Please make sure you are searching for the Doctor when placing orders. Do not assume that they are not in Soft. If they weren't in the system the last time the patient came in, it does not mean that they are still not in there. Doctors are added to the system regularly.

Also, if you have searched for the Doctor and they are NOT in Soft, you have to add their fax number in the PRN field. If they are not in the system, then we don't have a way to send results unless you add the fax number to the PRN field.

Please let me know if you have any questions, I would be happy to review with you.

Thank you.

