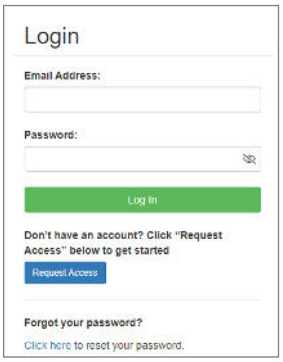
RoyalMD™ User Guide

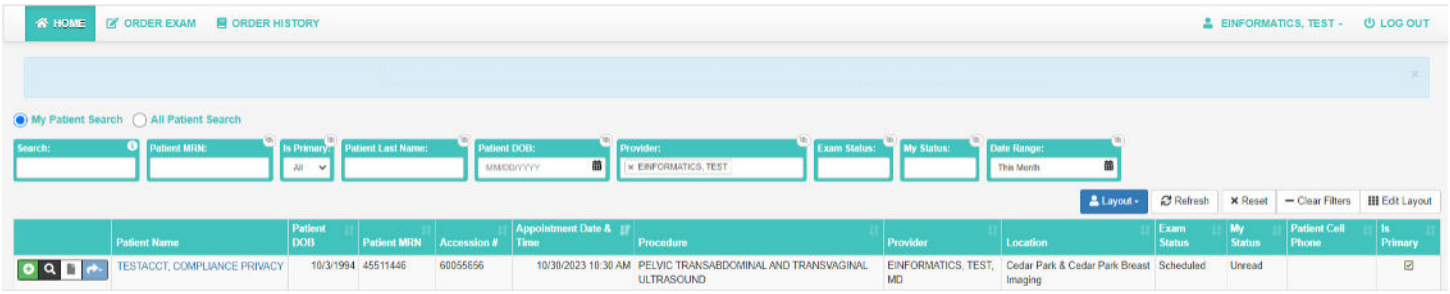
ARA DIAGNOSTIC IMAGING

Logging In



- URL: www.royalsolutionsgroup.com/router/ara/MD
- Enter user name and password (passwords are case sensitive).
- Change password: Username>Profile>Security Settings>Click to Change Password
- You can also request access to the portal here.

The Basics



HOME — RETURN TO HOME

ORDER EXAM — ORDER EXAM FOR PATIENT

ORDER HISTORY — VIEW EXAMS FOR ALL PATIENTS

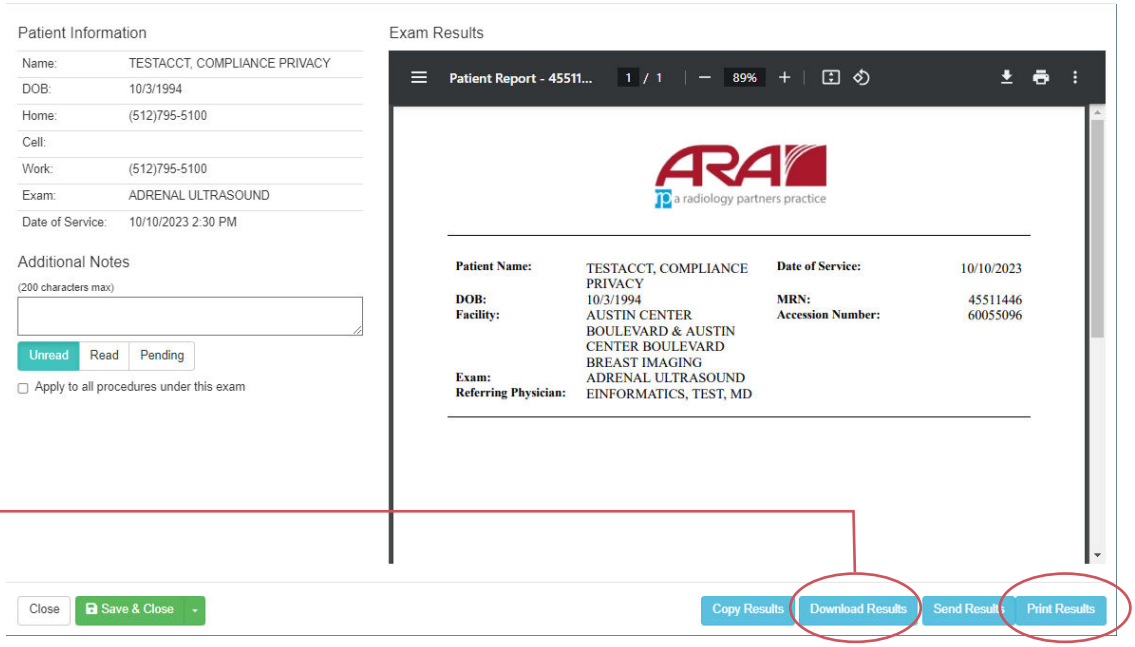
PATIENT OPTION BUTTONS

Buttons are dark colored if records are available and light colored if not.

1. **View Reports** for this patient.
2. **Search** this patient's records.
3. **Order Exam** for this patient.
4. **Share Images**, **Download Images**, or **Burn Images** (dropdown).

PRINT REPORTS

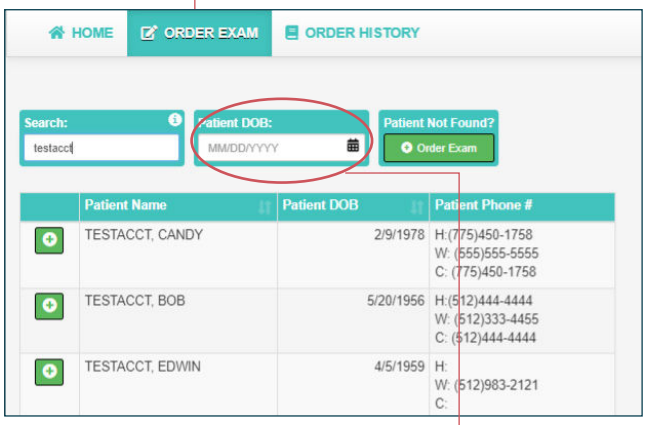
1. Open **View Report**.
2. Choose **Print Results**.



USER TIP:
Choose "Download Results" to save patient report to your workstation.

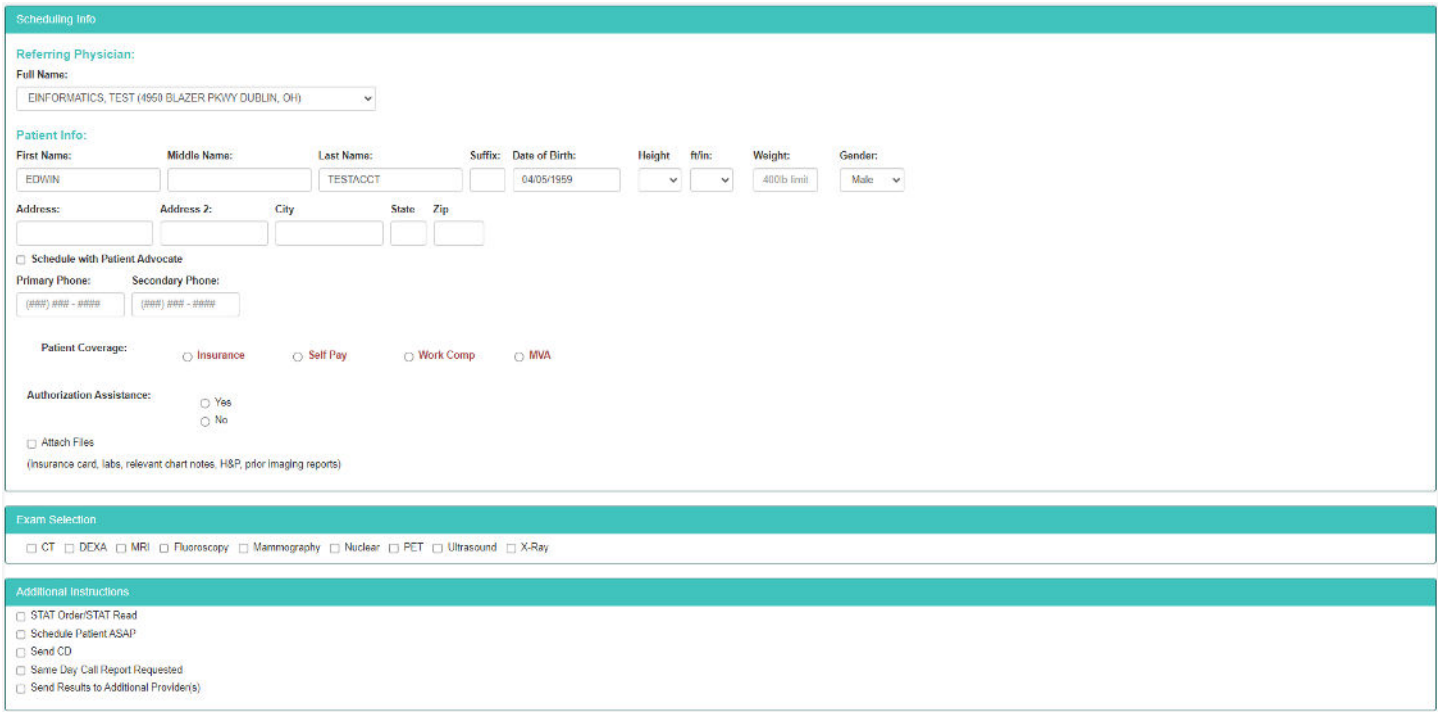
ORDER EXAMS

1. Choose the **ORDER EXAM** tab.
2. Search for your patient.
   A. If you see your patient:
      - Verify patient name and DOB
      - Choose ⊕ to order exam.
   B. If you don't see your patient:
      - Choose **Patient Not Found?**
      - Enter all *Required* fields.
      - Keep in mind that you will not be able to schedule your patient until ARA has linked the order their Royal file or created a new patient file if needed.
3. Choose **Referring Provider** (if logged in as staff person).
4. Enter patient coverage, member ID, and authorization (if applicable).
5. Choose exam ordered by provider on **Exam Selection**.
6. Enter **Diagnosis** (ICD-10) or reason for exam.
7. Enter any **Special Instructions**. (Examples: CC provider, patient requires assist/wheelchair; focus attention to L4-5; compare to positive finding CXR, etc.)
8. **SUBMIT** order.



USER TIP:
Be sure to use date of birth in your search to find the right patient.

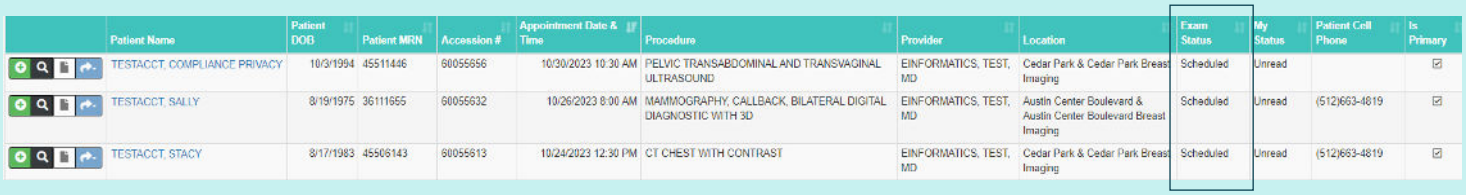
Important note - STAT orders cannot be scheduled online.
Please call our provider scheduling line at (512) 458-9098 to schedule STAT orders.



REVIEW EXAM STATUS

1. Go to Home Page

2. Enter Patient Last, First Name in search bar.
3. View “Exam Status” column for current status of any patient.



	Patient Name	Patient DOB	Patient MRN	Accession #	Appointment Date & Time	Procedure	Provider	Location	Exam Status	My Status	Patient Cell Phone	Is Primary
	TESTACCT, COMPLIANCE PRIVACY	10/3/1994	45511446	60056656	10/30/2023 10:30 AM	PELVIC TRANSABDOMINAL AND TRANSVAGINAL ULTRASOUND	EINFORMATICS, TEST, MD	Cedar Park & Cedar Park Breast Imaging	Scheduled	Unread		☑
	TESTACCT, SALLY	8/19/1975	36111655	60056632	10/26/2023 8:00 AM	MAMMOGRAPHY, CALLBACK, BILATERAL DIGITAL DIAGNOSTIC WITH 3D	EINFORMATICS, TEST, MD	Austin Center Boulevard & Austin Center Boulevard Breast Imaging	Scheduled	Unread	(512)663-4819	☑
	TESTACCT, STACY	8/17/1983	45506143	60056613	10/24/2023 12:30 PM	CT CHEST WITH CONTRAST	EINFORMATICS, TEST, MD	Cedar Park & Cedar Park Breast Imaging	Scheduled	Unread	(512)663-4819	☑

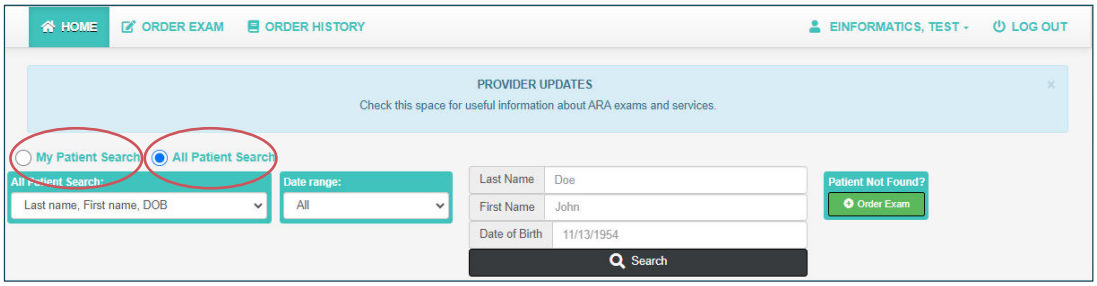
Search Types

MY PATIENT SEARCH

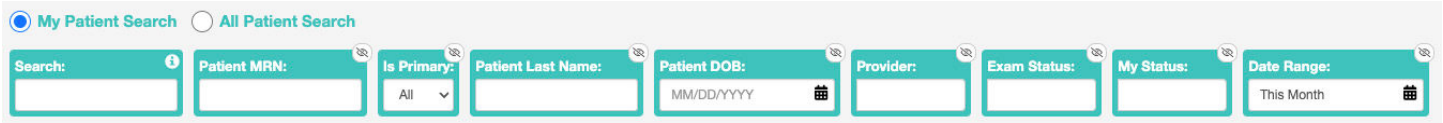
- Screen defaults - Patients you have referred
- Search **Provider Referred Exams**

ALL PATIENT SEARCH

- **Break Glass** feature removes the “practice limitation” and allows users to search patient exams by **all** referrers.



Search Filters Defined



SEARCH

Patient search field.

PATIENT MRN

Unique identifying number assigned to a record.

PATIENT LAST NAME

Patient search by last name only.

PATIENT DOB

Use to narrow search.

PROVIDER

Blank: Populates all patients associated with any provider within that practice.

Specified Provider: Limits patient search to providers selected.

EXAM STATUS

Describes status of a specific patient exam by:

- **Scheduled**: Exam is scheduled.
- **Canceled**: Exam was canceled.
- **Addendum**: Exam has an Addendum to the original report - exam is complete.
- **Final**: A Final Report has been issued to Exam - exam is complete.

MY STATUS

Managed by the referring provider in **Report View** window. (**Read** or **Unread** is not related to final report).

DATE RANGE

Patient/Exam will populate for the **Date Range** chosen.

Search Options

REFRESH

Refresh/update screen information.

RESET GRID LAYOUT & SEARCH CRITERIA

Returns any column changes back to system default.

CLEAR FILTER CRITERIA

Removes any filter settings.

USER TIPS:

- Search for patients by the name shown on their government ID. If you don't find them, try using the name as shown on their insurance card.
- Compound and hyphenated names are recorded as one word in RoyalMD. So Smith-Jones would be SMITHJONES and St. Elmo would be STELMO.

Order History

Provides complete view of ALL online orders submitted by the provider.

STATUS

- **In Process**: Exam is ORDERED and NOT scheduled.
- **Scheduled**: Exam has been scheduled.
- **Cancelled**: Exam has been cancelled.

CREATE DATE

Reflects the date online order was submitted.

USER TIP:
There may be additional status entries based on third-party integrations.

	Order ID	Provider	Patient Last Name	Patient First Name	Patient DOB	Ordered Exam	Status	Comment	Create Date CDT	Created By Provider
	23601487	EINFORMATICS, TEST	TESTACCT	JAMES	9/6/1941	**MRI KNEE WITHOUT CONTRAST - LEFT (MRKNSL)	Scheduled	Pending Authorization	11/2/2023 11:13 AM	TESTACCT, JAMES
	23601354	EINFORMATICS, TEST	TESTACCT	ANNE	4/17/1957	**MRI CLAVICLE WITHOUT CONTRAST - LEFT (MRCLSL) **MRI CLAVICLE WITHOUT CONTRAST -	Scheduled	11/2/2023 10:41 AM No Authorization Required 11/2/2023 10:41 AM No Authorization	11/2/2023 10:39 AM	TESTACCT, ANNE

Schedule Your Patient's Exam

Allows the user to schedule a patient exam that has already been ordered.

STATUS

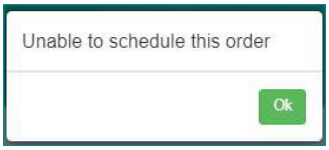
- Exam must be ORDERED and NOT scheduled to schedule.

SCHEDULE EXAM

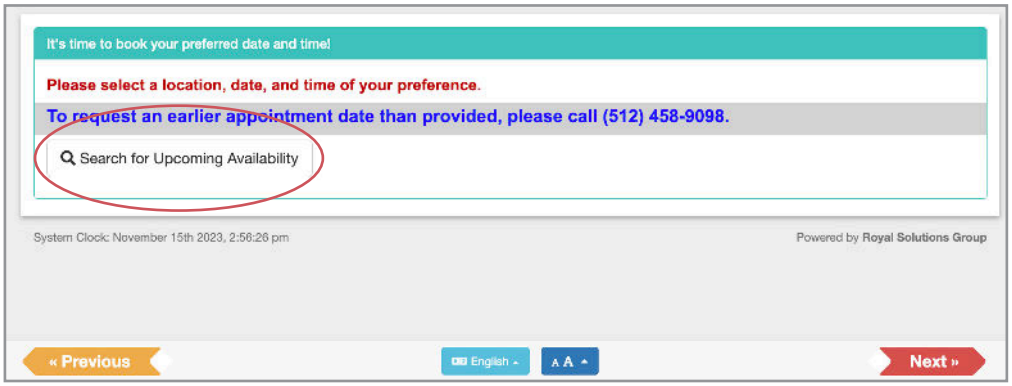
- Click the **Schedule** button (calendar icon) which will be live only if the exam has been ordered but not scheduled.

		Order ID	Provider	Patient Last Name	Patient First Name	Patient DOB	Ordered Exam	Status	Comment
⊕		23623705	TESTACCT, JAMES	Testacct	Kaitie	11/28/1994	EXAM Fluoroscopy: Intra-Articular Joint Aspiration (upload Lab Orders), Wrist, Left	Ordered	

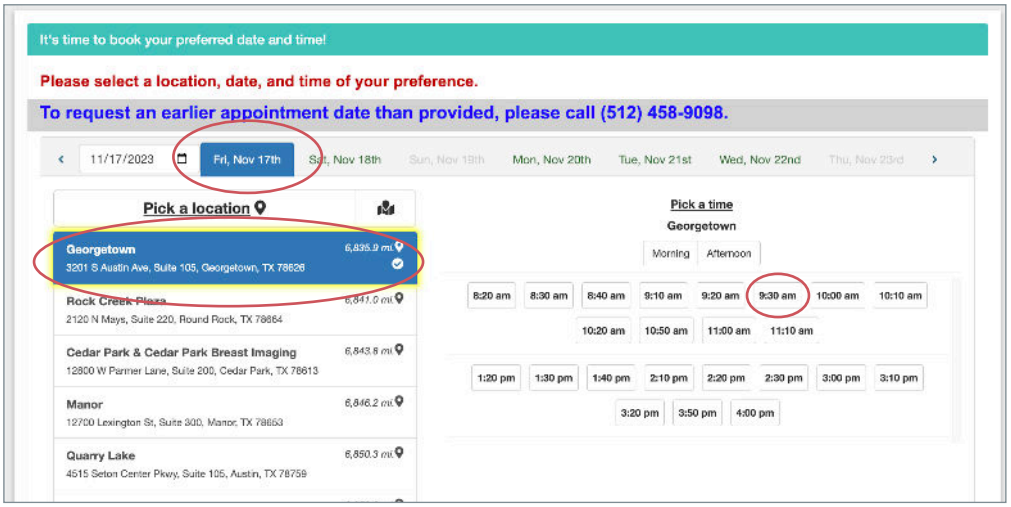
- Follow the prompts to schedule. Many exams are available for online scheduling but if the one you need is not available, you will see a pop-up window instructing you to call ARA's provider scheduling line at (512) 458-9098.



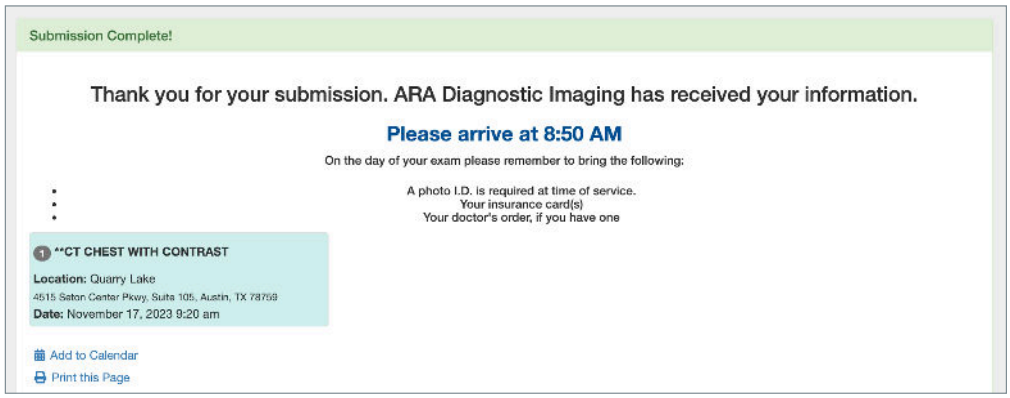
If you see this pop-up message, please call (512) 458-9098 to reach ARA's provider scheduling line.



- Use the **Search for Upcoming Availability** button to start scheduling your patient.



- RoyalMD will use the patient's address to suggest the nearest center but you are free to select any ARA Outpatient Imaging Center (OIC) that offers the exam. **Choose the OIC, date, and time, then click Submit at the bottom of the page.** If you need to schedule the exam earlier than offered by the online method, please call (512) 458-9098 and speak to our schedulers.



- Then click **Submit**. After submitting, you will see a confirmation page where you can check the patient's exam information. The page will also give instructions on how to prepare for the exam. All this information will also be included in an email or text confirmation to the patient.

Order History Tools Defined

Download Order allows user to download and print the order.

Cancel Order sends a request to ARA to cancel an order. **Note that order can only be canceled before you finalize scheduling.** After the order is scheduled, you will need to call our provider scheduling line at (512)458-9098 to cancel.

Edit Order allows users to upload additional attachments.

Patient Search brings the user back to the Home Page but retains the MRN and last name of the patient.

Download order with attachments.

Print Comment allows user to print the comment field.

Order Exam will bring the user to the Order Exam tab populated with the patient information.

Schedule Order allows the user to schedule the exam after ordering.

HAVE QUESTIONS?

Contact ARA's Provider Relations Associates at ProviderInfo@ausrad.com or (512) 731-2254 or by scanning this QR code.

NEED TECHNICAL HELP?

Contact ARA's Service Desk at (512) 531-7227.