

# Cerner Medical Imaging Orders: Attempted, Incomplete and Actual Exams

## Purpose

To provide a guideline to assist Medical Imaging (MI) departments with defining attempted, incomplete and actual exam order scenarios in Cerner to ensure correct ordering, billing, workload units and exam counts are captured for these scenarios.

## Site Applicability

This guideline is applicable to all Lower Mainland Medical Imaging (LMMI) departments within Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH).

## Practice Level

All MI Staff.

## Guideline

The Cerner Medical Imaging Order Catalogue does not duplicate Incomplete and Attempted exams for every Actual order and to achieve as close as possible the recommended workload and billing, *Table 1* & *Table 2* define when to use Attempted, Incomplete or the Actual order.

**Table 1: Attempted vs Incomplete vs Actual for Procedures NOT Involving Radiologists**

- **Attempted** orders have only workload units and exam counts
- **Incomplete** orders have billing, workload units, and exam counts
- **Attempted and Incomplete orders will be reported by the Radiologist**

Modality Scenario Examples	CST MI Order
<b>All modalities:</b> <ul style="list-style-type: none"> <li>• Equipment / room set up (in department, OR, mobile)</li> <li>• No fluoroscopy or imaging performed</li> <li>• Example: patient claustrophobic, refuses exam or contrast injection, fluoroscopy not needed in OR, etc.</li> </ul>	<b>Attempted</b>
<b>All modalities</b> <ul style="list-style-type: none"> <li>• Procedure performed with specialist</li> <li>• Images taken and stored on PACS</li> <li>• Actual procedure not successful (e.g. ERCP)</li> </ul>	<b>Actual</b>
<b>BD, MG, XR</b> <ul style="list-style-type: none"> <li>• not all images obtained</li> <li>• Include Tech Comments to indicate why some images were not obtained</li> </ul>	<b>Actual</b>

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Modality Scenario Examples	CST MI Order
<b>CT</b> <ul style="list-style-type: none"> <li>IV inserted for exam</li> <li>No imaging performed</li> </ul>	<b>Attempted</b>
<b>CT</b> <ul style="list-style-type: none"> <li>only scouts acquired</li> <li>No series scanned</li> </ul>	<b>Incomplete</b>
<b>CT</b> <ul style="list-style-type: none"> <li>not all series acquired</li> <li>Example: uncooperative patient or patient request to abort exam, etc.</li> </ul>	<b>Actual</b>
<b>MR</b> <ul style="list-style-type: none"> <li>IV inserted for exam and no imaging performed</li> </ul>	<b>Attempted</b>
<b>MR</b> <ul style="list-style-type: none"> <li>Unable to obtain all sequences and 2 sequences or less completed</li> </ul>	<b>Incomplete</b>
<b>MR</b> <ul style="list-style-type: none"> <li>Unable to obtain all sequences and 3 sequences or more completed</li> </ul>	<b>Actual</b>
<b>NM</b> <ul style="list-style-type: none"> <li>No administration of medication or radiopharmaceutical</li> <li>No imaging performed</li> <li>Example: Patient arrives but decides not to have the exam</li> </ul>	<b>Attempted</b>
<b>NM</b> <ul style="list-style-type: none"> <li>Administration of <b>medication</b> but no radiopharmaceutical administered</li> <li>No imaging performed</li> </ul>	<b>Incomplete</b>
<b>NM</b> <ul style="list-style-type: none"> <li>Administration of <b>radiopharmaceutical</b></li> <li>No imaging performed</li> <li>NM Physician reports the exam as non diagnostic</li> <li>Example: radiopharmaceutical is administered but patient leaves prior to imaging</li> </ul>	<b>Actual</b>
<b>NM</b> <ul style="list-style-type: none"> <li>Administration of <b>radiopharmaceutical</b></li> <li>Imaging performed but not all series acquired</li> <li>Example: Uncooperative patient or patient requests to abort the exam</li> </ul>	<b>Actual</b>
<b>US</b> <ul style="list-style-type: none"> <li>all images not obtained, limited study due to uncooperative patient or patient request to abort exam</li> </ul>	<b>Actual</b>

**Table 2: Attempted vs Incomplete vs Actual for Procedures PERFORMED by Radiologists**

- **Attempted** orders have only workload units and exam counts
- **Incomplete** orders have billing, workload units, and exam counts
- Exception:**
  - **The IR Incomplete order has no billing, workload or exam count**
  - Follow the departmental workflow to manage billing by either a bill-only or adding the applicable diagnostic order
- **Attempted and Incomplete orders will be reported by the Radiologist**

Modality Scenario Examples	CST MI Order
<ul style="list-style-type: none"> <li>• Radiologist is not yet involved in procedure</li> <li>• Technologist explained procedure to patient</li> <li>• No imaging performed</li> <li>• No procedure started (no local, needles, guidewires, etc.)</li> </ul>	<b>Attempted</b>
<ul style="list-style-type: none"> <li>• Radiologist is involved in procedure (reviews chart, discusses procedure with patient, etc.)</li> <li>• No imaging performed</li> <li>• No procedure started (no local, needles, guidewires, etc.)</li> </ul>	<b>Attempted</b>
<ul style="list-style-type: none"> <li>• Radiologist is involved in procedure (reviews chart, discusses procedure with patient, etc.)</li> <li>• No imaging performed</li> <li>• Radiologist starts procedure but is unsuccessful in completing (local, needles, guidewires, etc.)</li> </ul>	<b>Incomplete</b>
<ul style="list-style-type: none"> <li>• Radiologist involved in procedure (reviews chart, discusses procedure with patient, etc.)</li> <li>• Images taken and stored on PACS</li> <li>• No procedure started (no local, needles, guidewires, etc.)</li> </ul>	<b>Actual</b>
<ul style="list-style-type: none"> <li>• Radiologist involved in procedure (reviews chart, discusses procedure with patient, etc.)</li> <li>• Images taken and stored on PACS</li> <li>• Radiologist starts procedure but is unsuccessful in completing (local, needles, guidewires, etc.)</li> </ul>	<b>Actual</b>

## Related Documents

- CST MI Orders Attempted vs Incomplete vs Actual Exam Guidelines  
[\[CST-196146\] Should Attempted vs Incomplete Guidelines for Nuclear Medicine Be Updated? - Jira \(phsa.ca\)](#)

## References

Management Information System Standards (2016). Retrieved from: [Management Information System Standards | CIHI](#)

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	VPP Imaging Informatics Specialist			
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	1.0	11-SEP-2017	Initial Draft – CST MI Design Team aligned guidelines with FHA Dictionary Standardization Team	Sandra Krego, CST Design Team Manager
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	3.0	03-APR-2023	Changes to MR order definitions Addition of exception of IR incomplete order	Sandra Krego, CST Design Team Manager
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