

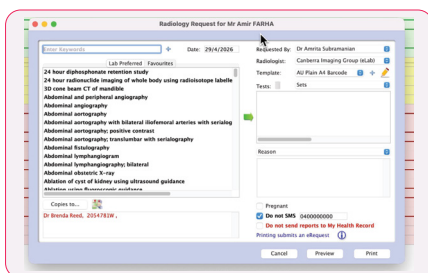
# Radiology eRequests in Genie

eRequests allows you to easily send and monitor radiology requests – giving you greater visibility over the status of your patient's results and ensuring all information is instantly sent to the radiology provider.

## Before you begin

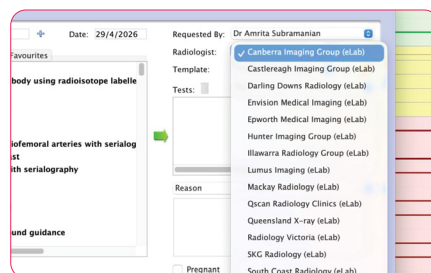
Ensure your practice is running Genie Version 11.3.2 or above. If you are unsure, follow the steps to [check your Genie version](#) or [update to the latest version](#).

## Sending eRequests



### 1. Open the Radiology Request window:

Right-click the patient's appointment and select Radiology Request, or open the patient's clinical window and navigate to Tools > Add Radiology Request.



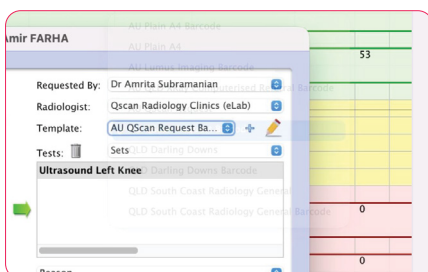
### 2. Select a radiology location:

Choose Lumus Imaging (eLab) from the dropdown. To set Lumus Imaging as your preferred provider, select "Set Default".



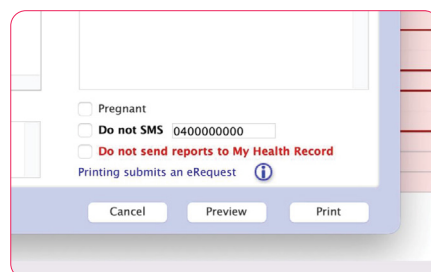
### 3. Select tests from the Lab Preferred tab:

This displays tests specific to your selected location. Search for and select the required tests.



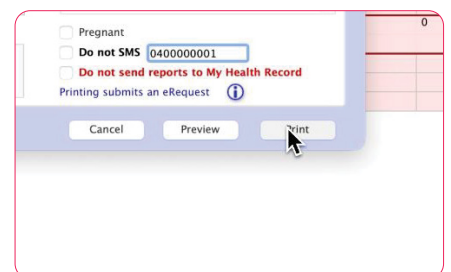
### 4. Choose a barcoded template:

Select one of the inbuilt barcoded templates. The barcode allows the request to be scanned at the radiology location, even if the patient does not have their SMS request.



### 5. Confirm the patient's mobile number:

The patient's mobile number will auto-populate from their Demographics. Adjust if needed. eRequest SMS messages are free of charge and do not use your Genie SMS credits.



### 6. Click Print:

Once Print is clicked, an eRequest will be sent to Lumus Imaging and a hard copy printed for the patient. Patients will receive an SMS confirming that Lumus Imaging has received their eRequest. Eligible patients may also receive a follow-up SMS giving them an option to book online or receive a call from Lumus Imaging staff.

# Tracking eRequests, helpful tips and FAQs

## How to track sent eRequests

Sent eRequests are recorded in three places:

- 1 Patient's clinical history** — as a note in the consultation record and a copy of the printed request form.
- 2 Open > Investigations Audit** — includes the eRequest Date and ID, alongside all other radiology requests.
- 3 Open > eRequests** — for tracking the current status of sent eRequests.

## Tips for best results

- **Use the Lab Preferred tab** — tests here are body part-specific and tailored to the selected location. Selecting from this list ensures the radiology location knows exactly which tests to perform.
- **Select a barcoded template** — patients can present the printed form to be scanned, providing a reliable backup to the SMS.
- **Set a default radiology location** — if your practice consistently uses the same location, setting it as default saves time on every request.
- **Create Sets** — frequently ordered combinations of tests can be saved as Sets within the Radiology Request window for faster ordering.

## Frequently asked questions

### Why does the same radiology location appear twice on my dropdown list?

If a radiology location appears twice, your practice may have manually added this radiology location and it appears alongside the same radiology location that is automatically managed and updated by Genie software.

To remove the duplicate, hold down the Alt key (Windows) or Option key (Mac) and click on the duplicate entry. The location managed centrally by Genie software will remain and continue to update automatically.

### Can I update an existing radiology template to include a barcode?

Yes. Existing templates can be edited to include a barcode using the barcode expression. For instructions, visit the [guides here](#).

### Will sending an eRequest use my practice's SMS credits?

No. eRequest SMS messages are free of charge and are separate from your Genie SMS credits.



[Click here](#) or scan the QR code to view the eRequests Activation Guide



[Click here](#) or scan the QR code to view the Creating eRequesting in Genie