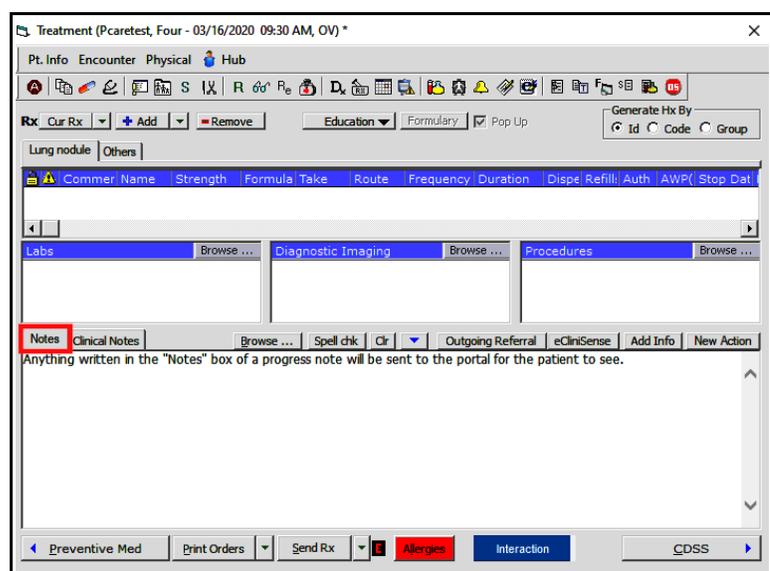# Notes, Clinical Notes, and Internal Notes

When ordering/scheduling radiology procedures, office staff need to understand who sees and doesn't see text entries in various notes boxes in eCW 11 and eCW 11e.

Notes: Any text entered into this box will be sent to the portal (where the patient will see it) once the test (in this case, a chest CT) is completed and reviewed. However, staff in radiology DO NOT see text entered in the "Notes" box.
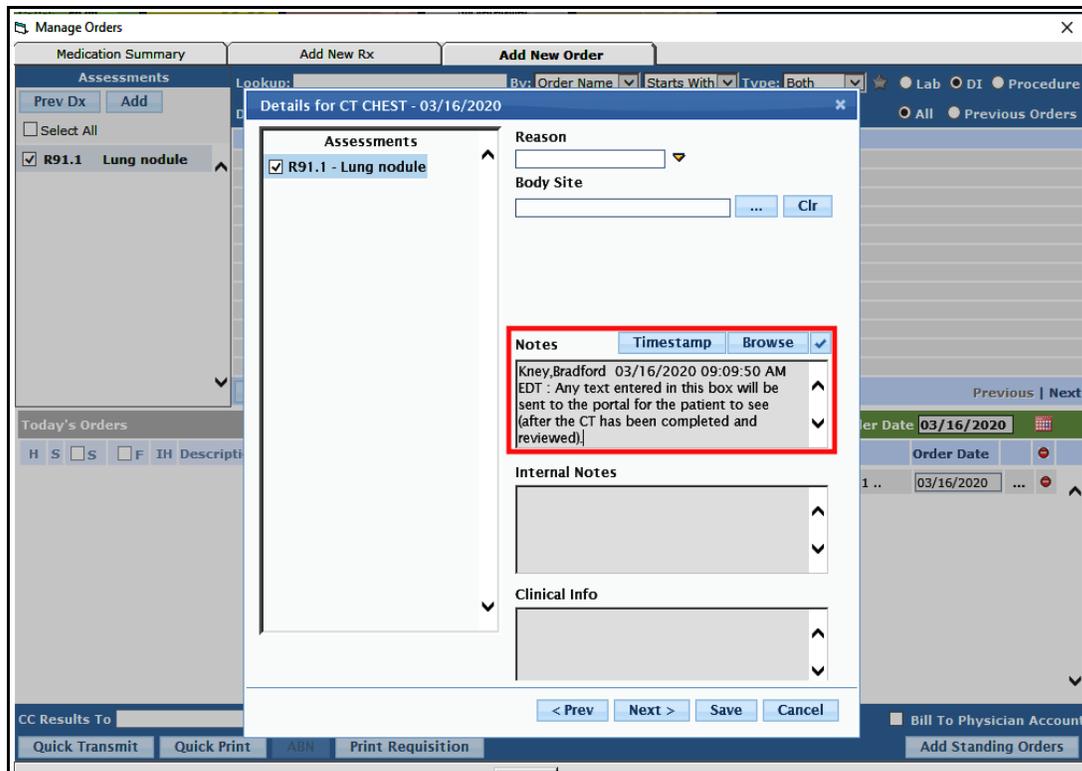
Text entered in the "Notes" box of the treatment screen is also sent to the portal – provider documentation should be entered in the "Clinical Notes" box of the treatment screen.

Text entered in the "Notes"/"General Notes" section of the referral screen also ends up on the portal. Staff working with referrals should be cognizant of this fact, and use the "Clinical Notes" box for most documentation.

Internal Notes: Text entered in this box is seen by those in scheduling, as well as all other eCW users. This information is not sent to the portal. However, radiology staff does NOT see the text in this box due to restrictions in the eCW-radiology interface, so any special instructions for this chest CT meant for the radiology staff should NOT be entered in the "Internal Notes" box.
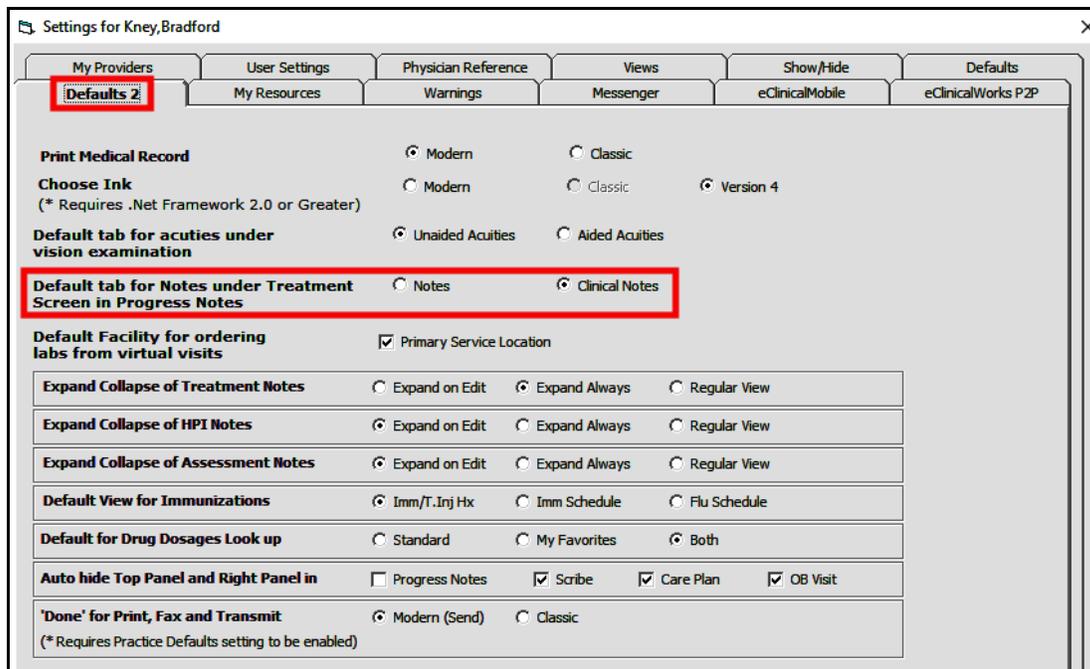
Clinical Info: Staff in the scheduling department AND in the radiology department WILL be able to see any text entered in the "Clinical Info" box.
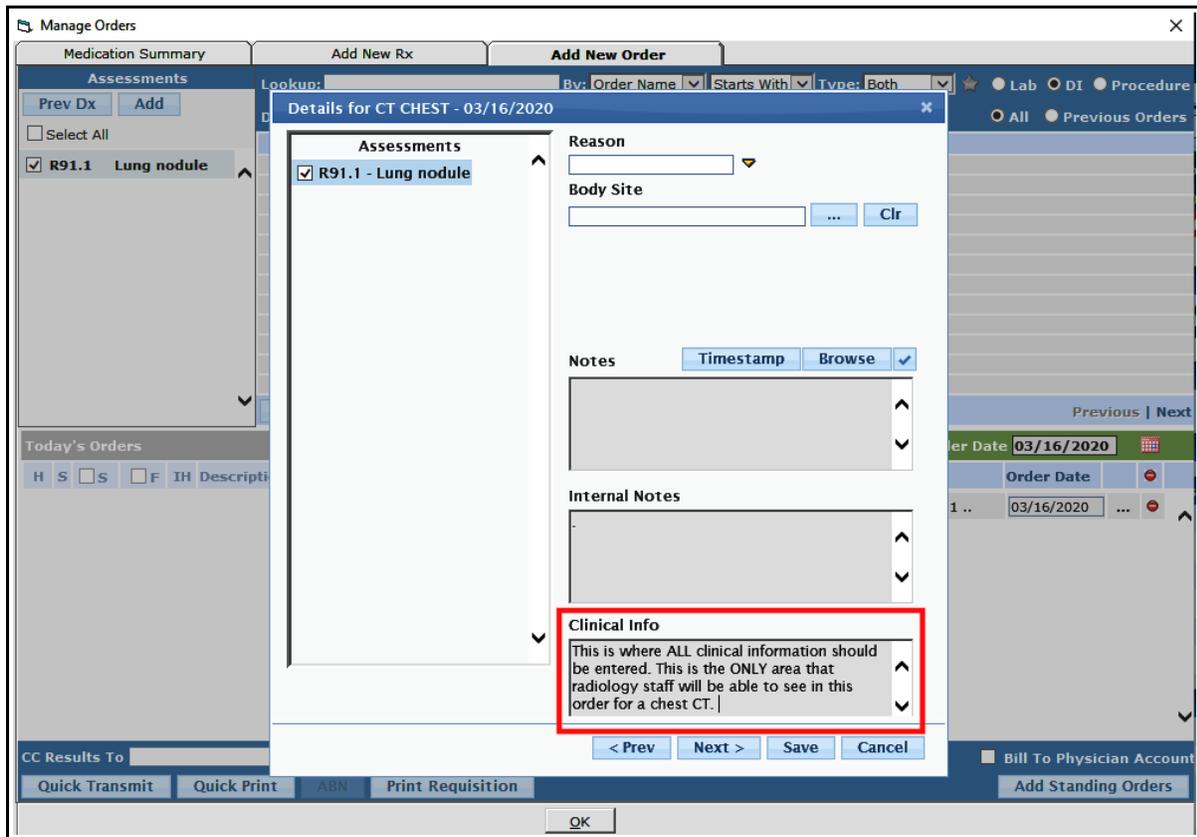
My Settings: If your eCW set-up opens the treatment section to "Notes" by default, changing the default to "Clinical Notes" can be done in the "Defaults 2" tab of My Settings.

Ordering an X-ray from a telephone encounter: If an X-ray order is being created from a telephone encounter, make sure that the provider listed in the "Provider" box is indeed the provider ordering the test BEFORE the test is ordered.

In the following example, assume that a staff member ordered a chest CT on this patient at the request of Dr. Kabak, but when the telephone encounter was first opened, eCW listed Dr. Joncas as the provider for the patient by default. The staff member ordered the CT, but on returning to the main telephone encounter screen, noticed that Dr. Joncas and not Dr. Kabak was listed as the provider – and changed the provider to Dr. Kabak. The CT order has already been linked to Dr. Joncas, and even though the provider was corrected in the telephone encounter, this information was not transmitted by eCW to radiology (due to restrictions in the eCW-radiology interface).

When this error occurs, the staff member needs to delete the first CT order, change the provider in the telephone encounter, and then re-order the CT. Now, when the CT is completed, the result will come to Dr. Kabak, and not to Dr. Joncas (as would happen if the original CT order were not deleted and re-entered).

<div align="right">
Brad Kney, MD
March 15, 2020
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