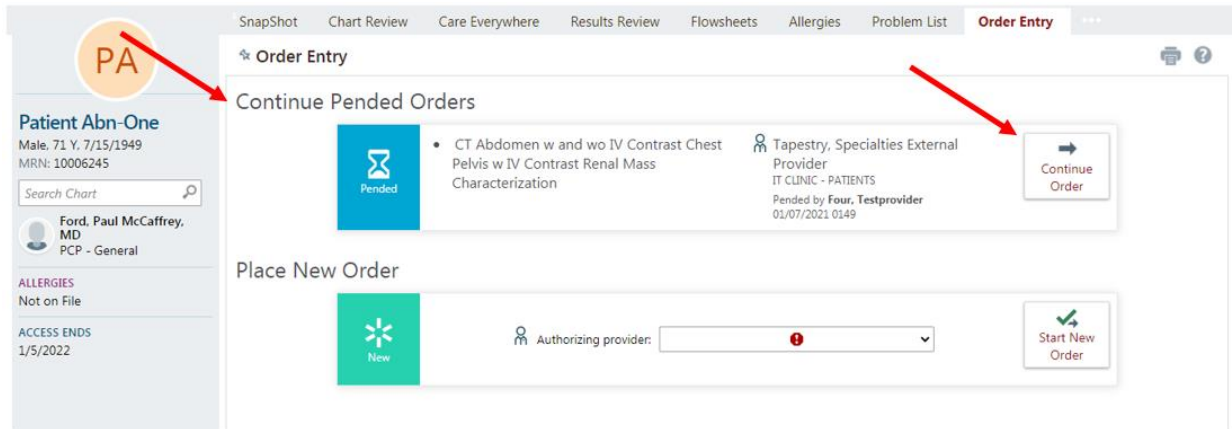
How do I see my pended orders?

If the user navigates to the patient and selects 'Order Entry' they will be able to see the pended orders for that patient. See below:





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What does 'Sign Order' mean and what can happen when I do this?

Providers can either continue off pending orders or create their own orders and sign them. In the case of working off a pended order, best practice is for them to review the information in the referral before sign-off. They may experience a warning when attempting to sign the order. At the point that they receive a warning, nothing has been signed, and they must resolve the issue or select to continue in order to finish signing.

How can I sign only one of the orders?

The system currently only signs orders in the entire encounter. Therefore, best practice is to review all of the orders in the encounter then perform the sign-off or remove the ones you cannot sign then proceeding with signing the remaining.

How do I cancel orders?

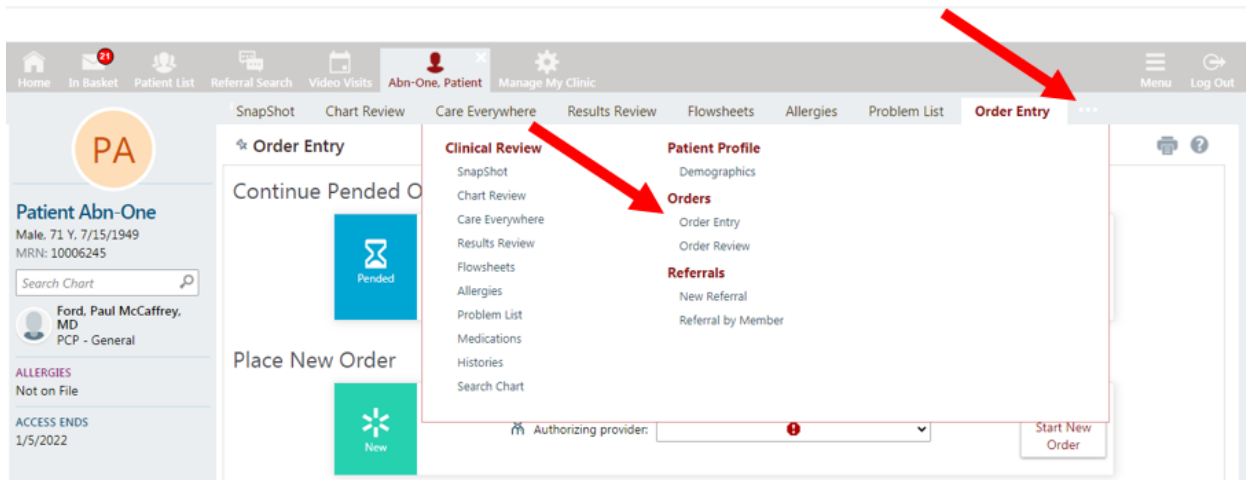
If the order has not been signed, deleting it will remove it from the encounter. At that point, it hasn't entered the SHC system and that's the only action required. If you are attempting to cancel a signed order, selecting the trash icon can cancel the order, but you must provide a cancellation reason before completing the cancellation. When this happens, the referral/order is flagged in our system as being cancelled/discontinued.



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How do I look at orders that I've signed but want to know the progress of?

Going to the Order Review page is the best way to look at all the orders placed for that patient and shows the Order Status and Appt Status. It can be found after a patient is selected by clicking on "Order Review" within the patient ribbon by selecting the three white circles. Example below:



What is a Decision Support warning and when do I encounter it?

Providers may encounter decision support warnings (as seen below) when attempting to sign orders that have a 'reason for exam' that the system detects as not matching a selected procedure. The warning will attempt to provide alternate solutions to the situation by offering different procedures that have a higher appropriateness score than the original option.

Do I have to select the options listed on the Decision Support warning?

Selecting the offered solutions is not mandatory but may be recommended. Typically removing the existing procedure and replacing it with another procedure that meets medical necessity but has a higher appropriateness score would be considered best practice. This can be done by selecting the 'Remove' option and one of the recommendations. Selecting multiple recommendations may create multiple orders. It can also be manually handled by backing out of the order and manually changing it.

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Appropriateness rankings for a 71 year old male

Indications: Palpable nodule or thyroid enlargement

Appropriateness	Procedure	Cost	RRL
Selected Procedure			
1	CT NECK W IV CONTRAST	\$\$	☠☠☠☠☠
Alternate Procedures to Consider			
9	US HEAD NECK SOFT TISSUE	\$\$	
9	US THYROID	\$\$	
4	NM THYROID IMAGE UPTAKE	\$\$	☠☠☠☠☠

Click here for ACR Appropriateness Criteria reference information

Apply the following changes:

- Remove CT Neck w IV Contrast Expected: 1/7/2021, Expires: 1/7/2022, Routine, Stanford, Reason for Exam: Palpable nodule or thyroid enlargement Score 1
- Add Score 9 (US Head Neck Soft Tissue)
- Add Score 9 (US Thyroid)

 Continue with no changes

What is the Advance Beneficiary Notice (ABN) Warning and when do I encounter it?

Providers may encounter an ABN warning, which typically means the patient has Medicare A/B insurance and a diagnosis was chosen that Medicare does not currently support. This means the patient may be financially liable for the procedure if they continue with any future scheduled appointments. If encountered, the provider must have the financial liability conversation with the patient or change the diagnosis to another one that meets medical necessity.



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Order Entry > Order Validations



Information Needing Your Attention

ABN Alert: Medicare does not recognize selected DX as medically necessary for procedure or medication. If no action taken, your patient will likely be responsible for paying out-of-pocket.

CT Head wo IMGCT0208 This procedure is not covered for an associated diagnosis. [▲ Details](#)

Failed Charge(s)	Failed Diagnoses	Failed Rule Sets
CT HEAD/BRN C-MATRL [70450 (Custom)]	G44.201	Professional Fees Not Covered

Associated diagnoses

Tension-type headache, unspecified, intractable [G44.201]

Payor/Plan: Medicare/Medicare Part A&B (Hosp And Medical) ABN Status: Notice Triggered

[Attached Advance Notice Waiver form](#)

[✔ Sign Orders](#) [✘ Cancel Signing](#)

Is there a way to change the order within the ABN warning, like the CDS warning?

Currently there is not; in order to change the diagnosis, the user must back out/cancel signing the order, edit the referral, and change the diagnosis to another one that meets medical necessity. They must then attempt to sign the order again.

Why does the ABN warning keep coming up even though I'm changing the diagnosis?

This means you are still choosing diagnoses that are flagged as posing high likelihood of financial liability to the patient with their Medicare insurance. Best practice is to either secure them signing the



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ABN paperwork (if they agree they may self-pay) or to choose another diagnosis that meets medical necessity.

How do I find out the financial cost of the procedure (during an ABN Warning) if the patient wants to know?

This information is available by selecting a pop out window in the warning, called 'Attached Advance Notice Waiver Form'. The estimated cost is listed within that pop-up window. If patient wants to continue with the procedure as-is and is willing to accept financial liability, the 'Notice Status' should be changed to the appropriate value ('Patient to Sign ABN' or 'ABN Signed, Service Accepted' if they signed a printed version of this sheet). See example below:

The screenshot shows the Epic ABN form interface. On the left, a yellow warning box titled "Information Needing Your Attention" contains an "ABN Alert" and a table of failed charges. A red arrow points to a link in the warning box: "Attached Advance Notice Waiver form". On the right, the "Advance Beneficiary Notice of Non-coverage (ABN)" form is displayed, featuring a table of items and services with their reasons for non-coverage and estimated costs. A red arrow points to the "Estimated Cost" column in this table. Below the table, there are instructions and three options for the patient to choose. At the bottom of the form, there is a "Notice status" dropdown menu, a "Template" dropdown, and a "Comments" text area. A red arrow points to the "Notice status" dropdown, which is currently set to "Notice Triggered". At the very bottom of the interface, there are buttons for "Sign Orders", "Cancel Signing", "Print", "Accept", and "Cancel".

What should I do if the patient wants to proceed with the original selected procedure/diagnosis?

If patient agrees to sign the waiver form, it should be printed out, signed by the patient, and brought to their future appointment. The 'Notice Status' must also be updated accordingly. If printing is not possible but the conversation was held with the patient and they still want to proceed, the best status to use is "Patient to Sign ABN".



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Site Administration

What is the role of the Clinic Site Administrator?

Site Admins have the following two responsibilities:

Site Verification: Every 6 months, Providers/Site Administrators will be promoted to verify all users. If any users have left the clinic or no longer need access to PRISM they should be selected as no longer active. Sites must be verified by admins every 6 months.

Manage My Clinic: Providers/Site Administrators will have access to a list of all PRISM Users from their Clinic. They can deactivate users at any time from Manage My Clinic and request new user accounts for delegates.

I accidentally deactivated a user; how do I reactivate the users PRISM account?

Please call the SHC Service Desk at (650) 723-3333.