



Tips & Tricks Weekly



Epic CareLINK Faxing Outpatient Testing Orders via Allscripts Touchworks

Ballad Health’s recent conversion to Epic across all facilities has changed a few workflows related to Diagnostic Order Entry. Outlined below is one way to directly route orders from Touchworks into Epic.

Once a provider enters and signs an outpatient test order in Touchworks, the nurse, medical assistant, or support team associate should complete the following steps:

1. Fax order via Touchworks to **Ballad Central Scheduling at (423) 431-1886**. Select Print/Fax on the Order toolbar, and then search for “Ballad” under “Referring Provider” in the Fax Dialog:

The screenshot shows the Epic Touchworks interface for a test order. The order details for 'Xray Chest PA Lateral' are visible. The 'Fax Dialog' window is open, showing the 'Referring Provider' dropdown menu set to 'BALLAD CENTRAL SCHEDULING'. The 'Destination' field is set to 'BALLAD CENTRAL SCHEDULING', and the 'Fax Number' is '(423) 431-1886'. The 'Document' field is set to 'Order Requisition-ETSU'. A blue arrow points to the 'Referring Provider' dropdown menu, and another blue arrow points to the 'Print/Fax' button in the order toolbar.

2. Order the test in Epic CareLINK: Click link: [How to order via Ballad Health Epic CareLINK](#)

3. Schedule the test in Epic CareLINK Click link: [How to schedule via Ballad Health Epic CareLINK](#)

The screenshot shows the 'Make Appointment' screen in Epic CareLINK. The 'Appointment notes' field contains the text 'Order Faxed via Allscripts'. A red arrow points to this field, and a blue arrow points to it from the adjacent text box.

In appointment notes, please type
“Order Faxed via Allscripts”

Please note: Provider co-sign and order upload no longer required.