



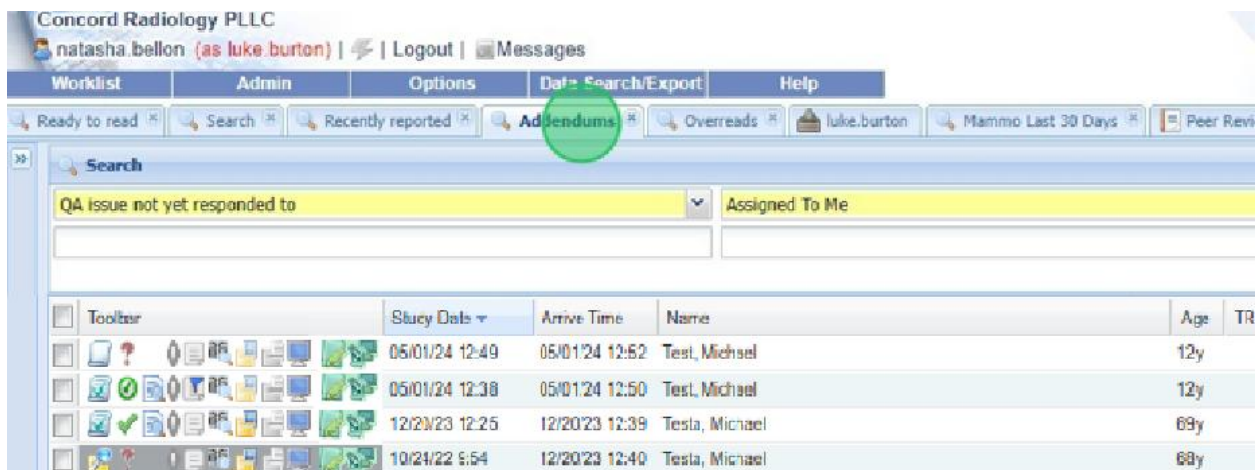
Addendum & QA Response Guide (OnePacs)

Rev. October 06, 2025

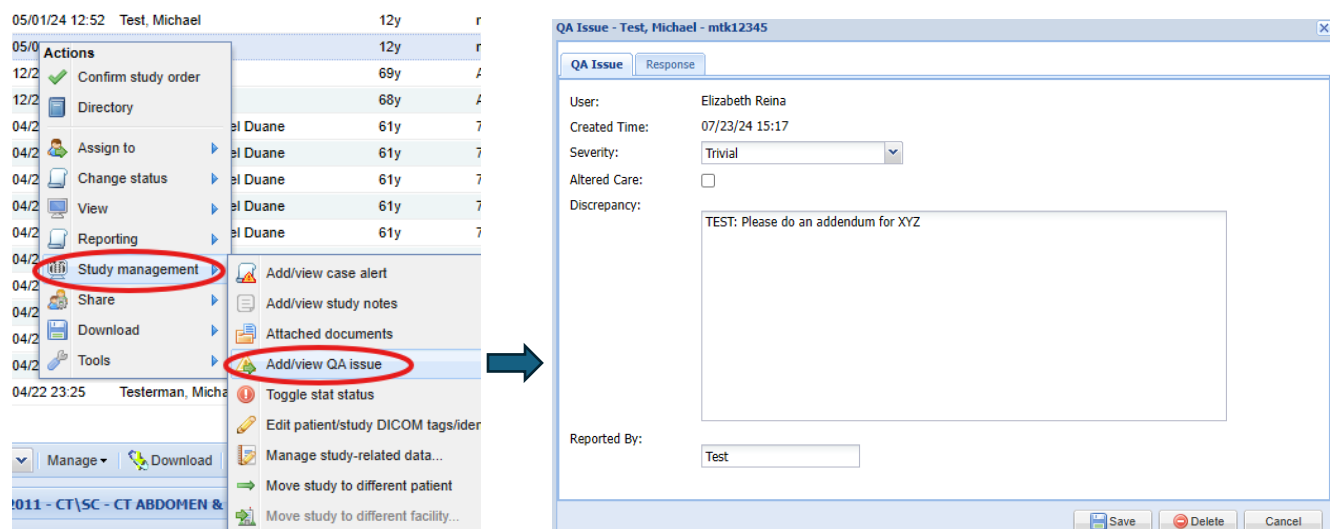
Addendum and QA Response

1. How do I find the studies I need to addend and what the addendum is about?

-As soon as we receive the requests from the facility and gets them assigned, they will be added to your OnePacs Addendum Tab:



-Please right click on the study > Hover to Study Management > Click on Add/view QA issue-

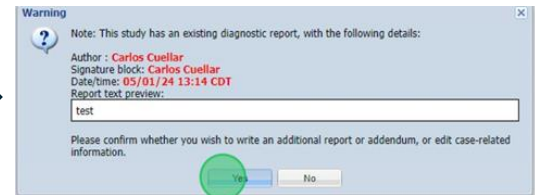
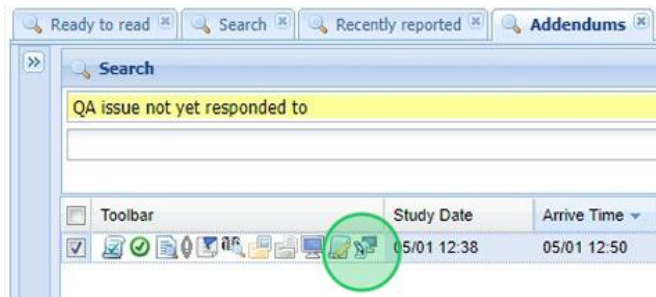


-The addendum request will be indicated on the Discrepancy Body.

-You may press Cancel or Close the QA Issue Box once done reviewing.

2. How do I create the addendum?

-Click the last icon in the toolbar row. Upon hovering, it is labeled as “Open report window and view case”.



-Click Yes

-Complete the addendum as a normal dictation to address the requested additional information/revision.

Side note:

- i. You may notice that there is an option to simply “Edit” reports to correct the initial dictation, however we would need the changes to be added as an addendum as there are some facilities who cannot see the changes done via edit due to their EHR/EMR restrictions. Putting them as an addendum ensures that all facilities would be able to see the updated changes on their corresponding medical reports viewer.
- ii. If you have temporary privileges to a certain facility or awaiting permanent privs (Pre-reader), the addendum will need to be saved as DRAFT instead of finalizing it. This is because the addendum itself would also need a final sign off to radiologists who might have privileges to that facility (Usually Dr. Cox or Dr. Burton). Hence, after receiving your response that you DRAFTED the addendum, we have them signed off. We will indicate this on the QA issue to ensure you are aware as well when these need to be DRAFTED.

3. How do I get them off my addendum list once I have completed the addendum?

-Please open the QA Issue Box (from Study Management > Add/View QA Issue) and click on the Response tab.

- a. Select the appropriate QA Response type from the dropdown
- b. Put in notes such as “Done” / “Completed” / “Addendum has been saved as DRAFT” in the response field.
- c. Place your name/initials in the “Response to QA Provided for”.
- d. Please click Save to send the response.

This will automatically remove the study from your list as soon as you send the response.

4. What do I do for the following?

- a. I do not agree with the facility's request.
- b. I need additional information (or prior studies) with this addendum request.
- c. This study no longer needs an addendum.
- d. I have a feedback for this addendum request.

-You may put these on the notes section of the QA response tab. The notes get sent directly to the QA team and we will relay the feedback / reach out to the facility / request for additional information based on your response. We may also reach out to you directly in case there are further updates/clarification needed.

5. Is there a timeframe to complete these requests?

-Yes. The requesters have an option to specify the urgency of the request. As such, the turnaround time will also depend on the priority specified.

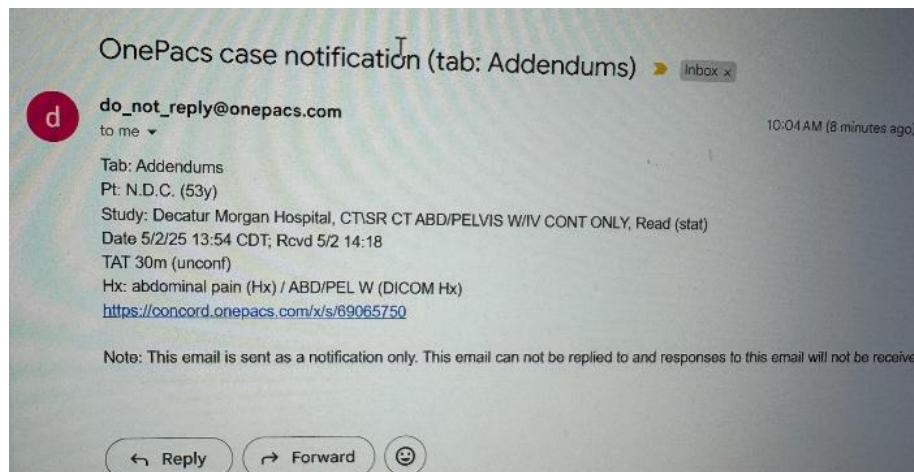
- 1. Normal/Routine – 3 business days
- 2. High Priority / STATs /ASAPs / Expedites – same day preferably

We ask that you get in the habit of checking your addendum tab at the beginning or end of each shift.

6. Do I get notified if I get an addendum request for one of my studies?

-Yes. As soon as we get these requests and assign them to your addendum tab, OnePacs automatically generates a notification email that gets sent to the email address we have on file.

The email should look something like this-



7. I don't have my email open all of the time, what do I do if I missed the notification? What do I do if I am away and unable to complete the request within the specified turnaround time?

-The QA team will send reminders over the course of the turnaround time of 1-3 business days (for routine) or immediately as soon as we receive the request (for urgent requests). The reminder may be in the form of email or SMS.

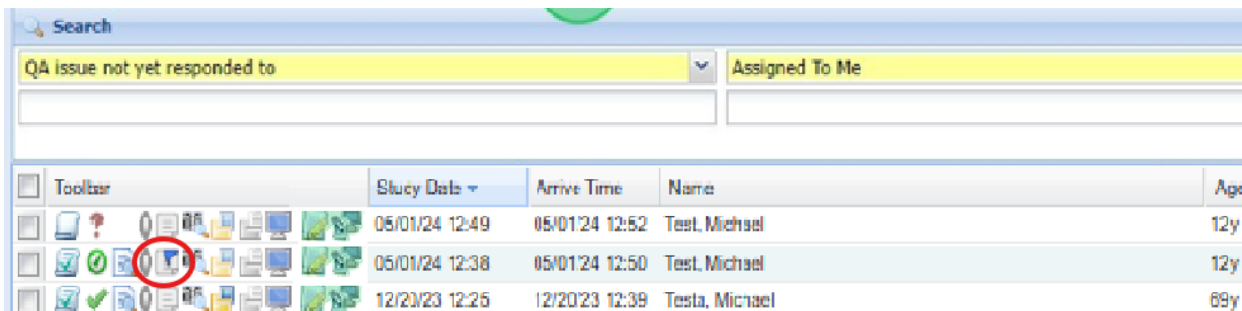
-If you are not available to complete the request or plan to be away for an extended period of time, please send an email to [Beth Dallas](mailto:bdallas@coaxionradiology.com) or myself. We can notify the facility if it can wait or have it completed by another radiologist if needed.

Beth – bdallas@coaxionradiology.com / (806) 696 3282

Dareen – dcaraon@coaxionradiology.com / (469) 609 4747

8. I'm seeing a bunch of studies in my addendum tab, is there any way to find out which requests have been submitted to QA and which ones are for billing?

-Yes. The studies with blue flags on them are facility requests submitted to QA.



Toolbox	Study Date	Arrive Time	Name	Age
	05/01/24 12:49	05/01/24 12:52	Test, Michael	12y
	05/01/24 12:38	05/01/24 12:50	Test, Michael	12y
	12/20/23 12:25	12/20/23 12:39	Testa, Michael	69y

If the study does not have a blue flag, it is most likely for billing/RFI.

9. I have a question about a billing/RFI/Zotec addendum, who do I need to reach out to?

-Billing addenda are handled by a different team and may have a separate process/TAT. Please send an email to the manager of HIM: Alexis Shepherd - Ashepherd@coaxionradiology.com for further inquiries.

10. I do not see an addendum tab / I need to speak with the facility or the ordering MD to get more information / I am not getting a OnePacs notification in my email / I have other technical concerns.

-Please call our Support Mainline for further assistance at (469) 677 7430.