Washington Radiology Contact Center Knowledge Base PDF

Created on: 12/13/2021 11:22 am EST

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Work From Home Expectations

Last Modified on 04/07/2020 4:23 pm EDT

Work From Home Expectations

Communication throughout the day, sometimes several times throughout the day is essential when working remote. As we begin to transition from onsite to remote work, you will need to become familiar with the expectations set forth to ensure we work effortlessly together for continued support & care for our patients. Your work environment at home should be structured as it would be onsite.

- **What does a professional environment for remote work consist of?**
  - No small children or individuals in the background
    - Protecting our patient's information will always be our priority
  - You should have your headsets on at all times ready and available for Incoming calls
  - KPI's are still applicable
  - If your system is non responsive or freezes up, you are required to contact your supervisor via cell immediately (10 minutes or less)
  - When reaching out to the help desk please collect the following:
    - Ticket #
    - POC
    - If the issue isn't resolved immediately, please ask your IT rep what your next steps are.
  - Company property/Notebooks
    - At no time should agents stream non-work related applications or websites. This will interfere with your download speed and voice quality
    - Always double check your settings before escalating

- Daily Responsibilities:
  - Ensure all systems are free of error
    - ADP- Clock in/out according to your scheduled shift (Clock in and out for lunch)
    - Noble/HEADSET- Place a test call to your supervisor via Noble to ensure your application is free from error
    - Pause Codes - The following pause codes should be followed up with an email after communicating

with your supervisor

    - Technical- Communicate with your supervisor immediately (Do not sit longer than 10 min when technical issues arise).
    - Any technical issues should be addressed by contacting your supervisor immediately
    - Meeting- Approval needed
    - Coaching-Approval needed
    - Training-Approval needed
    - Shift Track-Confirm your shift track reflects your scheduled lunch and breaks
    - Stick to your scheduled shift, lunch/breaks
- Electronic communications- All applications should be open daily and remain open
    - Outlook/OWA/Skype
        - It is your responsibility to report any technical issues that will prevent you from working
        - Be prepared to have midday communications with your supervisor
- Attendance- Attendance is a vital part for our business. We will continue with our Attendance policy as usual. Please keep in mind that attendance points will still be deducted for tardies, unscheduled absences, & returning late from lunch.
- Shift Track- It is your responsibility to refresh your shift track daily to ensure your schedule is accurately displayed. It will be your responsibility to report any discrepancies

EDITED: 04/07/2020

Washington Radiology COVID-19 Reboot - Center Precautions

Last Modified on 05/29/2020 11:36 am EDT

COVID-19 Center Reboot Initiative

Goal: Schedule/Reschedule every patient! Make the patient feel comfortable!

We are doing EVERYTHING in our power and following all CDC and state guidelines!

FOCUS on providing an Exceptional Experience! STAY POSITIVE!

Don't stress about AHT! Peace of mind is priority!

What is the center doing? A LOT!!!

- Masks are MANDATORY at all times for center team members and patients.

- Gloves are to be warn at all times

    o Gloves are to be changed:

        ■ For each patient contact

        ■ If ripped or torn

- Machine Cleaning has not changed and are always wiped down after every patient with appropriate disinfecting products

- Every patient is screened prior to entry into the office for symptoms and travel history

- No Guests!

- Minimized wait times by blocking schedule and extending exam duration.- Decals on the floor to ensure social distancing

- Removed all additional chairs

- 1 patient to 1 team member as much as possible

- Tablets – Wiped down after each use

- Keyboards, mice, phone, etc. – Wiped down through the day

- Every center team member is screened at the start of the workday.

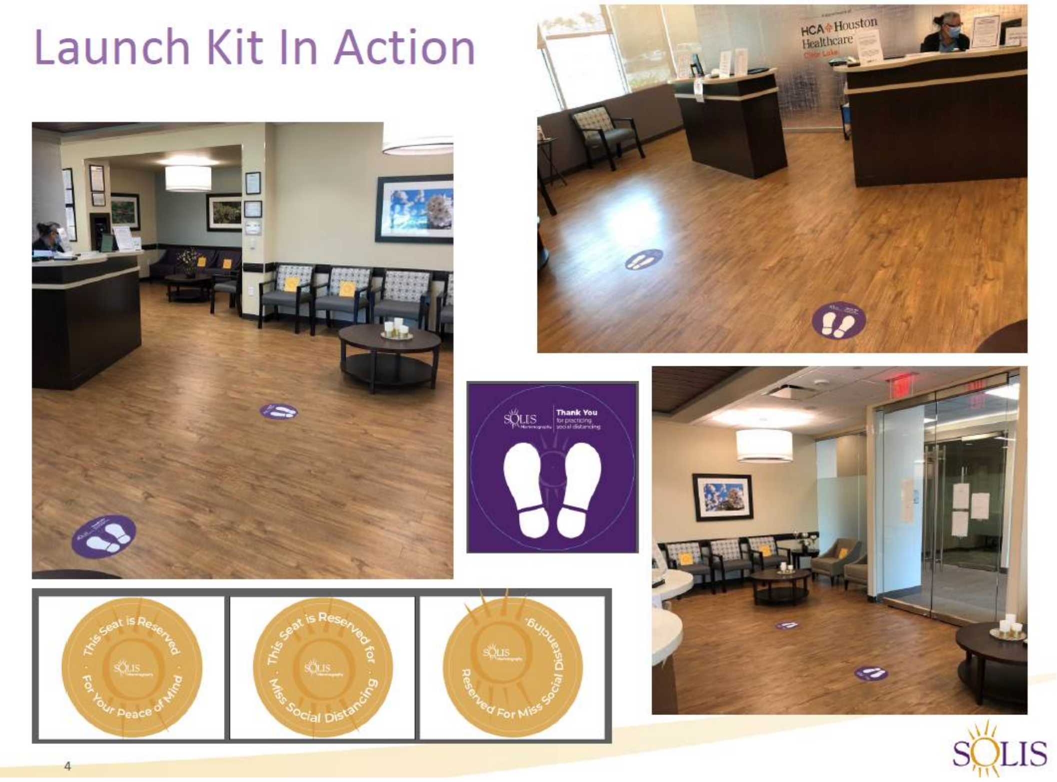
    o 100.4F or greater will not be able to work

    o Has symptoms of any contagious illness

    o Close contact with a laboratory-confirmed or suspected COVID-19 patient within 14 days

    o Is personally under investigation for COVID-19

    o Has travel history from affected geographic areas within 14 days



Launch Kit In Action

HCA Houston Healthcare
Clear Lake
SOLIS Mammography
Thank You for practicing social distancing
This Seat is Reserved · For Your Peace of Mind
This Seat is Reserved for Miss Social Distancing
Reserved For Miss Social Distancing
4
SOLIS

EDITED: 05/29/2020

COVID-19 FAQ for Washington Radiology

Last Modified on 09/08/2021 9:50 am EDT

COVID-19 - Frequently Asked Questions

REMINDERS:

Symptoms can range from mild to severe and include:

- Muscle or Body Aches
- Headache
- New Loss of Taste or Smell
- Sore Throat
- Congestion or Runny Nose
- Nausea or Vomiting
- Diarrhea
- Fever or Chills
- Cough
- Shortness of Breath or Difficulty Breathing
- Fatigue

Frequently Asked Questions:

- **Are you open for business as usual?**
    - Review Center Location job aids and emails from Leadership regarding exam availability
    - Please reach out to center team members for confirmation with any questions!

- **What if I have any of these symptoms and I am scheduled for a future appointment?**
    - Depending on the level of your condition, we recommend that you reach out to your primary care physician or emergent care facility.
    - If scheduled within the next 30 days - reschedule for at least one month out. This will give time to heal and shed the virus.
    - If scheduled more than 30 days out - okay to keep scheduled exam.
      Advise caller of the following:

    "Please call us to reschedule if you test positive for COVID-19, develop any symptoms, or fall under any other reschedule category. This list can be found on our website."
    - *https://www.washingtonradiology.com/news/2020/09/23/covid-19-update/*

- **What if I tested positive for COVID-19 and would like to schedule an exam?**
    - Patients who have tested positive for COVID-19 must be symptom free for a minimum of 14 days after a positive test result.
      Example: Patient tested positive for COVID-19 on 11/01 and symptoms resolved on 11/03. We would schedule patient 14 days from 11/03, which would be 11/17 or later.

- **What if I don't have any symptoms, I have not tested positive, but I was exposed to COVID-19?**
    - We recommend that you reach out to your primary care physician.
    - We can schedule/reschedule you for at least one month out.

- **What precautions are you taking to protect the health of your patients/visitors?**
    - We have created COVID-19 specific screening requirements for everyone who visits one of our locations.
    - We are not allowing any visitors at this time.
    - We have significantly enhanced our cleaning procedures, both between each patient visit and daily throughout each Center.
    - Registration tablets are being disinfected in the presence of the patient who is about to register.
    - We remain in close contact with the CDC, state and local health departments, and our clinical partners to stay on top of this evolving situation.

- **Will you communicate to patients if they may have been exposed to COVID-19 at on of your Centers? How will this be communicated?**
    - Yes. We are keeping track of all screening forms and are able to review the daily schedules for patients who may have been in the Centers at the same time as anyone with a confirmed case of exposure known to us.
    - In the event that this happens, any person who was in close contact with the affected person will receive a call and/or letter with directions to follow up with their primary care physician.

- **What if the patient has symptoms of COVID-19 and is refusing to reschedule their exam?**
    - Please inform patient/caller that if they have any symptoms of COVID-19 they will be turned away at the Center.
    - We are screening all patients at the time of their appointment, and anyone with symptoms will be asked to seek medical attention.

- **I was seen at one of your Centers recently and tested positive for COVID-19 after my exam.**
    - Agents:
        - Email: All_WR_CC_Leadership@solismammo.com
        - Subject: [ENCRYPT] Corona Virus
        - Include: Patient name, MRN, Callback number
    - Leadership ONLY:
        - Forward email immediately to compliance@solismammo.com

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- **Is it safe to get a mammogram during or after the COVID Vaccination process?**
    - *Yes, it is safe.*
    - If additional questions:
        - *Our radiologists are aware that some woman may experience pain, swelling and/or enlarged lymph nodes in the armpit on the side where they had the vaccine; this is considered an expected or normal reaction. However, if you feel a lump in your armpit that lasts for more than six weeks after your vaccine, you should let your healthcare provider know.*
- **Do I need to wait to get my mammogram if I've had the COVID Vaccine?**
    - *No, there is no reason to delay your mammogram.*
    - If additional questions:
        - *Our radiologists are aware that some women may experience pain, swelling and/or enlarged lymph nodes in the armpit on the side where they had the vaccine; this is considered a an expected or normal reaction. However, if you feel a lump in your armpit that lasts for more than six weeks after your vaccination, you should let your healthcare provider know.*

- **What is Washington Radiology's policy regarding employees receiving the COVID Vaccination?**
    - Effective September 8th, 2021, all team members will either be vaccinated or will have had a negative COVID test before reporting to work. In the DC area and other states where mandated, all health care professional will be required to be vaccinated. All team members and patients are required to wear masks while in the Center as well. We follow CDC, social distancing guidelines in the Center.

EDITED: 09/08/2021

COVID Vaccine and Mammography Scheduling

Last Modified on 04/10/2021 10:12 am EDT

WASHINGTON
RADIOLOGY

COVID-19
Vaccine Series and Mammography Scheduling

Background Information:

The COVID vaccine, like other vaccines, has shown to cause some lymph node enlargement in a small population of women for a short period of time just after the vaccine.

If a patient has questions regarding scheduling their mammogram and the possible side effects of the Covid Vaccine, please provide the following information:

- Is it safe to get a mammogram during or after the COVID vaccination process?
    - *Yes, it is safe.*
        - If additional questions:
          Our radiologists are aware that some women may experience pain, swelling and/or enlarged lymph nodes in the armpit on the side where they had the vaccine; this is considered an expected or normal reaction. However, if you feel a lump in your armpit that lasts for more than six weeks after your vaccination, you should let your healthcare provider know.
- Do I need to wait to get my mammogram if I've had the COVID vaccine?
    - *No, there is no reason to delay your mammogram.*
        - If additional questions:
          Our radiologists are aware that some women may experience pain, swelling and/or enlarged lymph nodes in the armpit on the side where they had the vaccine; this is considered an expected or normal reaction. However, if you feel a lump in your armpit that lasts for more than six weeks after your vaccination, you should let your healthcare provider know.

EDITED: 04/10/2021

COVID Mobile Screening Process

Last Modified on 04/02/2021 5:08 pm EDT

COVID MOBILE SCREENING PROCESS

Mobile Screening Process Document Contact Center_.pdf 📎

Mobile Screening Policy.pdf 📎

Health Screening Form Questions Answered.v2.pdf 📎

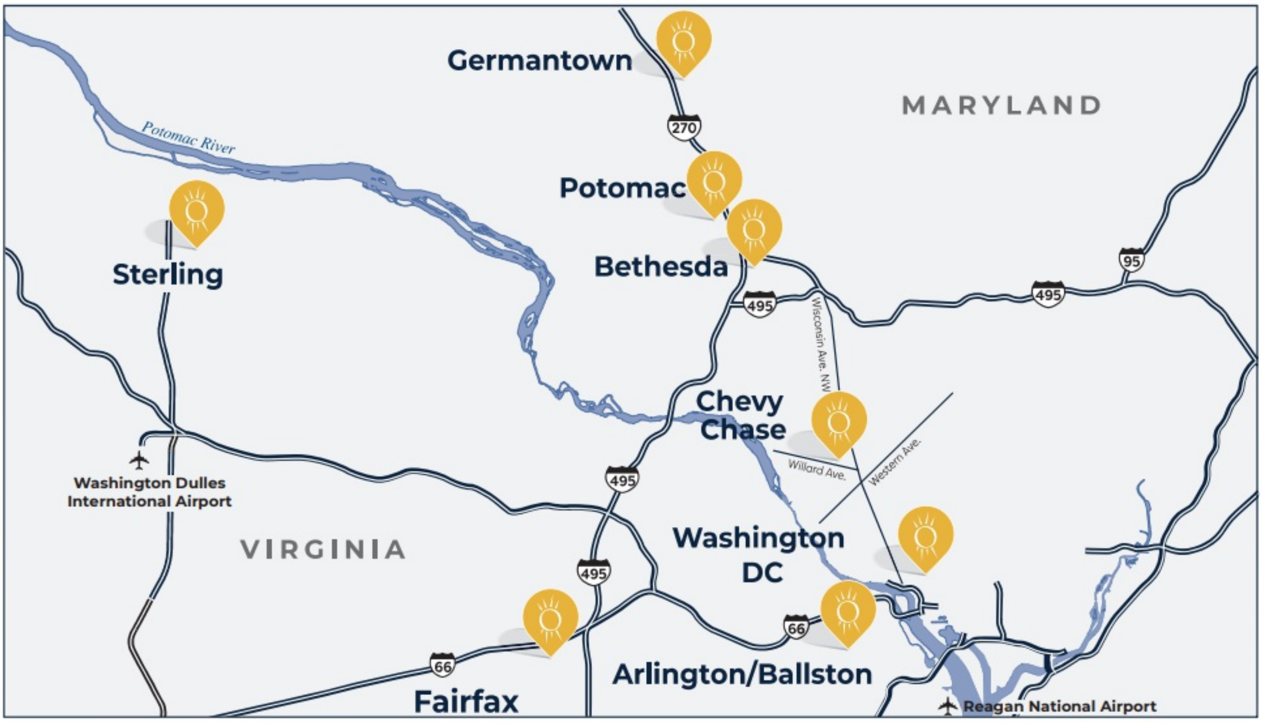
EDITED: 04/02/2021

WR Regional Map

Last Modified on 12/07/2021 10:00 am EST

WASHINGTON
RADIOLOGY

Regional Map


Germantown
MARYLAND
Potomac River
270
Potomac
Sterling
Bethesda
495
95
495
Wisconsin Ave. NW
Chevy Chase
Willard Ave.
Western Ave.
495
Washington Dulles International Airport
VIRGINIA
Washington DC
495
66
66
Arlington/Ballston
Fairfax
Reagan National Airport

Scheduling: 703.280.9800 | WashingtonRadiology.com

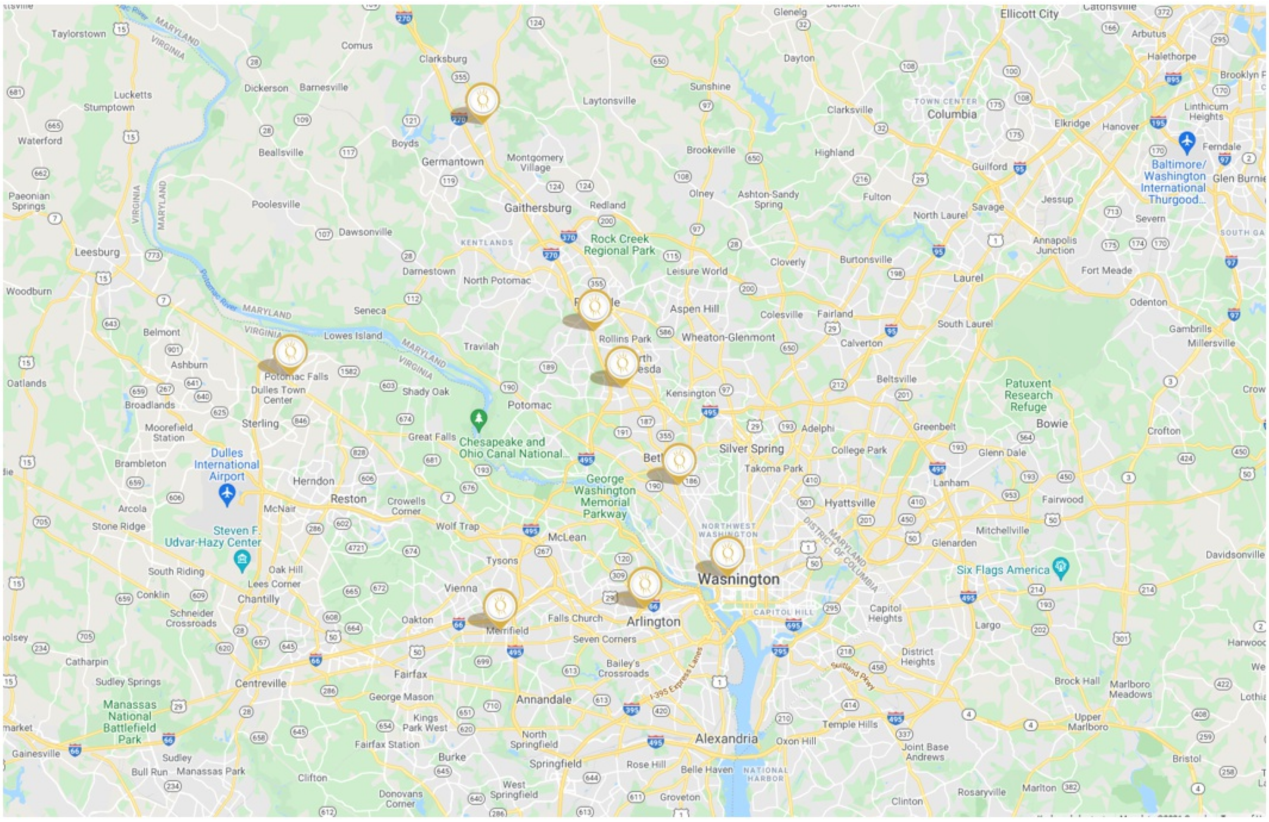
EDITED: 12/07/2021

WR Area/Neighborhood Map

Last Modified on 10/25/2021 3:31 pm EDT

WASHINGTON
RADIOLOGY

Area/Neighborhood Map


Taylorstown
Comus
Clarksburg
Glenelg
Dayton
Ellicott City
Arbutus
Halethorpe
Lucketts
Stumptown
Dickerson
Barnesville
Laytonsville
Sunshine
Clarksville
Columbia
Elkridge
Hanover
Linthicum Heights
Waterford
Boyds
Germantown
Montgomery Village
Brookeville
Highland
Baltimore/Washington International Thurgood...
Ferndale
Glen Burnie
Paeonian Springs
Beallsville
Poolesville
Gaithersburg
Redland
Olney
Ashton-Sandy Spring
Fulton
Guilford
Jessup
Savage
North Laurel
Severn
Dawsonville
Rock Creek Regional Park
Annapolis Junction
Leesburg
Darnestown
North Potomac
Leisure World
Cloverly
Burtonsville
Laurel
Fort Meade
Woodburn
Seneca
Aspen Hill
Colesville
Fairland
Odenton
Belmont
Lowes Island
Rollins Park
Wheaton-Glenmont
Calverton
South Laurel
Gambrills
Millersville
Ashburn
Travilah
Potomac Falls
Dulles Town Center
Shady Oak
Potomac
Kensington
Beltsville
Patuxent Research Refuge
Oatlands
Broadlands
Sterling
Great Falls
Chesapeake and Ohio Canal National...
Adelphi
Greenbelt
Bowie
Crofton
Moorefield Station
Dulles International Airport
Silver Spring
Takoma Park
College Park
Glenn Dale
Brambleton
Herndon
Reston
Crowells Corner
George Washington Memorial Parkway
Lanham
Hyattsville
Fairwood
Arcola
Stone Ridge
McNair
Wolf Trap
McLean
Mitchellville
Steven F. Udvar-Hazy Center
Glenarden
Davidsonville
South Riding
Oak Hill
Lees Corner
Tysons
Washington
Six Flags America
Conklin
Chantilly
Vienna
Schneider Crossroads
Oakton
Merrifield
Falls Church
Arlington
Capitol Heights
Largo
Catharpin
Seven Corners
Bailey's Crossroads
District Heights
Sudley Springs
Centreville
Fairfax
Annandale
Brock Hall
Marlboro Meadows
Manassas National Battlefield Park
George Mason
Kings Park West
Temple Hills
Upper Marlboro
Gainesville
Fairfax Station
North Springfield
Alexandria
Oxon Hill
Joint Base Andrews
Sudley
Burke
Springfield
Rose Hill
Belle Haven
Bristol
Bull Run
Manassas Park
Clifton
Donovans Corner
West Springfield
Groveton
Clinton
Rosaryville
Marlton

EDITED: 10/25/2021

WR - DC - Washington - K Street

Last Modified on 12/02/2021 11:29 am EST

Washington, DC (K Street)
LOCATION NAME: Washington Radiology (K Street)

If DR. ANNE MARIE SPOONER's patients or office call in for a callback or diagnostic mammogram/ultrasound and there is no immediate availability to see the patient, please send the same email in the job aid for callback or diagnostic/symptomatic and note in the email they are a Dr. Spooner patient.

JOINT VENTURE: N/A

CENTER DIRECTOR/RD/VP:

- Latessa Clark - Center Director
- Charmette Long - VP of Operations

ADDRESS:

- 2141 K Street NW, Washington, DC 20037
- BUILDING NAME: University Medical Building
  - Suite 100 - MRI, MRA
  - Suite 111 - Screening Mammography, Dexa (Female)
  - Suite 200 - Diagnostic Mammography, Breast Ultrasound, Breast Biopsy
  - Suite 900 - Ultrasounds, CT, CTA, Fluoroscopy, X-Ray, Dexa (Males at 1 pm and 1:30 pm only! Females in any other opening)

RECOGNIZABLE AREAS NEAR CENTER:

- North side of K Street
- Between 21st and 22nd Street
- Washington Circle

PARKING:

- Parking Garage is under building and managed by Central Park Company
- Parking Garage is only open Monday - Friday from 6:30 am until 7:00 pm
- To be paid by patient:

  - Early Bird (in by 8:30 am and out by 2 pm) - $14
  - Up to 1 hour - $12
  - Up to 2 hours - $18
  - Beyond 2 hours - $21
- PARKING GARAGE IS NOT AVAILIABLE ON THE WEEKENDS
  - Recommended to use Metro as the metered parking does not extend the amount of time needed for exams.

METRO:

- Foggy Bottom Metro Station (Orange and Blue Line)
- Located on the corner of 23rd and I Street
- 2 blocks from 2141 K Street

HOURS: 7:30 am - 5 pm

PHONE NUMBER: 202-223-9722

FAX NUMBERS:

General for Orders or Medical Records: 703-280-1527

- Suite 100 MRI - 202-785-2305
- Suite 111 - 202-466-4750
- Suite 200 - 202-659-2819
- Suite 900 - 202-659-2819

TAX ID: 52-0940005 **NPI:** 1215985437

SERVICES OFFERED:

- Breast Exams:
  - 2D/3D Screening Mammography
  - Diagnostic Mammography
  - Breast Ultrasound
  - Breast Biopsies - TRANSFER TO CENTER
- Bone Density - DEXA - Weight Limit 450 lbs
  - NOTE: Male Patients on the 9th floor at 1 or 1:30 pm only. All other Dexa Slots are for females.
- CT
- CTA
- Fluoroscopy

- General Ultrasound
- General X-Ray - Walk In Basis ONLY - 8:30 am until 4 pm
- HSG
- Arthrograms - TRANSFER TO CENTER
- MRI - TRANSFER TO CENTER
- MRA - TRANSFER TO CENTER
- Thyroid Biopsy - TRANSFER TO CENTER

SERVICES NOT OFFERED:

- MRI Breast Biopsy

INSURANCE:

SCRIPT: "It appears that your insurance plan is out-of-network. Please contact your insurance company by calling the number on the back of your card to understand what the out-of-pocket cost would be for Washington Radiology. We can offer you self-pay rates as well, if you choose to proceed now with scheduling your appointment."

OUT-OF-NETWORK*

- Medicaid (Not eligible for Self-Pay)
  - Aetna Better Health - Medicaid
  - Anthem Healthkeepers Plus - Medicaid
  - Note: Only Medicaid that we DO accept is : John's Hopkins Priority Partners Medicaid plan
- United Healthcare - MDIPA Maryland County

What do you mean "out-of-network"?
An out-of-network provider is one which has not contracted with your insurance company for reimbursement at a negotiated rate.

Some health plans, like HMO's and EPO's, do not reimburse out-of-network providers at all (except in emergency situations), which means that as the patient, you would be responsible for the full amount charged by the provider if they are not in your insurers network. Other health plans offer coverage for out-of-network providers, but your out-of-pocket costs would be higher than it would be if you were seeing an in-network provider.

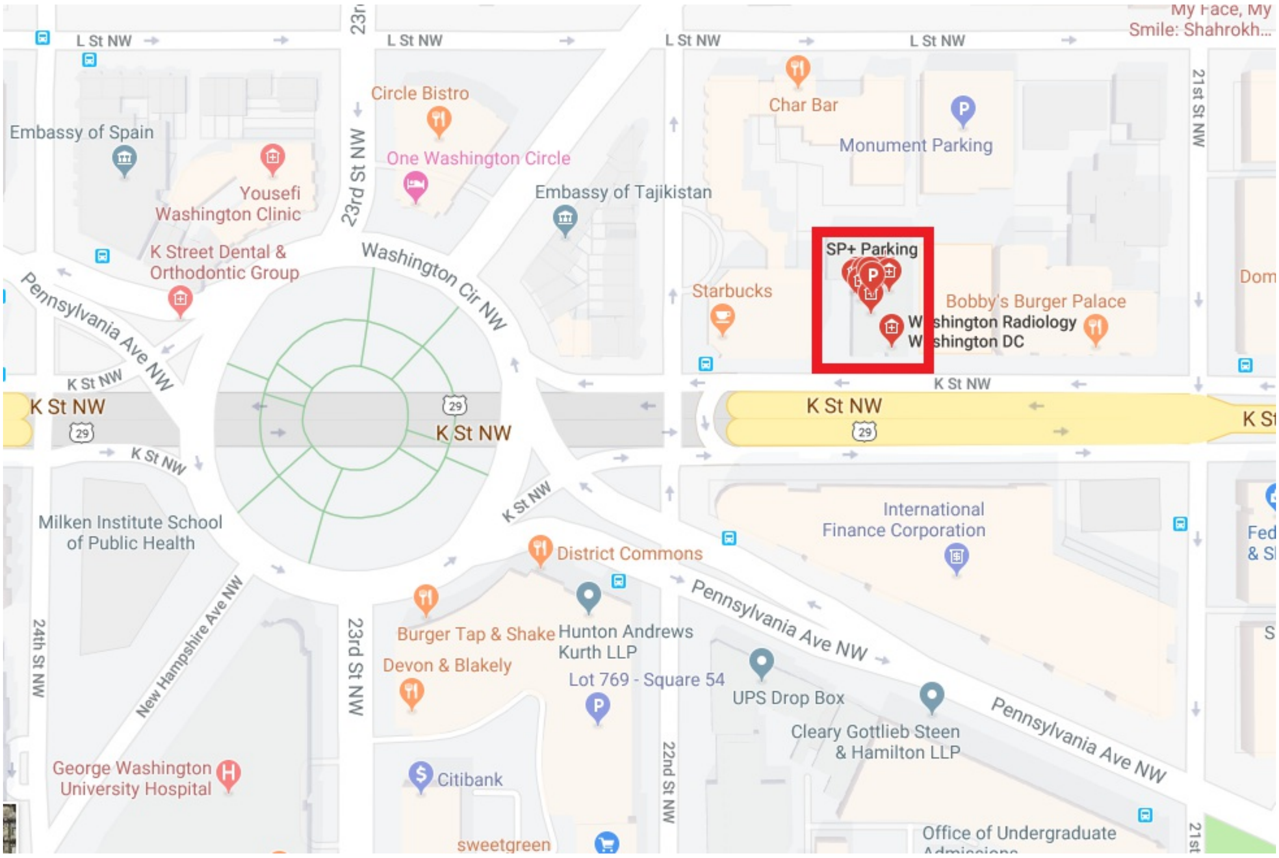

L St NW
23rd St NW
Circle Bistro
One Washington Circle
Embassy of Spain
Yousefi Washington Clinic
K Street Dental & Orthodontic Group
Washington Cir NW
Embassy of Tajikistan
Char Bar
Monument Parking
SP+ Parking
Starbucks
Bobby's Burger Palace
Washington Radiology
Washington DC
21st St NW
Pennsylvania Ave NW
K St NW
29
Milken Institute School of Public Health
District Commons
International Finance Corporation
Burger Tap & Shake
Hunton Andrews Kurth LLP
Devon & Blakely
Lot 769 - Square 54
UPS Drop Box
Cleary Gottlieb Steen & Hamilton LLP
New Hampshire Ave NW
24th St NW
22nd St NW
George Washington University Hospital
Citibank
sweetgreen
Office of Undergraduate
My Face, My Smile: Shahrokh...

Image courtesy of
YARDI

EDITED: 07/22/2021

WR - MD - Bethesda

Last Modified on 12/02/2021 11:29 am EST

Bethesda, MD

SERVICES NOT OFFERED:

CT or CTA

Diagnostic Mammography

Breast Ultrasound

Breast Biopsy

Fluoroscopy

MRI or MRA

If DR. ANNE MARIE SPOONER's patients or office call in for a callback or diagnostic mammogram/ultrasound and there is no immediate availability to see the patient, please send the same email in the job aid for callback or diagnostic/symptomatic and note in the email they are a Dr. Spooner patient.

LOCATION NAME: Washington Radiology (Bethesda)

JOINT VENTURE: N/A

CENTER DIRECTOR/RD/VP:

- Debbie Hullen - Center Director
- Charmette Long - VP of Operations

ADDRESS:

- 10215 Fernwood Road, Bethesda, Maryland 20817
- BUILDING NAME: Camalier Building
    - Suite 103

RECOGNIZABLE AREAS NEAR CENTER:

- When turning into the building complex off of Fernwood, Camalier Building is the first building on the left

PARKING:

- Surface parking available as well as in the parking garage.

- To be paid by patient:
    - Up to 1 hour - $4
    - Up to 2 hours - $8
    - Up to 3 hours - $10
    - Beyond 3 hours - $12

HOURS: 8 am - 5 pm

PHONE NUMBER: 301-564-1053

FAX NUMBER: 301-493-8522
General for Orders or Medical Records: 703-280-1527

TAX ID: 52-0940005 **NPI:** 1215985437

SERVICES OFFERED

- Breast Exams:
    - 2D/3D Screening Mammography
    - DO NOT PERFORM ANY OTHER BREAST EXAM!
- Bone Density - DEXA - Weight Limit 500 lbs
- General Ultrasound - Will not see patients under the age of 16! - Will not do joint ultrasounds!
- General X-Ray - Walk In Basis ONLY - 8 am until 4 pm
- HSG
- Liver Elastography
- Thyroid Biopsy

SERVICES NOT OFFERED:

- CT
- CTA
- Diagnostic Mammography
- Breast Ultrasound
- Joint Ultrasounds
- Breast Biopsy
- Fluoroscopy
- MRI
- MRA

INSURANCE:

SCRIPT: "It appears that your insurance plan is out-of-network. Please contact your insurance company by calling the number on the back of your card to understand what the out-of-pocket cost would be for Washington Radiology. We can offer you self-pay rates as well, if you choose to proceed now with scheduling your appointment."

OUT-OF-NETWORK*

- Medicaid (Not eligible for Self-Pay)
    - Aetna Better Health - Medicaid
    - Anthem Healthkeepers Plus - Medicaid
    - Note: Only Medicaid that we DO accept is : John's Hopkins Priority Partners Medicaid plan
- United Healthcare - MDIPA Maryland County

What do you mean "out-of-network"?
An out-of-network provider is one which has not contracted with your insurance company for reimbursement at a negotiated rate.

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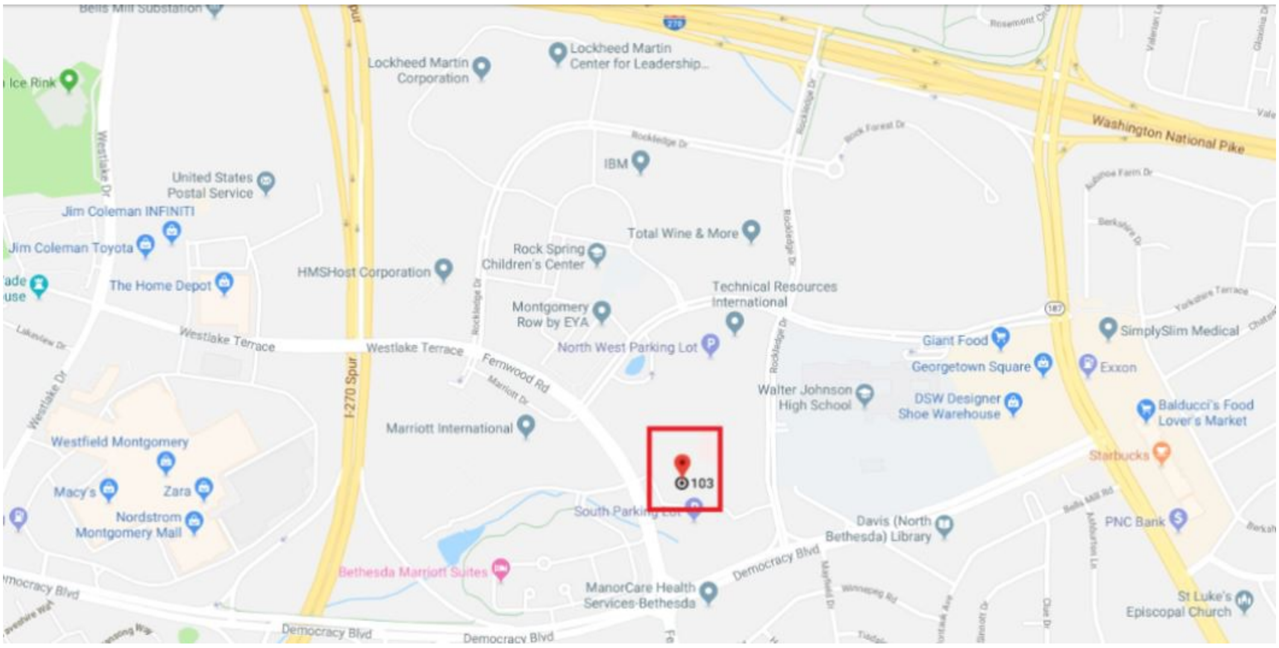
Lockheed Martin Corporation
Lockheed Martin Center for Leadership
Washington National Pike
IBM
Rockledge Dr
United States Postal Service
Jim Coleman INFINITI
Jim Coleman Toyota
The Home Depot
Total Wine & More
Rock Spring Children's Center
HMSHost Corporation
Montgomery Row by EYA
Technical Resources International
Westlake Terrace
North West Parking Lot
Giant Food
Georgetown Square
SimplySlim Medical
Exxon
Fernwood Rd
I-270 Spur
Walter Johnson High School
DSW Designer Shoe Warehouse
Balducci's Food Lover's Market
Marriott International
Westfield Montgomery
Starbucks
103
Macy's
Zara
Nordstrom Montgomery Mall
South Parking Lot
Davis (North Bethesda) Library
PNC Bank
Bethesda Marriott Suites
ManorCare Health Services-Bethesda
Democracy Blvd
St Luke's Episcopal Church

EDITED: 07/22/2021

WR - MD - Chevy Chase

Last Modified on 12/02/2021 11:30 am EST

Chevy Chase, MD

SERVICES NOT OFFERED:
Fluoroscopy

CT will be down December 2nd, 2021 - December 12th, 2021. Will resume seeing patients on December 13th, 2021. Please give patients the option of K-street or Progressive - Bethesda @ 10215 Fernwood Rd, Ste 40, Bethesda, MD 20817 - 240-673-1500

If DR. ANNE MARIE SPOONER's patients or office call in for a callback or diagnostic mammogram/ultrasound and there is no immediate availability to see the patient, please send the same email in the job aid for callback or diagnostic/symptomatic and note in the email they are a Dr. Spooner patient.

LOCATION NAME: Washington Radiology (Chevy Chase)

JOINT VENTURE: N/A

CENTER DIRECTOR/RD/VP:

- Lorena Montecino - Center Director
- Mariela Romero - Assistant Center Director
- Charmette Long - VP of Operations

ADDRESS:

- 4445 Willard Avenue, Chevy Chase, Maryland, 20815
- BUILDING NAME: Chase Tower
    - Suite 200 - 2nd Floor

RECOGNIZABLE AREAS NEAR CENTER:

- In Chase Tower
- Take "Office" Elevator to the 2nd floor

PARKING:

- Parking Garage is under building and managed by Colonial Parking Company
- To be paid by patient:
    - Price per hour - $5
    - Max - $15

METRO:

- Friendship Heights Metro Station (Red Line)
- Take the Wisconsin/Military Road Exit
- 2 blocks away from 4445 Willard Avenue

HOURS: 8 am - 5 pm

PHONE NUMBER: 301-654-4242

FAX NUMBER: 301-907-7414
General for Orders or Medical Records: 703-280-1527

TAX ID: 52-0940005 **NPI:** 1215985437

SERVICES OFFERED:

- Breast Exams:
    - 2D/3D Screening Mammography
    - Diagnostic Mammography
    - Breast Ultrasound
    - Breast Biopsy
- Bone Density - DEXA - Weight Limit 450 lbs
- CT
- CTA
- General Ultrasound
- General X-Ray - Walk In Basis ONLY - 8 am until 4 pm
- HSG
- Liver Elastography
- MRI
- MRA
- Thyroid Biopsy

SERVICES NOT OFFERED:

- Fluoroscopy

INSURANCE:

SCRIPT: "It appears that your insurance plan is out-of-network. Please contact your insurance company by calling the number on the back of your card to understand what the out-of-pocket cost would be for Washington Radiology. We can offer you self-pay rates as well, if you choose to proceed now with scheduling your appointment."

OUT-OF-NETWORK*

- Medicaid (Not eligible for Self-Pay)
  - Aetna Better Health - Medicaid
  - Anthem Healthkeepers Plus - Medicaid
  - Note: Only Medicaid that we DO accept is : John's Hopkins Priority Partners Medicaid plan
- United Healthcare - MDIPA Maryland County

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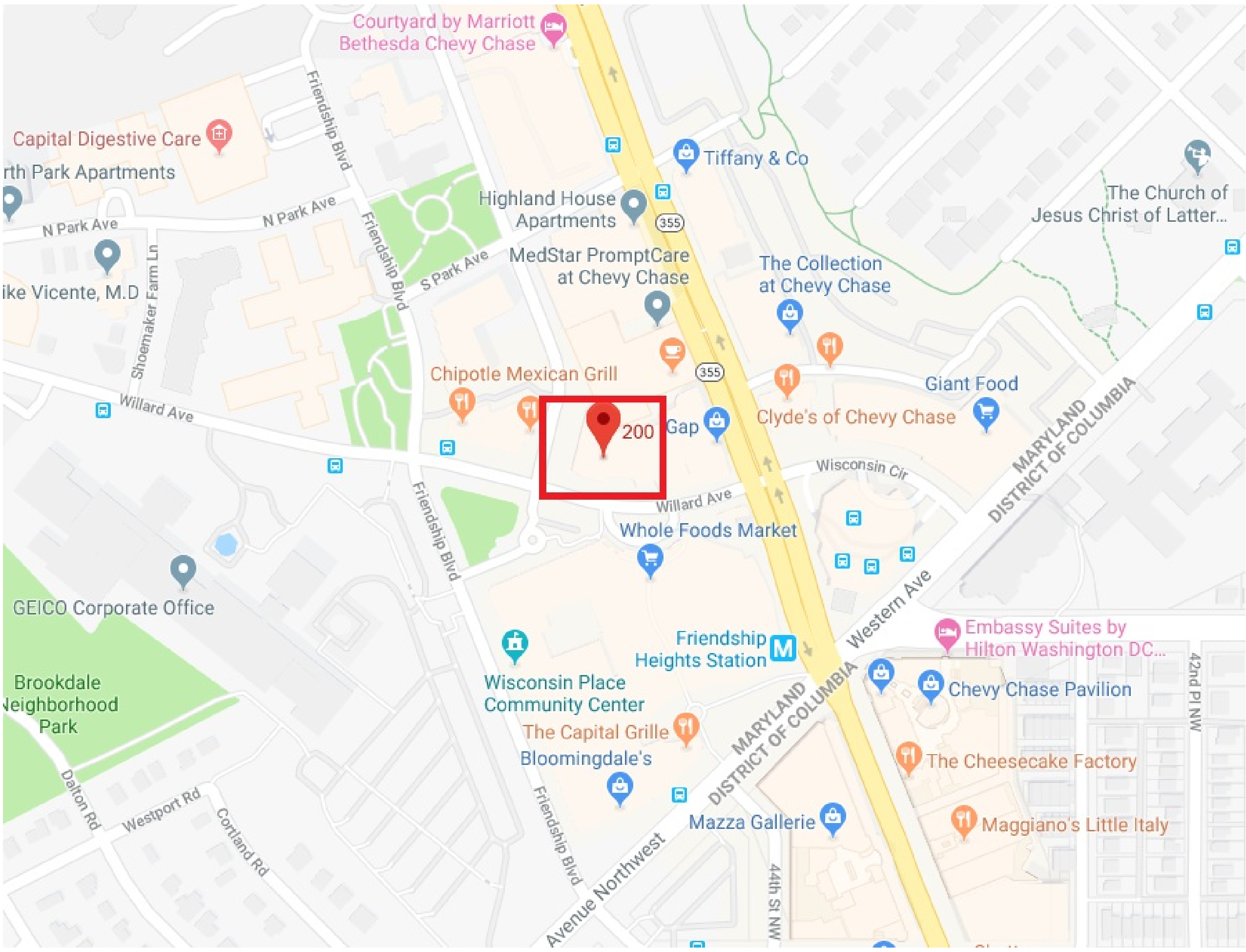

Courtyard by Marriott Bethesda Chevy Chase
Capital Digestive Care
rth Park Apartments
N Park Ave
ike Vicente, M.D
Shoemaker Farm Ln
Friendship Blvd
Highland House Apartments
MedStar PromptCare at Chevy Chase
S Park Ave
Tiffany & Co
355
The Collection at Chevy Chase
The Church of Jesus Christ of Latter...
Chipotle Mexican Grill
200
Gap
Clyde's of Chevy Chase
Giant Food
Willard Ave
Wisconsin Cir
MARYLAND DISTRICT OF COLUMBIA
Whole Foods Market
GEICO Corporate Office
Brookdale Neighborhood Park
Friendship Heights Station
Western Ave
Embassy Suites by Hilton Washington DC...
Chevy Chase Pavilion
Wisconsin Place Community Center
The Capital Grille
Bloomingdale's
The Cheesecake Factory
Maggiano's Little Italy
Mazza Gallerie
Dalton Rd
Westport Rd
Cortland Rd
Avenue Northwest
44th St NW
42nd Pl NW

THE RITZ-CARLTON
THE RITZ-CARLTON

EDITED: 11/23/2021

WR - MD - Germantown

Last Modified on 11/22/2021 3:32 pm EST

Germantown, MD

THIS IS A GREAT ALTERNATE LOCATION TO POTOMAC AS IT IS ONLY 15 MINS AWAY!

LOCATION NAME: Washington Radiology - Germantown

JOINT VENTURE: N/A

CENTER DIRECTOR/RD/VP:

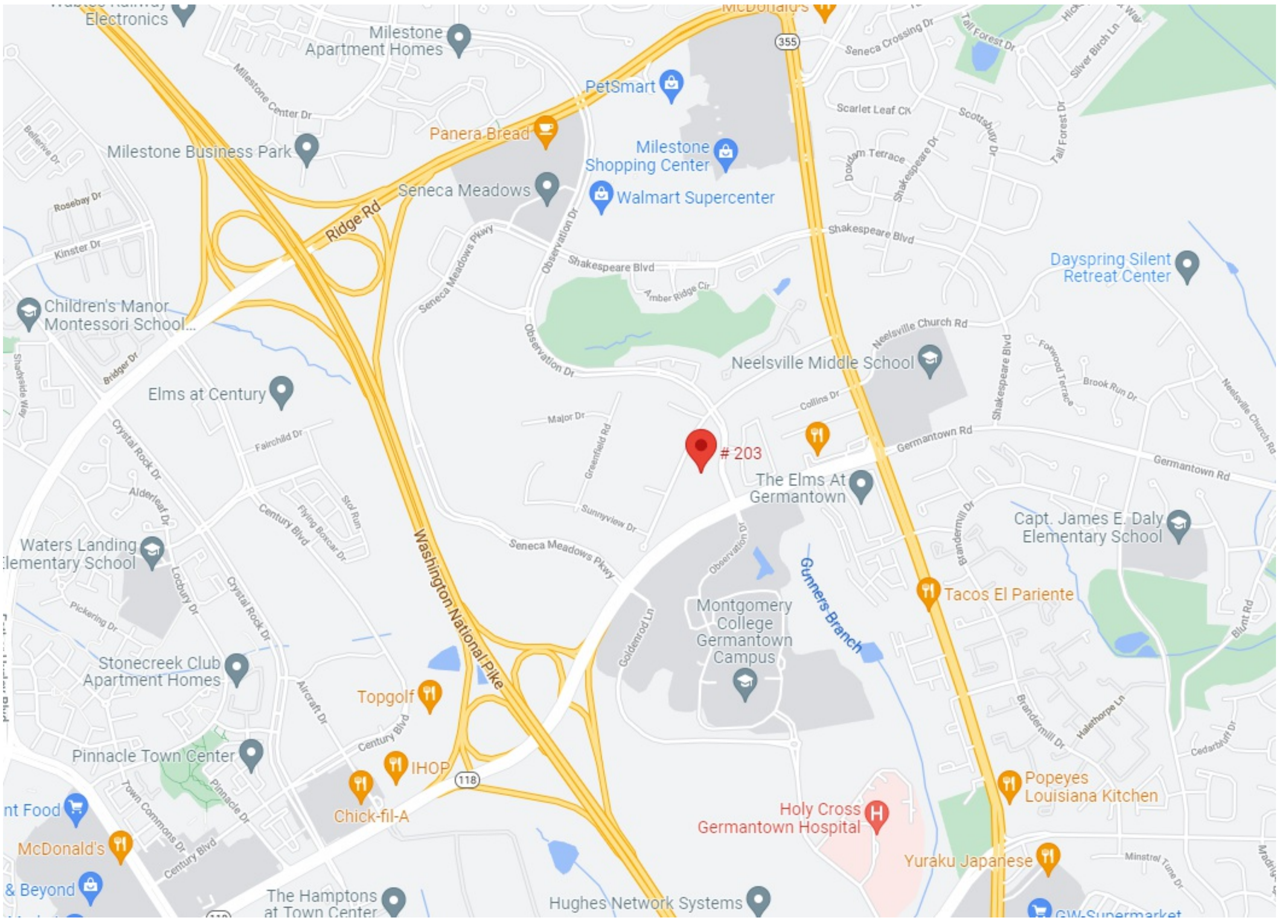
- Cara Reed - Center Director
- Charmette Long - VP of Operations

ADDRESS:

- 20410 Observation Drive, Ste 203, Germantown, MD 20876

RECOGNIZABLE AREAS NEAR CENTER:

- The center is conveniently located just off I-270.
- In the same building as Progressive Radiology.
- Across from the Montgomery College - Germantown Campus


Electronics
Milestone Apartment Homes
PetSmart
Panera Bread
Milestone Business Park
Milestone Shopping Center
Seneca Meadows
Walmart Supercenter
Ridge Rd
Children's Manor Montessori School...
Dayspring Silent Retreat Center
Neelsville Middle School
Elms at Century
# 203
The Elms At Germantown
Germantown Rd
Capt. James E. Daly Elementary School
Waters Landing Elementary School
Washington National Pike
Montgomery College Germantown Campus
Gunners Branch
Tacos El Pariente
Stonecreek Club Apartment Homes
Topgolf
Pinnacle Town Center
IHOP
Chick-fil-A
Popeyes Louisiana Kitchen
Holy Cross Germantown Hospital
McDonald's
Yuraku Japanese
& Beyond
The Hamptons at Town Center
Hughes Network Systems
Shakespeare Blvd
Neelsville Church Rd
Seneca Meadows Pkwy
Observation Dr
Century Blvd
355
118

PHONE NUMBER: 301-298-1426

FAX NUMBER: 301-960-8111
General for Orders or Medical Records: 301-298-1428

TAX ID: **NPI:**

SERVICES OFFERED:

- Breast Exams:
    - 2D/3D Screening Mammography
    - Diagnostic Mammography
    - Breast Ultrasound
    - Breast Biopsy
- Bone Density - DEXA - Weight Limit 450 lbs

INSURANCE:

SCRIPT: "It appears that your insurance plan is out-of-network. Please contact your insurance company by calling the number on the back of your card to understand what the out-of-pocket cost would be for Washington Radiology. We can offer you self-pay rates as well, if you choose to proceed now with scheduling your appointment."

OUT-OF-NETWORK*

- Medicaid (Not eligible for Self-Pay)
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EDITED: 10/05/2021

WR - MD - Park Potomac

Last Modified on 12/02/2021 11:30 am EST

WASHINGTON RADIOLOGY

Potomac, MD (Park Potomac)

Germantown is just 15 mins away - PLEASE OFFER GERMANTOWN AS AN ALTERNATIVE LOCATION

SERVICES NOT OFFERED:

CT or CTA
Fluoroscopy/HSG
General Ultrasound
General X-Ray
Liver Elastography
Thyroid Biopsy

If DR. ANNE MARIE SPOONER's patients or office call in for a callback or diagnostic mammogram/ultrasound and there is no immediate availability to see the patient, please send the same email in the job aid for callback or diagnostic/symptomatic and note in the email they are a Dr. Spooner patient.

LOCATION NAME: Washington Radiology (Park Potomac)

JOINT VENTURE: N/A

CENTER DIRECTOR/RD/VP:

- Debbie Hullen - Center Director
- Charmette Long - VP of Operations

ADDRESS:

- 12505 Park Potomac Avenue, Potomac, Maryland 20854
    - Suite 120 - Ground Floor (Street Level)

RECOGNIZABLE AREAS NEAR CENTER:

- Exit 4B on Interstate 270
- Park Potomac Community off of Montrose Road and Seven Locks Road

PARKING:

- Surface Lot facing I-270 and Underground Garage
- To be paid by patient:

    - Up to 2 hours - Free

HOURS: 8 am - 5 pm

PHONE NUMBER: 240-223-4700

FAX NUMBER: 240-223-4701
General for Orders or Medical Records: 703-280-1527

TAX ID: 52-0940005   **NPI:** 1215985437

SERVICES OFFERED:

- Breast Exams:
    - 2D/3D Screening Mammography
    - Diagnostic Mammography
    - Breast Ultrasound
    - Breast Biopsy
- Bone Density - DEXA - Weight Limit 450 lbs
- MRI - 3T MRI
- MRA - MR Angiography

SERVICES NOT OFFERED:

- CT
- CTA
- Flouroscopy
- HSG
- General Ultrasound
- General X-Ray
- Liver Elastography
- Thyroid Biopsy

INSURANCE:

SCRIPT: "It appears that your insurance plan is out-of-network. Please contact your insurance company by calling the number on the back of your card to understand what the out-of-pocket cost would be for Washington Radiology. We can offer you self-pay rates as well, if you choose to proceed now with scheduling your appointment."

OUT-OF-NETWORK*

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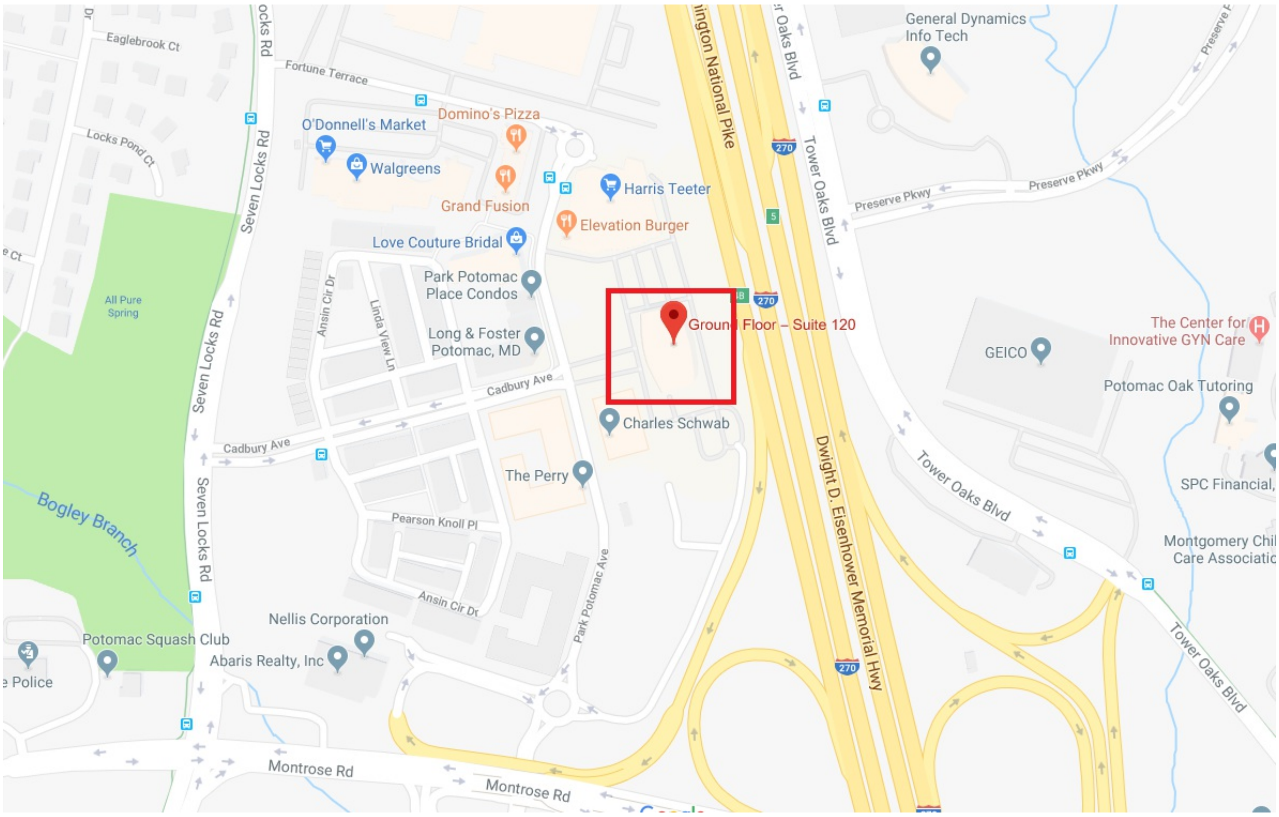
Ground Floor – Suite 120
Eaglebrook Ct
Fortune Terrace
Locks Pond Ct
Seven Locks Rd
O'Donnell's Market
Domino's Pizza
Walgreens
Grand Fusion
Harris Teeter
Elevation Burger
Love Couture Bridal
Park Potomac Place Condos
Long & Foster Potomac, MD
Ansin Cir Dr
Linda View Ln
Cadbury Ave
Charles Schwab
The Perry
Pearson Knoll Pl
Ansin Cir Dr
Park Potomac Ave
Nellis Corporation
Abaris Realty, Inc
Potomac Squash Club
Police
All Pure Spring
Bogley Branch
Montrose Rd
Washington National Pike
Tower Oaks Blvd
Dwight D. Eisenhower Memorial Hwy
270
5
General Dynamics Info Tech
Preserve Pkwy
GEICO
The Center for Innovative GYN Care
Potomac Oak Tutoring
SPC Financial
Montgomery Child Care Association
Tower Oaks Blvd

EDITED: 07/22/2021

WR - VA - Arlington

Last Modified on 12/02/2021 11:31 am EST

Arlington, VA

SCREENING and BONE DENSITY ONLY!

PATIENTS SHOULD NOT ARRIVE EARLY TO THIS LOCATION

SCHEDULE ALL EXAMS BACK TO BACK! No gap in between!!

Note: No Barium Pickup at this Location
Additional Reminder: X-Rays are NOT available at this location

If DR. ANNE MARIE SPOONER's patients or office call in for a callback or diagnostic mammogram/ultrasound and there is no immediate availability to see the patient, please send the same email in the job aid for callback or diagnostic/symptomatic and note in the email they are a Dr. Spooner patient.

LOCATION NAME: Washington Radiology (Arlington/Ballston)

JOINT VENTURE: N/A

CENTER DIRECTOR/RD/VP:

- Doreen Martin - Center Director
- Charmette Long - VP of Operations

ADDRESS:

- 1005 N Glebe Road, Arlington, VA 22201
    - Suite 110

RECOGNIZABLE AREAS NEAR CENTER:

- Less than half a mile from Ballston/MU Metro Station
- On Glebe road between Fairfax Drive and 11th Street

PARKING:

- Parking Garage is under building and managed by Central Park Company
- To be paid by patient:
  - Patients are given parking validation tickets for the first hour.
  - Up to 2 hours - $13
  - All day - $16

METRO:

- Less than half a mile from Ballston/MU Metro Station

PHONE NUMBER: 703-280-1410

FAX NUMBER: 703-280-4751
General for Orders or Medical Records: 703-280-1527

TAX ID: 52-0940005 **NPI:** 1215985437

HOURS: 8 am - 5 pm

SERVICES OFFERED:

- Breast Exams:
  - 2D/3D Screening Mammography
  - DO NOT PERFORM ANY OTHER BREAST EXAM!
- Bone Density - DEXA - Weight Limit 500 lbs

SERVICES NOT OFFERED:

- Breast Ultrasound
- Breast Biopsy
- CT
- CTA
- Diagnostic Mammography
- Fluoroscopy
- General Ultrasound
- General X-Ray
- HSG
- Liver Elastography
- MRI
- MRA
- Thyroid Biopsy

- No Barium Pickup

INSURANCE:

SCRIPT: "It appears that your insurance plan is out-of-network. Please contact your insurance company by calling the number on the back of your card to understand what the out-of-pocket cost would be for Washington Radiology. We can offer you self-pay rates as well, if you choose to proceed now with scheduling your appointment."

OUT-OF-NETWORK*

- Medicaid (Not eligible for Self-Pay)
    - Aetna Better Health - Medicaid
    - Anthem Healthkeepers Plus - Medicaid
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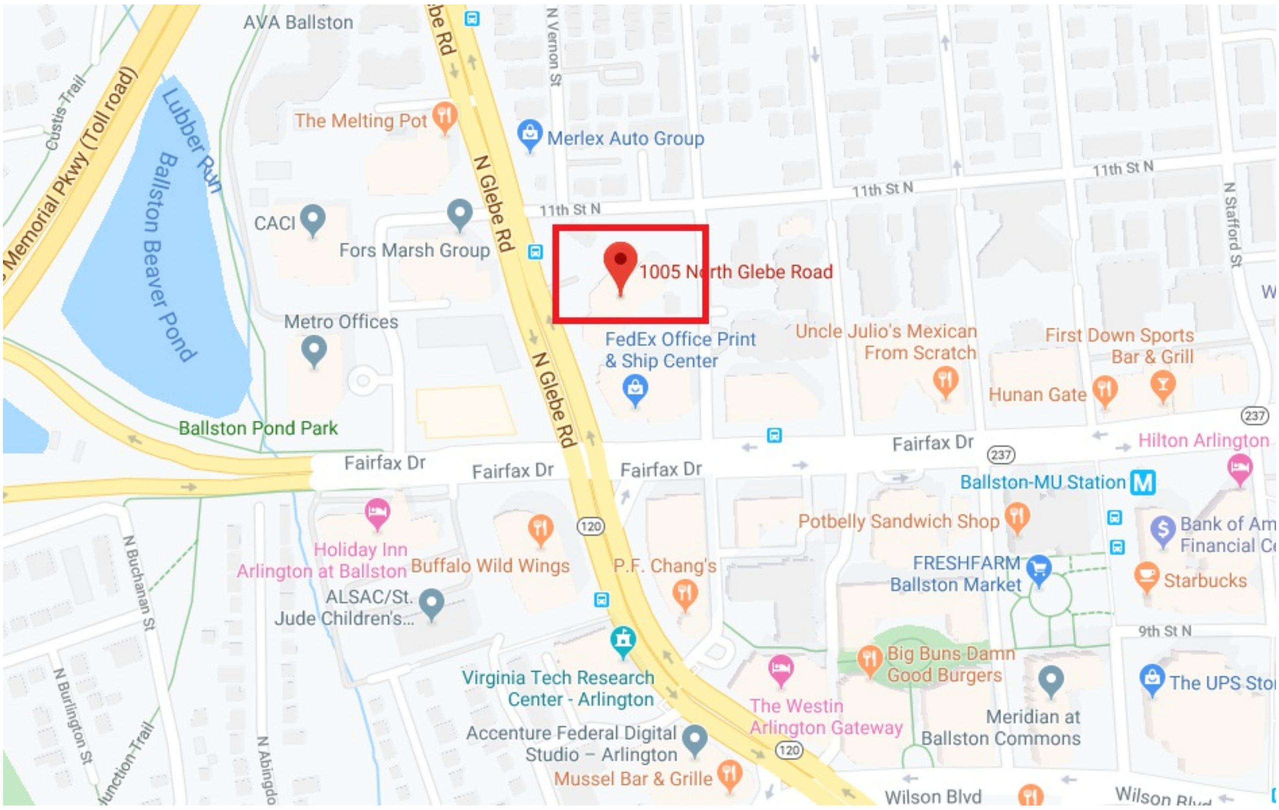
AVA Ballston
Custis Trail
Memorial Pkwy (Toll road)
Lubber Run
Ballston Beaver Pond
The Melting Pot
Merlex Auto Group
N Vernon St
N Glebe Rd
CACI
Fors Marsh Group
11th St N
1005 North Glebe Road
N Stafford St
Metro Offices
FedEx Office Print & Ship Center
Uncle Julio's Mexican From Scratch
First Down Sports Bar & Grill
Hunan Gate
Ballston Pond Park
Fairfax Dr
Hilton Arlington
Ballston-MU Station
Potbelly Sandwich Shop
Holiday Inn Arlington at Ballston
Buffalo Wild Wings
P.F. Chang's
FRESHFARM Ballston Market
Starbucks
ALSAC/St. Jude Children's...
N Buchanan St
9th St N
Big Buns Damn Good Burgers
Virginia Tech Research Center - Arlington
The Westin Arlington Gateway
Meridian at Ballston Commons
Accenture Federal Digital Studio – Arlington
Mussel Bar & Grille
N Burlington St
Junction Trail
Wilson Blvd
120
237

EDITED: 07/22/2021

WR - VA - Fairfax

Last Modified on 12/02/2021 11:31 am EST

Fairfax, VA

SERVICES NOT OFFERED:

CT or CTA

Fluoroscopy

If DR. ANNE MARIE SPOONER's patients or office call in for a callback or diagnostic mammogram/ultrasound and there is no immediate availability to see the patient, please send the same email in the job aid for callback or diagnostic/symptomatic and note in the email they are a Dr. Spooner patient.

LOCATION NAME: Washington Radiology (Fairfax)

JOINT VENTURE: N/A

CENTER DIRECTOR/RD/VP:

- Heather Lawson - Center Director
- Charmette Long - VP of Operations

ADDRESS:

- 3022 Williams Drive
- BUILDING NAME: Four Seasons Three
    - Suite 104 - MRI
    - Suite 200 - General Ultrasound
    - Suite 204 -Screening Mammography, Diagnostic Mammography, Breast Ultrasound, Bone Density, General X-Ray, Biopsies

---

RECOGNIZABLE AREAS NEAR CENTER:

- North West of Williams Drive and Eskridge Road
- Note multiple suites

PARKING:

- Surface parking is available in front and to the sides of the building

- Parking is Free!

HOURS: 8 am - 5 pm (NOTE: Extended hours for MRI - 7 am - 7 pm)

PHONE NUMBER: 703-698-8800

FAX NUMBER: 703-573-2318
General for Orders or Medical Records: 703-280-1527

TAX ID: 52-0940005 **NPI:** 1215985437

SERVICES OFFERED:

- Breast Exams:
    - 2D/3D Screening Mammography
    - Diagnostic Mammography
    - Breast Ultrasound
    - Breast Biopsy - Stereotactic and Tomo/Afirm
- Bone Density - DEXA - Weight Limit 500 lbs
- General Ultrasound
- General X-Ray - Walk In Basis ONLY - 8 am until 4 pm
- HSG
- Liver Elastography
- MRI
- MRA
- Thyroid Biopsy

SERVICES NOT OFFERED:

- CT
- CTA
- Fluoroscopy

INSURANCE:

SCRIPT: "It appears that your insurance plan is out-of-network. Please contact your insurance company by calling the number on the back of your card to understand what the out-of-pocket cost would be for Washington Radiology. We can offer you self-pay rates as well, if you choose to proceed now with scheduling your appointment."

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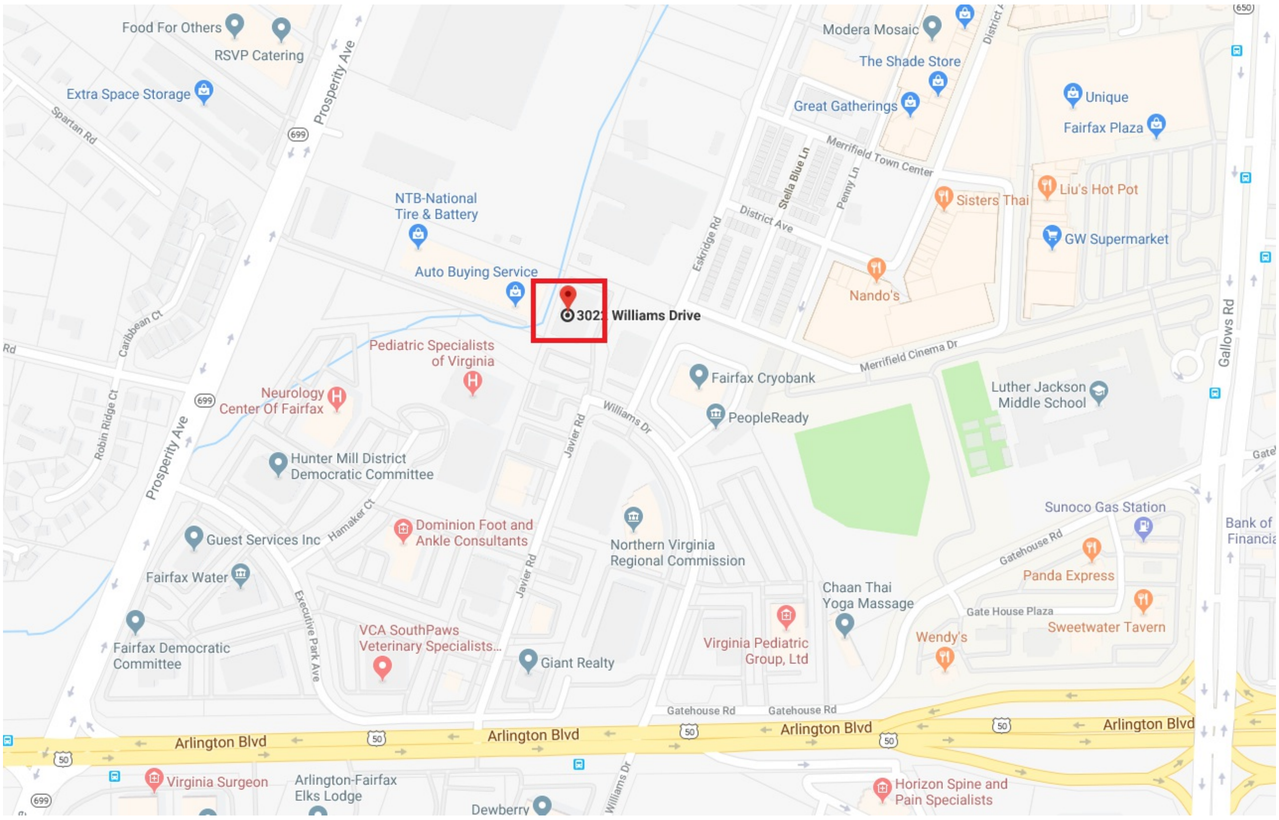

Food For Others
RSVP Catering
Extra Space Storage
Spartan Rd
Prosperity Ave
699
NTB-National Tire & Battery
Auto Buying Service
302 Williams Drive
Pediatric Specialists of Virginia
Neurology Center Of Fairfax
Caribbean Ct
Robin Ridge Ct
Hunter Mill District Democratic Committee
Guest Services Inc
Hamaker Ct
Dominion Foot and Ankle Consultants
Fairfax Water
Executive Park Ave
Fairfax Democratic Committee
VCA SouthPaws Veterinary Specialists...
Giant Realty
Javier Rd
Williams Dr
Northern Virginia Regional Commission
Modera Mosaic
The Shade Store
Great Gatherings
Merrifield Town Center
District Ave
Stella Blue Ln
Penny Ln
Eskridge Rd
Sisters Thai
Nando's
Unique
Fairfax Plaza
Liu's Hot Pot
GW Supermarket
Merrifield Cinema Dr
Fairfax Cryobank
PeopleReady
Luther Jackson Middle School
Gallows Rd
Sunoco Gas Station
Bank of Financi
Gatehouse Rd
Panda Express
Gate House Plaza
Sweetwater Tavern
Chaan Thai Yoga Massage
Virginia Pediatric Group, Ltd
Wendy's
Arlington Blvd
50
Virginia Surgeon
Arlington-Fairfax Elks Lodge
Dewberry
Horizon Spine and Pain Specialists
650
Rd

EDITED: 07/22/2021

WR - VA - Sterling

Last Modified on 12/03/2021 2:40 pm EST

Sterling, VA

SERVICES NOT OFFERED:

Fluoroscopy

HSG

MRI or MRA

If DR. ANNE MARIE SPOONER's patients or office call in for a callback or diagnostic mammogram/ultrasound and there is no immediate availability to see the patient, please send the same email in the job aid for callback or diagnostic/symptomatic and note in the email they are a Dr. Spooner patient.

The Sterling Center is not able to perform the Creatinine blood draw until further notice. ALL CT's with Contrast require this blood draw to be completed within the 30 days before the CT for ANY patient that answers "yes" to question #11 on the questionnaire. Patients scheduled at Sterling will need to bring a copy o their most recent Creatinine levels with them to their appointment.

LOCATION NAME: Washington Radiology (Sterling)

JOINT VENTURE: N/A

CENTER DIRECTOR/RD/VP:

- Shannon Logan - Center Director
- Charmette Long - VP of Operations

ADDRESS:

- 21351 Ridgetop Circle, Sterling, VA 20166
- BUILDING NAME: Lakeside @ Loudon Tech Center 1
  - Suite 100 - Screening Mammography, Diagnostic Mammography, Breast Ultrasound, General X-Ray, Bone Density, Stereo Biopsy
  - Suite 150 - CT, General Ultrasound, Sono Guided Biopsy

RECOGNIZABLE AREAS NEAR CENTER:

- After turning into Lakeside Office Park, on the left
- First 4 Story

- Red Brick Building
- Enter into the door with the awning

PARKING:

- Surface Parking is available in the front and back of the building
- Parking is Free!

HOURS: 8 am - 5 pm

PHONE NUMBER: 571-434-0140

FAX NUMBER: 571-434-0144
General for Orders or Medical Records: 703-280-1527

TAX ID: 52-0940005 **NPI:** 1215985437

SERVICES OFFERED:

- Breast Exams:
  - 2D/3D Screening Mammography
  - Diagnostic Mammography
  - Breast Ultrasound
  - Breast Biopsy
- Bone Density - DEXA - Weight Limit 400 lbs
- CT
- CTA
- General Ultrasound
- General X-Ray - Walk In Basis ONLY - 8 am until 4 pm
- Liver Elastography
- Thyroid Biopsy

SERVICES NOT OFFERED:

- Fluoroscopy
- HSG
- MRI
- MRA

INSURANCE:

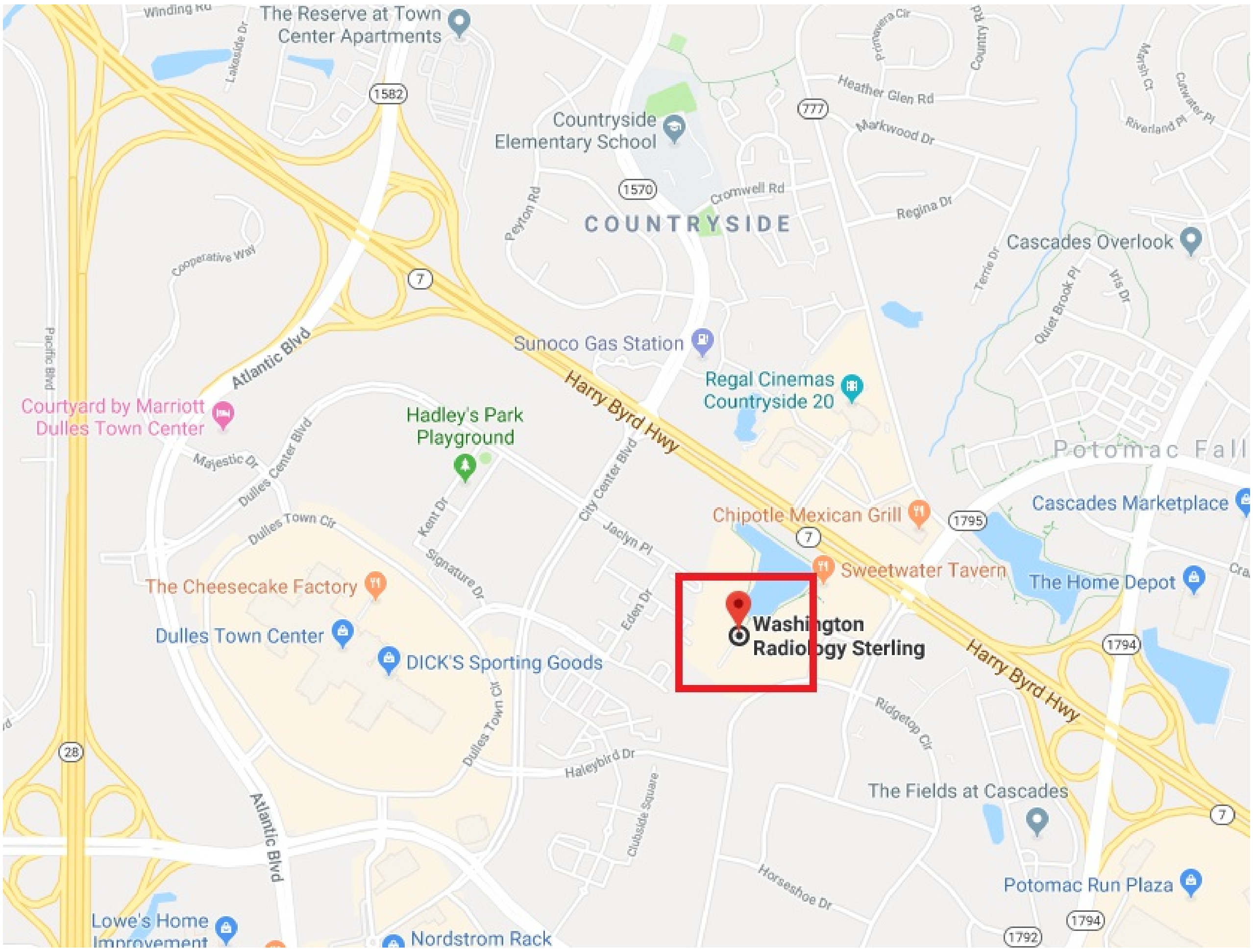
SCRIPT: "It appears that your insurance plan is out-of-network. Please contact your insurance company by calling the number on the back of your card to understand what the out-of-pocket cost would be for Washington Radiology. We can offer you self-pay rates as well, if you choose to proceed now with scheduling your appointment."

OUT-OF-NETWORK*

- Medicaid (Not eligible for Self-Pay)
  - Aetna Better Health - Medicaid
  - Anthem Healthkeepers Plus - Medicaid
  - Note: Only Medicaid that we DO accept is : John's Hopkins Priority Partners Medicaid plan
- United Healthcare - MDIPA Maryland County

What do you mean "out-of-network"?
An out-of-network provider is one which has not contracted with your insurance company for reimbursement at a negotiated rate.

Some health plans, like HMO's and EPO's, do not reimburse out-of-network providers at all (except in emergency situations), which means that as the patient, you would be responsible for the full amount charged by the provider if they are not in your insurers network. Other health plans offer coverage for out-of-network providers, but your out-of-pocket costs would be higher than it would be if you were seeing an in-network provider.

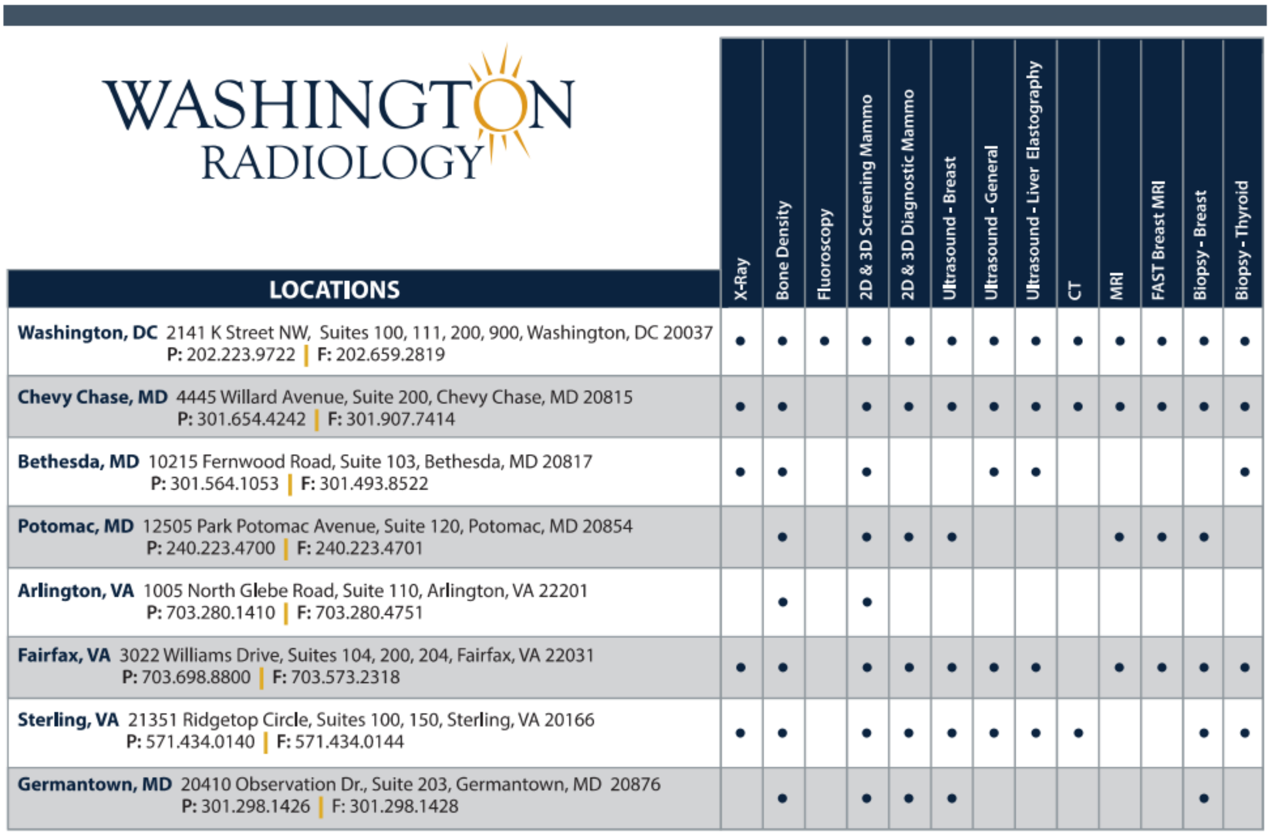

The Reserve at Town Center Apartments
Countryside Elementary School
COUNTRYSIDE
Cascades Overlook
Sunoco Gas Station
Regal Cinemas Countryside 20
Harry Byrd Hwy
Atlantic Blvd
Courtyard by Marriott Dulles Town Center
Hadley's Park Playground
Potomac Fall
Chipotle Mexican Grill
Cascades Marketplace
Sweetwater Tavern
The Home Depot
The Cheesecake Factory
Dulles Town Center
DICK'S Sporting Goods
Washington Radiology Sterling
The Fields at Cascades
Potomac Run Plaza
Lowe's Home Improvement
Nordstrom Rack
1582
1570
777
7
1795
1794
1792
28

EDITED: 12/03/2021

Exams Performed by Location - Quick Guide

Last Modified on 12/07/2021 10:01 am EST

Exams Performed by Location - Quick Guide



LOCATIONS	X-Ray	Bone Density	Fluoroscopy	2D & 3D Screening Mammo	2D & 3D Diagnostic Mammo	Ultrasound - Breast	Ultrasound - General	Ultrasound - Liver Elastography	CT	MRI	FAST Breast MRI	Biopsy - Breast	Biopsy - Thyroid
Washington, DC 2141 K Street NW, Suites 100, 111, 200, 900, Washington, DC 20037 **P:** 202.223.9722 | **F:** 202.659.2819	●	●	●	●	●	●	●	●	●	●	●	●	●
Chevy Chase, MD 4445 Willard Avenue, Suite 200, Chevy Chase, MD 20815 **P:** 301.654.4242 | **F:** 301.907.7414	●	●		●	●	●	●	●	●	●	●	●	●
Bethesda, MD 10215 Fernwood Road, Suite 103, Bethesda, MD 20817 **P:** 301.564.1053 | **F:** 301.493.8522	●	●		●			●	●					●
Potomac, MD 12505 Park Potomac Avenue, Suite 120, Potomac, MD 20854 **P:** 240.223.4700 | **F:** 240.223.4701		●		●	●	●				●	●	●	
Arlington, VA 1005 North Glebe Road, Suite 110, Arlington, VA 22201 **P:** 703.280.1410 | **F:** 703.280.4751		●		●									
Fairfax, VA 3022 Williams Drive, Suites 104, 200, 204, Fairfax, VA 22031 **P:** 703.698.8800 | **F:** 703.573.2318	●	●		●	●	●	●	●		●	●	●	●
Sterling, VA 21351 Ridgetop Circle, Suites 100, 150, Sterling, VA 20166 **P:** 571.434.0140 | **F:** 571.434.0144	●	●		●	●	●	●	●	●			●	●
Germantown, MD 20410 Observation Dr., Suite 203, Germantown, MD 20876 **P:** 301.298.1426 | **F:** 301.298.1428		●		●	●	●						●	

EDITED: 12/07/2021

Scheduling Multiple Exams

Last Modified on 10/14/2019 11:13 am EDT

WASHINGTON
RADIOLOGY

Scheduling Multiple Exams

Follow the rules below when scheduling multiple exams.

Type	Description	Rule
Multiple Exam Order ALL WR Locations See below for Arlington!	When scheduling multiple exams, it is preferred that you follow the following order of exams.	1st - Sono/Ultrasound 2nd - Dexa/Bone Density 3rd - Mammo
Multiple Exams Arlington	When scheduling multiple exams, it is preferred that you follow the following order of exams.	Order does not matter. **Should ALWAYS be scheduled back to back.** No other patient between multiple exams.
Sono/Ultrasound	When scheduling multiple exams, there should be a gap after a sono before scheduling another exam Note: Sono and Sono can be scheduled back to back without a break in between	1 hour of time after exam before scheduling a different modality
Dexa/Bone Density	When scheduling multiple exams, there should be a gap after a bone density before schedule another exam	30 minutes of time after exam before scheduling a different modality
Screening Mammo	When scheduling multiple exams, there should be a gap after a screening mammo before scheduling another exam	30 minutes of time after exam before scheduling a different modality
Diagnostic Mammo	When scheduling multiple exams, there should be a gap after a diagnostic mammo before scheduling another exam	Note: Prefer for this exam to be completed last due to length of time 1 hour and a half of time after exam before scheduling a different modality
MRI	When scheduling multiple exams, the order of where to schedule this exam does not matter but, there should be a gap after an MRI before scheduling another exam Note: MRI and MRI can be scheduled back to back without a break in between	1 hour of time after exam before scheduling a different modality
	When scheduling multiple exams, remember that there	Barium exams cannot be done within 7 days prior to DEXA. Abdominal or Pelvic Region: Barium

CT With Barium	are rules about barium and when additional exams can be performed	cannot be taken before sono exam is completed. May need to be completed on a different day.
CT	When scheduling more than one CT, exams can be scheduled back to back	Back to back for same modality
Fluoroscopy	When scheduling multiple exams, there should be a gap after a fluoroscopy before scheduling another exam	1 hour of time after exam before scheduling a different modality

EDITED: 08/20/2019

Same Day Add On

Last Modified on 07/21/2021 3:10 pm EDT

WASHINGTON
RADIOLOGY

Same Day Add On Appointments

See Below for further rules.

DO NOT SCHEDULE LESS THAN 30 MINUTES OUT!!!
Example: If patient calls at 1PM, do not schedule before 1:30PM

Exam Type	Location and Scheduling Rules
Screening Mammogram	Can be added on same day, as long as there is an open slot. No approval needed.
Diagnostic Mammogram/Callbacks	Can add on same day in a white slot only. MUST FOLLOW UP with a call to the center to pull the prior films. If no answer, email leadership to handle.
Bone Density DEXA	Can be added on same day, as long as there is an open slot. No approval needed.
General Sonography	Can be added on same day, as long as there is an open slot. No approval needed.
CT	Must call center for approval before adding on same day!
Fluoroscopy	Must call center for approval before adding on same day!
Exam Requires Attention (Allergies, Medical Review, Etc.)	If exam requires attention (allergies, medical review, etc.) from a PreMed Nurse - best practice is to call center directly, rather than sending an email.
Cannot Accommodate Same Day Request?	Patients who are requesting appointments for same day and cannot be accommodated, should be transferred to the clinical office.

EDITED: 07/21/2021

Breast Studies/Mammography - Codes and Scheduling Guidelines

Last Modified on 08/30/2021 2:03 pm EDT

Exam Details - Breast Studies/Mammography
Codes, Description, Location Rules, Prep and Additional Rules

Note: All pregnant patients are accepted for Mammograms, Diagnostics and Ultrasounds

Available at:

Most breast exam types available at all Locations

Not Available at:

Diagnostic Breast Studies not available at Bethesda or Arlington

See Below for further location rules.

Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules	Prep and Additional Notes
	Diagnostic Studies		All Follow Up Appointments (Short Term Interval): Scheduled as a Diagnostic Study. Never a screening!	Male Patients: Diagnostic Mammogram **30 & Older:** Diagnostic Mammogram **Under 30:** Breast Ultrasound Breast Feeding: Advise patient to pump 30 minutes prior to exam.
3D MADP	Mammo 3D Diagnostic Bilateral			
MADP	Mammo Diagnostic Bilateral (2D)			
3D MUNP	Mammo 3D Diagnostic Unilateral			
MUNP	Mammo Diagnostic Unilateral (2D)			
MASP	Mammo Screening			

	(2D)			
3D MASP	Mammo 3D Screening			
MCB	Mammo Callback / Recall		TRANSFER TECHNICAL CALLBACK TO CENTER Schedule all other Callback Reasons See Callback/Recall Job Aid	NOTE: Callbacks occur after a screening mammogram patient has had findings in their recent images. ORDER IS REQUIRED! NOT THE SAME as a short term interval follow up!
3D MASPBU	Mammo 3D Screening and Breast Ultrasound			Note: If patient is symptomatic, cannot be scheduled this way.
SBBC	US Breast Bilateral Complete			
SBUC	US Breast Unilateral Complete			

EDITED: 11/06/2020

Screening Mammography - Details

Last Modified on 08/27/2019 12:16 pm EDT

WASHINGTON
RADIOLOGY

Exam Details - Screening Mammography

Available at:
ALL WR LOCATIONS

Used To:

- Detect abnormalities in breast tissue without any existing symptoms

Why:

- Mammograms play a central role in the early detection of breast cancer
- Can detect changes in the breast that may be early signs of cancer, but are too small or subtle to feel

How:

- Low-dose radiographic exam of the breast
- Exam consists of two views of each breast. Implants and breast size may result in additional images at time of screening.
- Breast tissue is composed of fatty connective tissue, because of its overall soft tissue composition, it requires a special low-dose x-ray unit
- There are 2 basic mammographic procedures offered, screening and diagnostic. Both begin with basic views.
- Screening exam is used for patients with no symptoms. Results will not be provided at the time of the exam.
- If an abnormality is detected on a screening exam, the patient is recalled for additional follow-up

Machine:

EDITED: 04/25/2019

Diagnostic Mammography - Details

Last Modified on 08/27/2019 12:17 pm EDT

WASHINGTON
RADIOLOGY

Exam Details - Diagnostic Mammography

Available at:
DC, Chevy Chase, Park Potomac, Fairfax, and Sterling

Used To:

- Review possible abnormalities in breast tissue with existing symptoms
- Or follow-up on previous symptom or concern

Why:

- Mammograms play a central role in the early detection of breast cancer
- Can detect changes in the breast that may be early signs of cancer, but are too small or subtle to feel

Age:

- Symptomatic and 30 years or older - Schedule Diagnostic
- Symptomatic and under 30 years old - Schedule Breast Ultrasound

How:

- Low-dose radiographic exam of the breast
- Exam consists of views of each breast, or at times, only the one breast with symptoms
- Breast tissue is composed of fatty connective tissue, because of its overall soft tissue composition, it requires a special low-dose x-ray unit
- There are 2 basic mammographic procedures offered, screening and diagnostic. Both begin with basic views.
- Diagnostic exam is used for patients with breast problems or symptoms.
- If necessary, additional testing (i.e. breast ultrasound) is performed at that time.
- Results are provided to the patient at the time of the exam.

Machine:

EDITED: 08/22/2019

Other - Details

Last Modified on 08/27/2019 12:19 pm EDT

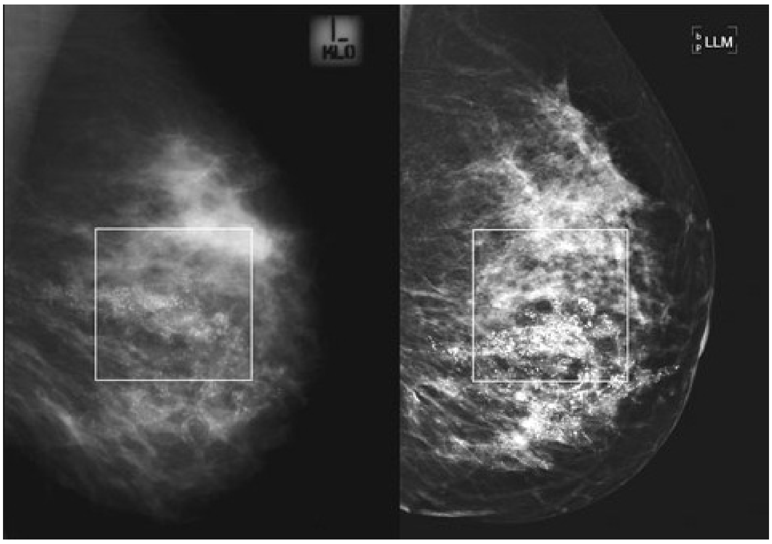
WASHINGTON
RADIOLOGY

Exam Details - Other Mammography Details

Digital Mammography:

- Uses computers and Specially designed digital detectors to produce an image
- Image is displayed on a high-resolution computer monitor
- Image is transmitted and stored just like computer files

Film versus Digital Image:



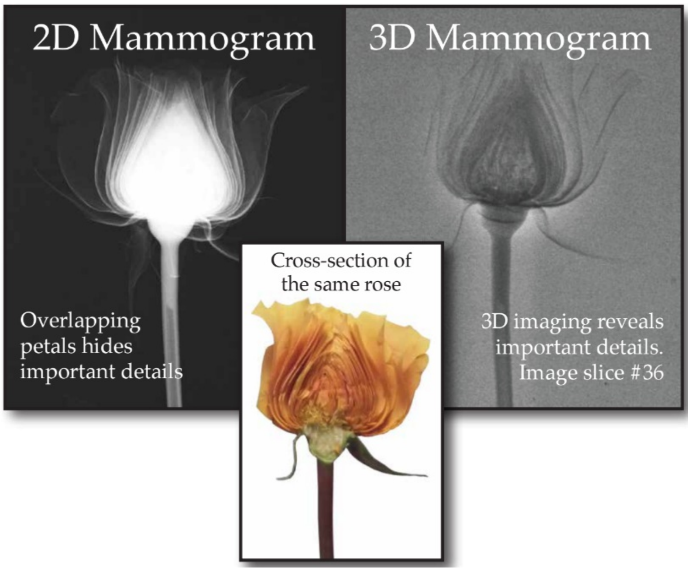
Computer-Aided Detection (CAD):

- Acts as a second pair of eyes by analyzing patterns in the mammogram
- Marks areas for the radiologist to review in more detail
- Studies have shown that the use of CAD with mammography can increase the detection rate of cancer

Tomosynthesis (3D Mammography):

- Series of very low dose images that are viewed by a radiologist.
- Multiple images of each breast. One image for every millimeter of breast tissue.
  - Can also be described as having the ability to look at each layer of an onion or each slice of bread.
- Adding 3D to traditional mammography, radiologists will be able to improve breast cancer detection due to detailed views

Normal Mammo Image versus 3D Image:


2D Mammogram
3D Mammogram
Cross-section of the same rose
Overlapping petals hides important details
3D imaging reveals important details. Image slice #36

EDITED: 08/19/2019

Callback or Recall

Last Modified on 02/07/2020 10:48 am EST

Callback or Recall

Available at:
DC, Chevy Chase, Park Potomac, Fairfax, and Sterling

Used To:

- Review possible abnormalities in breast tissue seen on a screening mammogram

Why:

- Screening mammogram would have recently been completed and results showed that additional testing was needed

Note:

- Callbacks or Recalls are originally called by a clinical team member at the center to schedule
- If the patient does not answer, a voicemail is left and the patient may return a call to scheduling.

How Do I Schedule This Exam:

- Schedule exam type MCB - Mammo Callback or 3D M CB - Mammo 3D Callback
- Will pull up only Callback or Recall time slots only
- Agent is to schedule in the next available time slot
    - Note: If patient or physician is requesting sooner appointment, please review other locations to offer sooner availability. If needed, please call the center to attempt to add on/double book.

EDITED: 02/07/2020

Symptomatic Diagnostic Rules

Last Modified on 12/03/2021 5:01 pm EST

Diagnostic/Symptomatic Scheduling Process

When a patient needs a diagnostic mammogram/ultrasound and is symptomatic:

- Schedule within 2 business days with order (2 days out without order)
- When the schedule will not accommodate the above requirements offer other locations
- No time within requirements available, set appointment at the earliest time available, send an email as follows:

++

Email Template:

Subject Line: DX/SYMP PT NEEDING EARLIER APPT

Patient Name:

Jacket Number:

Exam requested:

Appointment set for:

Current Symptoms:

++

Send Email to Location Scheduled for as follows:

DC - K Street

Center Director: Latessa.Clark@washingtonradiology.com

Assistant Director: Cheryl.VandenEykel@washingtonradiology.com

Lead PSR: Jalina.Russell@washingtonradiology.com

Lead Tech: Mary.Cameron@washingtonradiology.com

Cc: All_WR_CC_Leadership@washingtonradiology.com

MD - Chevy Chase

Center Director: Lorena.Montecino@washingtonradiology.com

Assistant Director: Mariela.Romero@washingtonradiology.com

Lead PSR: Marjorie.vega@washingtonradiology.com

Lead Tech: Harly.Noy@washingtonradiology.com

Cc: All_WR_CC_Leadership@washingtonradiology.com

MD - Park Potomac

Center Director: Debbie.Hullen@washingtonradiology.com

Lead PSR: Gicela.Hazell@washingtonradiology.com

Lead Tech: Laurie.Bonds@washingtonradiology.com

Cc: All_WR_CC_Leadership@washingtonradiology.com

VA - Fairfax

Center Director: Heather.Lawson@washingtonradiology.com

Assistant Director: Andrea.Kellenberger@washingtonradiology.com

Lead PSR: Karen.Gonzalez@washingtonradiology.com

Lead Tech: Lindsay.Bevis@washingtonradiology.com

Cc: All_WR_CC_Leadership@washingtonradiology.com

VA - Sterling

Center Director: Shannon.Logan@washingtonradiology.com

Assistant Director: Laura.Baez@washingtonradiology.com

Lead PSR: renee.ford@washingtonradiology.com

Lead Tech: Letitia.Bumbrey@washingtonradiology.com

Cc: All_WR_CC_Leadership@washingtonradiology.com

MD - Germantown

Center Director: Cara.reed@solismammo.com

Assistant Director:

Lead PSR:

Lead Tech:

Cc: All_WR_CC_Leadership@washingtonradiology.com

Breast Biopsy - Codes and Scheduling Guidelines

Last Modified on 01/22/2020 3:50 pm EST

Exam Details - Breast Biopsy Codes, Description, Location Rules, Prep and Additional Rules

See Below for further location rules.

Exam Code	**Description - CPT Code**	Reason for Exam	Location and Scheduling Rules	**Prep and Additional Notes**
	Any Breast Biopsy Exam		TRANSFER CALLER TO CENTER!	
	Affirm Biopsy		TRANSFER CALLER TO EITHER FAIRFAX OR PARK POTOMAC!	
	FNA or Fine Needle Aspiration		TRANSFER CALLER TO CENTER!	

EDITED: 01/22/2020

Breast Biopsy - Details

Last Modified on 08/26/2019 1:11 pm EDT

Exam Details - Breast Biopsy Exams

Stereotactic Biopsy:

- Look at calcifications under specialized mammography equipment

Ultrasound-Guided Biopsy:

- Look at masses and are done through ultrasound

MRI-Guided Biospy:

- Some masses cannot be seen under mammography or ultrasound and therefore are viewed using MRI

EDITED: 04/25/2019

Bone Densitometry/DEXA - Codes and Scheduling Guidelines - Sent to C 08/14 - PREP DISCUSSION

Last Modified on 11/05/2019 10:20 am EST

Exam Details - Bone Densitometry/DEXA
Codes, Description, Location Rules, Prep and Additional Rules

Available at:
ALL WR LOCATIONS

See Below for further location rules.

Exam Code	**Description - CPT Code**	Reason for Exam	Location and Scheduling Rules	**Prep and Additional Notes**
DEX	DEXA Scan/Bone Density/ Bone Densitometry		DC MALE PATIENTS - SCHEDULE ON 9TH FLOOR ROOM ONLY Only times available for MALE patients is 1:00 or 1:30 pm Note: WHOLE BODY SCAN NOT PERFORMED ALSO: Confirm it is NOT a Nuclear Medicine 'Bone Scan'	PREP: No calcium supplements or multivitamins 24 hours prior to exam. Wear loose, comfortable clothing WITHOUT metal snaps, buttons, or zippers. No X-Ray contrast, CT or MRI with contrast exams or any exam with Barium 7 days before exam.

EDITED: 10/02/2019

Bone Densitometry/DEXA - Details

Last Modified on 02/09/2021 3:21 pm EST

Exam Details - Bone Densitometry/DEXA

Available at:
ALL WR LOCATIONS

DEXA: Dual Energy X-Ray Absorptiometry

Used To:

- Measure Bone Mass (Mineral Content) and BMD (Bone Mineral Density)

Why:

- Determines the risk of Fracture

How:

- Laser radiation energy beam is emitted through the body and a receptor receives the information
- Information is input into the computer
- Computer categorizes the information into levels of Normal, Normal Degenerative Bone Loss, Oseteopenia, or Osteoporosis

REMINDERS:

- Routine screenings for osteoporosis are recommended beginning at age 65
- Other reasons for exam may include:
  - Family history of osteoporosis
  - Long term use of high risk medications
  - Post-menopausal women
  - Previous diagnosis of osteopenia or osteoporosis
- Always check the Location Job Aid and inform caller of the DEXA weight limit
- Requires a written order regardless of the reason for exam

Machine:

Discovery
Discovery

EDITED: 02/09/2021

CT - Codes and Scheduling Guidelines

Last Modified on 11/12/2021 3:58 pm EST

If SOLIS Mammography WASHINGTON RADIOLOGY

Exam Details - CT/Computed Tomography
Codes, Description, Location Rules, Prep and Additional Rules

Available at:
DC, Chevy Chase, and Sterling

Not Available at:
Bethesda, Fairfax, Potomac, or Arlington

Contrast Exams:
Always ask if WITH, WITHOUT, or BOTH!

Patient with any Allergy - Contrast Exams:
Schedule 3 business days out and document allergy in allergy field (5 business days if scheduling CT for pre-auth timing included)!

Patients with a history of kidney problems, diabetic, taking metformin or metformin type of drug, or over the age of 60 - Contrast Exams:
Fax creatinine levels to office before appointment.

BARIUM:
Patient must bring written order with when picking up Barium Contrast prior to exam.
Barium may be picked up from 8am-4:30pm, Monday-Friday at these locations:
DC, Bethesda, Chevy Chase, Park Potomac, Fairfax & Sterling
Note: Barium is not needed for all exams! See prep notes.

AM APPOINTMENTS: AT 9PM THE EVENING PRIOR TO THE EXAM, DRINK 1/2 BOTTLE OF BARIUM. FOUR HOURS PRIOR TO THE EXAM DRINK ONLY CLEAR LIQUIDS. TWO HOURS PRIOR TO THE EXAM DRINK 1/2 BOTTLE OF BARIUM.

PM APPOINTMENTS: AT 8AM THE DAY OF THE EXAM, DRINK 1/2 BOTTLE OF BARIUM. FOUR HOURS PRIOR TO THE EXAM DRINK ONLY CLEAR LIQUIDS. TWO HOURS PRIOR TO THE EXAM, DRINK 1/2

BOTTLE OF BARIUM.

Additional Notes:
Blood Thinners - OK to continue taking with CT contrast
ANY Coronary CT - WR does NOT perform! (except Cardiac Scoring)

SUGGESTED CLEAR LIQUIDS:
WATER, COFFEE OR TEA (WITH SUGAR BUT WITHOUT CREAM/MILK), CLEAR SOFT DRINKS, CLEAR FRUIT JUICES. NO DAIRY PRODUCTS, NO SOLID FOOD, NO JELLO.

See Below for further location rules.

Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules	Prep and Additional Notes
CA1	Abdomen W/ Contrast		DO NOT USE CODE! Always use CAP Code!	
CA2	Abdomen W/Out Contrast		DO NOT USE CODE! Always use CAP Code!	
CA3	Abdomen W/ & W/Out Contrast		DO NOT USE CODE! Always use CAP Code!	
CAA1	❤️ CT Angio Abdomen	Abdominal aorta, mesentric arteries, renal arteries	DC & STERLING ONLY!	NO BARIUM!
CAAP1	❤️ CT Angio Abdomen & Pelvis	Abdominal aorta, mesentric arteries, renal arteries,	DC & STERLING ONLY! NOTE: DIEP FLAP at DC ONLY!	NO BARIUM!
CACH1	❤️ CT Angio Non-Coronary Chest	Thoracic aorta, internal mammary arteries, P.E. Studies	DC & STERLING ONLY!	NO BARIUM! PREP: Clear liquids only for 4 hours before exam
CACH1 & CAAP1	❤️ CT Angio DIEP Flap	Breast Cancer Patient, deep inferior epigastric arteries	DC ONLY!	NO BARIUM! PREP: Clear liquids only for 4 hours before exam

CAH1	❤ CT Angio Head	Includes Circle of Willis	DC & STERLING ONLY!	NO BARIUM!
CAN1	❤ CT Angio Neck	Carotids	DC & STERLING ONLY!	NO BARIUM! PREP: Clear liquids only for 4 hours before exam
CAPE1	❤ CT Angio Pelvis	Iliac Arteries	DC & STERLING ONLY!	NO BARIUM! PREP: Clear liquids only for 4 hours before exam
CAC1	Abdomen AND Chest WITH Contrast		DC, Sterling, or Chevy Chase	PREP: **BARIUM** & Clear liquids only for 4 hours before exam
CAC2	Abdomen AND Chest WITHOUT Contrast		DC, Sterling, or Chevy Chase	PREP: **BARIUM**
CAC3	Abdomen AND Chest With and Without Contrast		DC, Sterling, or Chevy Chase	PREP: **BARIUM** & Clear liquids only for 4 hours before exam
CAP1	Abdomen AND Pelvic WITH Contrast	Gallbladder, pancreas, liver, kidneys	DC, Sterling, or Chevy Chase	PREP: **BARIUM** & Clear liquids only for 4 hours before exam **REASON OF HEMATURIA, FLANK PAIN, RULE OUT KIDNEY STONE PREP:** - NO BARIUM! Clear liquids only for 4 hours before exam. Do NOT empty bladder 2 hours prior to appointment until technologist instructs you to use the restroom.
CAP2	Abdomen AND Pelvic WITHOUT Contrast	Gallbladder, pancreas, liver, kidneys **NOTE: CT-RENAL use CAP2**	DC, Sterling, or Chevy Chase	PREP: **BARIUM** **REASON OF HEMATURIA, FLANK PAIN, RULE OUT KIDNEY STONE, or RENAL PREP:** - NO BARIUM! Do NOT empty bladder 2 hours prior to appointment until technologist instructs you to use the restroom.
				PREP: **BARIUM** & Clear liquids only for 4 hours before exam

CAP3	Abdomen AND Pelvic With and Without Contrast	Gallbladder, pancreas, liver, kidneys **NOTE: CT-UROGRAM use CAP3**	DC, Sterling, or Chevy Chase	**REASON OF HEMATURIA, FLANK PAIN, RULE OUT KIDNEY STONE, or UROGRAM PREP:** - **NO BARIUM!** Clear liquids only for 4 hours before exam. Do NOT empty bladder 2 hours prior to appointment until technologist instructs you to use the restroom.
CAPC1	Abdomen AND Pelvic and Chest WITH Contrast		DC, Sterling, or Chevy Chase	PREP: **BARIUM** & Clear liquids only for 4 hours before exam
CAPC2	Abdomen AND Pelvic and Chest WITHOUT Contrast		DC, Sterling, or Chevy Chase	PREP: **BARIUM**
CAPC3	Abdomen AND Pelvic and Chest With and Without Contrast		DC, Sterling, or Chevy Chase	PREP: **BARIUM** & Clear liquids only for 4 hours before exam
CIVP1	Abdomen AND Pelvic and IVP		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam. Also, instruct patient to NOT empty their bladder 2 hours prior to appointment until technologist instructs you to use the restroom.
CC1	Chest WITH Contrast		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CC2	Chest WITHOUT Contrast		DC, Sterling, or Chevy Chase	No Prep
CC3	Chest With and Without Contrast		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CCS	❤ Cardiac Scoring AKA: Calcium Scoring or Electron Beam CT (EBCT)	High blood pressure, high cholesterol, family history of heart disease	DC, Sterling, or Chevy Chase NOTE: No patients under the age of 30. If patient is over 69 years old, OR under the age of 40, do not schedule at Chevy Chase.	Exam is NOT covered by insurance. Patient will need to pay $125. PREP: No caffeinated products 24 hours before exam. No exercise the day of the exam.
CDM	Dental Mapping		CHEVY CHASE ONLY with Dr. Lande	

CEL1	❤️ Extremity Lower WITH Contrast			PREP: Clear liquids only for 4 hours before exam.
CEL2	❤️ Extremity Lower WITHOUT Contrast		DC, Sterling, or Chevy Chase If reason is MAKO Protocol schedule at Sterling ONLY!	No Prep
CEL3	❤️ Extremity Lower With and Without Contrast		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CEU1	❤️ Extremity Upper WITH Contrast		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CEU2	❤️ Extremity Upper WITHOUT Contrast		DC, Sterling, or Chevy Chase	No Prep
CEU3	❤️ Extremity Upper With and Without Contrast		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CH1	Head WITH Contrast	Brain	DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CH2	Head WITHOUT Contrast	Brain	DC, Sterling, or Chevy Chase	No Prep
CH3	Head With and Without Contrast	Brain	DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CIVP1	Abdomen AND Pelvic and IVP		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam. Also, instruct patient to NOT empty their bladder 2 hours prior to appointment until technologist instructs you to use the restroom.
CI1	Internal Auditory Canal WITH Contrast Also known as: IAC or Temporal Bone	Inner Ear Canal	DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CI2	Internal Auditory Canal WITHOUT Contrast Also known as: IAC or Temporal Bone	Inner Ear Canal	DC, Sterling, or Chevy Chase	No Prep
CMAN	Mandible WITHOUT Contrast		DC, Sterling, or Chevy Chase	No Prep
	Maxillofacial		Clarify on exam type. Could be	

			Orbits, Sinus, Mandible, or Teeth	
CN1	Neck WITH Contrast		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CN2	Neck WITHOUT Contrast		DC, Sterling, or Chevy Chase	No Prep
CN3	Neck With and Without Contrast		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CO1	Orbits WITH Contrast	Eyes	DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CO2	Orbits WITHOUT Contrast	Eyes	DC, Sterling, or Chevy Chase	No Prep
CO3	Orbits With and Without Contrast	Eyes	DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CPIT	Pituitary WITH Contrast		CALL CENTER and Check with CT Tech before scheduling appointment	
CP1	Pelvic WITH Contrast	Female organs, uterus, ovaries, fallopian tubes, bladder	DC, Sterling, or Chevy Chase	PREP: **BARIUM** & Clear liquids only for 4 hours before exam **REASON/VIEW BONY PELVIS, SI JOINTS, SACRUM, COCCYX, ANY BONE ANATOMY IN PELVIS:** NO BARIUM! Clear liquids only for 4 hours before exam. Call CT Tech to Verify!
CP2	Pelvic WITHOUT Contrast	Female organs, uterus, ovaries, fallopian tubes, bladder	DC, Sterling, or Chevy Chase	PREP: **BARIUM** **REASON/VIEW BONY PELVIS, SI JOINTS, SACRUM, COCCYX, ANY BONE ANATOMY IN PELVIS:** NO BARIUM! Clear liquids only for 4 hours before exam. Call CT Tech to Verify!
		Female organs,		PREP: **BARIUM** & Clear liquids only for 4 hours before exam **REASON/VIEW BONY PELVIS,**

CP3	Pelvic With and Without Contrast	uterus, ovaries, fallopian tubes, bladder	DC, Sterling, or Chevy Chase	**SI JOINTS, SACRUM, COCCYX, ANY BONE ANATOMY IN PELVIS:** **NO BARIUM!** Clear liquids only for 4 hours before exam. Call CT Tech to Verify!
CSC2	Spine Cervical WITHOUT Contrast	Neck	DC, Sterling, or Chevy Chase	No Prep
CSL2	Spine Lumbar WITHOUT Contrast	Back	DC, Sterling, or Chevy Chase	No Prep
CSS	Sinus Screen		DC, Sterling, or Chevy Chase	No Prep
CS2	Sinus WITHOUT Contrast (Full Series)	**Note: CT MAXIOFACIAL use CS2**	DC, Sterling, or Chevy Chase	No Prep
CSG2	Scanogram		DC, Sterling, or Chevy Chase	No Prep
CSTR	Sinus / Stryker		DC, Sterling, or Chevy Chase	No Prep
CSBL	Sinus / Brainlab		DC, Sterling, or Chevy Chase	No Prep
CSMT	Sinus / Medtronics		DC, Sterling, or Chevy Chase	No Prep
CST2	Spine Thoracic WITHOUT Contrast		DC, Sterling, or Chevy Chase	No Prep
CTLS	♥ Thorax / Lung Scan		DC, Sterling, or Chevy Chase	Exam may not be covered by insurance. Will bill insurance first, but if denied exam cost is $195.
CVCD	♥ Virtual Colonoscopy Diagnostic		SCHEDULE WITH DR. KLEIN, DR. STEEVER OR DR. SNYDER ONLY DC or STERLING ONLY NOTE: Cannot do regular colonoscopy plus another diagnosis (I.E. Blood thinners, anticoagulants, twisted colon, blood in stool, etc.)	Medicare will NOT cover unless 2 reasons for exam. Exam cost is $800. MOST INSURANCE COMPANIES REQUIRE PRE-AUTHORIZATION Prep: Please advise patient to pick up barium and instructions for exam at least 4 days prior to the appointment. At that time, a clinical team member will discuss the prep in full.
			SCHEDULE WITH DR. KLEIN,	Medicare will NOT cover unless 2 reasons for exam. Exam cost is

CVCS	❤ Virtual Colonoscopy Screen		DR. STEEVER OR DR. SNYDER ONLY DC or STERLING ONLY NOTE: Cannot do regular colonoscopy plus another diagnosis (I.E. Blood thinners, anticoagulants, twisted colon, blood in stool, etc.)	$800. MOST INSURANCE COMPANIES REQUIRE PRE-AUTHORIZATION Prep: Please advise patient to pick up barium and instructions for exam at least 4 days prior to the appointment. At that time, a clinical team member will discuss the prep in full.

EDITED: 08/16/2021

CT - Computed Tomography - Details

Last Modified on 08/29/2019 1:40 pm EDT

Exam Details - CT Computed Tomography

Available at:
DC, Chevy Chase, and Sterling

Used To:

- Provides detailed organ studies by stacking individual image slices

Why:

- Many reasons for exam

How:

- Uses tomography uses an x-ray beam that rotates around the patient
- X-ray passes through the body and are detected by sensors
- The information from the sensors is processed by a computer and displayed as an image on the video screen
- Images produced are visual slices of anatomy (cross-sections)
- Provides detailed organ studies by stacking individual image slices
- This technique is very useful in imaging the internal portion of the organs and separates overlapping structures precisely
- Contrast material is sometimes used for more detail

Contrast:

- Contrast material blocks the penetration of x-rays through selected parts of the body
- Helps visualize an organ on x-ray film
- Examples of contrast are barium and iodine
    - Barium is an "oral" contrast and is used for filling the large and small intestines
    - Iodine is an "I.V" (intravenous) contrast and is used to highlight organs and blood vessels

Machine:

EDITED: 04/25/2019

CT - Cardiac Calcium Scoring - Details

Last Modified on 03/15/2021 4:26 pm EDT

Exam Details - CT Cardiac Calcium Scoring

Available at:
DC, Sterling and Chevy Chase

Used To:
Produce pictures of the coronary arteries

Why:
To determine if coronary arteries are blocked or narrowed by the buildup of plaque to evaluate increased risk for heart attack.

How:
Considered a non-invasive test. It is CT scan of the chest, in conjunction with electrodes (small sticky discs) to obtain the presence, location and extent of any calcified plaque in the coronary arteries.

Script:
"This exam cannot be performed if your heart rate is over 75 BPM. Please refrain from caffeine and exercise the day of your appointment. If you think your resting heart rate might be over 75 BPM, contact your referring physician to see if medication to control your heart rate is appropriate. If your heart rate is over 75 BPM at the time of your exam, you will be rescheduled."

NOTE: Heart rate cannot be over 75 BPM at the time of the exam because the CT machine cannot turn fast enough to image a heart beating faster than 75 BPM. Washington Radiology CANNOT give medication to lower the heart rate. ONLY a patients referring physician can prescribe this medication. Patients who are prescribed this medication must bring it with them on the day of their exam and inform the nurses so they can advise when the medication should be taken.

EDITED: 03/15/2021

CT - Virtual Colonoscopy - Details

Last Modified on 07/21/2021 11:01 am EDT

Exam Details - CT Virtual Colonoscopy / Colonography

Available at:
DC and Sterling

Used To:

- Provides detailed individual image slices of the large intestine

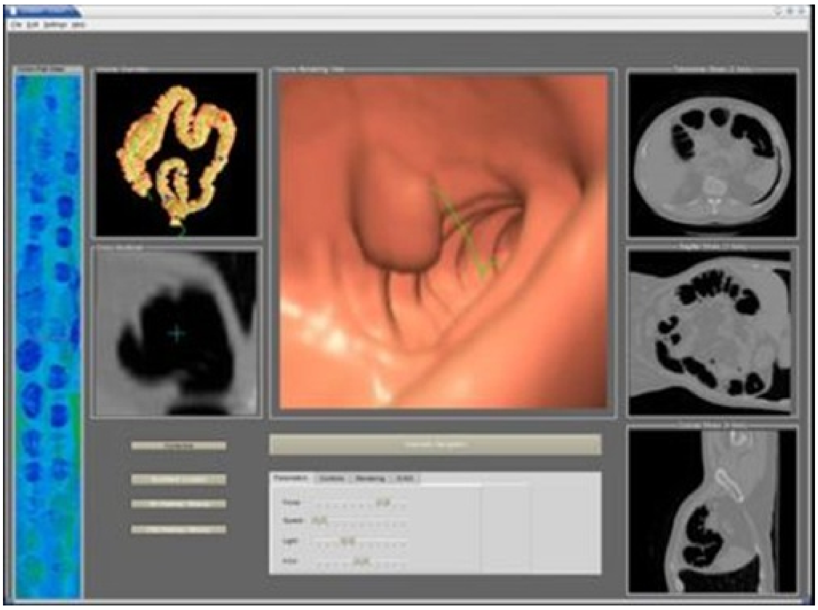
Why:

- Many reasons for exam

How:

- Considered a non-invasive test
- CT scan of the large intestine inflated by carbon dioxide
- May be used instead of a traditional colonoscopy

Machine:



UPDATE - January 22, 2019:

Effective today, Monday January 22, **all prescriptions** will be called into a patient's pharmacy by a nurse. **Patients will no longer be permitted to pick up a prescription in any of our center locations.**
Patient must pick up Barium and prep instructions at a minimum of 4 days prior to the appointment.

EDITED: 11/06/2019

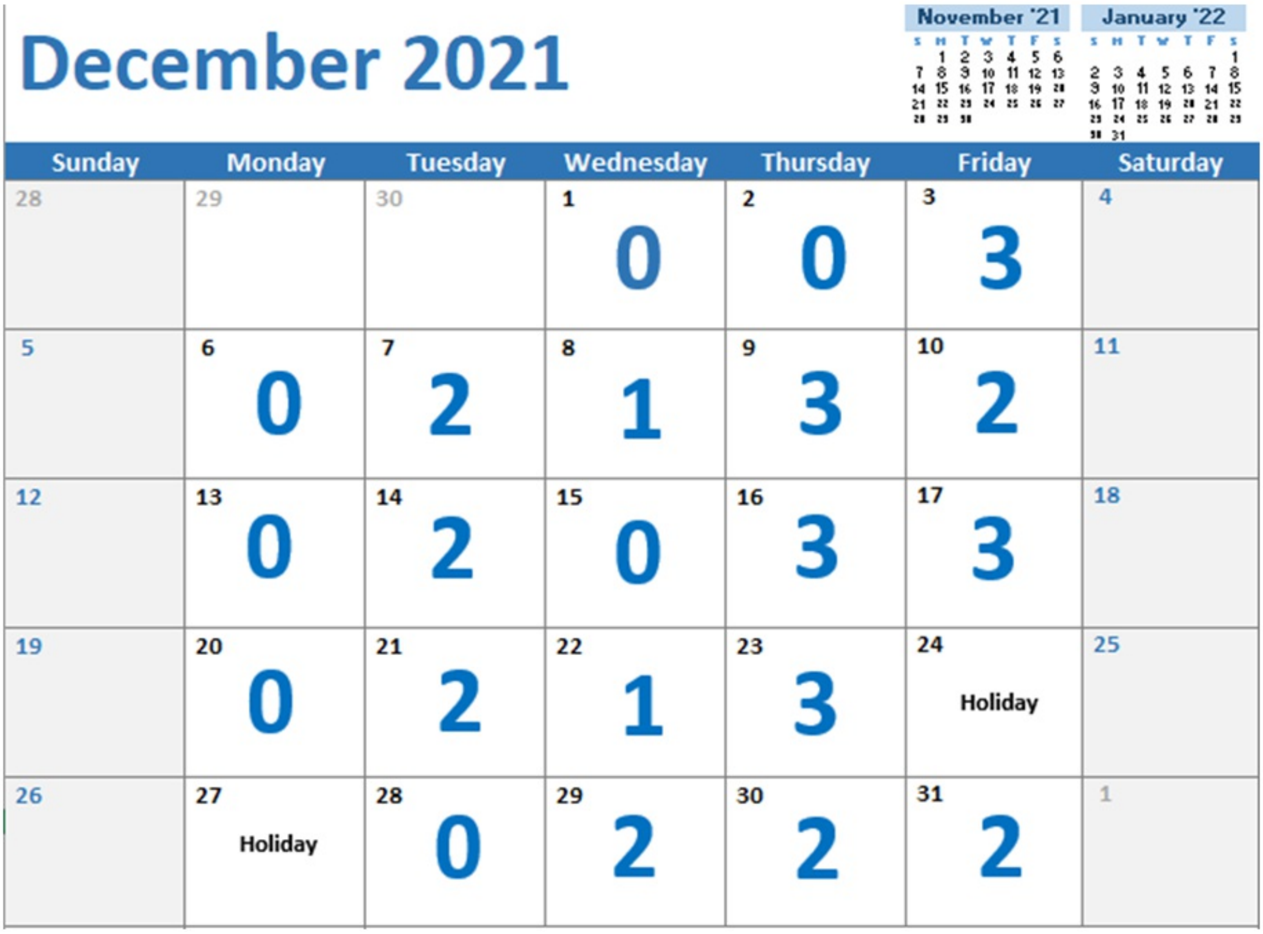
Virtual Colonoscopy Calendar

Last Modified on 12/06/2021 4:08 pm EST

SOLIS Mammography WASHINGTON RADIOLOGY

Virtual Colonoscopy Calendar

Available at:
DC and Sterling

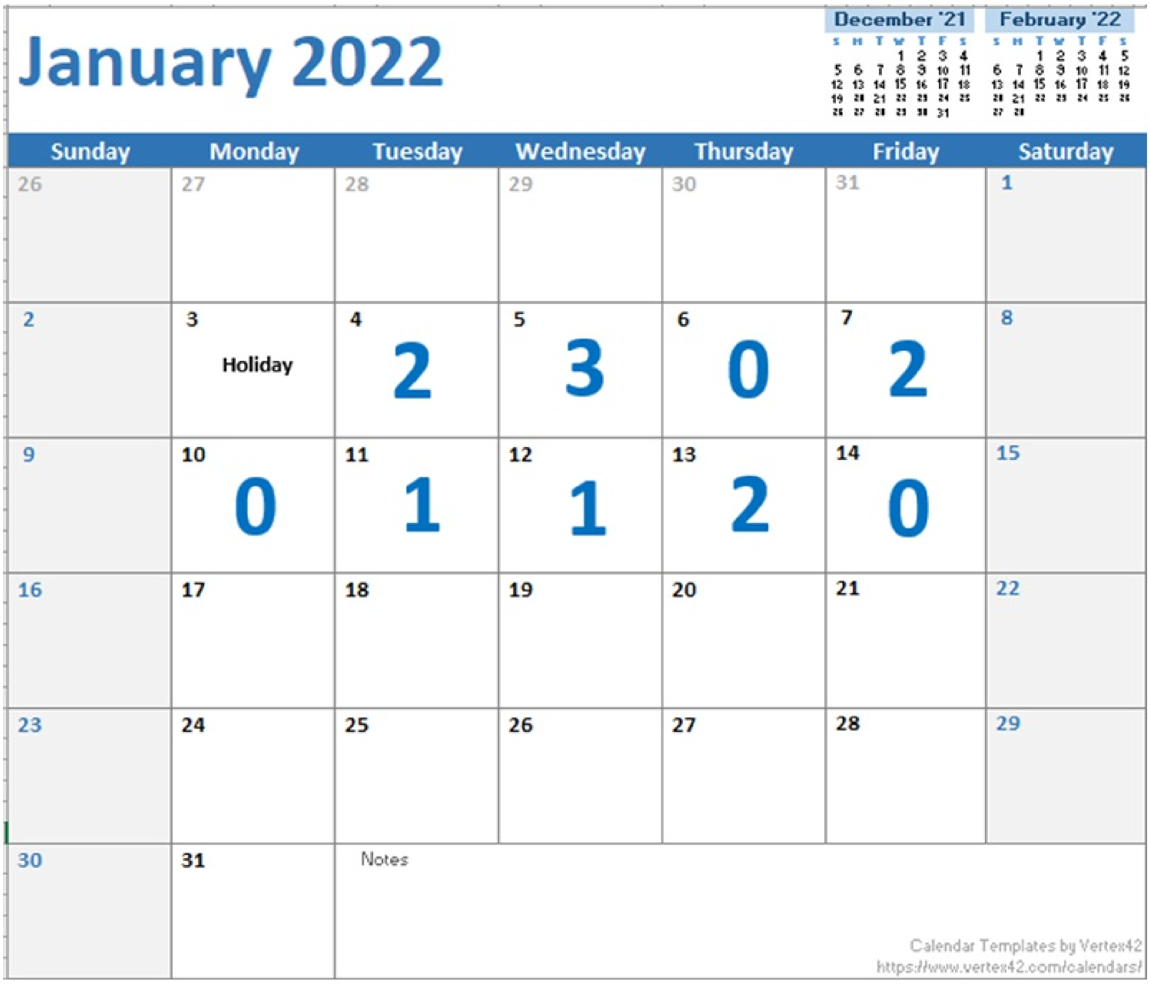


December 2021

November '21						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

January '22						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	1 0	2 0	3 3	4
5	6 0	7 2	8 1	9 3	10 2	11
12	13 0	14 2	15 0	16 3	17 3	18
19	20 0	21 2	22 1	23 3	24 Holiday	25
26	27 Holiday	28 0	29 2	30 2	31 2	1



January 2022

December '21

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February '22

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	31	1
2	3 Holiday	4 2	5 3	6 0	7 2	8
9	10 0	11 1	12 1	13 2	14 0	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	Notes				

Calendar Templates by Vertex42
https://www.vertex42.com/calendars/

EDITED: 12/06/2021

Fluoroscopy - Codes and Scheduling Guidelines

Last Modified on 08/23/2021 5:19 pm EDT

Exam Details - Fluoroscopy
Codes, Description, Location Rules, Prep and Additional Rules

Available at:
DC ONLY

Not Available at:
Potomac, Arlington, Chevy Chase, Bethesda, Fairfax, and Sterling

See Below for further location rules.

Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules	Prep and Additional Notes
FAA	Fluoro Arthrogram		TRANSFER TO CENTER!	
FBS	Barium Swallow Also known as: Esophagus or Esophagram		DC ONLY Once Daily - 7:30 am Patient must arrive at 7:15 am	No Prep NOTE: WR does not perform Modified or Video Barium Swallows Do **NOT** schedule on same day with other exams using Barium. This exam does use barium during the process.
FC	Chest		DC ONLY Once Daily - 7:30 am	
	❤	Fertility/Infertility, recurrent miscarriages,	DC ONLY Once Daily - 7:30 am Patient must arrive at 7:15 am The patient CANNOT be bleeding or spotting on day of exam. If patient is spotting on	**IRREGULAR CYCLES MUST INFORM:** No unprotected sex 2 weeks before, bring negative pregnancy test day of exam. ALL PATIENTS PREP: Take 800 mg of Ibuprofen (if allowed by your doctor) 30-60 minutes prior to exam with food. Exam cannot be performed if there is a possibility of being pregnant,

FHSG	Hysterosalpinogram	abnormal vaginal bleeding, suspected uterine anomalies.	day of exam they must call before and speak to tech before arrival. Schedule appointment between days 5-10 of cycle. **NOTE: Day 1 is the first day of the period.**	patient is pregnant or patient has a pelvic infection. Does NOT include Pelvic Ultrasound. Schedule separately! CAN schedule HSG and SHS on the same day. Iodinated Contrast into Fallopian tubes. Might feel a little discomfort like menstrual cramps.
FSB	Small Bowel		DC ONLY Once Daily - 7:30 am **NOTE:** **Exam may take 2 to 5 hours!**	No Prep
FUGI	Upper G.I. Series		DC ONLY Once Daily - 7:30 am **NOTE:** **Does NOT include Barium Swallow!**	PREP: No solid foods after 8 pm the evening prior to exam. Clear liquids from 8 pm until midnight. Nothing to drink or eat after midnight until after the exam.
FUGS	Upper G.I. Series w/ Small Bowel		DC ONLY Once Daily - 7:30 am **NOTE:** **Exam may take 2 to 5 hours!**	PREP: No solid foods after 8 pm the evening prior to exam. Clear liquids from 8 pm until midnight. Nothing to drink or eat after midnight until after the exam.
XBS	Bone Survey Also known as: Skeletal Survey	14-16 images taken of the entire body	Available at DC, Sterling, Chevy Chase, Fairfax, or Bethesda Exam takes about 60 minutes.	Only X-Ray exam that needs to be scheduled

EDITED: 07/26/2021

Fluoroscopy - Details

Last Modified on 08/19/2019 3:23 pm EDT

SOLIS Mammography WASHINGTON RADIOLOGY

Exam Details - Fluoroscopy

Available at:
DC Only

Used To:

- View soft tissue organs such as heart, liver, and kidneys

Why:

- Soft tissue organs have density similarities
- These similarities have it difficult to distinguish one from the other on a conventional x-ray film
- With the use of contrast materials, these organs can be viewed with clarity

How:

- Fluorosopy is a continuous flow of radiation imaging on a viewing monitor where the functions of swallowing and intestinal flow can be monitored
- Barium is swallowed to highlight the esophagus, stomach, and large and small intestine
- IVP (intravenous pyelogram) highlights the kidneys, ureters, and bladder
- Iodine (ionic or non-ionic) compounds are injected into the blood stream to accentuate blood vessels and kidneys

Machine:

EDITED: 04/25/2019

Hysterosalpingogram HSG - Details

Last Modified on 08/19/2019 3:23 pm EDT

Exam Details - Hysterosalpingogram HSG

Available at:
DC Only

Used To:

- View uterine cavity and fallopian tubes

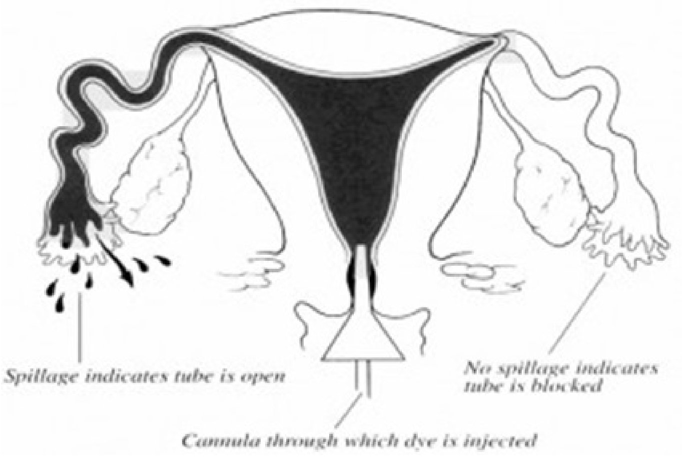
Why:

- Usually performed for infertility

How:

- Contrast is injected through the cervix to the fallopian tubes
- The contrast determines whether or not there is a blockage in the fallopian tubes

Machine:


Spillage indicates tube is open
No spillage indicates tube is blocked
Cannula through which dye is injected

EDITED: 04/25/2019

MRI - Codes and Scheduling Guidelines

Last Modified on 08/21/2019 2:19 pm EDT

Exam Details - MRI / Magnetic Resonance Imaging
Codes, Description, Location Rules, Prep and Additional Rules

Available at:
DC, Chevy Chase, Park Potomac, and Fairfax

Not Available at:
Bethesda, Sterling, or Arlington

Note the Following Magnet Strengths by Location:
DC - Washington - K Street - 1.5T and 3T
MD - Chevy Chase - 1.5T
MD - Park Potomac - 3T
VA - Fairfax - 1.5T

See Below for further location rules.

Exam Code	**Description - CPT Code**	Reason for Exam	Location and Scheduling Rules	**Prep and Additional Notes**
	Any MRI Exam		TRANSFER CALLER TO CENTER!	

EDITED: 08/19/2019

MRI - Details

Last Modified on 08/19/2019 3:24 pm EDT

Exam Details - MRI

Available at:
DC, Chevy Chase, Park Potomac, and Fairfax

Not Available at:
Bethesda, Sterling, or Arlington

MRI: Magnetic Resonance Imaging

Used To:

- Modality of Choice for examining brain, neck, and spinal cord
- Detection of musculoskeltal diseases

How:

- Large magnet that surrounds patient with radio densities
- Uses computer to produce images

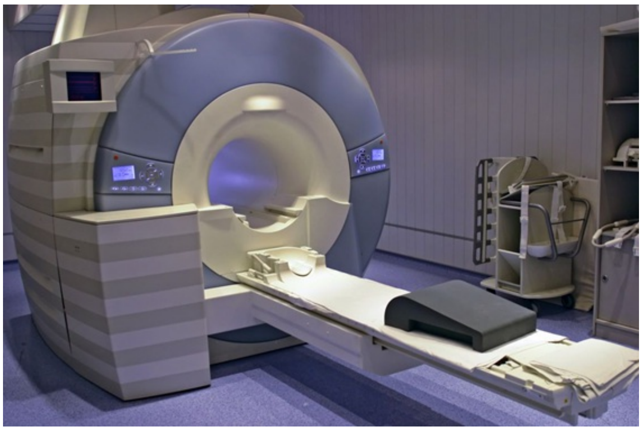
Before Exam:

- Any metal is removed (E.G. Jewelry) because the magnet will attract them
- Note: Patients with pacemakers cannot have MRI's because the magnet will alter the radio frequencies in the monitor.

Details:

- Human body is made up of atoms. in the center of an atom, there are spinning particles called nuclei.
- Nuclei normally spin in different angles. When the scanner stops, the nuclei return to their original spin rotation and radio frequencies.
- Part of the scanner (the coil) works like a radio antenna and receives these frequencies.
- This data is transmitted to a computer which generates very detailed images.

Machine:



EDITED: 04/25/2019

Time in Office - General

Last Modified on 10/09/2019 2:42 pm EDT

WASHINGTON
RADIOLOGY

Time in Office - General

Note: This is a GENERAL time within the office for each exam, not an exact.
Depending on the reason, the patient could be in the office longer.

Exam Type	Average Time in Office
Sono/Ultrasound	30 minutes
Dexa/Bone Density	Up to 1 hour
Screening Mammo	Up to 1 hour
Diagnostic Mammo	Up to 2 hours
MRI	1 hour 15 minutes
CT With Barium	45 minutes
CT Non Contrast	30 minutes
Fluoroscopy	Up to 1 hour 30 minutes

EDITED: 10/09/2019

Doppler - Ultrasound/Sonography - Codes and Scheduling Guidelines

Last Modified on 09/16/2021 4:19 pm EDT

Exam Details - Ultrasound/Sonography
Codes, Description, Location Rules, Prep and Additional Rules

Available at:
DC, Bethesda, Fairfax, and Sterling

Not Available at:
Chevy Chase, Potomac or Arlington

See Below for further location rules.

Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules	Prep and Additional Notes
SCD	❤ Carotid Doppler - 93880		Check physician modality and schedule before scheduling!	No Prep
	Extremity Dopplers	Performed Reasons: Leg swelling and leg pain, blood clots or DVT (Deep Vein Thrombosis)	**NOTE REASON FOR EXAM!**	If Reason for Exam is for spider veins, varicose veins, venous insufficiency, or any superficial reasons must be done at Vascular Clinic. WR does not perform this exam for these reasons!
SEDB	❤ Extremity Doppler Bilateral - 93965-1	Bilateral: Both Venous Doppler Legs or Arms	Check physician modality and schedule before scheduling!	No Prep
SEDU	❤ Extremity Doppler Unilateral - 93965-1	Unilateral: One Venous Doppler Leg or Arm	Check physician modality and schedule before scheduling!	No Prep
SEWO	❤ Extremity Without Doppler - 76880	Choose exam type SEWO	**TRANSFER TO THE CENTER**	No Prep

EDITED: 07/30/2021

Obstetric, Pregnancy - Ultrasound/Sonography - Codes and Scheduling Guidelines

Last Modified on 07/21/2021 3:14 pm EDT

SOLIS Mammography WASHINGTON RADIOLOGY

Exam Details - Ultrasound/Sonography
Codes, Description, Location Rules, Prep and Additional Rules

Available at:
DC, Chevy Chase, Bethesda, Fairfax, and Sterling

Not Available at:
Potomac or Arlington

See Below for further location rules.

Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules	Prep and Additional Notes
	Obstetric			Pregnancy Related Exams
SOBU	Obstetric under 13 weeks - 76801, 76817		Must be at least 5 weeks If reason is amniocentesis: ❤️	PREP: Do not empty bladder beginning 2 hours prior to exam.
SONT	Obstetric Nuchal Translucency - 76801, 76817, 36416	Down syndrome	NOT AVAILABLE AT CHEVY CHASE OR DC K STREET Must be between 11 weeks 6 days and 13 weeks 1 day	PREP: Do not empty bladder beginning 2 hours prior to exam.
SOBO	Obstetric over 13 weeks - 76811, 76817		Must be over 13 weeks CONFIRM: Does the script from the physician specify time frame for exam to be scheduled. NOTE: KStreet - Do NOT schedule after 2:30 pm! Multiples/Twins+: Do NOT schedule at K Street! If reason is amniocentesis:	No Prep

			❤	
SOBB	Obstetric Bio-Physical - 76819, 93976, 76811		Must be over 35+ Weeks. Multiples/Twins+: Do NOT schedule at K Street! If reason is amniocentesis: ❤	NOTE: Also known as BPP Doppler No Prep
SOBM	Obstetric Multiple - 76811, 76812		Multiples/Twins+: Do NOT schedule at K Street!	

EDITED: 07/21/2021

Pelvic, Abdominal, Sonohysterogram, Hysterosonogram - Ultrasound/Sonography - Codes and Scheduling Guidelines

Last Modified on 11/22/2021 11:34 am EST

SOLIS Mammography WASHINGTON RADIOLOGY

Exam Details - Ultrasound/Sonography
Codes, Description, Location Rules, Prep and Additional Rules

Available at:
DC, Chevy Chase, Bethesda, Fairfax, and Sterling

Not Available at:
Potomac or Arlington

See Below for further location rules.

Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules	Prep and Additional Notes
SAC	Abdomen Complete - 76700	Reason: Gallbladder, liver, pancreas, appendix, spleen, etc.	❤ If under age 12 ❤ If reason is Pyloric Stenosis schedule with Dr. Johnson in Bethesda ONLY!!!	PREP AM Appointment: Nothing to eat or drink after midnight PREP PM Appointment: Nothing to eat or drink 6 hours prior to exam
SAO	Abdominal Aorta - 766775-1			PREP AM Appointment: Nothing to eat or drink after midnight PREP PM Appointment: Nothing to eat or drink 6 hours prior to exam

SAOS	Aorta Screen - 76775-3			PREP AM Appointment: Nothing to eat or drink after midnight PREP PM Appointment: Nothing to eat or drink 6 hours prior to exam
SAP	Abdomen and Pelvic - 76700, 76856-1, 76830		Schedule if referring physician wrote order for both. If not, schedule separately (SAC & SP). Under 12: ❤️	PREP: Nothing to eat after midnight. 2 hours prior to exam, drink 16 oz of water ONLY and do not empty bladder until exam is complete. Under 17: Must drink 16-21 oz, 1 hour prior to appointment and do not empty bladder until exam is complete.
	FEMALE CYCLE DATE RULES:	Sonohysterogram (SHS) or Hysterosonogram (HSG, not to be confused with Hysterosalpingogram!)	Normal Cycle: Schedule appt between days 7-10 of cycle Erratic Cycles: Call on 1st day of period. Will schedule appt between days 7-10 Continuous Bleeding or Menopausal: Schedule exam at any time	**NOTE:** **Day 1 is the first day of the period.** **PMB: Post Menopausal Bleeding**
SP	Pelvic Complete - 76856-1, 76830, 93976 (Transabdominal/Transvaginal) Woman: Bladder = Pelvic	**REASON:** **Abnormal bleeding, breakthrough or mid-cycle bleeding, rule out polyps, endometrial lining abnormalities, menorrhagia, ovarian cysts, fibroids,**	FEMALES: Cycle date does NOT apply. This exam can be scheduled any time. MALES: Can schedule any time!	PREP: Do not empty bladder beginning 2 hours prior to exam. Under 17: Must drink 16-21 oz, 1 hour prior to

		amenorrhea, post-menopausal bleeding, sacrum, pelvic pain	Under 12: ❤️	appointment.
SHS	❤️ Sonohysterogram or Hysterosonogram - 76856-1, 76830, 58340, 76831	Review female organs to address concerns.	FEMALES: Cycle Matters! REVIEW RULES ABOVE! NOT THE SAME AS A HYSTEROSALPINGOGRAM, PLEASE CONFIRM REASON FOR EXAM! May also be referred to as Saline Infused Sonogram INCLUDES Pelvic Ultrasound ***See exam warning for site specific details***	PREP: Do not empty bladder beginning 2 hours prior to exam.

EDITED: 11/22/2021

Renal - Ultrasound/Sonography - Codes and Scheduling Guidelines

Last Modified on 10/07/2021 3:45 pm EDT

SOLIS Mammography WASHINGTON RADIOLOGY

Exam Details - Ultrasound/Sonography
Codes, Description, Location Rules, Prep and Additional Rules

Available at:

DC, Bethesda, Chevy Chase, Fairfax, and Sterling

Not Available at:

Potomac or Arlington

See Below for further location rules.

Exam Code	**Description - CPT Code**	Reason for Exam	**Location and Scheduling Rules**	**Prep and Additional Notes**
	Renal Scans Renal US VS Renal Duplex	Renal: Kidney	**Hematuria: Blood in Urine** **Urolithiasis: Kidney Stone Disease**	Renal Artery Duplex Scan: Hypertension (HBP) Renal Ultrasound: Renal cysts, kidney stones, hematuria, and bladder
SR	Renal - 76775 Men: Bladder = Renal			PREP: 2 hours prior to exam time, drink 16 oz of water and hold until exam is completed.
SRA1	Renal Artery Duplex Doppler Scan Single Kidney - 76775, 93976-1		NOT AVAILABLE IN BETHESDA! TRANSFER CALLER TO CENTER! AM Appointments Only (8am-10:30am) - DO NOT SCHEDULE AT 11am OR AFTER DR. ALLISON or DR.	PREP AM Appointment: Nothing to eat or drink after midnight

			FRUMAN ONLY For DC with Dr. Allison, click HERE **NOT AVAILABLE AT CHEVY CHASE**	
SRA2	Renal Artery Duplex Doppler Scan Both Kidneys - 76775, 93975-2		NOT AVAILABLE IN BETHESDA! TRANSFER CALLER TO CENTER! AM Appointments Only (8am-10:30am) - DO NOT SCHEDULE AT 11am OR AFTER DR. ALLISON or DR. FRUMAN ONLY For DC with Dr. Allison, click HERE **NOT AVAILABLE AT CHEVY CHASE**	PREP AM Appointment: Nothing to eat or drink after midnight

EDITED: 10/07/2021

General - Ultrasound/Sonography - Codes and Scheduling Guidelines

Last Modified on 09/16/2021 4:25 pm EDT

Exam Details - Ultrasound/Sonography
Codes, Description, Location Rules, Prep and Additional Rules

Available at:

DC, Chevy Chase, Bethesda, Fairfax, and Sterling

Not Available at:

Potomac or Arlington

See Below for further location rules.

Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules	Prep and Additional Notes
SLEC	❤ Liver Elastrography Complete		NOT AVAILABLE @ K-STREET CHECK PHYSICIAN MODALITY FOR MD THAT WILL PERFORM EXAM MORNING APPOINTMENT TIMES ONLY!	PREP AM Appointment: Nothing to eat or drink after midnight
SLEL	❤ Liver Elastrography Limited		NOT AVAILABLE @ K-STREET CHECK PHYSICIAN MODALITY FOR MD THAT WILL PERFORM EXAM MORNING APPOINTMENT TIMES ONLY!	PREP AM Appointment: Nothing to eat or drink after midnight
SAD	Adrenal - 76775-4			No Prep
SANK	❤ Ankle - 76880-2		TRANSFER CALLER TO CENTER! Scheduled with Dr. Allison ONLY! For K STREET, click HERE	

SFT	❤ Foot Sono - 76880-1	Neuromas, Plantar Fasciitis, Tendons, Ligaments, Foreign Bodies, etc.	NOT AVAILABLE AT CHEVY CHASE Scheduled with Dr. Allison or Dr Marder! *TRANSFER CALLER TO CENTER if for Dr. Allison! For K STREET with Dr. Allison, click HERE *Dr. Marder's slots at K-Street are built into the schedule for 10 and 10:30 AM -ONLY schedule with Dr. Marder if reason for exam is Neuromas of foot!	No Prep
SIHP	Infant Hip - 76885		Dr. Allison, Dr. Johnson and Dr. Fruman ONLY	NOTE: If infant is over 4 months old, WR will not perform exam!
SN	Neck - 76536		Confirm that it is NOT a Carotid Doppler.	No Prep
SSD	❤ Sacral Dimple - 76800	Typically for Infants	Dr. Allison, Dr. Johnson and Dr. Fruman ONLY	
STHY	Thyroid - 76536-2			No Prep
STR	❤ Transrectal Prostate - 76872		K STREET ONLY!!! EMAIL REQUEST TO SCHEDULE TO LEADERSHIP - Limited Availability	PREP: Fleet enema 1 hour prior to appointment. (Note: Can be purchased at local drugstore/pharmacy.)
STST	❤ Testicular - 76870, 93976	Scrotal US Select Exam Type STST	***Check warning in RIS before scheduling appointment**	No Prep
SO	"Other" Sono - 76999-1	Miscellaneous Exam Code	TRANSFER CALLER TO CENTER if for Dr. Allison! For K STREET, click HERE Under 12: ❤	Example: Chest Wall Sono
	Ultrasound of the Muscoloskeletal System	Reason: Lump	NOT AVAILABLE AT CHEVY CHASE	Provides pictures of: muscles, tendons, ligaments, joints, and soft tissue throughout the body
SEWO	❤ Extremity Without Doppler - 76880		NOT AVAILABLE AT CHEVY CHASE or BETHESDA **TRANSFER TO CENTER FOR SCHEDULING!!!**	Non-Joint: Calf, thigh, upper arm (not elbow or shoulder), forearm (not wrist or elbow), upper back (not shoulder joint), lower back (not hip joint)

			For K STREET, click HERE	No Prep
SJEC/SJEL	❤️ Other Joint Extremity Complete - 76881		NOT AVAILABLE AT CHEVY CHASE or BETHESDA **TRANSFER TO CENTER FOR SCHEDULING!!!** For K STREET, click HERE	Joints: Hand, wrist, elbow, shoulder, foot, ankle, knee, hip.

EDITED: 08/03/2021

Ultrasound/Sonography - Details

Last Modified on 08/19/2019 3:27 pm EDT

Exam Details - Ultrasound/Sonography

Available at:
DC, Chevy Chase, Bethesda, Fairfax, and Sterling

Used To:

- View internal masses or tissues to determine diagnosis or clinical need

Why:

- Used to determine shape, texture, and composition of tumors and cysts
- May also determine whether abnormal lumps found in mammography exams are cystic or solid
- Widely used for obstetrics measurements to determine the age and size of fetus as well as detect any fetal abnormalities (pregnancy)

How:

- Uses reflected sound echos to study and characterize internal organ tissues
- Transducer is a device that emits sound waves and receives their echos when it is placed in contact with the skin
- Various transducers put out different strengths and angles of sound waves
- The echos are reflected from internal organs back to the transducer
- A computer produces sectional images

Doppler:

- Doppler : Blood Flow through Vessels
- Doppler imaging visualizes blood flowing through vessels such as kidney, liver, heart, and extremities

3D or 4D Ultrasound:

- All of WR's ultrasound units have 3D or 4D capabilities
- This is the highest level of available technology which allows images to be captured in three dimensions and with real-time movement
- 3D/4D utilities provide greater clarity to the physicians and technologists in more complex cases where finer detail is needed for a diagnosis

Machine:

EDITED: 04/25/2019

Hysterosonography or Sonohysterography - Details

Last Modified on 11/14/2019 10:46 am EST

Exam Details - Sonohysterography (SHG)

Available at:
DC, Chevy Chase, Bethesda, Fairfax, and Sterling

Used To:

- Evaluate the uterine cavity and endometrial lining of the uterus

Why:

- Review female organs to address concerns

How:

- A small amount of saline is injected through a catheter which has been placed into the cervix and uterus
- Fluid is used to outline polyps or other abnormalities of the uterine cavity
- Ultrasound transducer is used to emit sound waves and produce image on computer

Scheduling Sonohysterograms (SHG):

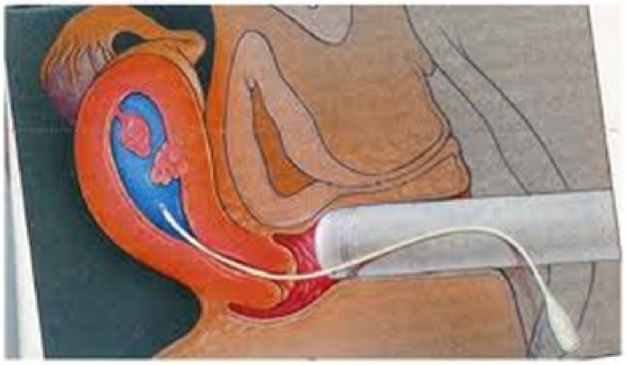
Instructions below apply for patients with a diagnosis of abnormal bleeding, breakthrough or mid-cycle bleeding, to rule out polyps, or endometrial lining abnormalities.

- Regular Cycles:
  - Make appointment between day 7 and 10 of the cycle
- Erratic or Irregular Cycle:
  - Patient should call on the first day of the period and we will make the appointment for them between day 7 and 10 of the cycle
- Continuous Bleeding or Menopausal:
  - Make appointment at any time. Must be documented in the scheduling notes

Note: Day 1 is the firs day of the period.

Machine:

Saline-Infused Ultrasound



EDITED: 04/25/2019

General Ultrasound / Sonography Scheduling - Dr. Allison

Last Modified on 01/07/2021 3:27 pm EST

General Ultrasound / Sonography Scheduling - Dr. Allison

Please follow the below protocol when receiving a request to schedule any of the following general ultrasound/sonography exam types at the K-Street location with Dr. Allison

1. Attempt to transfer the caller directly to the K-Street location for scheduling
   - General Ultrasound / Sonography Exam Types
     - SANK - Ankle
     - SFT - Foot
     - SO - "Other" Sono
     - SJEC/SJEL - Other Joint Extremity Complete
     - SRA1 - Renal Artery Duplex Doppler Scan Single Kidney
     - SRA2 - Renal Artery Duplex Doppler Scan Both Kidneys
2. If unable to make contact with the Center
   - Forward Email to ALL of the following contacts
     - Latessa.Clark@WashingtonRadiology.com
     - Cheryl.VandenEykel@WashingtonRadiology.com
     - Dominique.Frizzell@WashingtonRadiology.com
     - All_WR_CC_Leadership@SolisMammo.com
3. Email Template:
   - Confirm info on patient chart then in email include:
     - MRN:
     - Center:
     - What they are needing:
4. **NOTE: This process is ONLY for requests to schedule general ultrasound/sonography appointments with Dr. Allison at the K-Street location.**

EDITED: 01/07/2020

X-Ray General - Details

Last Modified on 09/03/2021 12:42 pm EDT

Exam Details - X-Ray General

Available at:
DC, Bethesda, Fairfax, and Sterling

Used To:

- View bones and soft tissue

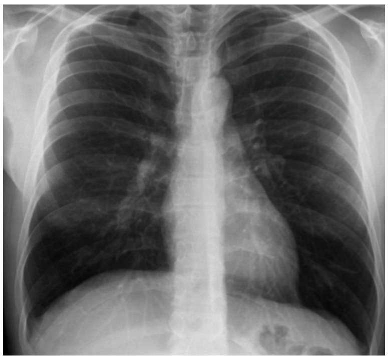
Why:

- Many reasons for exam

How:

- X-ray passes through the body and are detected by sensors
- The black, white, and gray on an image depends on the body part's mass and composition
- Bone contains calcium, which is dense tissue
- This does not allow much radiation to penetrate through, resulting in white images on the x-ray film
- Example: The lung filled with air allows nearly all radiation to strike the film, resulting in a black image
- This is useful in detecting fracture and destruction of bone structures

Machine:



EDITED: 04/25/2019

Injections

Last Modified on 10/07/2019 1:12 pm EDT

WASHINGTON
RADIOLOGY

Injections

All injections are to be scheduled by the center.
Transfer the caller for them to handle the exam.

UPDATED: 10/07/2019

Age Limit Guidelines

Last Modified on 03/30/2021 10:03 am EDT

Age Limit Guidelines

See Below for further rules.

Exam Type	Notes
General Sono/Ultrasound	No Minimum Age - Please refer to Radiologist Physician List by Modality
Breast Sono/Ultrasound	Symptomatic patients under 30 years of age Minimum of 16 years old
Breast Sono/Ultrasound - Dense Tissue	Patient who has had a screening mammogram and determined a dense breast ultrasound is necessary Minimum of 16 years old
Dexa/Bone Density	Minimum of 16 years old
Screening Mammogram	Minimum of 16 years old Note: Screening/Annual usually starts at 40 years old If patients are under 35, an order is required.
Diagnostic Mammogram	Symptomatic patients 30 years and older
X-Ray	Minimum of 16 years old
MRI	Minimum of 16 years old
CT With IV Contrast	Minimum of 18 years old
CT With Barium Contrast	Minimum of 16 years old
CT Without any Contrast	Minimum of 16 years old
Fluoroscopy	Minimum of 18 years old

EDITED: 03/30/2021

Exams NOT Performed by WR

Last Modified on 12/03/2021 5:17 pm EST

Exam Details - Exams NOT Performed by WR

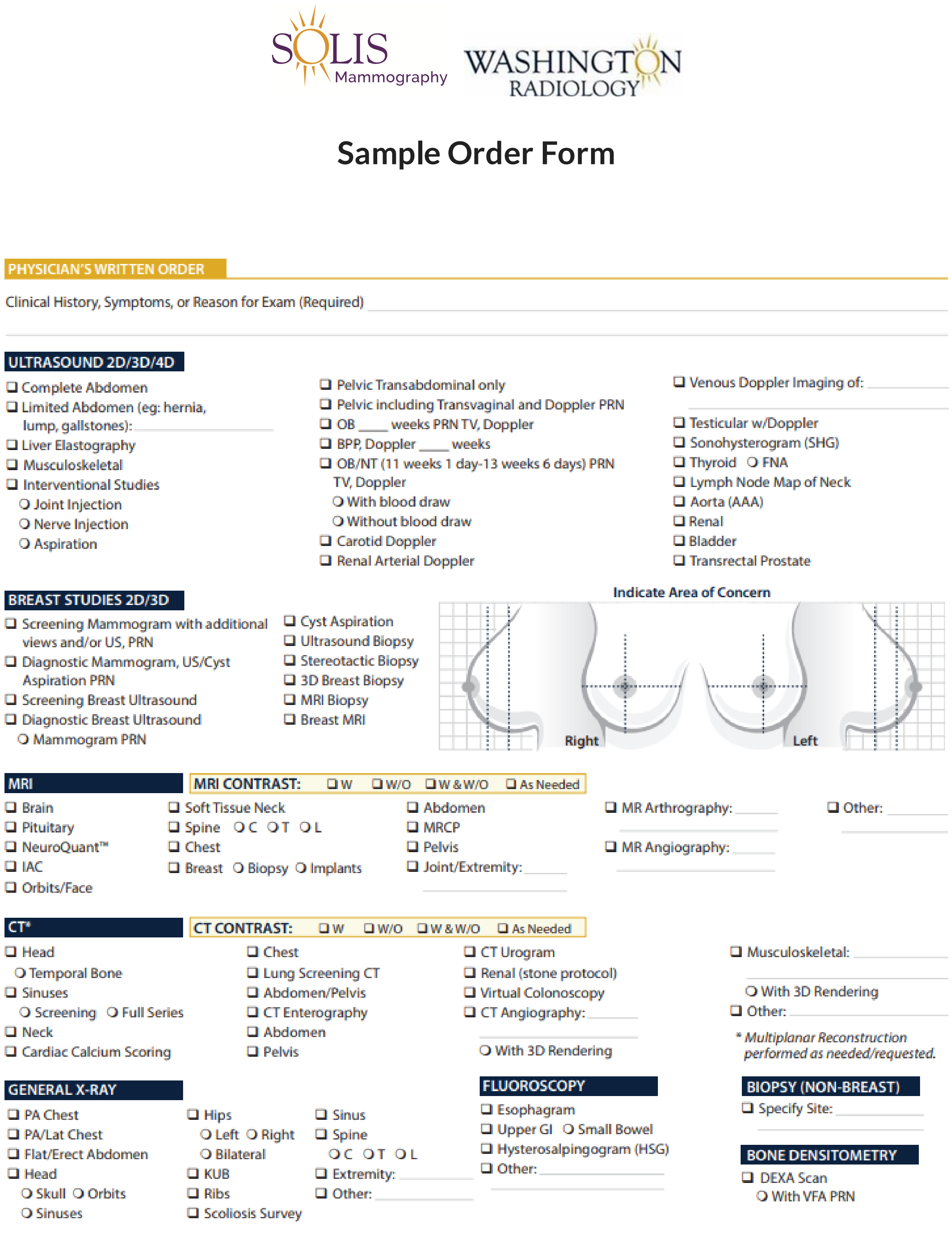
Not Available at:
Any Location

Exam Code	Description - CPT Code	Location and Scheduling Rules
	Any Coronary CT NOTE: Cardiac Scoring IS performed by WR	WR DOES NOT PERFORM EXAM
	Arterial (Vascular) Doppler	WR DOES NOT PERFORM EXAM
	Bone Scan	WR DOES NOT PERFORM EXAM
	Bone Density - Full Body Scan	WR DOES NOT PERFORM EXAM
	CT Angio Heart	WR DOES NOT PERFORM EXAM
	CT Angio Lower Extremity Bilateral	WR DOES NOT PERFORM EXAM
	CT Small Bowel	WR DOES NOT PERFORM EXAM
	CT Venogram Angiography	WR DOES NOT PERFORM EXAM
	Ecocardiogram	WR DOES NOT PERFORM EXAM
	EKG	WR DOES NOT PERFORM EXAM
	Enterography	WR DOES NOT PERFORM EXAM
	Fistulogram	WR DOES NOT PERFORM EXAM
	Gastric Emptying	WR DOES NOT PERFORM EXAM
	HIDA Scan	WR DOES NOT PERFORM EXAM
	MRE (Elastography)	WR DOES NOT PERFORM EXAM
	Nuclear Dye Exams	WR DOES NOT PERFORM EXAM
	Penile US	WR DOES NOT PERFORM EXAM
	PICC (Catheter)	WR DOES NOT PERFORM EXAM
	Parotid Ultrasound – Ultrasound of Salivary Gland or Jaw Ultrasound	WR DOES NOT PERFORM EXAM
	Sono - Frontal Aspect	WR DOES NOT PERFORM EXAM
	Video X-Ray Esophagram Also known as: Modified barium swallow	WR DOES NOT PERFORM EXAM
	Sonography: Infant 0-1 Head	WR DOES NOT PERFORM EXAM

EDITED: 03/04/2021

Sample Order Form

Last Modified on 08/19/2019 10:54 am EDT



SOLIS Mammography WASHINGTON RADIOLOGY

Sample Order Form

PHYSICIAN'S WRITTEN ORDER

Clinical History, Symptoms, or Reason for Exam (Required) ______

ULTRASOUND 2D/3D/4D

- ☐ Complete Abdomen
- ☐ Limited Abdomen (eg: hernia, lump, gallstones): ______
- ☐ Liver Elastography
- ☐ Musculoskeletal
- ☐ Interventional Studies
  - ○ Joint Injection
  - ○ Nerve Injection
  - ○ Aspiration
- ☐ Pelvic Transabdominal only
- ☐ Pelvic including Transvaginal and Doppler PRN
- ☐ OB ____ weeks PRN TV, Doppler
- ☐ BPP, Doppler ____ weeks
- ☐ OB/NT (11 weeks 1 day-13 weeks 6 days) PRN TV, Doppler
  - ○ With blood draw
  - ○ Without blood draw
- ☐ Carotid Doppler
- ☐ Renal Arterial Doppler
- ☐ Venous Doppler Imaging of: ______
- ☐ Testicular w/Doppler
- ☐ Sonohysterogram (SHG)
- ☐ Thyroid ○ FNA
- ☐ Lymph Node Map of Neck
- ☐ Aorta (AAA)
- ☐ Renal
- ☐ Bladder
- ☐ Transrectal Prostate

BREAST STUDIES 2D/3D

- ☐ Screening Mammogram with additional views and/or US, PRN
- ☐ Diagnostic Mammogram, US/Cyst Aspiration PRN
- ☐ Screening Breast Ultrasound
- ☐ Diagnostic Breast Ultrasound
  - ○ Mammogram PRN
- ☐ Cyst Aspiration
- ☐ Ultrasound Biopsy
- ☐ Stereotactic Biopsy
- ☐ 3D Breast Biopsy
- ☐ MRI Biopsy
- ☐ Breast MRI

Indicate Area of Concern

Right Left

MRI **MRI CONTRAST:** ☐ W ☐ W/O ☐ W & W/O ☐ As Needed

- ☐ Brain
- ☐ Pituitary
- ☐ NeuroQuant™
- ☐ IAC
- ☐ Orbits/Face
- ☐ Soft Tissue Neck
- ☐ Spine ○ C ○ T ○ L
- ☐ Chest
- ☐ Breast ○ Biopsy ○ Implants
- ☐ Abdomen
- ☐ MRCP
- ☐ Pelvis
- ☐ Joint/Extremity: ______
- ☐ MR Arthrography: ______
- ☐ MR Angiography: ______
- ☐ Other: ______

CT* **CT CONTRAST:** ☐ W ☐ W/O ☐ W & W/O ☐ As Needed

- ☐ Head
  - ○ Temporal Bone
- ☐ Sinuses
  - ○ Screening ○ Full Series
- ☐ Neck
- ☐ Cardiac Calcium Scoring
- ☐ Chest
- ☐ Lung Screening CT
- ☐ Abdomen/Pelvis
- ☐ CT Enterography
- ☐ Abdomen
- ☐ Pelvis
- ☐ CT Urogram
- ☐ Renal (stone protocol)
- ☐ Virtual Colonoscopy
- ☐ CT Angiography: ______
  - ○ With 3D Rendering
- ☐ Musculoskeletal: ______
  - ○ With 3D Rendering
- ☐ Other: ______

** Multiplanar Reconstruction performed as needed/requested.*

GENERAL X-RAY

- ☐ PA Chest
- ☐ PA/Lat Chest
- ☐ Flat/Erect Abdomen
- ☐ Head
  - ○ Skull ○ Orbits
  - ○ Sinuses
- ☐ Hips
  - ○ Left ○ Right
  - ○ Bilateral
- ☐ KUB
- ☐ Ribs
- ☐ Scoliosis Survey
- ☐ Sinus
- ☐ Spine
  - ○ C ○ T ○ L
- ☐ Extremity: ______
- ☐ Other: ______

FLUOROSCOPY

- ☐ Esophagram
- ☐ Upper GI ○ Small Bowel
- ☐ Hysterosalpingogram (HSG)
- ☐ Other: ______

BIOPSY (NON-BREAST)

- ☐ Specify Site: ______

BONE DENSITOMETRY

- ☐ DEXA Scan
  - ○ With VFA PRN

EDITED: 04/16/2019

Symptomatic Rules

Last Modified on 10/26/2021 11:19 am EDT

WASHINGTON
RADIOLOGY

Symptomatic Rules

New Changes are defined as since their last mammogram!
AN ORDER FOR A DIAGNOSTIC MAMMOGRAM OVERRIDES ANY OF THE FOLLOWING RULES!
If patient does not want a diagnostic mammogram and that is what doctor ordered – refer patient to contact doctor directly to update/correct.
ALL MALE PATIENTS – Diagnostic Mammogram! Regardless of age!
Axilla: Underarm/Armpit area – This area is PART OF A BREAST!
Problem in Axilla: Follow symptomatic rules below!
Attempt to schedule symptomatic patients within 2 business day if we have an order.
Schedule at least 2 business days out if we do NOT have an order.
If no availability within time-frame, schedule first available and email to Center.

- **Lump, Bump, Mass:**
  - New or Changed
    - 29 and under - Breast Ultrasound
    - 30+ - Diagnostic Mammogram
  - Fibrocystic without any changes
    - Screening Mammogram (35+)

- **Skin Dimpling, Dent, Wrinkle, Fold:**
  - 29 and under - Breast Ultrasound
  - 30+ - Diagnostic Mammogram

- **Pain:**
  - Focal Pain (in one spot or one breast)
    - 29 and under - Breast Ultrasound
    - 30+ - Diagnostic Mammogram
  - Diffuse Pain (in both breasts, with cycle, comes and goes, not new)
    - Screening Mammogram (35+)

- **Acne:**
  - Screening Mammogram (35+)

- **Shingles or Sunburn without any other symptom**:
  - Screening Mammogram (35+)
    - Sunburn - Schedule at least 7 days out to allow healing time

    - Shingles - Schedule when not active - Will be reviewed by a Tech before completing exam

- **Ruptured Implant:**
  - New
    - 29 and under - Breast Ultrasound
    - 30+ - Diagnostic Mammogram

- **Inverted Nipple (pulled in instead of out):**
  - New
    - 29 and under - Breast Ultrasound
    - 30+ - Diagnostic Mammogram

- **Nipple Discharge (fluid from nipple and patient is NOT currently breast feeding):**
  - One Breast - Bloody or Clear
    - 29 and under - Breast Ultrasound
    - 30+ - Diagnostic Mammogram
  - Both Breasts
    - Milky & Expressed from both breasts – Screening mammogram (35+)
    - All other explanations - Do not schedule - Patient needs to contact doctor first

- **Focal Redness (red in one spot):**
  - Is this new?
    - Yes - Is your physician aware?
      - Yes - Schedule what physician ordered or refer to physician for order
      - No - Do not schedule - Patient needs to contact doctor first
    - No (not new)
      - Screening Mammogram (35+)

- **Rash (an example of this may be eczema):**
  - Is this new?
    - Yes - Is your physician aware?
      - Yes - Schedule what physician ordered or refer to physician for order
      - No - Do not schedule - Patient needs to contact doctor first
    - No (not new)
      - Screening Mammogram (35+)

EDITED: 09/06/2019

Radiologist Information

Last Modified on 06/04/2020 12:34 pm EDT

Radiologist Information

Radiologist	Radiologist Number in Merge	Radiologist Tax ID
Abrahim MD, Ramin	28	1689623209
Allison MD, Sandra	63	1093713182
Banson MD, Norbertina	72	1023008240
Barone MD, Anthony	32	1780632166
Chopra MD, Rajiv	40	1851349617
Chow MD, Catherine	51	1356413199
Fruman MD, Stuart	69	1568440170
Greenberg MD, Julianne	31	1174573158
Ho MD, Lyn	70	1821013731
Holland MD, Agnes	54	1760572457
Huxol MD, Christine	67	1063502250
Johnson MD, Lisa	26	1154372654
Katzen MD, Jason	59	1710277835
Kim MD, H. Hannah	71	1073503678
Kladakis MD, Alex	35	1831149137
Kladakis MD, Michelle	62	1902896616
Klein MD, Mark	11	1194776419
Lande MD, Ian	16	1053361162
Malik MD, Anjali	68	1932367372
Marder MD, Daniel	20	1780635615
Ott MD, Ingrid	22	1174573190
Rose MD, Gary	14	1598715443
Salem MD, Aram	73	1518997220
Sadeghi MD, Sussan	48	1467668848
Steever MD, Alex	65	1750503496

EDITED: 06/04/2020

Radiologist Schedule

Last Modified on 01/12/2021 3:16 pm EST

SOLIS Mammography WASHINGTON RADIOLOGY

Radiologist Schedule

OPEN THE LINK BELOW IN GOOGLE CHROME:

https://lblite.lightning-bolt.com/viewer/19/?txtUserName=wrastaff&txtuserpass=wrastaff

Username and Password Both are:

wrastaff

EDITED: 10/16/2020

Radiologist Physician List by Modality

Last Modified on 08/16/2021 4:14 pm EDT

Radiologist Physician List by Modality
Radiologist Assignments / Duties

Exam types performed by specific radiologists.

Radiologist Physician List by Modality _ Contact Center.xlsx 📎

UPDATED 08/16/2021

Physicians Who Require Order for Screening Mammos

Last Modified on 07/19/2021 2:22 pm EDT

Abraham, Sheena MD

Abraham, Tara Abraham MD

Acevedo, Yliana MD

Agarwal, Adeti MD (Alexandria VA location)

Ahdoot, Kenneth MD

Allen, Jane MD

Allen, Terry MD

Andersen, Glenna MD

Andre, Tabitha MD

Andrews-Chance, Lynn NP

Aria, James MD

Atwater, Alexis MD

Band, Darryn MD

Barter, James MD

Baselga, Christina MD

Becker, Arthur MD

Beckerman, Richard J MD

Beckerman, Tobie MD

Bell, Kathleen NP

Bergamini, Paula MD

Berry, David MD

Bess, Angela MD

Bisk, Penny MD

Bissell, Marion MD

Black, Alison MD

Blair, Tammy NP

Bodine, Lisa PA

Boyer, Christine PA

Brandquist, Margaret CNM

Braun, Jessica NP

Bren, Kathleen MD

Brody, Joyce MD

Brown, Anne MD

Brownworth, Nils PA

Buchwalter, Alicia MD

Burke, Brendan MD

Byer, Amy MD

Carson, Cecile CFNP

Cecil, Mary A. MD

Ceschin, Debra CFNP

Chadha, Vijay MD

Charen, Jonathan D. MD

Chaudhary, Amita MD

Choudhary, Namrata MD

Choudhry, Arshed MD

Chu, Jeanine MD

Cohn, Jeffrey MD

Coleman, Nan ANP

Colquitt, Rachel R. CFNP

Comstock, Ioanna MD

Concepcion, Genie MD

Coulter, Allie MD

Coulter, James MD

Couret, Ivette MD

Coy, Janet PA

Craig, Anne Marie FNP

Crowley, Anthony E. MD

Crowther, Mary MD

Cruze, Melanie PA

Cusicanqui, Miriam MD

Cuttica, Ritu DO

Cutting, Mary MD

Davis-Wilensky, Shawn MD

Day, Lenore MD

Delaney, Mary MD

Dhar, Anjana MD

Dinerman, Ellen MD

Djafari, Paria MD

Dobrzynski, Anne MD

Domaszek, Wendi PA

Dotson, Wendy CNM

Duggal, Roopa MD

Edgerton, Christine NP

Ellison, Oscar MD

Emery, Amy NP

Evans, Patricia MD

Eyestone, Andrea PA

Fails, Lindsey CFNP

Feeley, Thomas MD

Fife, Lara NP

Flaharty, Nadine, CNM

Footer, Richard MD

Forrest, Scott MD

Fox, Benjamin MD

Fraga, Vivian MD

Frankfurter, David MD

Furr, Susan CFNP

Ganesh, Nandini MD

Gee, Michael MD

Ghosh, Rita MD

Giammittorio, David MD

Glickman, Michael MD

Goel, Neeta MD

Gold, Alexandra NP

Gopal, Sarita MD

Graham, Nora MD

Green, Shannon MD

Grey, Sara NP

Grorud, Debbie MD

Gschwend, John MD

Hacker, Lisa NP

Hackett, Jason MD

Hafner, Nancy MD

Hair, Joyce MD

Hammoud, Nadine MD

Harris, Stephanie PA

Hasseman, Courtney CNM

Hebert, Melissa CFNP

Hegerich, TJ MD

Heisler, Samuel PA-C

Hersh, Camilla MD

Hetzel, Robert L. MD

Hibshman, Kristina MD

Hindman, Rebecca CNM

Hodges, Walter MD

Hoskins, Ebony MD

Howard, Monica MD

Howard, Tammi MD

Humm, Kathryn MD

Ikhile, Olayemi M. CFNP

Itote, Elizabeth CNM

Jabola, Jessica MD

Jacob, Gillian MD

Jacobs, Meghan PA

Jaffe, Susan MD

Jerome, Marilyn MD

Jones, Alfreda MD

Jones, Aminah MD

Joshi, Dipa MD

Jucan, Ionan MD

Kaler, Lori MD

Kalter, Rena FNP

Kaufman, Amber NP

Kesselman, Amy MD

Kim, NaYeon FNP

Kim, Peter MD

Kim, Richard MD

Kimbrough, Will MD

Kinder, Cindy MD

Kisthardt, Ann MD

Kleinerman, Deena MD

Komis, Kate MD

Kongkasuwan, Kimberly MD

Kukulich, Paula CFNP

Kundapur, Reshma MD

Lalwani, Sasmira MD

Laux, Jeannine NP

Lazzaro, Juliann CNM

Lee, Donald DO

Lehr, Shannon MD

Levav, Amy MD
Lightfoote, Lynne MD
Lindberg, Mary MD
Linker, Lauren PA
Maanavi, Darya MD
Maciulla, Lori, MD
Maddox, John MD
Madsen, Nate PA
Magnussen, Lesley NP
Maitri, Mysore MD
Malone, Sharon MD
Malpass, Gussie PA
Marsh, Courtney CNM
McKelvey, Joseph PA
McKnight, Alice MD
Medhane, Saba MD
Messinger, Lauren MD
Mills, Cathleen MD
Mohler, Troy R. MD
Mooney, Megan NP
Motesharrei, Bita MD
Nagell, Scott H. MD
Napier, Scott PA
Neria, Jennifer MD
Nguyen, Danny
Nimmagadda, Ram MD
Nino, Michelle MD
Noyes, Jillian MD
O'Bryan, Casey NP
Olin, Lisa MD
Pardo, Nichole MD
Parks, Lisa MD
Parmelee, Alisa PA
Patel Grim, Sona MD
Patel, Manisha MD
Patel, Shetal MD
Pelkofski, Kathleen NP

Pentacosta, Stacia PA-C
Pham, Tina MD

Pickford, Laura MD

Pillai, Geetha MD

Poonawala, Rahib MD

Powers, David (Dave) MD

Price, Nicole CFNP

Rao, Chethana MD

Rausch, Kathleen MD

Regan, Sarah MD

Reid Garcia, Rachel NP

Rembold, Amy PA-C

Renard, Mary MD

Rhoads, Melinda CNM

Rhodes, Valerie M. DO

Rimicci, Anthony MD

Roberts-Borden, Michelle MD

Rodino, Surin FNP

Rodriguez, Michael K. MD

Rothman, Barry MD

Ryan, Meg MD

Saari, Joy CFNP

Saj, Chris PA

Salgado, Sonia MD

Sandberg, Jenny CFNP

Santiago, Jennifer MD

Sarafian, Maro MD

Sarver, Amy PA-C

Schreiber, Lisa PA

Schreiner, Phyllis MD

Seiler, Angele MD

Senner, Paula CNM

Severn, Kimberly, CNM

Sharma, Rita MD

Sheikh, Jimmy MD

Sher, Lindsay MD

Shin, Jiyeon MD

Shrout, Anne MD

Siegel, Marc MD

Siegfried, Sibyl MD

Silas, Glen MD

Simmons-Wyllie, Natasha MD

Sinha, Amy DO

Sinha, Namrata MD

Skurla, Martha DO

Smarth, Carole MD

Snyder, Diane MD

Snyder, John MD

Sparks, Rachel FNP

Spooner, Annemarie MD

Steren, Albert MD

Stokes, Chauncey MD

Stone, Cynthia NP

Strong, Caron NP

Studley, Alisa, PA-C

Stulman, Amy NP

Sultani, Amanda PA

Swanson, Stephanie MD

Swartz, Heather CNM

Thelin, Kelly PA

Thiel, Melissa MD - PRACTICE CLOSED, PT MUST OBTAIN ORDER FROM ANOTHER DR

Thompson, Jennifer MD

Thompson, Virginia MD

Townsend, Lewis MD

Trivedi, Shritrakash MD

Truax, Jennifer NP

Turner, Catrina FNP

Tyau, Laurie MD

Villarin, Janie FNP

Weitzman, Audrey PA

Wells, Erin NP

Wetter, Jeremy PA

Wilder, Jennifer MD

Williams, Catherine NP

Wisner, Melissa MD

Wollman-Rosenwald, Megan MD

Woods, Nicole MD

Wright, Colleen K. MD

Yang, Derek MD

Yoon, Eleanor MD

Young, Diane PA

Young, Erin NP

Zaita, Jaime MD

Zee, Tim MD

EDITED 07/19/2021

Weekly Quality and Training Tips 10.20.21

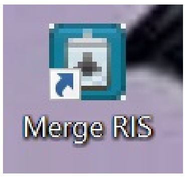
Last Modified on 10/22/2021 9:20 am EDT

Quality and Training Tips!

Priors

Please advise new WR patients coming in for a diagnostic appointment, that we will need their priors.

- Priors are their outside images from their past breast imaging. These are in the form of a CD.
- It is helpful if they arrive to their appointment early, so we can scan the images in.
- Or if they can come in any day before their appointment to drop off the priors, that would be helpful as well



Entering new patients in Merge

Please don't forget to pick a gender when creating a new file for a new patient in Merge.

Symptomatic Patients- 2 day rule

Please remember to email, if a Symptomatic patient can not be seen within 2 business days.

    - Even though we are emailing to see if we can get them in sooner, we still must schedule the first available appointment for the patient.
    - This ensures that we give the patient their needed appointment even if it is not within the desired timeframe.
    - **Please look at this job aid for more information on what to email in this situation:** Symptomatic Diagnostic Rules

Symptoms may include:

- Pain
- Lump
- Discharge
- Ruptured Implant
- Please see other symptoms on the following job aid: Symptomatic Rules

Remember, we should only email if the patient has symptoms.

- This means that if the patient is coming in for the following type of diagnostic appointment, we should schedule them first available (without emailing):
  - Patient coming in for Routine (no problems)
  - Callback
  - Follow up

Weekly Quality and Training Tips 10.13.21

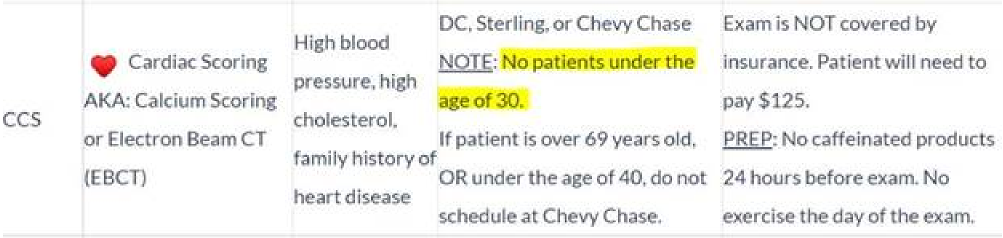
Last Modified on 10/14/2021 10:18 am EDT

Quality and Training Tips!

Age Limits

Please be sure to look out for age limits when it comes to CT/MRI's.

- Example:



CCS	❤ Cardiac Scoring AKA: Calcium Scoring or Electron Beam CT (EBCT)	High blood pressure, high cholesterol, family history of heart disease	DC, Sterling, or Chevy Chase NOTE: No patients under the age of 30. If patient is over 69 years old, OR under the age of 40, do not schedule at Chevy Chase.	Exam is NOT covered by insurance. Patient will need to pay $125. PREP: No caffeinated products 24 hours before exam. No exercise the day of the exam.

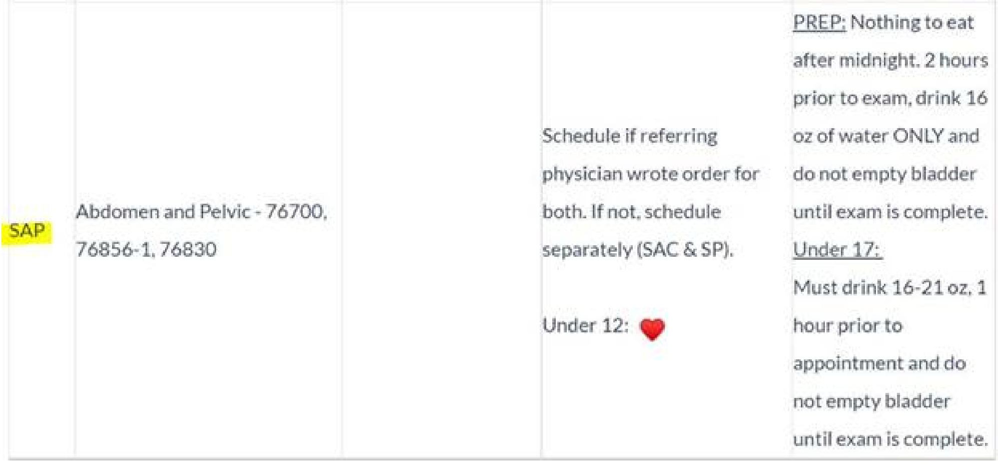
Don't forget to check Onbase

We can view Hippa Authorizations and Results Reports through Onbase.

- Example: If we need to find Calcium Scoring or CT results, we can find them on Onbase.

SAP

When a patient has orders for an Abdominal Complete and a Pelvic Complete together, we need to use “SAP” as the exam code.

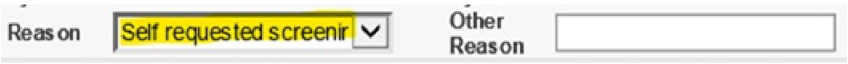


SAP	Abdomen and Pelvic - 76700, 76856-1, 76830		Schedule if referring physician wrote order for both. If not, schedule separately (SAC & SP). Under 12: ❤	PREP: Nothing to eat after midnight. 2 hours prior to exam, drink 16 oz of water ONLY and do not empty bladder until exam is complete. Under 17: Must drink 16-21 oz, 1 hour prior to appointment and do not empty bladder until exam is complete.

Screening Mammograms -Reason for Exam

When scheduling Screening Mammograms, we must select the correct reason for order.

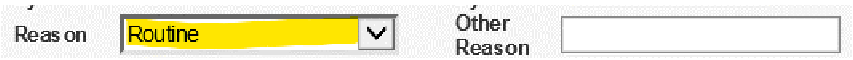
- If there is NO ORDER required by their physician, we must select “Self Requested” from the drop down.



Reason: Self requested screenir

Other Reason

- If their doctor REQUIRES AN ORDER for screening mammograms, we must select “Routine” from the drop down.



Reason: Routine

Other Reason

- https://washington-radiology-contact-center.knowledgeowl.com/help/merge-reason-for-exam

October Events:

Save the Pumpkins

- **Pumpkins are now due, Friday 10/15/21.**
- If your pumpkin is ready before Friday, please turn into the print shop!
- If you turn in your pumpkin on Friday, please do so in the open area by IT. There will be post it notes so you can label your pumpkin with your name.
- Remember, this is in honor of Breast Cancer Awareness! We are saving the pumpkins! You may only paint/decorate without carving.

Weekly Quality and Training Tips 10.06.21

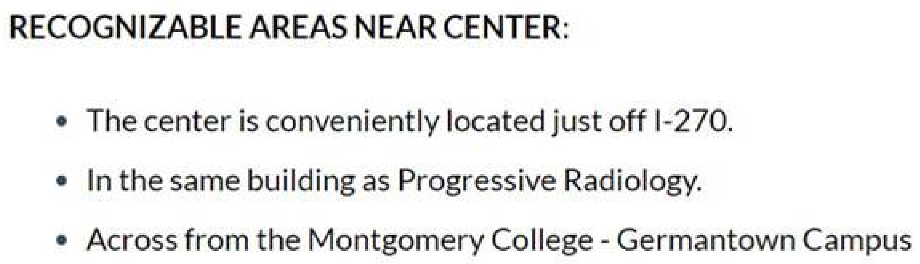
Last Modified on 10/06/2021 4:39 pm EDT

Quality and Training Tips!

Germantown, MD

We will begin scheduling for the Germantown location on October 11th.

- https://washington-radiology-contact-center.knowledgeowl.com/help/wr-md-germantown

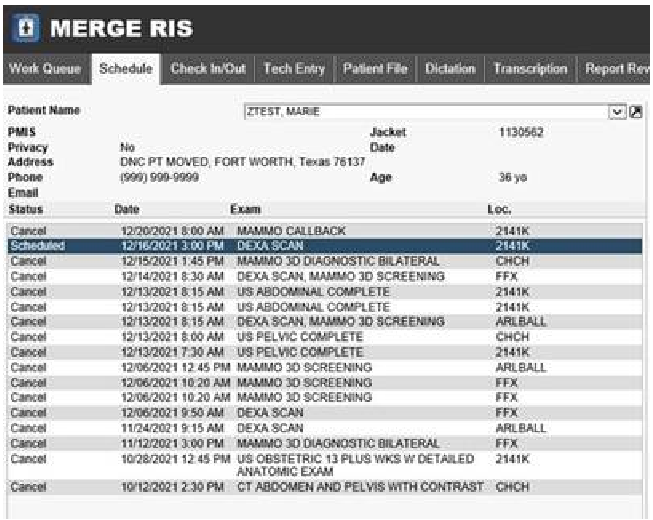


RECOGNIZABLE AREAS NEAR CENTER:

- The center is conveniently located just off I-270.
- In the same building as Progressive Radiology.
- Across from the Montgomery College - Germantown Campus

How to Go to the Prep and Exam Warning After an Exam is Scheduled

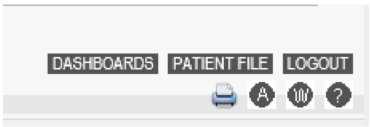
1. Go to the schedule tab


MERGE RIS
Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Rev

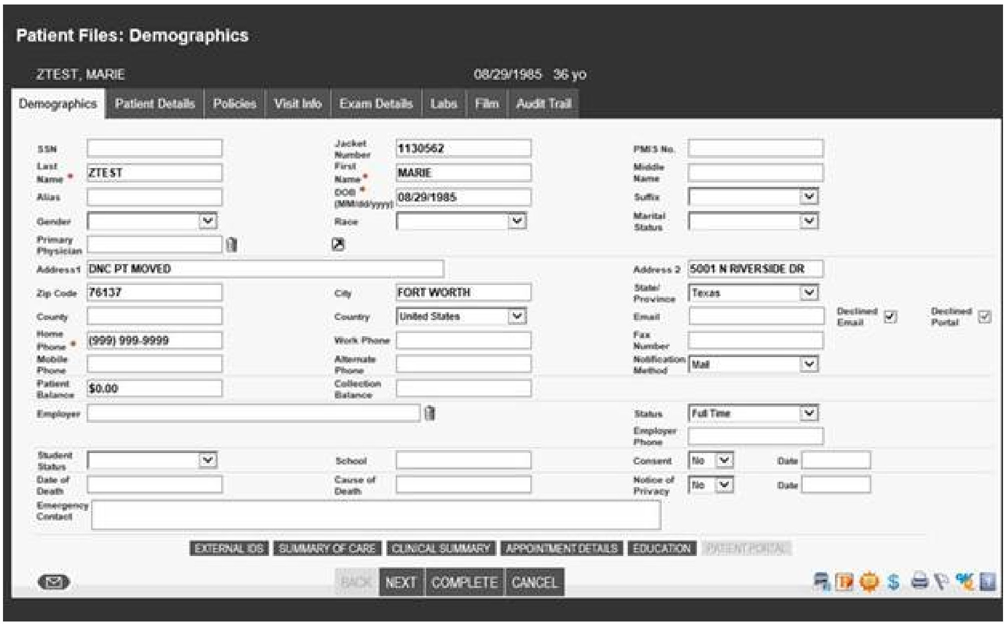
Patient Name: ZTEST, MARIE
PMIS
Jacket: 1130562
Privacy: No
Date
Address: DNC PT MOVED, FORT WORTH, Texas 76137
Phone: (999) 999-9999
Age: 36 yo
Email

Status	Date	Exam	Loc.
Cancel	12/20/2021 8:00 AM	MAMMO CALLBACK	2141K
Scheduled	12/16/2021 3:00 PM	DEXA SCAN	2141K
Cancel	12/15/2021 1:45 PM	MAMMO 3D DIAGNOSTIC BILATERAL	CHCH
Cancel	12/14/2021 8:30 AM	DEXA SCAN, MAMMO 3D SCREENING	FFX
Cancel	12/13/2021 8:15 AM	US ABDOMINAL COMPLETE	2141K
Cancel	12/13/2021 8:15 AM	US ABDOMINAL COMPLETE	2141K
Cancel	12/13/2021 8:15 AM	DEXA SCAN, MAMMO 3D SCREENING	ARLBALL
Cancel	12/13/2021 8:00 AM	US PELVIC COMPLETE	CHCH
Cancel	12/13/2021 7:30 AM	US PELVIC COMPLETE	2141K
Cancel	12/06/2021 12:45 PM	MAMMO 3D SCREENING	ARLBALL
Cancel	12/06/2021 10:20 AM	MAMMO 3D SCREENING	FFX
Cancel	12/06/2021 10:20 AM	MAMMO 3D SCREENING	FFX
Cancel	12/06/2021 9:50 AM	DEXA SCAN	FFX
Cancel	11/24/2021 9:15 AM	DEXA SCAN	ARLBALL
Cancel	11/12/2021 3:00 PM	MAMMO 3D DIAGNOSTIC BILATERAL	FFX
Cancel	10/28/2021 12:45 PM	US OBSTETRIC 13 PLUS WKS W DETAILED ANATOMIC EXAM	2141K
Cancel	10/12/2021 2:30 PM	CT ABDOMEN AND PELVIS WITH CONTRAST	CHCH

2. Click the Patient File
    - This is on the lower right-hand corner


DASHBOARDS
PATIENT FILE
LOGOUT

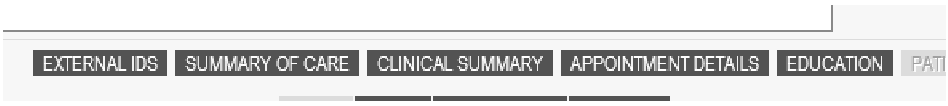
3. Once you click this, the demographics will pop up


Patient Files: Demographics
Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
Film
Audit Trail
EXTERNAL IDS
SUMMARY OF CARE
CLINICAL SUMMARY
APPOINTMENT DETAILS
EDUCATION
PATIENT PORTAL
BACK
NEXT
COMPLETE
CANCEL

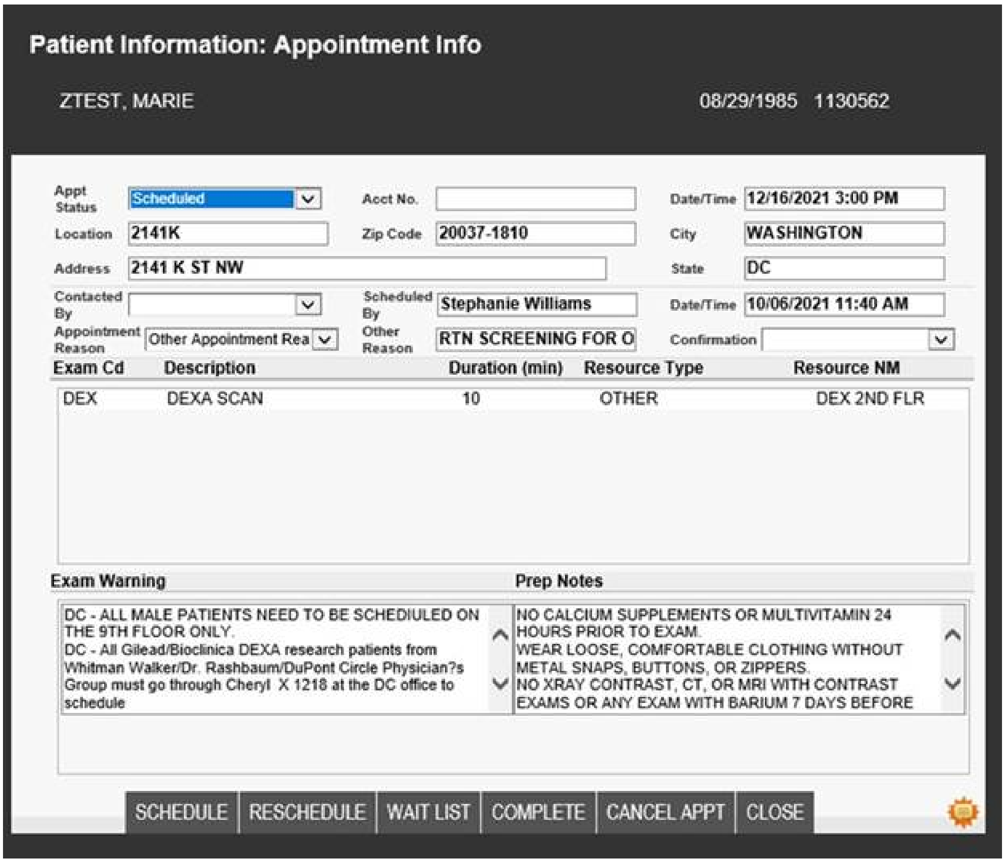
ZTEST, MARIE 08/29/1985 36 yo

SSN
Last Name *: ZTEST
Alias
Gender
Primary Physician
Address1: DNC PT MOVED
Zip Code: 76137
County
Home Phone *: (999) 999-9999
Mobile Phone
Patient Balance: $0.00
Employer
Student Status
Date of Death
Emergency Contact
Jacket Number: 1130562
First Name *: MARIE
DOB * (MM/dd/yyyy): 08/29/1985
Race
City: FORT WORTH
Country: United States
Work Phone
Alternate Phone
Collection Balance
School
Cause of Death
PMIS No.
Middle Name
Suffix
Marital Status
Address 2: 5001 N RIVERSIDE DR
State/ Province: Texas
Email
Declined Email ☑
Declined Portal ☑
Fax Number
Notification Method: Mail
Status: Full Time
Employer Phone
Consent: No
Date
Notice of Privacy: No
Date

4. From here, Click Appointment Details
    - (This is toward the lower portion of Patient Files: Demographics window)


EXTERNAL IDS
SUMMARY OF CARE
CLINICAL SUMMARY
APPOINTMENT DETAILS
EDUCATION
PATI

5. This is what the next window will look like



Patient Information: Appointment Info

ZTEST, MARIE 08/29/1985 1130562

Appt Status: Scheduled
Acct No.:
Date/Time: 12/16/2021 3:00 PM
Location: 2141K
Zip Code: 20037-1810
City: WASHINGTON
Address: 2141 K ST NW
State: DC
Contacted By:
Scheduled By: Stephanie Williams
Date/Time: 10/06/2021 11:40 AM
Appointment Reason: Other Appointment Rea
Other Reason: RTN SCREENING FOR O
Confirmation:

Exam Cd	Description	Duration (min)	Resource Type	Resource NM
DEX	DEXA SCAN	10	OTHER	DEX 2ND FLR

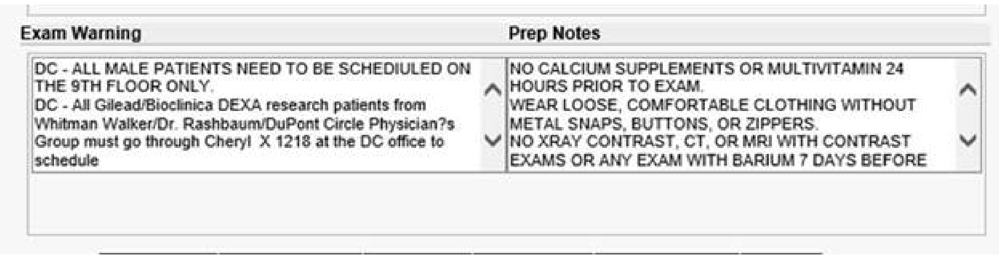
Exam Warning

DC - ALL MALE PATIENTS NEED TO BE SCHEDIULED ON THE 9TH FLOOR ONLY.
DC - All Gilead/Bioclinica DEXA research patients from Whitman Walker/Dr. Rashbaum/DuPont Circle Physician?s Group must go through Cheryl X 1218 at the DC office to schedule

Prep Notes

NO CALCIUM SUPPLEMENTS OR MULTIVITAMIN 24 HOURS PRIOR TO EXAM.
WEAR LOOSE, COMFORTABLE CLOTHING WITHOUT METAL SNAPS, BUTTONS, OR ZIPPERS.
NO XRAY CONTRAST, CT, OR MRI WITH CONTRAST EXAMS OR ANY EXAM WITH BARIUM 7 DAYS BEFORE

6. If there are any Exam Warning or prep notes, they will display toward the lower portion of the window



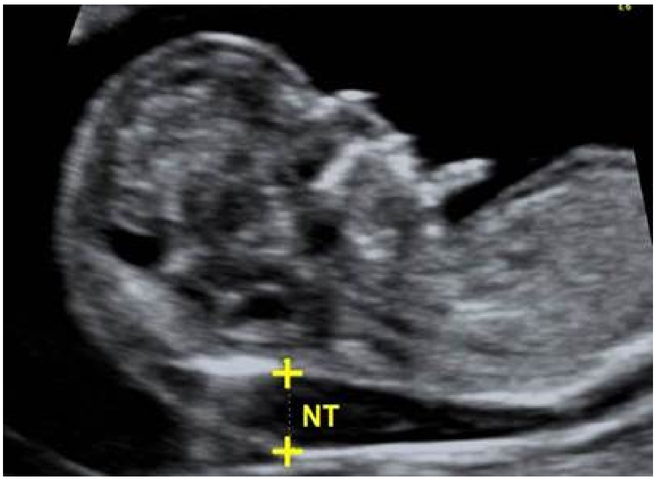
Exam Warning

DC - ALL MALE PATIENTS NEED TO BE SCHEDIULED ON THE 9TH FLOOR ONLY.
DC - All Gilead/Bioclinica DEXA research patients from Whitman Walker/Dr. Rashbaum/DuPont Circle Physician?s Group must go through Cheryl X 1218 at the DC office to schedule

Prep Notes

NO CALCIUM SUPPLEMENTS OR MULTIVITAMIN 24 HOURS PRIOR TO EXAM.
WEAR LOOSE, COMFORTABLE CLOTHING WITHOUT METAL SNAPS, BUTTONS, OR ZIPPERS.
NO XRAY CONTRAST, CT, OR MRI WITH CONTRAST EXAMS OR ANY EXAM WITH BARIUM 7 DAYS BEFORE

OB Nuchal Translucency:



If patient is scheduling an OB appointment and they mention an appointment "with blood-draw" or the letters "NT" the exam is actually a nuchal translucency.

- This is not just an OB under 13 weeks exam.

What is a Nuchal Translucency?

- It is an exam that looks at the **collection of fluid under the skin behind the fetal neck.**
- This happens **in the first-trimester of pregnancy.**

Weekly Quality and Training Tips 09.29.21

Last Modified on 09/29/2021 4:08 pm EDT

Quality and Training Tips!

Includes:

- What to do with a patient who is symptomatic
- We no longer use Financial Clearance

REMINDERS

When a patient needs a diagnostic mammogram/ultrasound and is symptomatic:

- Schedule within 2 business days with order (2 days out without order)
- When the schedule will not accommodate the above requirements offer other locations
- No time within requirements available, set appointment at the earliest time available, send an email as follows:

Email Template:

- Subject Line: DX/SYMP PT NEEDING EARLIER APPT
- Patient Name:
- Jacket Number:
- Exam requested:
- Appointment set for:
- Current Symptoms:

Send Email to Location Scheduled for as follows:

DC - K Street

- Center Director: Latessa.Clark@washingtonradiology.com
- Assistant Director: Cheryl.VandenEykel@washingtonradiology.com
- Lead PSR: Jalina.Russell@washingtonradiology.com
- Lead Tech: Mary.Cameron@washingtonradiology.com
- Cc: **All_WR_CC_Leadership@washingtonradiology.com**

MD - Chevy Chase

- Center Director: Lorena.Montecino@washingtonradiology.com
- Assistant Director: Mariela.Romero@washingtonradiology.com
- Lead PSR: Marjorie.vega@washingtonradiology.com
- Lead Tech: Harly.Noy@washingtonradiology.com
- Cc: **All_WR_CC_Leadership@washingtonradiology.com**

MD - Park Potomac

- Center Director: Debbie.Hullen@washingtonradiology.com
- Lead PSR: Gicela.Hazell@washingtonradiology.com
- Lead Tech: Laurie.Bonds@washingtonradiology.com
- Cc: **All_WR_CC_Leadership@washingtonradiology.com**

VA - Fairfax

- Center Director: Heather.Lawson@washingtonradiology.com
- Assistant Director: Andrea.Kellenberger@washingtonradiology.com
- Lead PSR: Karen.Gonzalez@washingtonradiology.com
- Lead Tech: Lindsay.Bevis@washingtonradiology.com
- Cc: **All_WR_CC_Leadership@washingtonradiology.com**

VA - Sterling

- Center Director: Shannon.Logan@washingtonradiology.com
- Assistant Director: Laura.Baez@washingtonradiology.com
- Lead PSR: open position
- Lead Tech: Letitia.Bumbrey@washingtonradiology.com
- Cc: **All_WR_CC_Leadership@washingtonradiology.com**

Playbook: https://washington-radiology-contact-center.knowledgeowl.com/help/symptomatic-diagnostic-rules

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DID YOU KNOW?

WOOHOO!
shutterstock.com · 1971309173

We NO longer need to log into Financial Clearance!!!

- This is effective immediately!
- Whoop, whoop!

Weekly Quality and Training Tips 09.23.21

Last Modified on 09/24/2021 5:27 pm EDT

Quality and Training Tips!

Includes:

Pre-authorization Reminders

Exam types for pre-auth

REMINDERS

Pre-auth Reminders:

- Certain insurance plans require pre-authorization prior to completing exams.
- These exams include CT, MRI, Fluoroscopies, and HSG (Hysterosalpingogram.
- We want to ensure to allow enough time for the completion of the pre-authorization
  - **Minimum of 5 full business days in advanc**e
  - Example: Patient is calling Monday, the appointment should be scheduled no sooner than the following Tuesday.

Note: The day the appointment is scheduled, does not count as day one. Also, weekends do not count as business days.

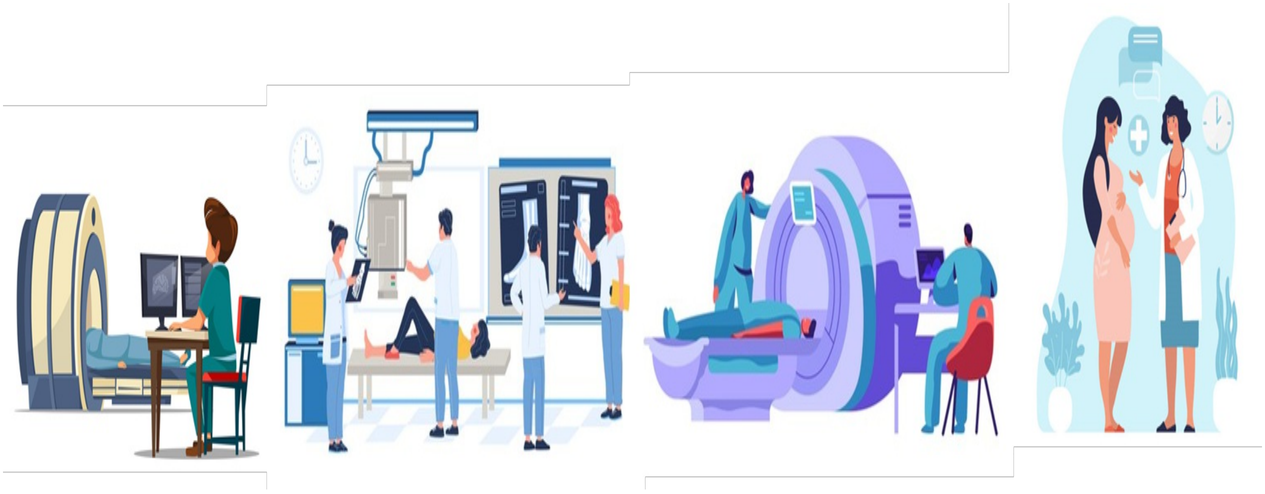
If exam is Urgent:

- Schedule and advise the patient of the financial liability statement that will need to be assigned [form]
  - Make a note that patient is aware

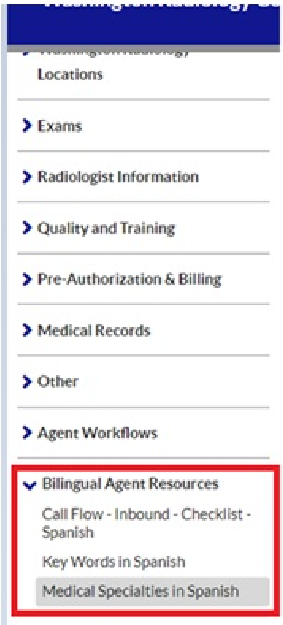
    - After scheduling exam, call the pre-authorization department to advise via phone when the exam is scheduled and why it is scheduled prior to 5 business days out.

PLAYBOOK pre-authorization guidelines: https://washington-radiology-contact-center.knowledgeowl.com/help/pre-authorization-guidelines

PLAYBOOK pre-authorization requirements by insurance: https://washington-radiology-contact-center.knowledgeowl.com/help/pre-authorization-requirements-by-insurance



DID YOU KNOW?


Locations
Exams
Radiologist Information
Quality and Training
Pre-Authorization & Billing
Medical Records
Other
Agent Workflows
Bilingual Agent Resources
Call Flow - Inbound - Checklist - Spanish
Key Words in Spanish
Medical Specialties in Spanish

Bilingual Agents:

- We now have suggested scripting and key words that can help with your Spanish calls.
- This has been added to the playbook under "Bilingual Agent Resources".

PLAYBOOK KEY WORDS: https://washington-radiology-contact-center.knowledgeowl.com/help/bilingual-agent-resources-medical-specialties-in-spanish

PLAYBOOK MEDICAL SPECIALTIES: https://washington-radiology-contact-center.knowledgeowl.com/help/medical-specialties-in-spanish

WELCOME
To Our Team!

Soon you will see new faces!

- As we continue to bring in additional resources, be prepared to see a lot of new faces in the building.
-
  - Don’t be shy, say HI!
  - We have more new hire classes coming up soon, hang in there team!

Weekly Quality and Training Tips 08.25.21

Last Modified on 08/26/2021 9:46 am EDT

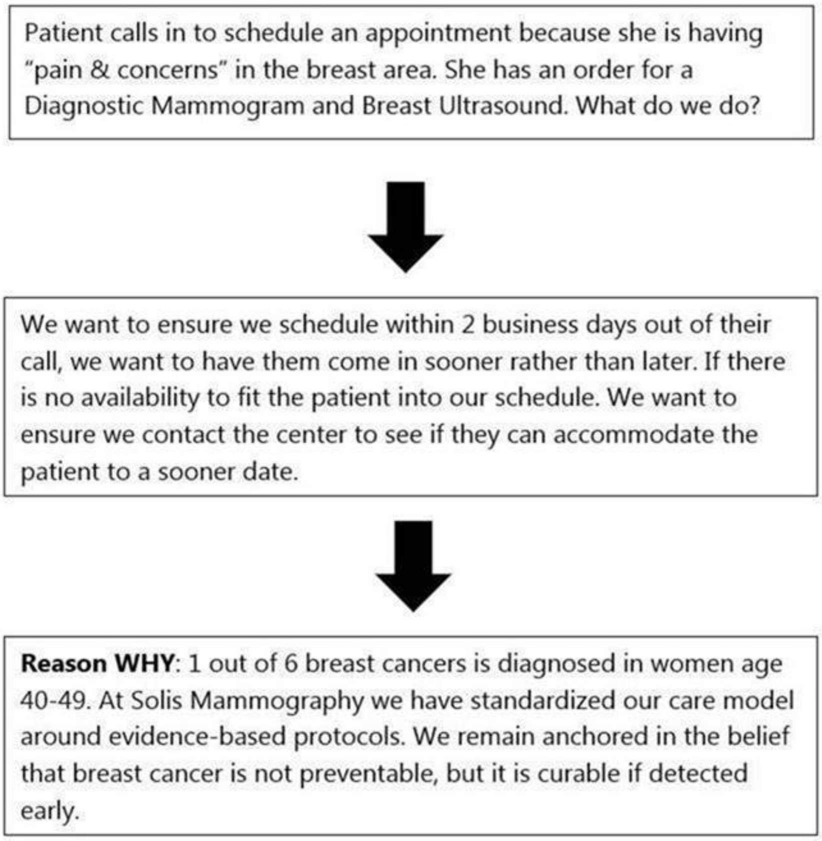
Quality and Training Tips!

What do I do when I can’t get a Diagnostic Patient an appointment within the scheduling rules below:

- Order attached or patient bringing order- Schedule within 2 business days
- Need order- Schedule 2 business days out

*****If unable to meet scheduling timeline, schedule first available and transfer to center if the center does not have a voicemail set up please email All_WR_CC_Leadership@solismammo.com*****

For Example!



Patient calls in to schedule an appointment because she is having "pain & concerns" in the breast area. She has an order for a Diagnostic Mammogram and Breast Ultrasound. What do we do?

We want to ensure we schedule within 2 business days out of their call, we want to have them come in sooner rather than later. If there is no availability to fit the patient into our schedule. We want to ensure we contact the center to see if they can accommodate the patient to a sooner date.

Reason WHY: 1 out of 6 breast cancers is diagnosed in women age 40-49. At Solis Mammography we have standardized our care model around evidence-based protocols. We remain anchored in the belief that breast cancer is not preventable, but it is curable if detected early.

There is also additional help in our playbook: https://contact-center.knowledgeowl.com/help/symptomatic-diagnostic-list

---

DID YOU
KNOW?

Calling the Center

Agents call centers for further assistance and when the center is not able to answer we leave voicemails.

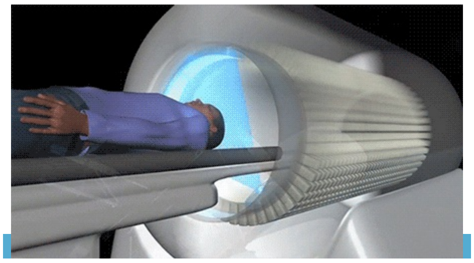
- Please remember we should only be calling the center once.

Before calling the center, advise the patient we are placing them on a brief hold while we transfer them over. Advise the patient that if the center does not answer we will patch them through to leave a voicemail.

Weekly Quality and Training Tips 08.19.21

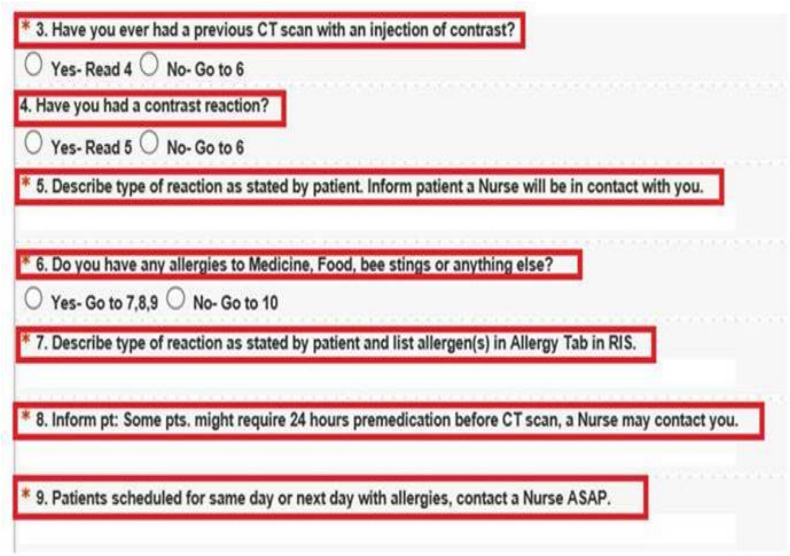
Last Modified on 08/19/2021 4:28 pm EDT

Quality and Training Tips!



When scheduling a CT appointment with contrast:

- Please schedule 3 business days out
- Document any allergy or reaction a patient has that way our nurses can call the patient back if needed prior to their appointment!



* 3. Have you ever had a previous CT scan with an injection of contrast?

○ Yes- Read 4 ○ No- Go to 6

4. Have you had a contrast reaction?

○ Yes- Read 5 ○ No- Go to 6

* 5. Describe type of reaction as stated by patient. Inform patient a Nurse will be in contact with you.

* 6. Do you have any allergies to Medicine, Food, bee stings or anything else?

○ Yes- Go to 7,8,9 ○ No- Go to 10

* 7. Describe type of reaction as stated by patient and list allergen(s) in Allergy Tab in RIS.

* 8. Inform pt: Some pts. might require 24 hours premedication before CT scan, a Nurse may contact you.

* 9. Patients scheduled for same day or next day with allergies, contact a Nurse ASAP.

Verifying Doctor Information

Please remember for initial scheduling we need to verify the doctor's name AND their address.

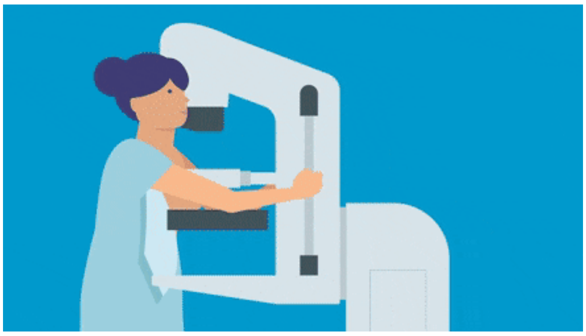
- This confirms that the confidential results will be sent to the correct office, preventing a HIPAA breach.
- This includes when we call patient's for orders.
    - We can say, "So we have an order here from Dr. Smith, do you see them on Connecticut Ave NW in Washington DC?"

OON Insurance

Out of Network

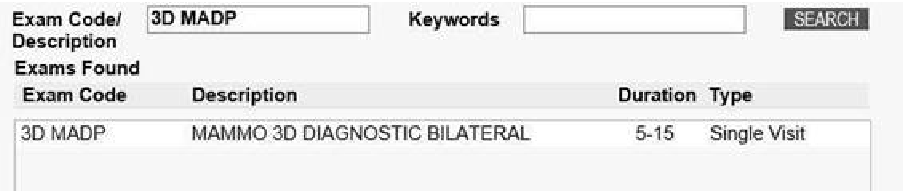
- Please be sure to check to see if the patient's insurance is out of network. We should be checking the location job aids on every scheduling call for this information.
- If we schedule a patient, who has out of network insurance, they will have to pay or get turned away.
- This can be not only center impacting but patient impacting.
    - Except for Medicaid we **DO NOT accept Medicaid** unless it is John Hopkins Priority Partners Medicaid.

DID YOU KNOW?



Outside Facility Callbacks:

- Must be scheduled as a Diagnostic Mammogram

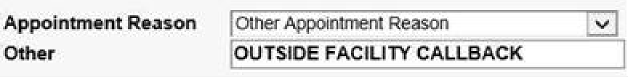


Exam Code/ Description 3D MADP **Keywords**

Exams Found

Exam Code	Description	Duration	Type
3D MADP	MAMMO 3D DIAGNOSTIC BILATERAL	5-15	Single Visit

- With the reason being “outside facility callback”

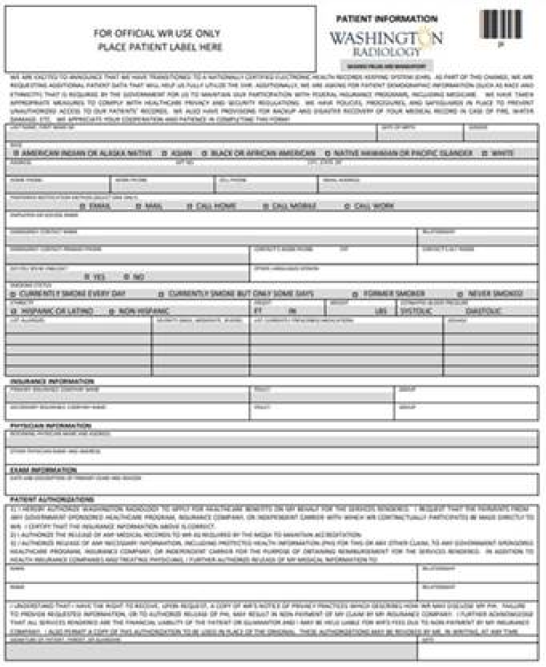


Appointment Reason	Other Appointment Reason
Other	OUTSIDE FACILITY CALLBACK

Weekly Quality and Training Tips 08.11.21

Last Modified on 08/16/2021 9:34 am EDT

Quality and Training Tips!


FOR OFFICIAL WR USE ONLY
PLACE PATIENT LABEL HERE

PATIENT INFORMATION

WASHINGTON RADIOLOGY

☐ AMERICAN INDIAN OR ALASKA NATIVE ☐ ASIAN ☐ BLACK OR AFRICAN AMERICAN ☐ NATIVE HAWAIIAN OR PACIFIC ISLANDER ☐ WHITE

☐ EMAIL ☐ MAIL ☐ CALL HOME ☐ CALL MOBILE ☐ CALL WORK

☐ YES ☐ NO

☐ CURRENTLY SMOKE EVERY DAY ☐ CURRENTLY SMOKE BUT ONLY SOME DAYS ☐ FORMER SMOKER ☐ NEVER SMOKED

☐ HISPANIC OR LATINO ☐ NON HISPANIC FT IN LBS SYSTOLIC DIASTOLIC

INSURANCE INFORMATION

PHYSICIAN INFORMATION

EXAM INFORMATION

PATIENT AUTHORIZATIONS

Patient Registration Forms

When scheduling patients, please be sure to add the following verbiage:

- *"Please log onto our website www.washingtonradiology.com and print out the patient forms and have them complete before coming in as this will save you time at registration."*

Also please note:

- **New patients** need to fill out both Patient Information and Patient History forms.
- **Returning patients** only need to fill out the History form.

Sign Language Interpreter

For our patients who are deaf, we can request for a sign language interpreter to be present for their appointment.

- Sign Language Interpreters are provided by the company.
    - NOTE: **No other language interpreting service is available in person. All other languages are handled via phone using Language Line.**
- How do we request?
    - Send an Email to All_WR_CC_Leadership@washingtonradiology.com and include the following information:
        - Patient Name
        - MRN
        - Date of Appointment
    - Notate in Merge
- Please check out this Job Aid: https://washington-radiology-contact-center.knowledgeowl.com/help/sign-language-interpreters

NOTE: **If we only notate in Merge and do not email leadership, an interpreter WILL NOT be hired.**

DID YOU KNOW?

okay but,
DID YOU CALL
FIRST?!!

Same Day- Add Ons

Please contact the center before adding a patient at least 30 minutes before the exam.

- Example: If it is 1pm and the open slot is for 1:30pm same day, please call the center before scheduling

Bone Density Weight Limit

Please remember to provide the bone density weight limit to patients.

- Example: We can say "this may not apply to you but there is a weight limit at the K street location of 450 pounds."
    - K Street – weight limit 450 pounds
    - Bethesda- weight limit 500 pounds
    - Chevy Chase- weight limit 450 pounds
    - Park Potomac- weight limit 450 pounds
    - Arlington- weight limit 500 pounds
    - Fairfax- weight limit 500 pounds
    - Sterling- weight limit 400 pounds

This information can be found in the location job aids.

Weekly Quality and Training Tips 08.04.21

Last Modified on 08/04/2021 4:56 pm EDT

Quality and Training Tips!

Pregnant Patients coming in for a Breast Exam

Patients can have a mammogram, if their doctor recommends it.

- If they are breast feeding, they must breast feed or pump 30 minutes prior to their mammogram.
- They do not have to pump and discard after the mammogram. They can pump or breast feed as normal after.

Scheduling Screening Before a Full Year

How "early" can we schedule the patient?

- Most insurance companies only cover the exam after a year and a day. Therefore, the only time we should schedule before a year and a day is if the patient specifically requests for us to do so.
- If their insurance allows covered appointments by calendar year, they may request to come in sooner than their "due date".
    - Please note that we should not schedule patients more than two weeks before their due date.
        - Example: If the patient's due date is 08/22/21 then the earliest we can schedule them for is

08/08/21.

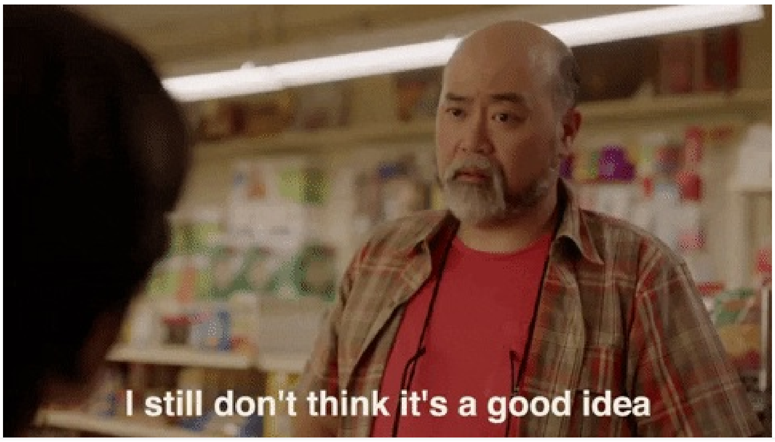
    - This is per recommendation of our radiologist.
    - This also helps achieve the most accurate “yearly” results.
    - This limits the amount of radiation exposed to in a year.

DID YOU
KNOW?

Schedule View

Please remember if we use the Schedule View to see when the next appointment is, that we do not schedule from it.

- This can cause duplicate bookings and errors in Merge.


I still don't think it's a good idea

Weekly Quality and Training Tips 07.29.21

Last Modified on 07/29/2021 12:23 pm EDT

Quality and Training Tips!

Ghost calls

We are still receiving some ghost calls/audio issues.

- Due to this, please say the opening twice then provide the “no response” script before hanging up.
- Be sure to disposition the call, as “Audio Issue”.

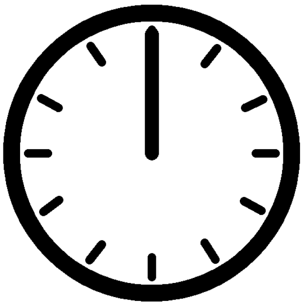
Callbacks

Please remember to schedule “Callbacks” as callbacks and not diagnostic mammograms.

- This could cause issues in the background that IT will need to fix.

When scheduling patients, please be sure to add the following verbiage:

- *"Please log onto our website washingtonradiology.com and print out the patient forms and have them complete before coming in as this will save you time at registration."*



- Also, please be sure to advise patients to arrive 15 minutes early for their appointment.

DID YOU

KNOW?

If a patient needs to speak to Billing or Pre-Auth please be sure to email leadership.

- The transfer buttons are currently not working.
- An email needs to be sent in order for the patient to get a call back.

DON'T
~~forget~~

Dr. Allison only visits:

- Fairfax
- DC
- Sterling

Weekly Quality and Training Tips 07.21.21

Last Modified on 07/21/2021 2:58 pm EDT

Quality and Training Tips!

message
from Gerri

Thank you for your Feedback, you have been heard.

We have received some feedback on the new QA forms and we are open to more so that we can make it the best it can be for you. Now that you have all had an opportunity to experience the new form with your graded calls and the QA team has had experience grading calls we may make some adjustments in order to improve even more. Some of the suggestions so far have been:

- Screenshots of errors to see how to improve
- Include what type of call (cancel, reschedule, etc)
- Time in the call where the error occurred
- More specific in error comments

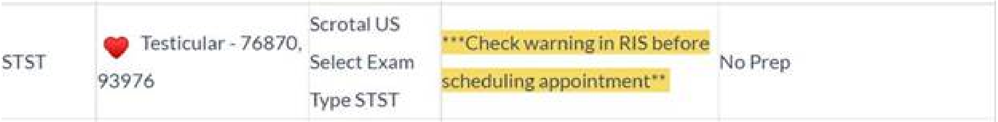
We are waiting just a bit longer before making further changes to be sure the right changes can be made and hopefully all of the changes necessary can be made to give everyone a product that will work. Please continue to send in your suggestions so that we can incorporate what will make the most impact for the majority of our center.

Just a couple of tips in the interim. There are more categories so to save some time and give you the most out of your feedback:

- We will include on the most impacting error on the call the time in the call of the error within the comments so it saves you time in listening to the call (not every error will have the time)
- Anything with N/A skip past
- Read the comments as they will give you insight to those areas you are excelling and areas where you can make adjustments to make improvements to your call

Together we are a great team!

DID YOU KNOW?



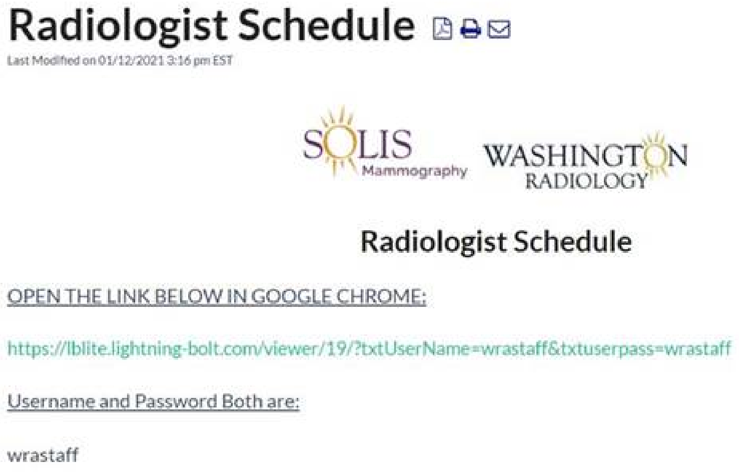
STST	❤ Testicular - 76870, 93976	Scrotal US Select Exam Type STST	***Check warning in RIS before scheduling appointment**	No Prep

Testicular Sonogram

Please be sure to check the radiologist schedule before scheduling.

- If we schedule without looking at the schedule, we could pick a day that the radiologist is not there.
- This of course will lead to needing the patient to be rescheduled and upset.

Rule of Thumb if there is a ❤ next to the modality, then always check the radiologist schedule.



Radiologist Schedule

Last Modified on 01/12/2021 3:16 pm EST

SOLIS Mammography WASHINGTON RADIOLOGY

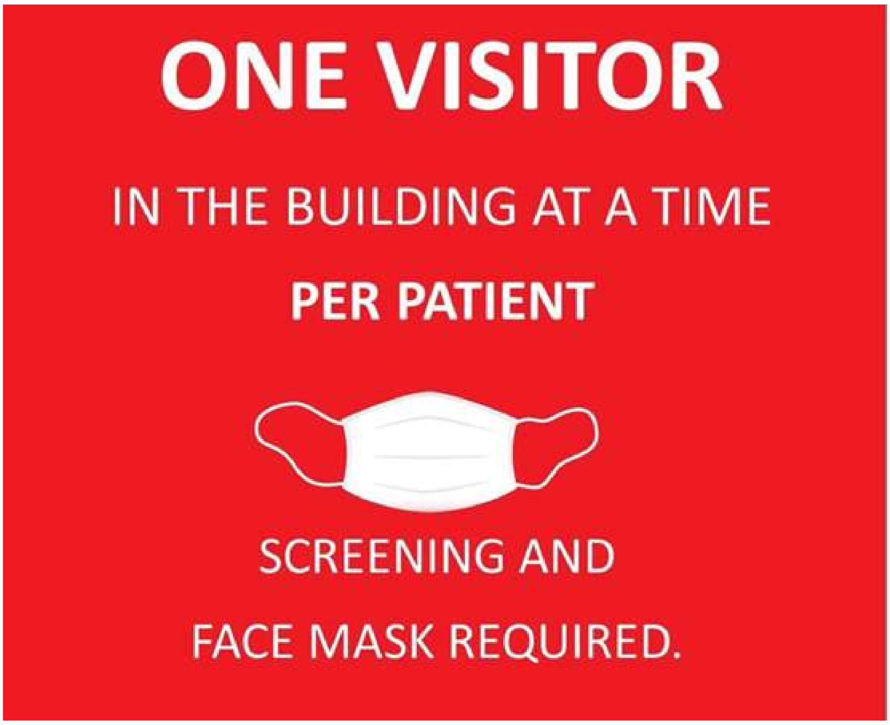
Radiologist Schedule

OPEN THE LINK BELOW IN GOOGLE CHROME:

https://lblite.lightning-bolt.com/viewer/19/?txtUserName=wrastaff&txtuserpass=wrastaff

Username and Password Both are:

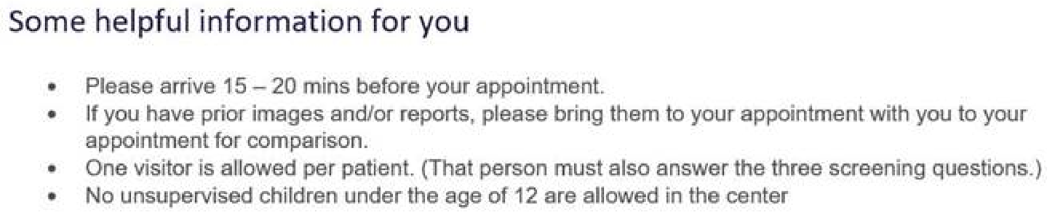
wrastaff



One visitor is now allowed at our centers

There are still no children under the age of 12 allowed

- This information can be found on our website: **https://www.washingtonradiology.com/news/2020/09/23/covid-19-update/**



Some helpful information for you

- Please arrive 15 – 20 mins before your appointment.
- If you have prior images and/or reports, please bring them to your appointment with you to your appointment for comparison.
- One visitor is allowed per patient. (That person must also answer the three screening questions.)
- No unsupervised children under the age of 12 are allowed in the center

Weekly Quality and Training Tips 07.14.21

Last Modified on 07/21/2021 3:46 pm EDT

Quality and Training Tips!

X-Rays

- We offer general x-rays which may include exams for many reasons
- Some reasons for exams include abdomen pains, colon transit, shunt placement, etc.
- Locations that offer X-rays include DC, Chevy Chase, Bethesda, Fairfax, and Sterling on a walk-in basis

Have a seat Kermit. What I'm about to tell you might come as big shock...

X-rays in Chevy Chase

These are limited throughout the month of July.

- Today- July 16th available from 8am- 1pm
- July 19th - July 23rd available from 8am – 4pm
- July 26th – July 29th available from 8am- 4pm
- July 30th No X-rays available

X-rays in Sterling

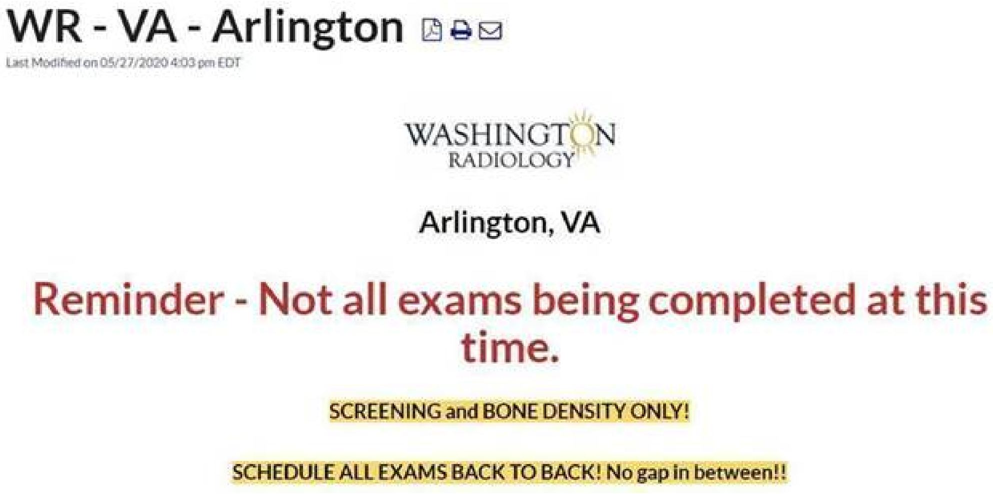
X-rays will be down tomorrow, Thursday, 07/15 from 12pm-1:45pm

- Routine screenings will return after 2pm

DID YOU
KNOW?

Scheduling at Arlington

- Patients coming in for multiple exams should be scheduled back to back
- This means there should be no gap between appointments.
- For example: Bone Density at 8:00 AM and Screening Mammogram at 8:05 AM



WR - VA - Arlington

Last Modified on 05/27/2020 4:03 pm EDT

WASHINGTON
RADIOLOGY

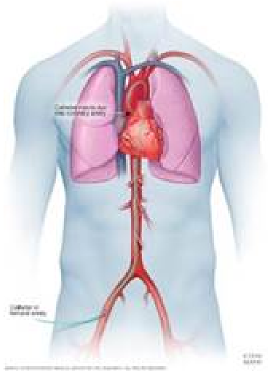
Arlington, VA

Reminder - Not all exams being completed at this time.

SCREENING and BONE DENSITY ONLY!

SCHEDULE ALL EXAMS BACK TO BACK! No gap in between!!

CT Angiogram is not the same as a CT Arthrogram.

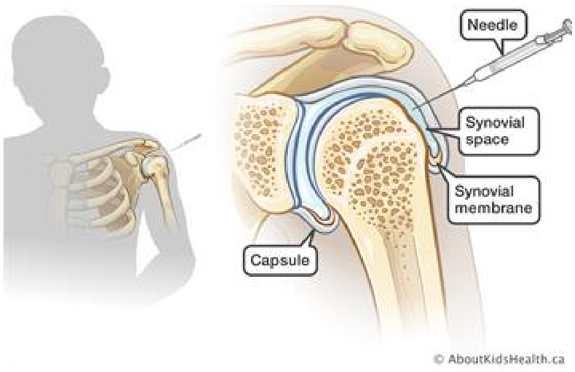


Angiogram-

- an X-ray procedure that can be both diagnostic and therapeutic.
- It is considered the gold standard for evaluating blockages in the arterial system.
- An **angiogram** detects blockages using X-rays taken during the injection of a contrast agent (iodine dye)

Arthrogram-

- usually done by fluoroscopy or MRI
- uses imaging equipment to evaluate a joint like the shoulder, elbow, wrist, hip, knee or ankle.
- It is a two-part procedure consisting of a contrast injection into the joint

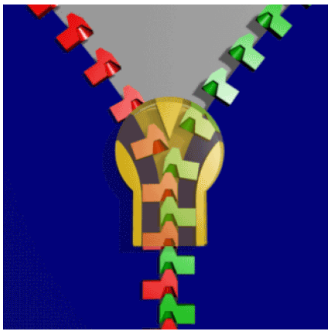

Needle
Synovial space
Synovial membrane
Capsule
© AboutKidsHealth.ca

NOTE: Due to Arthrograms being performed with MRIs or Fluoroscopy exams, we don't schedule them at the contact center.

Weekly Quality and Training Tips 07.07.21

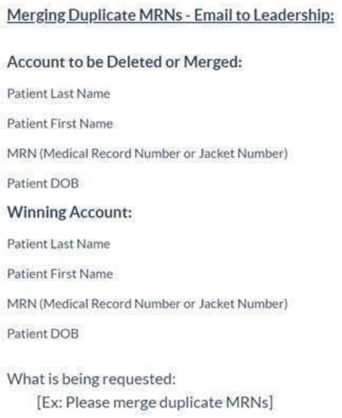
Last Modified on 07/07/2021 2:11 pm EDT

Quality and Training Tips!



Merging Duplicate MRN's

Please remember to email leadership, All_WR_CC_Leadership@washingtonradiology.com when we see multiple MRN's (jacket numbers) in the system.

- There is a new template to send leadership in the job aid.
    - https://washington-radiology-contact-center.knowledgeowl.com/help/email-templates
    - 

      Merging Duplicate MRNs - Email to Leadership:

      Account to be Deleted or Merged:

      Patient Last Name

      Patient First Name

      MRN (Medical Record Number or Jacket Number)

      Patient DOB

      Winning Account:

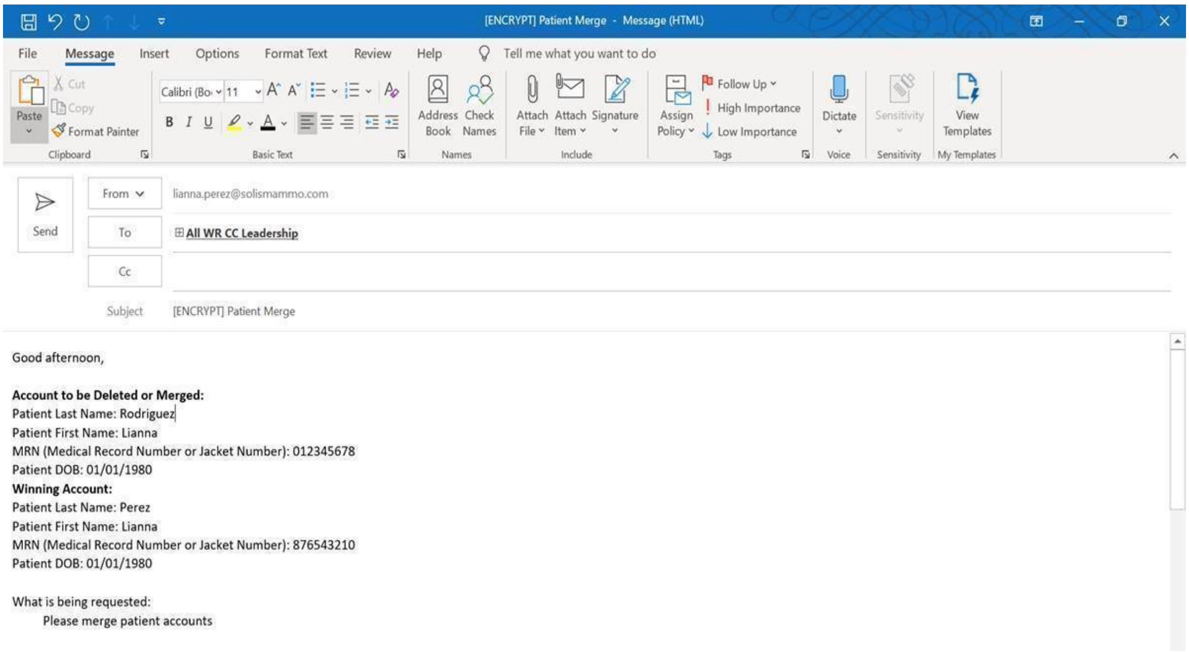
      Patient Last Name

      Patient First Name

      MRN (Medical Record Number or Jacket Number)

      Patient DOB

      What is being requested:
      [Ex: Please merge duplicate MRNs]
- Remember to always include [ENCRYPT] in the subject line.
- Example:


[ENCRYPT] Patient Merge - Message (HTML)
File
Message
Insert
Options
Format Text
Review
Help
Tell me what you want to do
Paste
Cut
Copy
Format Painter
Clipboard
Basic Text
Address Book
Check Names
Names
Attach File
Attach Item
Signature
Include
Assign Policy
Follow Up
High Importance
Low Importance
Tags
Dictate
Voice
Sensitivity
View Templates
My Templates
Send

From: lianna.perez@solismammo.com

To: All WR CC Leadership

Cc:

Subject: [ENCRYPT] Patient Merge

Good afternoon,

Account to be Deleted or Merged:
Patient Last Name: Rodriguez
Patient First Name: Lianna
MRN (Medical Record Number or Jacket Number): 012345678
Patient DOB: 01/01/1980
Winning Account:
Patient Last Name: Perez
Patient First Name: Lianna
MRN (Medical Record Number or Jacket Number): 876543210
Patient DOB: 01/01/1980

What is being requested:
Please merge patient accounts

2021 NEW SCORECARD!!!!!!

QA will be monitoring and sending scores with a new scorecard template!

- This will begin this week

Me siento muy...excited!

Weekly Quality and Training Tips 06.30.21

Last Modified on 06/30/2021 1:55 pm EDT

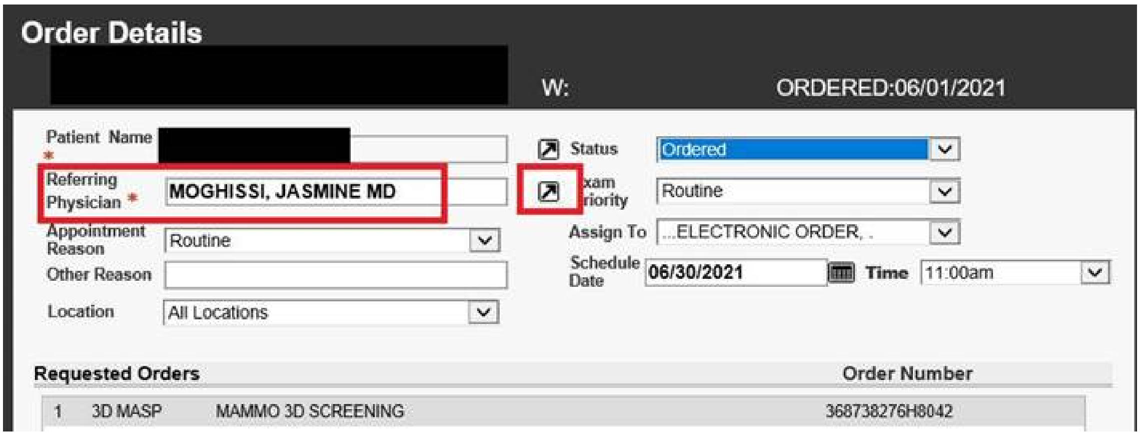
Qualityand Training Tips!

Required Verification Via Phone:

- It is necessary to verify 2 demographic items (Full Name & DOB) prior to providing information or scheduling.
- Remaining contact information (address, phone number and email) can be confirmed at any time during the call.
    - Please Note: If we access patient’s chart when transferring a call to the center, all information must also be verified.

When Scheduling from an Order:

- For every time we initially schedule, we must verify the referring physician's name and address.
- This confirms that the confidential results will be sent to the correct office, preventing a HIPAA breach.



Order Details

[redacted]

W: ORDERED:06/01/2021

Patient Name * [redacted]
Referring Physician * MOGHISSI, JASMINE MD
Appointment Reason: Routine
Other Reason:
Location: All Locations
Status: Ordered
xam riority: Routine
Assign To: ...ELECTRONIC ORDER, .
Schedule Date: 06/30/2021 Time: 11:00am

Requested Orders			Order Number
1	3D MASP	MAMMO 3D SCREENING	368738276H8042

- An easy way to see the physician address from the Order Details box is by clicking the arrow next to the physician’s name.
- Only use this function to verify the address of the physician that submitted the order.

Emailing the MRI Department

Please be sure to email the correct department when a patient needs to schedule an MRI.

- For K street: Please email dcmri@washingtonradiology.com
- Other locations can be found on the playbook: https://washington-radiology-contact-center.knowledgeowl.com/help/biopsy-mri-etc-contact

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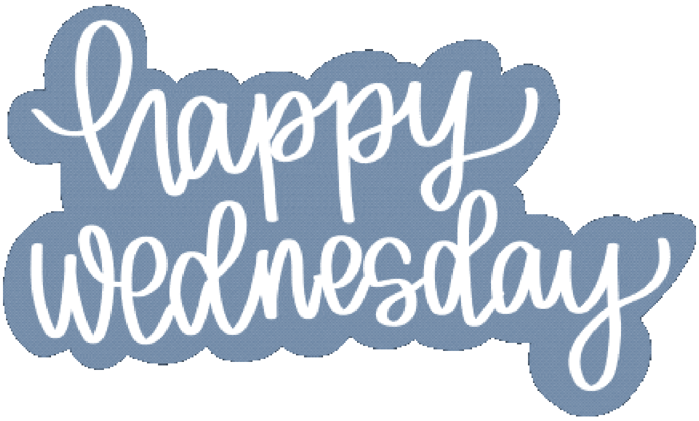
DID YOU

KNOW?

Notes!

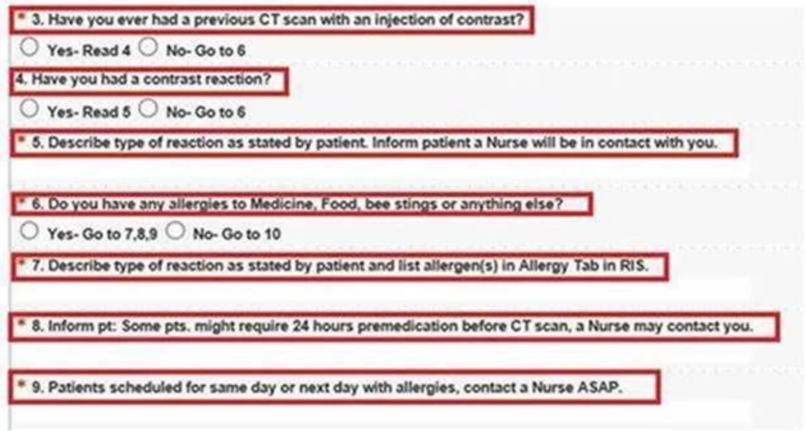
- **Please be sure to notate when we access the patient's chart due to an appointment reason.**
    - We must notate when we:
        - Schedule
        - Reschedule
        - Cancel


happy
wednesday

Weekly Quality and Training Tips 06.17.21

Last Modified on 06/17/2021 11:19 am EDT

Quality and Training Tips!



* 3. Have you ever had a previous CT scan with an injection of contrast?

○ Yes- Read 4 ○ No- Go to 6

4. Have you had a contrast reaction?

○ Yes- Read 5 ○ No- Go to 6

* 5. Describe type of reaction as stated by patient. Inform patient a Nurse will be in contact with you.

* 6. Do you have any allergies to Medicine, Food, bee stings or anything else?

○ Yes- Go to 7,8,9 ○ No- Go to 10

* 7. Describe type of reaction as stated by patient and list allergen(s) in Allergy Tab in RIS.

* 8. Inform pt: Some pts. might require 24 hours premedication before CT scan, a Nurse may contact you.

* 9. Patients scheduled for same day or next day with allergies, contact a Nurse ASAP.

CT Contrast Exams

Please remember to notate any allergies.

- If patient is has an allergy to IV contrast at Washington Radiology, we **CANNOT** perform the exam, please refer them back to their

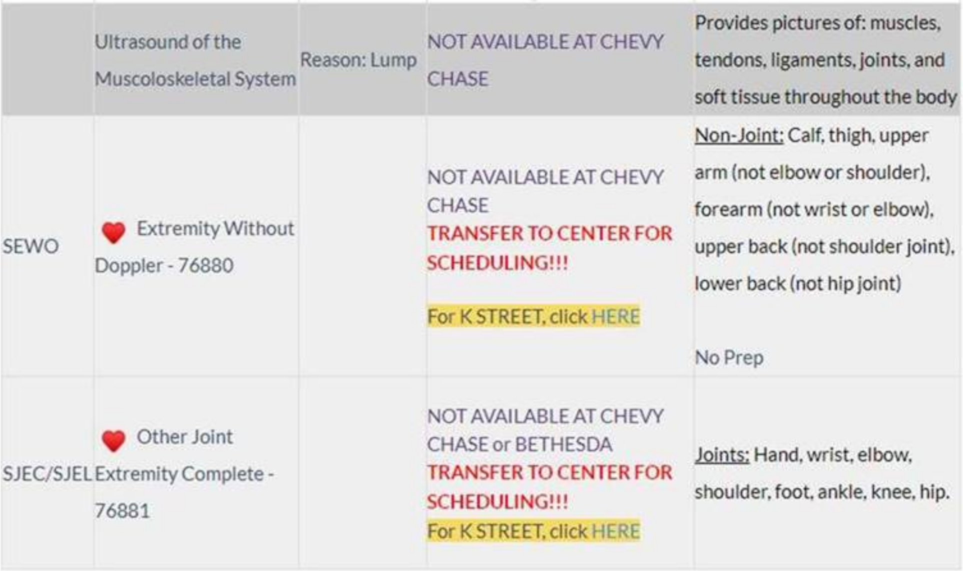
NOTE: The **Chevy Chase** office has a nurse this week to perform CT contrast studies.

REMINDER

Extremity Exams

Both the **SEWO** and **SJEC** exams are **ONLY scheduled with Dr Allison**

- We are required to transfer all of these callers to the centers to schedule.

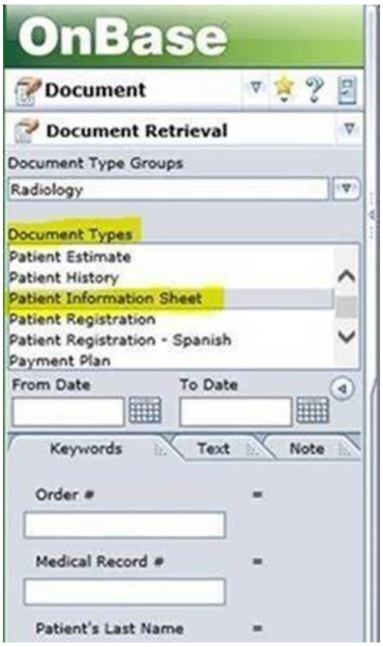


	Ultrasound of the Muscoloskeletal System	Reason: Lump	NOT AVAILABLE AT CHEVY CHASE	Provides pictures of: muscles, tendons, ligaments, joints, and soft tissue throughout the body
SEWO	❤ Extremity Without Doppler - 76880		NOT AVAILABLE AT CHEVY CHASE **TRANSFER TO CENTER FOR SCHEDULING!!!** For K STREET, click HERE	Non-Joint: Calf, thigh, upper arm (not elbow or shoulder), forearm (not wrist or elbow), upper back (not shoulder joint), lower back (not hip joint) No Prep
SJEC/SJEL	❤ Other Joint Extremity Complete - 76881		NOT AVAILABLE AT CHEVY CHASE or BETHESDA **TRANSFER TO CENTER FOR SCHEDULING!!!** For K STREET, click HERE	Joints: Hand, wrist, elbow, shoulder, foot, ankle, knee, hip.

HIPAA

Confirming patient HIPAA Authorization is required when anyone other than the patient or physician is calling for additional information beyond scheduling.

- The HIPAA Authorization information is located on the bottom section of the **Patient Information Sheet** stored in Onbase.


OnBase
Document
Document Retrieval
Document Type Groups
Radiology
Document Types
Patient Estimate
Patient History
Patient Information Sheet
Patient Registration
Patient Registration - Spanish
Payment Plan
From Date
To Date
Keywords
Text
Note
Order #
=
Medical Record #
=
Patient's Last Name
=

Here are a few key points to follow:

- Always check the **Patient Authorizations** section on the **Patient Information Sheet** before releasing confidential information
- Only reference Patient Information Sheets from within **1 year of current date.**
    - A new Patient Information Sheet is completed by the patient at every appointment.
- To quickly find the **Patient Information Sheet** in Onbase, sort by the Document Type.
- Be sure to notate the name of the caller and their relation to the patient in Merge.

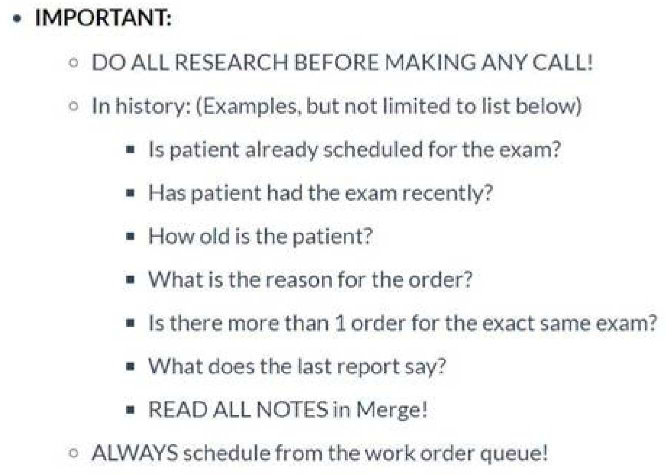
Orders

This is our script for outbound orders.

Patient wants to schedule:

- “Hello, this is _____ with Washington Radiology. Is _First and Last Name of Patient_ available?”
    - If the patient says yes, then continue on with the following:
- “We have received an order from your physician to schedule an exam. Would now be a good time for you to schedule?”

    - If the patient again says yes, please have them verbally confirm their date of birth.
    - Example 1: "May I have you verify your date of birth please?"
    - Example 2: "For HIPAA, may you verify your date of birth?
- "Thank you. And any changes to your demographic information?"
    - (Update demographics if needed. If the email is blank, please ask if they would like to add one. If no changes are needed, proceed with the call)



- **IMPORTANT:**
    - DO ALL RESEARCH BEFORE MAKING ANY CALL!
    - In history: (Examples, but not limited to list below)
        - Is patient already scheduled for the exam?
        - Has patient had the exam recently?
        - How old is the patient?
        - What is the reason for the order?
        - Is there more than 1 order for the exact same exam?
        - What does the last report say?
        - READ ALL NOTES in Merge!
    - ALWAYS schedule from the work order queue!

Orders- Patient does not schedule:

- "Hello, this is _____ with Washington Radiology. Is _First and Last Name of Patient_ available?"
    - If the patient says yes, then continue on with the following:
- "We have received an order from your physician to schedule an exam. Would now be a good time for you to schedule?"
    - If the patient says no, please provide them with the call back number, thank them for their time, and notate in their chart (Comments).

Orders- Patient is not available

- "Hello, this is _____ with Washington Radiology. Is _First and Last Name of Patient_ available?"
    - If the person on the line says no, then please only provide the call back number for the patient to call back.
    - If the person on the line wants to know why we are calling, **check the HIPAA form before disclosing ANY INFORMATION.**

can I schedule an appointment

Overdue

This is our script for outbound overdue.

- "Hello, this is _____ with Washington Radiology. Is _First and Last Name of Patient_ available?"
    - If the patient says yes, then continue on with the following:
- "This is a courtesy call because our records indicate that your last screening mammogram was over a year ago. Would you like to schedule your annual today?"
    - If the patient again says yes, please have them verbally confirm their date of birth.
    - Example 1: "May I have you verify your date of birth please?"
    - Example 2: "For HIPAA, may you verify your date of birth?
- "Thank you. And any changes to your demographic information?"
    - (Update demographics if needed. If the email is blank, please ask if they would like to add one. If no changes are needed, proceed with the call)

Overdue- Patient does not schedule:

- "Hello, this is _____ with Washington Radiology. Is _First and Last Name of Patient_ available?"
    - If the patient says yes, then continue on with the following:
- "This is a courtesy call because our records indicate that your last screening mammogram was over a year ago. Would you like to schedule your annual today?"
    - If the patient says no, please provide them with the call back number, thank them for their time, and notate in their chart.

Overdue- Patient is not available

- "Hello, this is _____ with Washington Radiology. Is _First and Last Name of Patient_ available?"
    - If the person on the line says no, then please only provide the call back number for the patient to call back.
    - If the person on the line wants to know why we are calling, **check the HIPAA form before disclosing ANY INFORMATION.**

DON'T FORGET!!

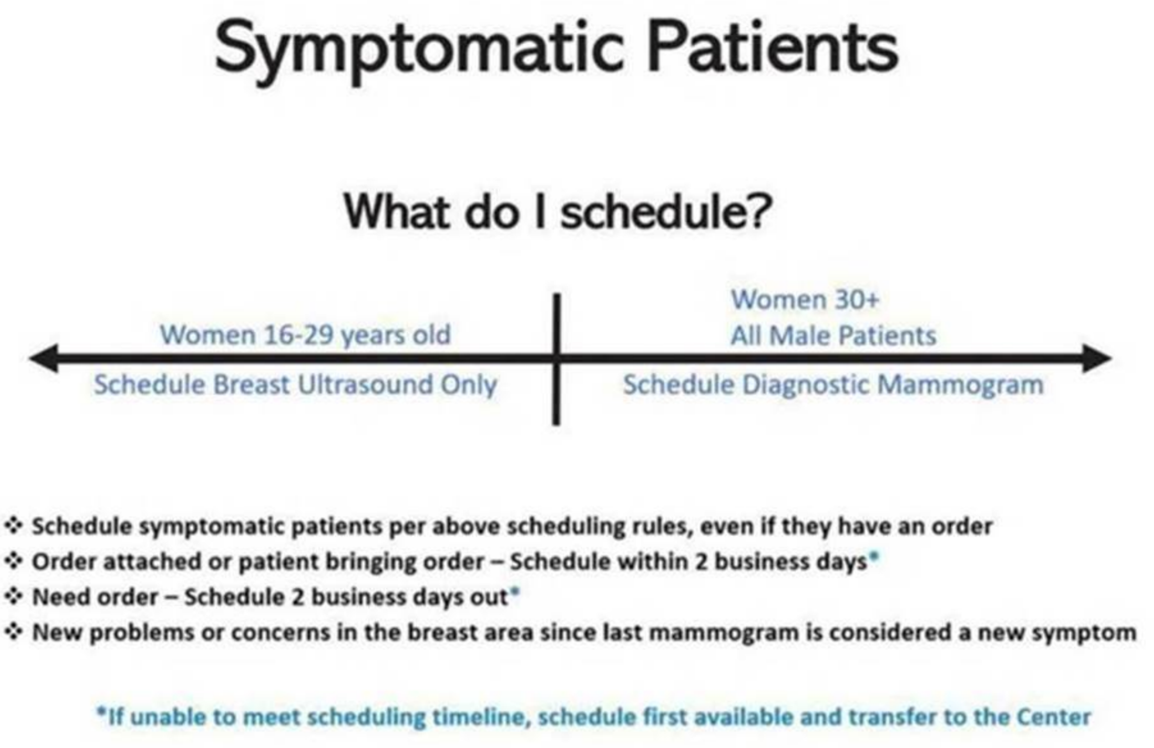
COVID Scripting

For every outbound scheduling call, we must state the COVID script.

- *"Please call us to reschedule if you test positive for COVID-19, develop any symptoms, or fall under any other reschedule category. This list can be found on our website."*

DID YOU

KNOW?



Symptomatic Patients

What do I schedule?

Women 16-29 years old	Women 30+ All Male Patients
Schedule Breast Ultrasound Only	Schedule Diagnostic Mammogram

- Schedule symptomatic patients per above scheduling rules, even if they have an order
- Order attached or patient bringing order – Schedule within 2 business days*
- Need order – Schedule 2 business days out*
- New problems or concerns in the breast area since last mammogram is considered a new symptom

*If unable to meet scheduling timeline, schedule first available and transfer to the Center

have a GOOD DAY

Weekly Quality and Training Tips 06.02.21

Last Modified on 06/07/2021 11:03 am EDT

Quality and Training Tips!

Emailing the MRI Department

Please be sure to email the correct department when a patient needs to schedule an MRI.

- For K street: Please email dcmri@washingtonradiology.com

It's classified.

How long is a HIPAA form valid for?

The HIPAA form is valid for 10 years.

- **Please ensure you have the most recent one that the patient has completed.**

Walk in Appointments for Screening Mammograms are now available

Please advise patients that they must have a doctor's order, to come in for walk ins.

DID YOU
KNOW?

Do not Accept/ Out of Network

Out of Network, is the new verbiage for Do Not Accept.

- Advise the patient to contact the number on the back of their insurance company, so that way they can find out their out of pocket expenses.
- We can offer the patient self pay prices as well (if they want to continue scheduling).

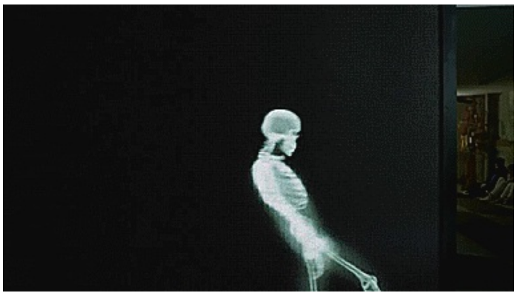
NOTE: Please check out the job aid for further information

Out-of-Network
$$$$

What is Out – of - Network?

An out-of-network provider is one which has not contracted with your insurance company for reimbursement at a negotiated rate.

- Some health plans, like HMOs and EPOs, do not reimburse out-of-network providers at all (except in emergency situations).
    - That means that the patient would be responsible for the full amount charged by their doctor if they're not in that insurer's network.
- Other health plans offer coverage for out-of-network providers, but the out-of-pocket costs would be higher than it would be if they were seeing an in-network provider.



Bethesda will not be performing X-rays today.

Please be sure to refer them to Chevy Chase!!

This is for 6/2/21 only!!!!!!!

Weekly Quality and Training Tips 05.26.21

Last Modified on 05/26/2021 6:31 pm EDT

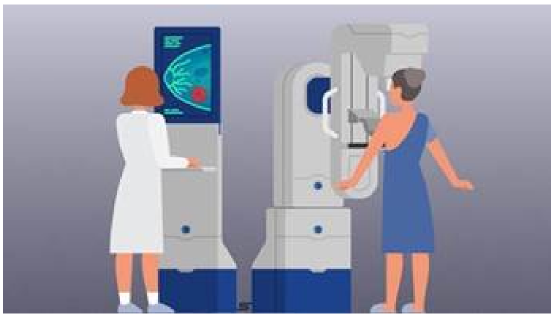
Qualityand Training Tips!

STOP!
POTENTIAL ERROR
DOUBLE CHECK

Double check the last mammogram date!

Not double checking can result in scheduling this year's screening too early.

- Please remember to schedule a year and a day from their last mammogram.
- This ensures a more accurate yearly checkup.
- This ensures that insurance will cover the appointment under their preventative care.



If a patient is insistent on coming in before their "due date" please notate in the order notes.

- If their insurance allows covered appointments by calendar year, they may request to come in sooner than their "due date.
- **Please note that we should NOT schedule patients more than two weeks before their due date.**

  - EXAMPLE: If they came in 07/07/2020 then we should not schedule until after 06/23/2021.
  - This is per recommendation of our radiologist.
  - This also helps achieve the most accurate "yearly" results.
  - This limits the amount of radiation exposed to in a year.

Self-pay

When can a patient be self-pay?

- The Self- Pay option is only available for patients who:
- Do NOT have Insurance
- Their insurance is completely out of network and/or on the "Do Not Accept" list.
- Do not want to bill their insurance for privacy reasons.
- If they are self-pay, the patient must:
- Pay 100% at the time of service
- They are not eligible for a payment plan.
- In general, patients with insurance cannot opt to be Self-Pay instead of using their insurance.

Insurance Reminders:

- **Always confirm and select the correct Insurance Carrier**
    - Insurance Tips and Tricks Job Aid may be helpful
    - Playbook: https://washington-radiology-contact-center.knowledgeowl.com/help/insurance-tips-and-tricks

- **Verify or add the Policy and Group Number**

Ask every patient if their plan is through Medicaid even though it's through BCBS, United Healthcare, Etc.

- We **DO NOT accept Medicaid** unless it is John Hopkins Priority Partners Medicaid
- **Verify if patient's insurance requires Pre-Authorization**
    - Pre-Authorization is required for CT, MRI and Fluoroscopy Exams
    - Use the Pre-Authorization Requirements by Insurance Job Aid
    - Be sure to schedule at least 5 business days out when Pre-Authorization is needed
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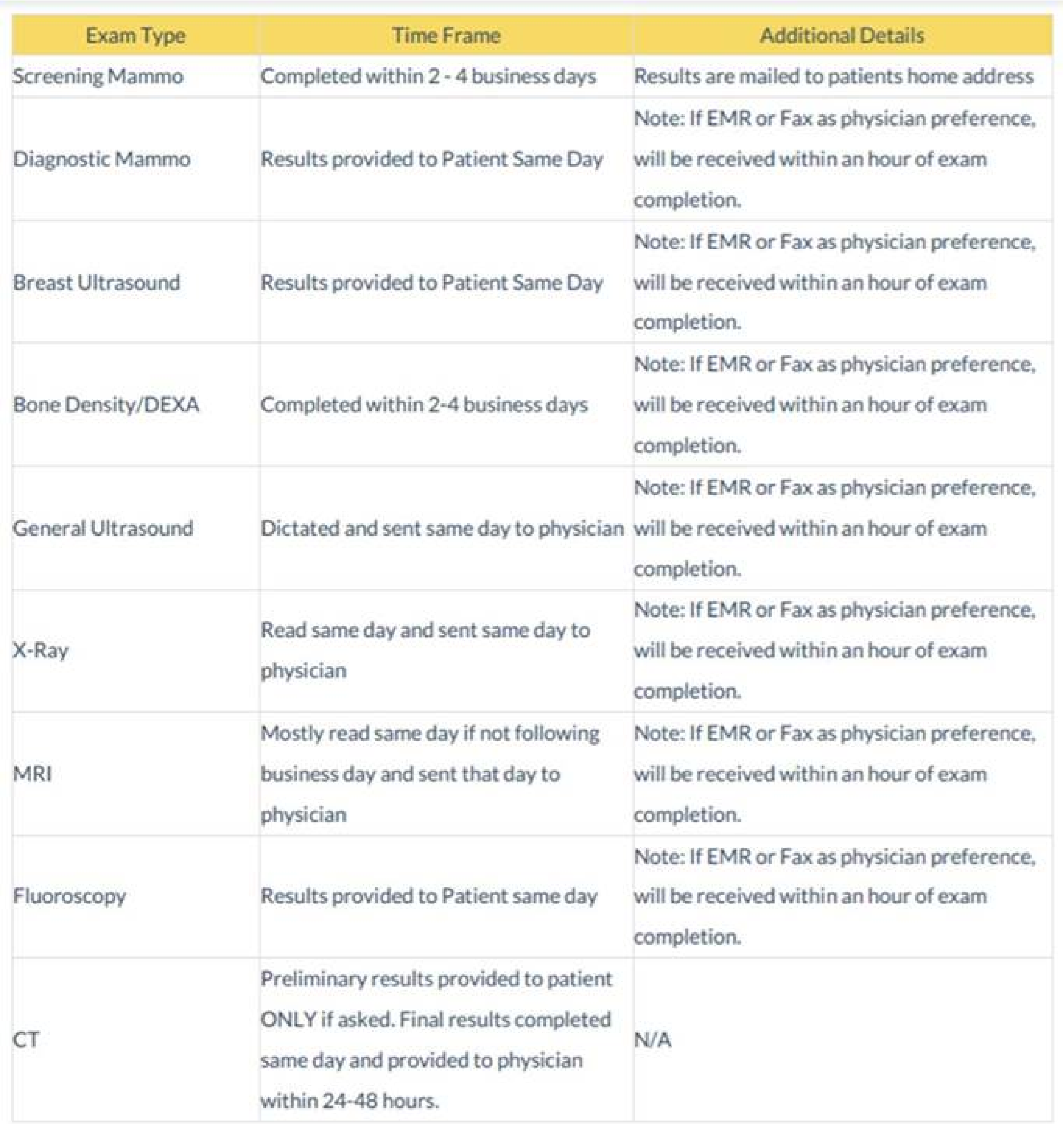
Patient Communications – Results



Exam Type	Time Frame	Additional Details
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Diagnostic Mammo	Results provided to Patient Same Day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
Breast Ultrasound	Results provided to Patient Same Day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
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CT	Preliminary results provided to patient ONLY if asked. Final results completed same day and provided to physician within 24-48 hours.	N/A

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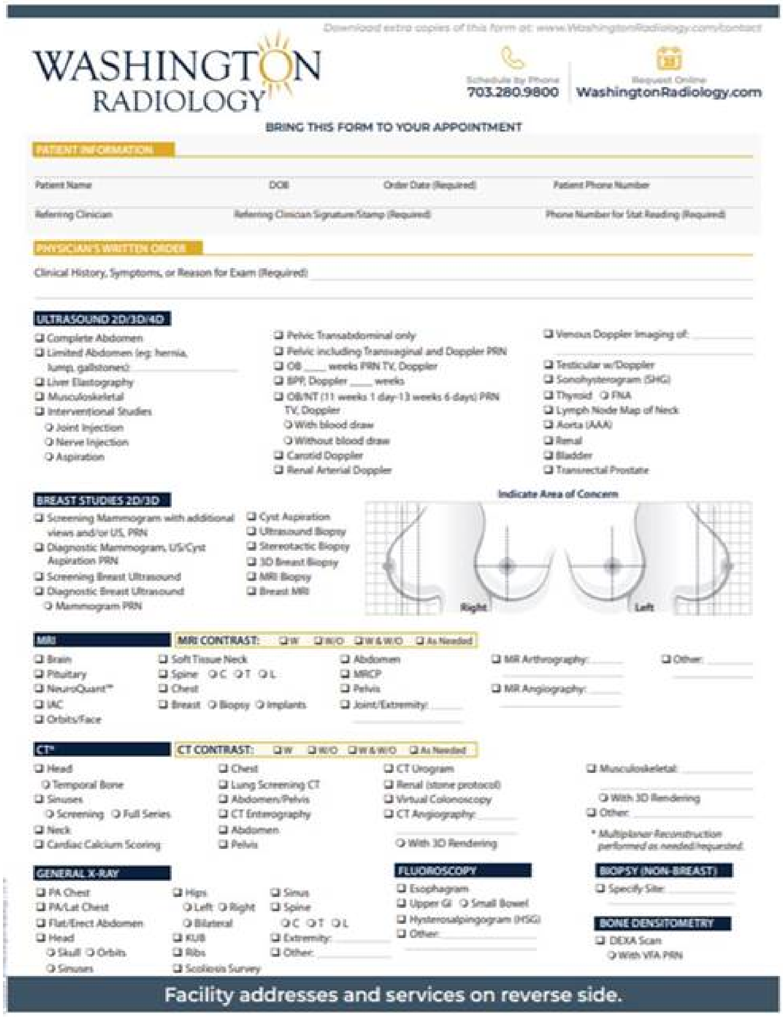

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WASHINGTON RADIOLOGY

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Request Online
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BRING THIS FORM TO YOUR APPOINTMENT

PATIENT INFORMATION

Patient Name
DOB
Order Date (Required)
Patient Phone Number
Referring Clinician
Referring Clinician Signature/Stamp (Required)
Phone Number for Stat Reading (Required)

PHYSICIAN'S WRITTEN ORDER

Clinical History, Symptoms, or Reason for Exam (Required)

ULTRASOUND 2D/3D/4D

- ☐ Complete Abdomen
- ☐ Limited Abdomen (eg: hernia, lump, gallstones):
- ☐ Liver Elastography
- ☐ Musculoskeletal
- ☐ Interventional Studies
  - ○ Joint Injection
  - ○ Nerve Injection
  - ○ Aspiration
- ☐ Pelvic Transabdominal only
- ☐ Pelvic including Transvaginal and Doppler PRN
- ☐ OB ____ weeks PRN TV, Doppler
- ☐ BPP, Doppler ____ weeks
- ☐ OB/NT (11 weeks 1 day-13 weeks 6 days) PRN TV, Doppler
  - ○ With blood draw
  - ○ Without blood draw
- ☐ Carotid Doppler
- ☐ Renal Arterial Doppler
- ☐ Venous Doppler Imaging of:
- ☐ Testicular w/Doppler
- ☐ Sonohysterogram (SHG)
- ☐ Thyroid ○ FNA
- ☐ Lymph Node Map of Neck
- ☐ Aorta (AAA)
- ☐ Renal
- ☐ Bladder
- ☐ Transrectal Prostate

BREAST STUDIES 2D/3D

- ☐ Screening Mammogram with additional views and/or US, PRN
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- ☐ Ultrasound Biopsy
- ☐ Stereotactic Biopsy
- ☐ 3D Breast Biopsy
- ☐ MRI Biopsy
- ☐ Breast MRI

Indicate Area of Concern

Right

Left

MRI MRI CONTRAST: ☐ W ☐ W/O ☐ W & W/O ☐ As Needed

- ☐ Brain
- ☐ Pituitary
- ☐ NeuroQuant™
- ☐ IAC
- ☐ Orbits/Face
- ☐ Soft Tissue Neck
- ☐ Spine ○ C ○ T ○ L
- ☐ Chest
- ☐ Breast ○ Biopsy ○ Implants
- ☐ Abdomen
- ☐ MRCP
- ☐ Pelvis
- ☐ Joint/Extremity:
- ☐ MR Arthrography:
- ☐ MR Angiography:
- ☐ Other:

CT* CT CONTRAST: ☐ W ☐ W/O ☐ W & W/O ☐ As Needed

- ☐ Head
  - ○ Temporal Bone
- ☐ Sinuses
  - ○ Screening ○ Full Series
- ☐ Neck
- ☐ Cardiac Calcium Scoring
- ☐ Chest
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** Multiplanar Reconstruction performed as needed/requested.*

GENERAL X-RAY

- ☐ PA Chest
- ☐ PA/Lat Chest
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- ☐ Head
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BIOPSY (NON-BREAST)

- ☐ Specify Site:

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- ☐ DEXA Scan
  - ○ With VFA PRN

Facility addresses and services on reverse side.

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Quick reminder on the protocol for scheduling without an order

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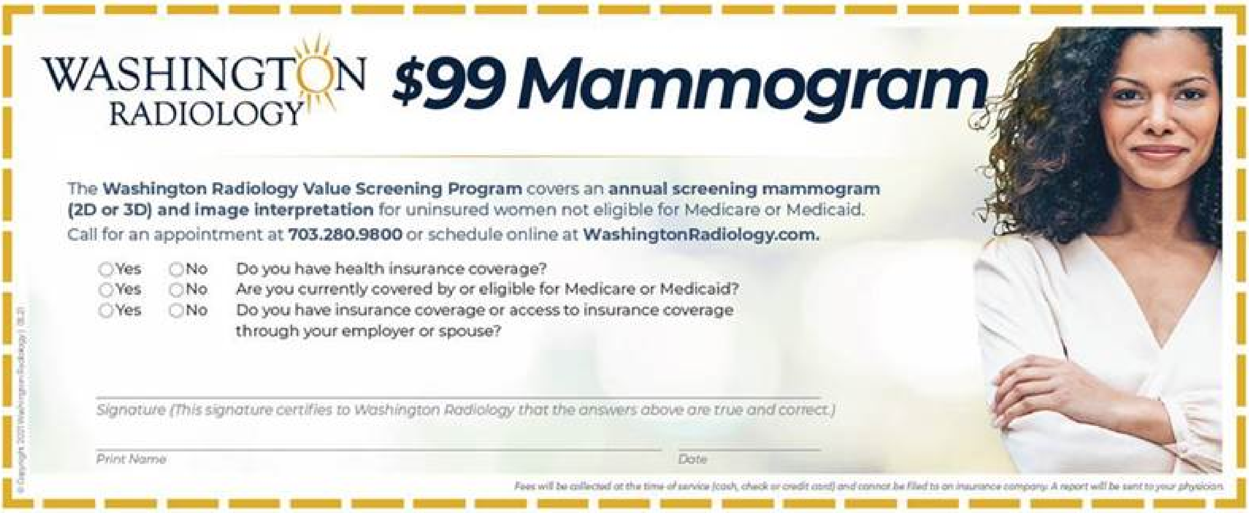

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○Yes ○No Do you have health insurance coverage?
○Yes ○No Are you currently covered by or eligible for Medicare or Medicaid?
○Yes ○No Do you have insurance coverage or access to insurance coverage through your employer or spouse?

Signature (This signature certifies to Washington Radiology that the answers above are true and correct.)

Print Name *Date*

Fees will be collected at the time of service (cash, check or credit card) and cannot be filed to an insurance company. A report will be sent to your physician.

NEW $99 coupon:

Please remember every location does accepts the $99 coupon.

- Covers 3D Screening Mammogram only
- Patient cannot be experiencing any breast problems
- Patient does not currently have insurance coverage for screening mammogram
- Patient does not qualify for Medicare or Medicaid

Double check the last mammogram date!

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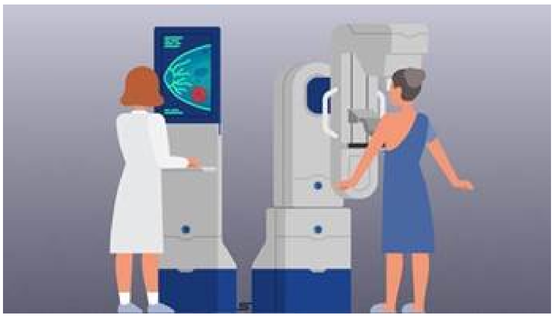

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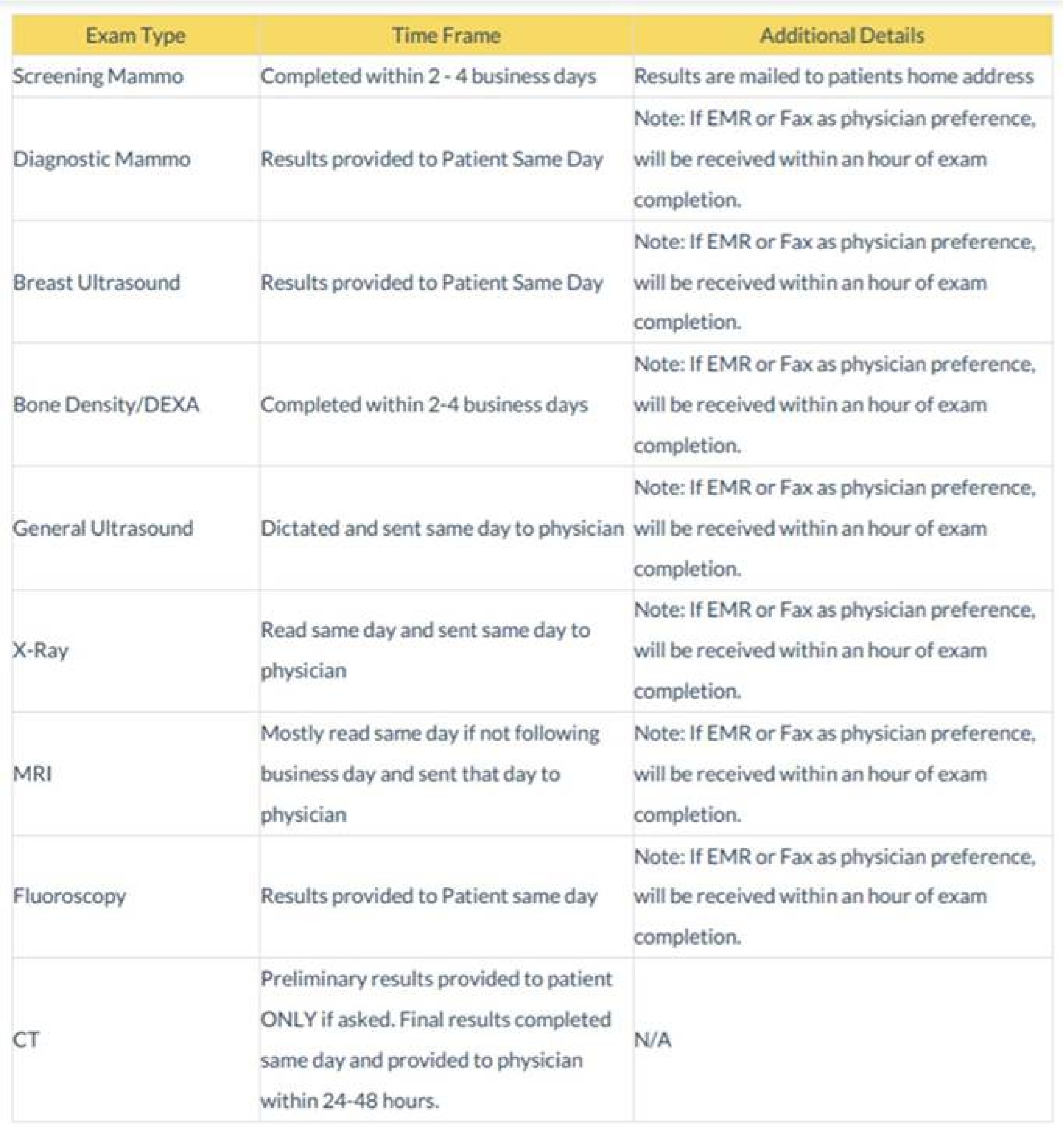

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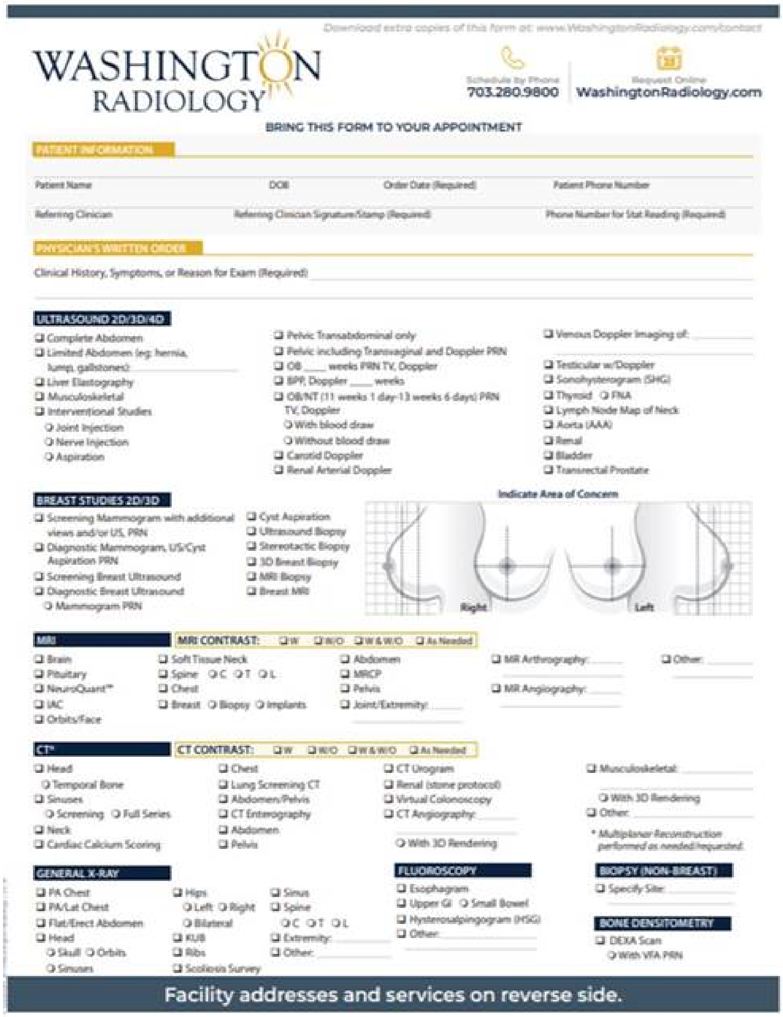

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Indicate Area of Concern

Right Left

MRI

MRI CONTRAST: ☐ W ☐ W/O ☐ W & W/O ☐ As Needed

- ☐ Brain
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- ☐ NeuroQuant™
- ☐ IAC
- ☐ Orbits/Face
- ☐ Soft Tissue Neck
- ☐ Spine ○ C ○ T ○ L
- ☐ Chest
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- ☐ Abdomen
- ☐ MRCP
- ☐ Pelvis
- ☐ Joint/Extremity:
- ☐ MR Arthrography:
- ☐ MR Angiography:
- ☐ Other:

CT*

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- ☐ Ribs
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- ☐ Sinus
- ☐ Spine
  - ○ C ○ T ○ L
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FLUOROSCOPY

- ☐ Esophagram
- ☐ Upper GI ○ Small Bowel
- ☐ Hysterosalpingogram (HSG)
- ☐ Other:

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- ☐ Specify Site:

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- ☐ DEXA Scan
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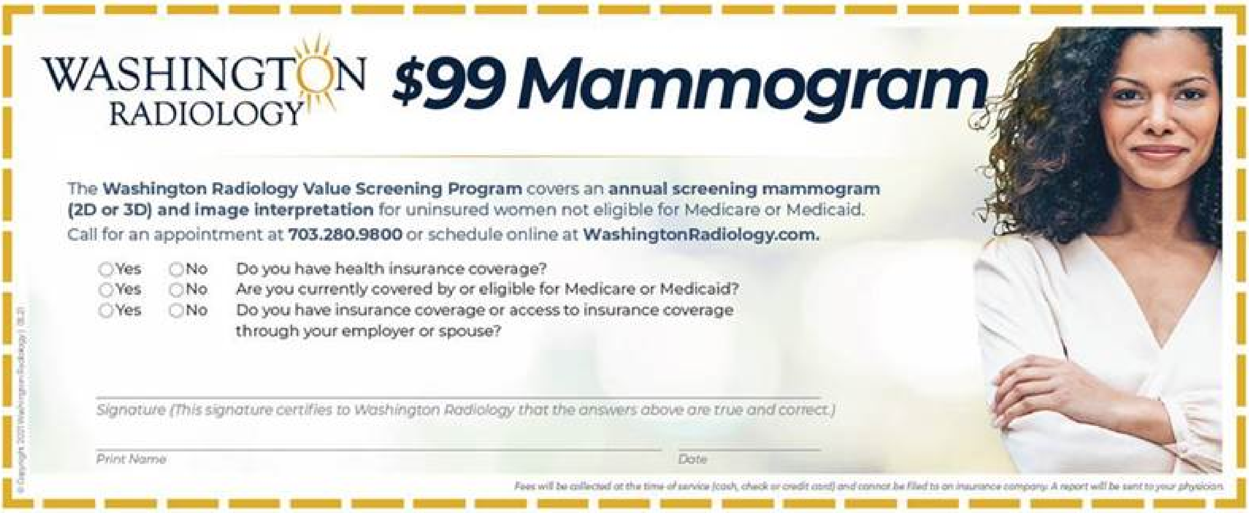

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○Yes ○No Are you currently covered by or eligible for Medicare or Medicaid?
○Yes ○No Do you have insurance coverage or access to insurance coverage through your employer or spouse?

Signature (This signature certifies to Washington Radiology that the answers above are true and correct.)

Print Name *Date*

Fees will be collected at the time of service (cash, check or credit card) and cannot be filed to an insurance company. A report will be sent to your physician.

NEW $99 coupon:

Please remember every location does accepts the $99 coupon.

- Covers 3D Screening Mammogram only
- Patient cannot be experiencing any breast problems
- Patient does not currently have insurance coverage for screening mammogram

Patient does not qualify for Medicare or Medicaid

Weekly Quality and Training Tips 05.19.21

Last Modified on 05/19/2021 2:32 pm EDT

Qualityand Training Tips!

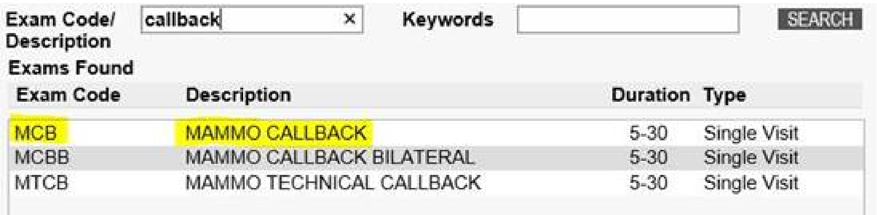
Patient Verification:

TWO ITEMS must be verified BEFORE providing information!

Each item counts as 1:

- First and Last Name
- Date of Birth
- Phone Number
- Address
- Email Address

If any information is missing from the patient file, ask for missing information and update accordingly.



Exam Code/ Description: callback

Exams Found

Exam Code	Description	Duration	Type
MCB	MAMMO CALLBACK	5-30	Single Visit
MCBB	MAMMO CALLBACK BILATERAL	5-30	Single Visit
MTCB	MAMMO TECHNICAL CALLBACK	5-30	Single Visit

Mammo Callback:

Callback appointments should be in a callback room.

- We should **ALWAYS** use the callback exam code MCB.
- We should **NOT** be using a Diagnostic Mammogram slot.

New Code in Merge for the Technicians at the Center ONLY:

- **MCBB is ONLY used by our Technicians** at the Center.
- Do **NOT** change the way you have been scheduling Callbacks.

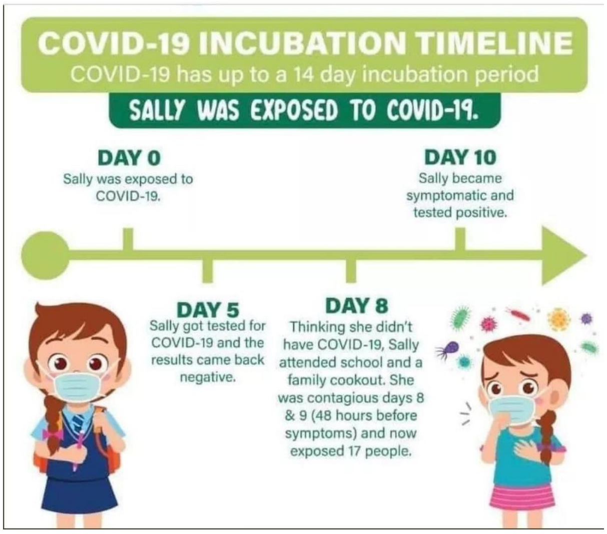
CORONA VIRUS
CoV

COVID-19 Exposure:

What if the patient does not have any symptoms nor has not tested positive, but was exposed to COVID-19?

- We recommend that you reach out to your primary care physician.
- We can schedule/reschedule you for at least one month out.

Even if a patient has already been fully vaccinated, they would follow the normal protocol regardless of vaccination.

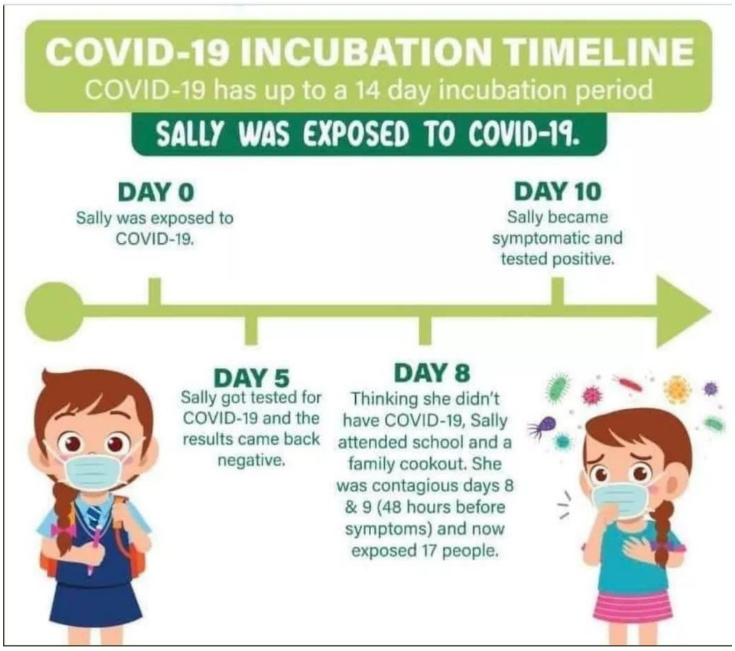

COVID-19 INCUBATION TIMELINE
COVID-19 has up to a 14 day incubation period
SALLY WAS EXPOSED TO COVID-19.
DAY 0
Sally was exposed to COVID-19.
DAY 10
Sally became symptomatic and tested positive.
DAY 5
Sally got tested for COVID-19 and the results came back negative.
DAY 8
Thinking she didn't have COVID-19, Sally attended school and a family cookout. She was contagious days 8 & 9 (48 hours before symptoms) and now exposed 17 people.

Outbound ONLY - COVID Scripting:

- When doing an outbound call we should be stating the COVID scripting as they do not hear the IVR COVID Script.
- Advise caller of the following:

"Please call us to reschedule if you test positive for COVID-19, develop any symptoms, or fall under any other reschedule category. This list can be found on our website."

DID YOU KNOW?



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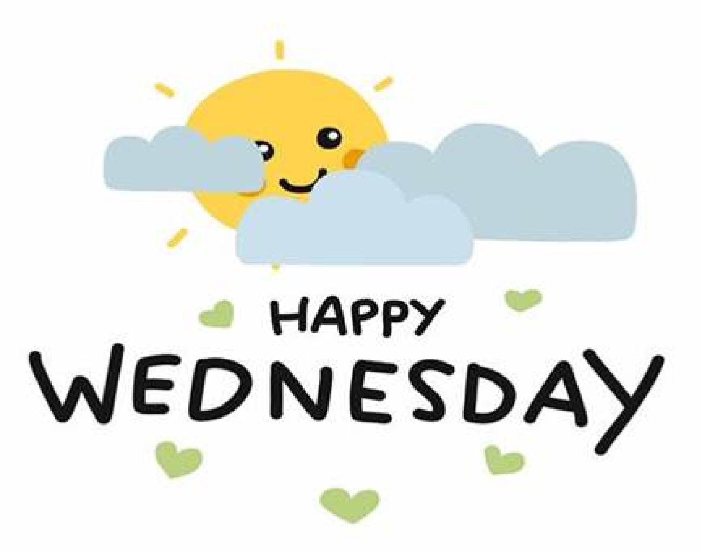
Sally got tested for COVID-19 and the results came back negative.

DAY 8
Thinking she didn't have COVID-19, Sally attended school and a family cookout. She was contagious days 8 & 9 (48 hours before symptoms) and now exposed 17 people.

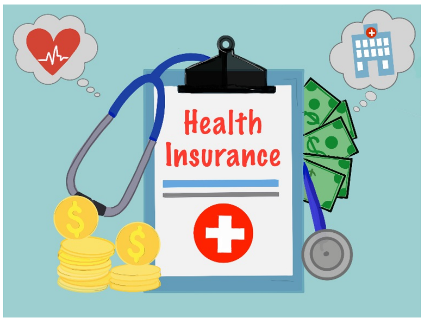
DAY 10
Sally became symptomatic and tested positive.



Weekly Quality and Training Tips 05.12.21

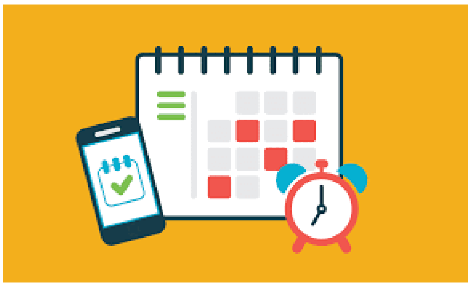
Last Modified on 09/08/2021 3:03 pm EDT

Quality and Training Tips!



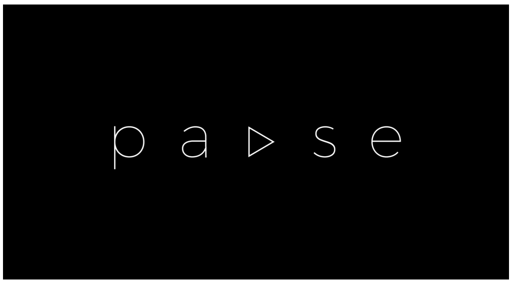
Insurance Reminders:

- Ask every patient if their plan is through Medicaid
    - We **DO NOT accept Medicaid** unless it is John Hopkins Priority Partners Medicaid



Pelvic Complete Ultrasounds:

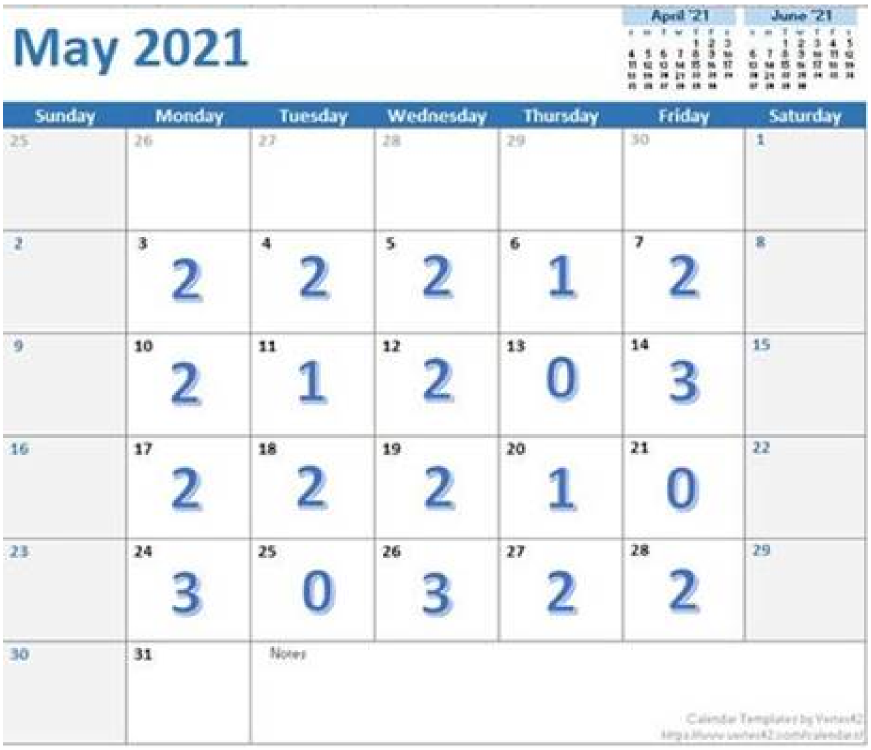
- We are NOT required to wait for any specific cycle time frame to schedule this exam. Pelvic complete ultrasounds can be scheduled at ANY time.
- This does NOT apply to SHS (sonohysterograms) OR HSG (Hysterosalpingograms).



Callback Mammograms:

- Agents will now see a new code MCBB.
    - **(This will ONLY be used by Techs at the centers)** DO NOT USE CODE MCBB!
- Agents will continue to still use MCB.

Please see below for the Virtual Colonoscopy for this month.



May 2021

April '21 June '21

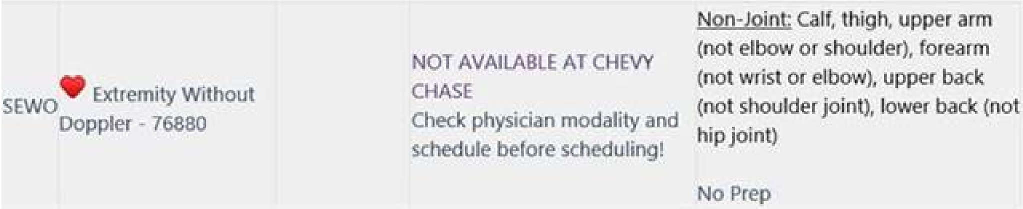
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
2	3 2	4 2	5 2	6 1	7 2	8
9	10 2	11 1	12 2	13 0	14 3	15
16	17 2	18 2	19 2	20 1	21 0	22
23	24 3	25 0	26 3	27 2	28 2	29
30	31	Notes				

Calendar Templates by Vertex42
https://www.vertex42.com/calendars/

Scheduling sono extremity exams without doppler at the Sterling Location

SEWO

- At **STERLING ONLY,** when scheduling a sono extremity, we need to transfer the patient to the center and ask for either ~~Melanie Garba~~ (no longer with Washington Radiology) or Shannon Logan.



SEWO	❤ Extremity Without Doppler - 76880		NOT AVAILABLE AT CHEVY CHASE Check physician modality and schedule before scheduling!	Non-Joint: Calf, thigh, upper arm (not elbow or shoulder), forearm (not wrist or elbow), upper back (not shoulder joint), lower back (not hip joint) No Prep

- Please do not schedule the patient yourself.

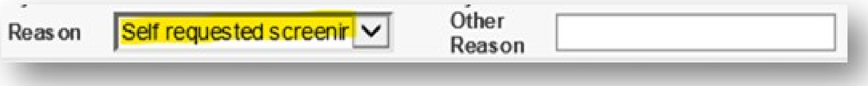
DID YOU
KNOW?

I HAD A GOOD REASON

Screening Mammogram Reason in Merge

Please remember to verify whether a referring physician requires an Order for Screening Mammograms BEFORE selecting Reason for Exam

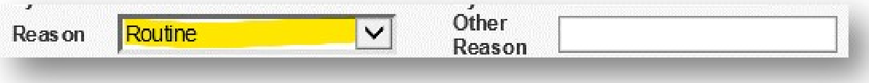
- If NO ORDER is required, select "Self-Requested Screening"



Reason: Self requested screenir

Other Reason:

- If an ORDER IS required, select "Routine"



Reason: Routine

Other Reason:

Can't find the referring physician in Merge?

LOONEY TUNES

Before you begin the "Unknown Physician" process, please be sure to exhaust all resources.

- If a patient does not know how to spell their doctor's name, we could try to only put a few letters at a time.

    - Example: If the doctor's name is Ileana M. Esparraguera, MD.
    - I could type the First Name as "IL" and the Last name as "ES".
    - This will be more efficient than spelling it wrong like "ILIANNA M ESPARGUERA".
    - Spelling the whole name incorrectly will result in selecting the wrong doctor or not finding a doctor at all.
- If we still cannot find the doctor's information in Merge, we can look them up by phone number.
- Please use all resources before beginning the "Unknown Physician" process.

Happy
Wednesday

EDITED: 09/08/2021

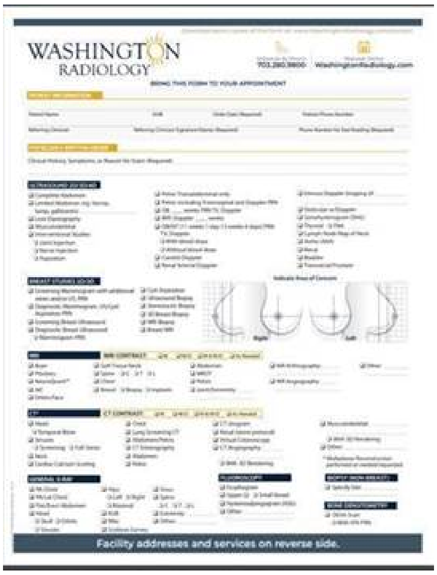
Weekly Quality and Training Tips 04.28.21

Last Modified on 04/29/2021 9:58 am EDT

Quality and Training Tips!

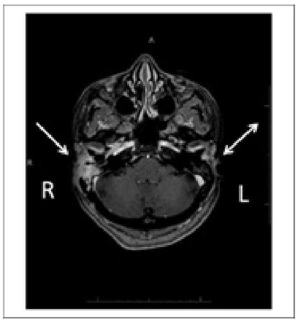
Where to find order forms when asked...

- If a doctor's office calls for order forms, they can find them on our website.
    - If you scroll to the bottom of the page, under "Referral Order Form Download".
    - Once they click this, it will open a new browser.
- If the doctor does NOT want to print the forms out themselves, please be sure to email leadership so an account executive can provide them.



WASHINGTON
RADIOLOGY

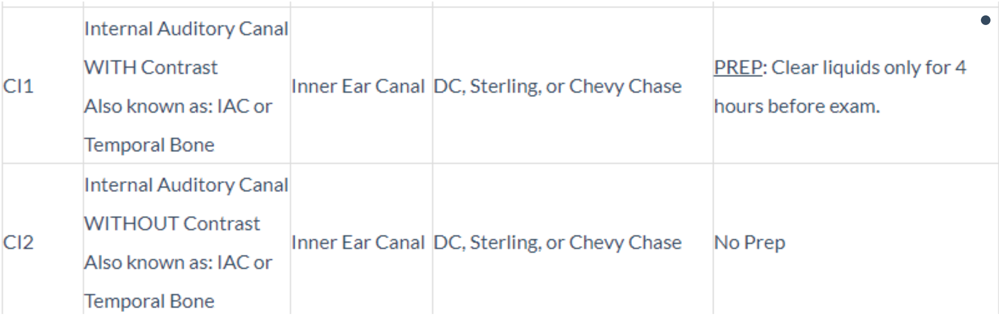
Facility addresses and services on reverse side.



CT IAC

A CT of the internal auditory canal.

- AKA cross-sectional imaging



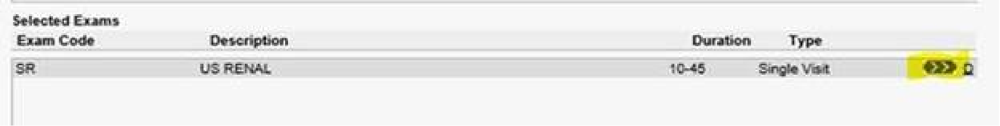
CI1	Internal Auditory Canal WITH Contrast Also known as: IAC or Temporal Bone	Inner Ear Canal	DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam.
CI2	Internal Auditory Canal WITHOUT Contrast Also known as: IAC or Temporal Bone	Inner Ear Canal	DC, Sterling, or Chevy Chase	No Prep

- This CT lets the radiologist look at different levels of the skull bones (that lead from the ear)

https://washington-radiology-contact-center.knowledgeowl.com/help/ct---exam-details---codes-and-guidelines

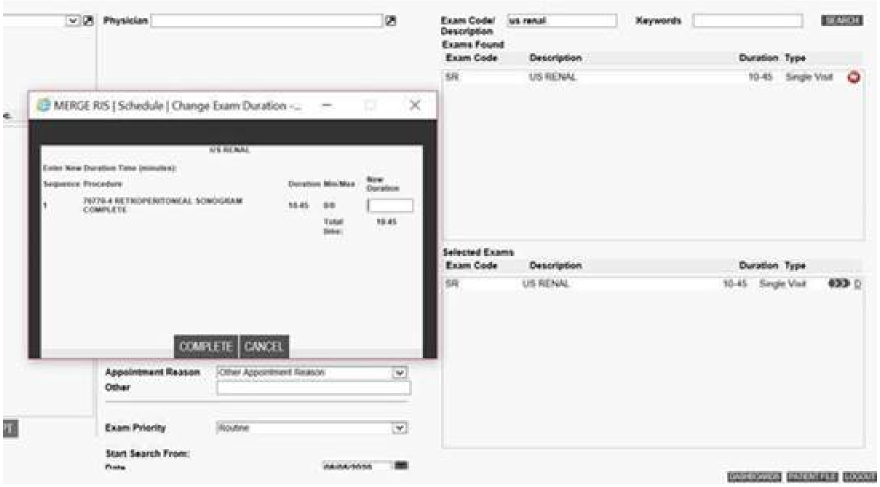
Trick to see the CPT code in Merge

- After selecting the exam, click on the arrows next to it to see the CPT code.



Selected Exams

Exam Code	Description	Duration	Type
SR	US RENAL	10-45	Single Visit



Physician

US RENAL

Enter New Duration Time (minutes):

Sequence	Procedure	Duration	Min/Max	New Duration
1	76770-4 RETROPERITONEAL SONOGRAM COMPLETE	10-45	0-0	
			Total time:	10-45

Appointment Reason: Other Appointment Reason

Other

Exam Priority: Routine

Start Search From:

Date

Exam Code/Description: us renal

Keywords

Exams Found

Exam Code	Description	Duration	Type
SR	US RENAL	10-45	Single Visit

Selected Exams

Exam Code	Description	Duration	Type
SR	US RENAL	10-45	Single Visit

DID YOU
KNOW?

Clarifying Insurance

Please be sure to ask clarifying questions, if we are unable to find a patient's insurance in eRAD before selecting "UNKNOWN PAYER".

- If the insurance does not come up, we should ask if it is supplemental or Medicaid.
  - For Maryland, a patient could have "Medical Assistance", this is not in Merge but it is a Medicaid program for that specific state.
- We could also ask what insurance it is through.
  - Example: If they state that it is "ANTHEM". We could ask clarifying question to find it is through BCBS

QA's IDEA BOX

We created this inbox for you!

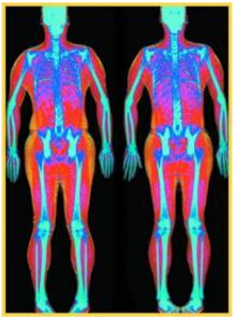
- Send us your suggestions for how we can improve and what things can make your jobs easier.
- We would appreciate it if you could give us time to respond and work on the things we can do. 😊
- We are currently making changes to improve several areas. We can't wait to present those changes to you in the near future.
- Send your thoughts, ideas and suggestions to: ideabox@solismammo.com

YOUR
Voice
MATTERS

Weekly Quality and Training Tips 04.22.21

Last Modified on 05/10/2021 1:51 pm EDT

Quality and Training Tips!



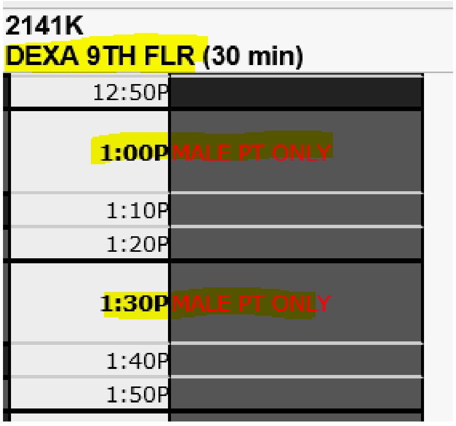
DEXAS

Fairfax

- Let's try to fill their Saturday, the 24th schedule for Dexas

K Street

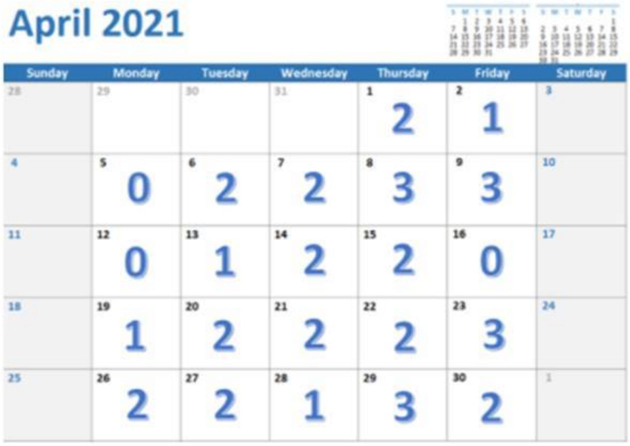
- All Male patients need to be scheduled on the 9th floor.
  -
    - We have approval to **force** the exam in the hard coded slots at **1:00 PM and 1:30 PM ONLY.**
    - Before forcing, be sure the slot does not have a patient's name listed.



2141K
DEXA 9TH FLR (30 min)
12:50P
1:00P MALE PT ONLY
1:10P
1:20P
1:30P MALE PT ONLY
1:40P
1:50P

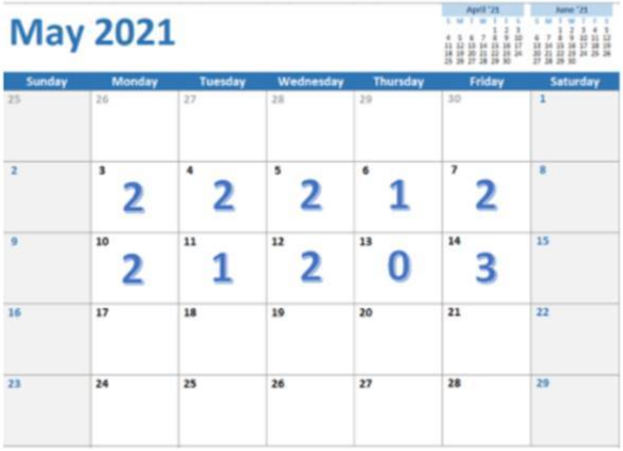
Virtual Colonscopy Calender is up for...

The last week in April and the first two weeks in May



April 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1 2	2 1	3
4	5 0	6 2	7 2	8 3	9 3	10
11	12 0	13 1	14 2	15 2	16 0	17
18	19 1	20 2	21 2	22 2	23 3	24
25	26 2	27 2	28 1	29 3	30 2	1



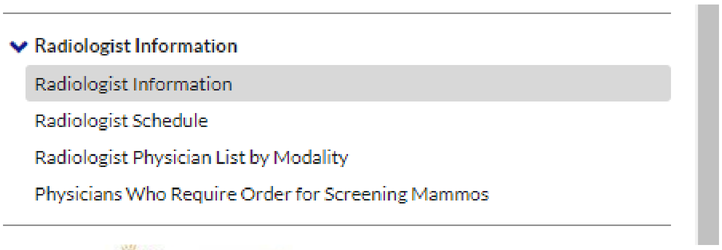
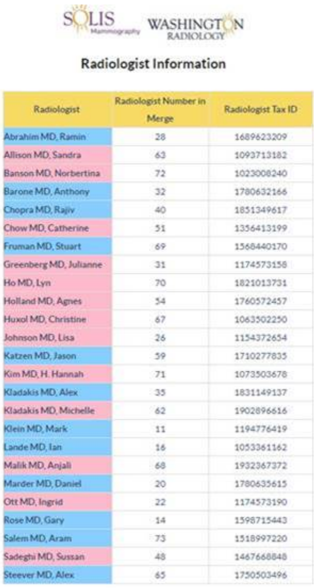
May 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
2	3 2	4 2	5 2	6 1	7 2	8
9	10 2	11 1	12 2	13 0	14 3	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

How to find out list of our Radiologists in the job aid

Remember this is in the job aid under "Radiologist Information"

- Then click "Radiologist Information" under the tab

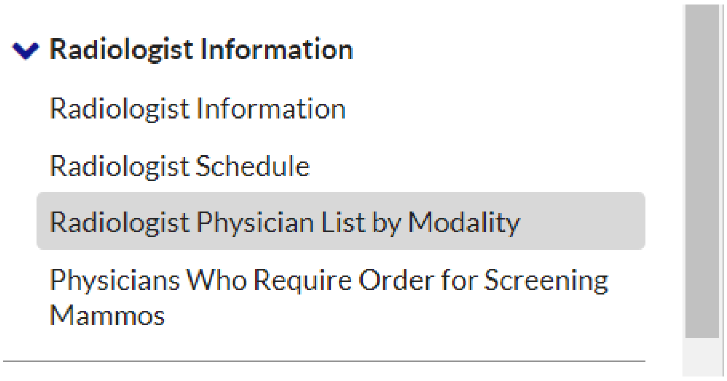
-
  
  Radiologist Information
Radiologist Information
Radiologist Schedule
Radiologist Physician List by Modality
Physicians Who Require Order for Screening Mammos
-
  
  SOLIS Mammography
WASHINGTON RADIOLOGY

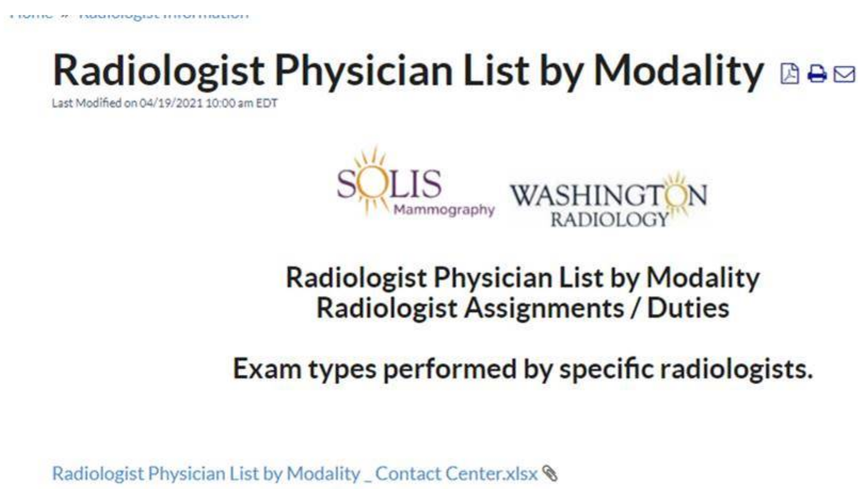
  Radiologist Information

Radiologist	Radiologist Number in Merge	Radiologist Tax ID
Abrahim MD, Ramin	28	1689623209
Allison MD, Sandra	63	1093713182
Banson MD, Norbertina	72	1023008240
Barone MD, Anthony	32	1780632166
Chopra MD, Rajiv	40	1851349617
Chow MD, Catherine	51	1356413199
Fruman MD, Stuart	69	1568440170
Greenberg MD, Julianne	31	1174573158
Ho MD, Lyn	70	1821013731
Holland MD, Agnes	54	1760572457
Huxol MD, Christine	67	1063502250
Johnson MD, Lisa	26	1154372654
Katzen MD, Jason	59	1710277835
Kim MD, H. Hannah	71	1073503678
Kladakis MD, Alex	35	1831149137
Kladakis MD, Michelle	62	1902896616
Klein MD, Mark	11	1194776419
Lande MD, Ian	16	1053361162
Malik MD, Anjali	68	1932367372
Marder MD, Daniel	20	1780635615
Ott MD, Ingrid	22	1174573190
Rose MD, Gary	14	1598715443
Salem MD, Aram	73	1518997220
Sadeghi MD, Sussan	48	1467668848
Steever MD, Alex	65	1750503496

Please be sure to utilize the Radiologist Physician List By Modality when we see exams with a
Remember this is in the job aid under “Radiologist Information”

-
  -
    - Radiologist Physician List by Modality
    - Click the link in the job aid


Radiologist Information
Radiologist Information
Radiologist Schedule
Radiologist Physician List by Modality
Physicians Who Require Order for Screening Mammos



Radiologist Physician List by Modality

Last Modified on 04/19/2021 10:00 am EDT

Radiologist Physician List by Modality
Radiologist Assignments / Duties

Exam types performed by specific radiologists.

Radiologist Physician List by Modality _ Contact Center.xlsx

DID YOU KNOW?

Share Your Story!

Don’t forget to check out the Share Your Story site to give and see kudos given within our Solis/WR family!

- Also, remember to use your points! They expire on April 30th.
- **https://solis.360recognition.com/Recognition**

DON'T FORGET TO USE YOUR POINTS! *They expire April 30th.*

THANKS
FOR
BEING
AWESOME

We hope you had a wonderful Administrative Professionals Day yesterday!

HAPPY ADMINISTRATIVE PROFESSIONALS DAY

You have so many great qualities that help keep this business going strong! Thank you for making this company a better place!

On behalf of the QA family, we want to thank you so much!

In case you need a reminder of the impact you make in patient's lives….
YOU are the voice that guides our patients.
Whether it's helping them maintain a yearly routine by scheduling their annual mammogram,
Or providing a comforting voice when scheduling a diagnostic exam,
Never forget the difference you make.
Without you, WR/Solis' "Peace of Mind" motto would be only words.
It's your excellent care and compassion that brings them to life.
May you go home every day proud of what you do and what you accomplish.

Weekly Quality and Training Tips 04.08.21

Last Modified on 04/09/2021 2:40 pm EDT

Quality and Training Tips!

Sag PD FRFSE

MRI's

Please remember we should not confirm, cancel, or provide any details for MRI appointments.

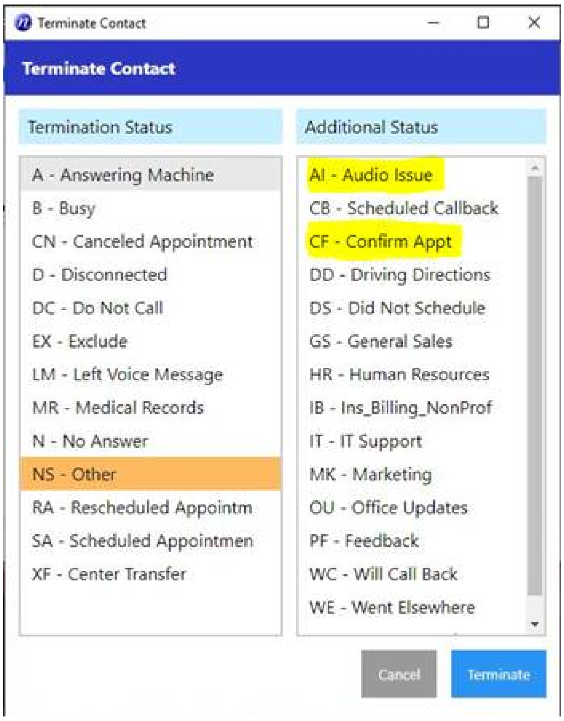
- The prep and arrival times are different.

Dr. Allison's Extension

Remember we should ONLY call Dr. Allison's extension when scheduling for K street.

- For all other locations, we would call the front desk and email leadership only if they do not answer.

DID YOU
KNOW?



Terminate Contact

Terminate Contact

Termination Status

- A - Answering Machine
- B - Busy
- CN - Canceled Appointment
- D - Disconnected
- DC - Do Not Call
- EX - Exclude
- LM - Left Voice Message
- MR - Medical Records
- N - No Answer
- NS - Other
- RA - Rescheduled Appointm
- SA - Scheduled Appointmen
- XF - Center Transfer

Additional Status

- AI - Audio Issue
- CB - Scheduled Callback
- CF - Confirm Appt
- DD - Driving Directions
- DS - Did Not Schedule
- GS - General Sales
- HR - Human Resources
- IB - Ins_Billing_NonProf
- IT - IT Support
- MK - Marketing
- OU - Office Updates
- PF - Feedback
- WC - Will Call Back
- WE - Went Elsewhere

Two New Addi- Status Termination Codes

These are now listed in the “Other” Category:

- Audio Issue- This is to be used when an Audio Issue is experienced on the call that prevented us from assisting the caller.
- Confirm Appt- Used when patients are confirming appointment details (time/location/prep)
- Remember, we always want to make sure we are using the correct termination codes for tracking purposes.

~~Covid Vaccine Script~~ (THIS IS NO LONGER VALID AS OF 04/09/2021)

~~*"There have been side effects reported as a result of the COVID vaccine that could impact the result of your mammogram. Have you recently received or plan on receiving the COVID vaccine in the near future?*~~

- ~~State the Covid Vaccine Script for every scheduling/rescheduling call that is the following:~~
  - ~~Screening Mammograms~~
  - ~~***Asymptomatic*** diagnostic mammograms and ultrasounds~~
    - ~~Annual appointment for high risk patients with no new symptoms~~
    - ~~Post breast surgery with no new symptoms or issues~~
  - ~~Short term follow up (3-6 month follow up)~~

~~If the patient says "No", they have not had the Covid Vaccine, *schedule as normal*.~~

RACHAEL
yes, girl!

~~If the patient says, "Yes", they have had the Covid Vaccine, *then we need to schedule 6 weeks out from their second dose.*~~

~~Please see below for FAQ:~~

- ~~**What if they have only had the first dose?**~~
    - ~~Once they have started the vaccine series (at all), they need to wait until the second one is completed. If they come between vaccines, they are still at risk for experiencing enlarged lymph nodes.~~
- ~~**What if they get Johnson and Johnson vaccine?**~~
    - ~~Schedule 6 weeks from their vaccine.~~
- ~~**What if a patient refuses to wait 6 weeks?**~~
    - ~~Notate really well in their chart, and schedule per their request.~~

- ~~**NOTE:** While this is NOT required, it is helpful to notate when the patient's last dose was or if they have not had the vaccine.~~
    - ~~This will advise the centers that we did in fact discuss the needed information with the patient.~~
    - ~~And it will also help our team members when rescheduling patients.~~
    - ~~EXAMPLE: PT HAS NOT HAD THE COVID VACCINE~~
    - ~~EXAMPLE: 2ND DOSE ON 04/07/21 SCHEDULED ACCORDINGLY~~

Weekly Quality and Training Tips 03.24.21

Last Modified on 03/24/2021 4:55 pm EDT

Quality and Training Tips!

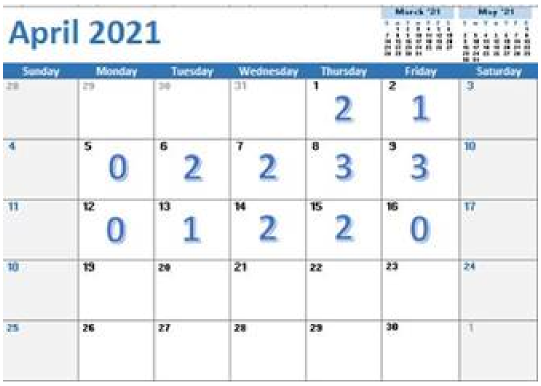
Scheduling Minors for General Ultrasounds

Remember, we do not have a minimum age limit for general ultrasounds; however, not all Radiologists will perform exams on minors.

- Be sure to view the **Radiologist Physician List by Modality** to check for specific age guidelines per Radiologist.

Virtual Colonoscopy

The Virtual Colonoscopy is now up for April!



April 2021

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28	29	30	31	1 2	2 1	3
4	5 0	6 2	7 2	8 3	9 3	10
11	12 0	13 1	14 2	15 2	16 0	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

March '21
May '21

Transfers to the Center Director

While we do have extensions to the CD, we should NOT call those extensions.

- Always use the PS extension
- If further assistance is needed from higher up, email Leadership and they will contact the CD (if needed)

DID YOU
KNOW?

Physician Updates

Please remember only physician's offices can update their address or phone number.

- If a patient says the address is wrong, we should notate but we can not make changes until the physician's office advises.

Same Day- Add Ons

Please contact the center before adding a patient at least 30 minutes before the exam.

- Example: If it is 1pm and the open slot is for 1:30pm same day, please call the center before scheduling.

#kimsconvenience
Leave a message after beep

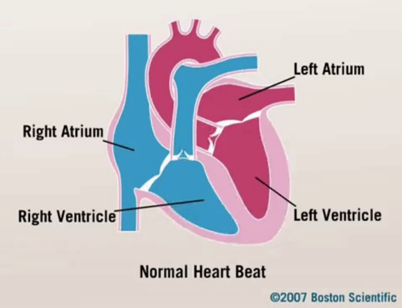
Overdue Red Flag

Please remember to remove the "Overdue left message", red flag after scheduling that patient's mammogram.

Weekly Quality and Training Tips 03.17.21

Last Modified on 03/18/2021 9:20 am EDT

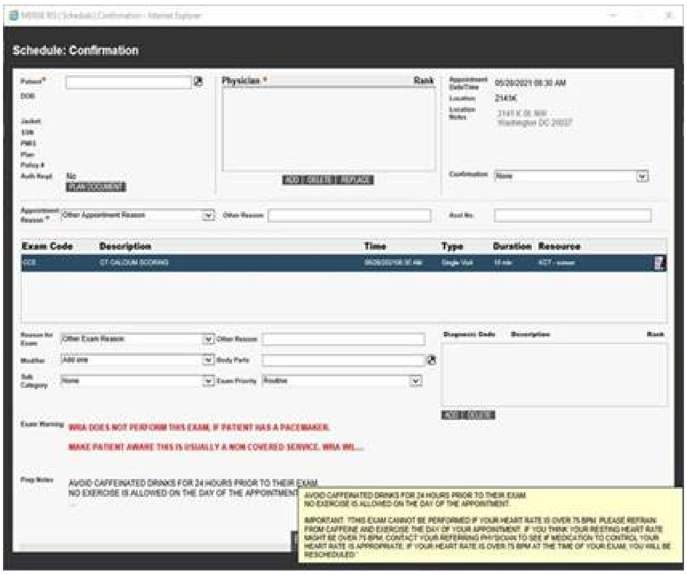
Quality and Training Tips!


Left Atrium
Right Atrium
Right Ventricle
Left Ventricle
Normal Heart Beat
©2007 Boston Scientific

CT - Cardiac/Calcium Scoring

If a patient's heart rate is over 75 BPM at the time of their exam, we will not be able to perform the Cardiac Scoring.

- This is because the CT machine cannot image a heart beating faster than 75 BPM.
    - If a patient feels that their resting heart rate is over 75 BPM, they should be advised to consult with their referring physician about medication to help control their heart rate.
- The prep instructions for this exam have been updated to include scripting that we are required to share with patients at the time of scheduling.


Schedule: Confirmation
Patient
Physician
Rank
ADD | DELETE | REPLACE
PLAN DOCUMENT
Exam Code
Description
Time
Type
Duration
Resource
Diagnosis Code
Description
Rank

Appointment Date/Time: 05/28/2021 08:30 AM

Location: 2141K

Location Notes: 2141 K St. NW Washington DC 20037

Confirmation: None

Appointment Reason: Other Appointment Reason

CT CALCIUM SCORING

Reason for Exam: Other Exam Reason

Modifier: Add one

Sub Category: None

Exam Priority: Routine

Exam Warning: WRA DOES NOT PERFORM THIS EXAM, IF PATIENT HAS A PACEMAKER.

MAKE PATIENT AWARE THIS IS USUALLY A NON COVERED SERVICE. WRA WI...

Prep Notes: AVOID CAFFEINATED DRINKS FOR 24 HOURS PRIOR TO THEIR EXAM.
NO EXERCISE IS ALLOWED ON THE DAY OF THE APPOINTMENT

AVOID CAFFEINATED DRINKS FOR 24 HOURS PRIOR TO THEIR EXAM.
NO EXERCISE IS ALLOWED ON THE DAY OF THE APPOINTMENT.

IMPORTANT: "THIS EXAM CANNOT BE PERFORMED IF YOUR HEART RATE IS OVER 75 BPM. PLEASE REFRAIN FROM CAFFEINE AND EXERCISE THE DAY OF YOUR APPOINTMENT. IF YOU THINK YOUR RESTING HEART RATE MIGHT BE OVER 75 BPM, CONTACT YOUR REFERRING PHYSICIAN TO SEE IF MEDICATION TO CONTROL YOUR HEART RATE IS APPROPRIATE. IF YOUR HEART RATE IS OVER 75 BPM AT THE TIME OF YOUR EXAM, YOU WILL BE RESCHEDULED."

https://washington-radiology-contact-center.knowledgeowl.com/help/ct-cardiac-calcium-scoring

DID YOU KNOW?

#SchittsCreek
WHAT DID I JUST SAY?

Commonly Mispronounced Words

Please check out these commonly mispronounced words and how to correctly say them. This will help make our calls even more exceptional!

- Mammography – Pronounced **ma'ma-gra-fee OR /maˈmägrəfē/**
- Tomosynthesis – Pronounced **to-moe-sin-tha-sis**
- Osteoporosis- Pronounced **aa-stee-ow-pr-ow-suhs**
- Osteopenia- Pronounced **aa-ste-ow-pee-nee-uh**
- Mastectomy- Pronounced **ma-stek-tuh-mee**

STOP!
POTENTIAL ERROR
DOUBLE CHECK

Double check the last mammogram date!

Not double checking can result in scheduling this year's screening too early.

- Please remember to schedule a year and a day from their last mammogram.
- This ensures a more accurate yearly check up
- This ensures that insurance will cover the appointment under their preventative care.
- If a patient is insistent on coming in before their "due date" please notate in the order notes.
  - **NOTE:** If a patient is coming in early, do not schedule more than 2 weeks in advance per our radiologists recommendations.

Weekly Quality and Training Tips 03.11.21

Last Modified on 04/09/2021 2:37 pm EDT

Quality and Training Tips!

Johnson&Johnson
COVID-19
Coronavirus Vaccine

~~Johnson and Johnson COVID Vaccine~~

~~Patients receiving the J&J Vaccine will only be receiving the one dose.~~

- ~~Please schedule their appointment with Solis, 6 weeks out from dose; just as we do with all other vaccines that have two doses.~~
- THIS INFORMATION IS NO LONGER VALID OF 04/09/2021

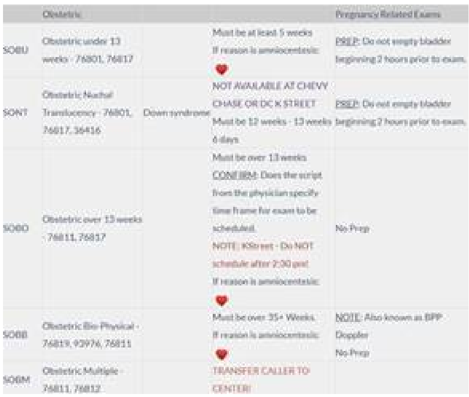
Same Day- Add Ons

Please contact the center before adding a patient at least 30 minutes before the exam.

- **Example: If it is 1pm and the open slot is for 1:30pm same day, please call the center before scheduling.**

When scheduling OB appointments... be sure to ask probing questions!

- Due to there being so many OB appointments, we need to ask questions to ensure we are scheduling correctly.
- Be sure to look at the job aid for help on how to schedule
- Example: Ask how far along the patient is, if they are 10 weeks at the time of their appointment, we would not schedule a SOBO- OB over 13 weeks...



	Obstetric			Pregnancy Related Exams
SOBU	Obstetric under 13 weeks - 76801, 76817		Must be at least 5 weeks If reason is amniocentesis: ❤	PREP: Do not empty bladder beginning 2 hours prior to exam.
SONT	Obstetric Nuchal Translucency - 76801, 76817, 36416	Down syndrome	NOT AVAILABLE AT CHEVY CHASE OR DC K STREET Must be 12 weeks - 13 weeks 6 days	PREP: Do not empty bladder beginning 2 hours prior to exam.
SOBO	Obstetric over 13 weeks - 76811, 76817		Must be over 13 weeks CONFIRM: Does the script from the physician specify time frame for exam to be scheduled. NOTE: KStreet - Do NOT schedule after 2:30 pm! If reason is amniocentesis: ❤	No Prep
SOBB	Obstetric Bio-Physical - 76819, 93976, 76811		Must be over 35+ Weeks. If reason is amniocentesis: ❤	NOTE: Also known as BPP Doppler No Prep
SOBM	Obstetric Multiple - 76811, 76812		TRANSFER CALLER TO CENTER!	

DID YOU KNOW?

Good morning!

8:30am- 12:30pm

Reminder- the sup line will be for escalations taken by Ruben and Gloria during this time frame only.

we're
HIRING

We are hiring for our upcoming Solis classes scheduled on 04/19, 05/03, and 06/14!

- All Non-Clinical Positions (excluding VP and above): $500 (i.e. patient service rep, etc.)
  - For more information, please check out: https://dyzz9obi78pm5.cloudfront.net/app/image/id/5f8896d18e121c0c79fb360e/n/referral-bonus-10142020.pdf

Weekly Quality and Training Tips 03.04.21

Last Modified on 04/09/2021 2:42 pm EDT

Quality and Training Tips!

~~Covid Vaccine Script –~~THIS IS NO LONGER VALID AS OF 04/09/2021

- ~~For every scheduling call, we are now required to state the Covid Vaccine Script.~~
  - ~~"There have been side effects reported as a result of the COVID vaccine that could impact the result of your mammogram. Have you recently received or plan on receiving the COVID vaccine in the near future?~~

~~This is different from our COVID scripting, which we are NOT required to say.~~

FRIENDLY
REMINDER

Friendly reminder to Dual Agents (Solis/WR)

While it is a requirement to state the screening and insurance script for Solis; it is not required for WR.

When someone asks if they can fax me something.
FAX?
WHY DON'T YOU JUST SEND IT OVER ON A DINOSAUR?

Faxing Reports

- **Remember, we can only fax reports to doctor's offices.**
    - We can NOT ….
        - We can not fax to a patient, even if they have a personal fax machine.
        - We can not fax images.

Tips to avoid awkward silence

Use transitional phrases such as:

- Thank you for that information
- I'll be happy to help you with that.
- No problem, I can assist you with that.
- So, to confirm,
- Ok I see here that,
- Let me check that for you
- One moment please while I get your chart pulled up
- Our schedule is filling up, give me one moment while I look at our schedule
- Ok, so I have you scheduled for…
- Thank you for taking my call
- Can I please place you on a brief hold, while I find that information for you?

Patient with Insurance wants to be self-pay...

Remember a patient with insurance can NOT opt out and choose to be self-pay.

Flagging

Remember to flag all appointments with an order attached.

Weekly Quality and Training Tips 02.24.21

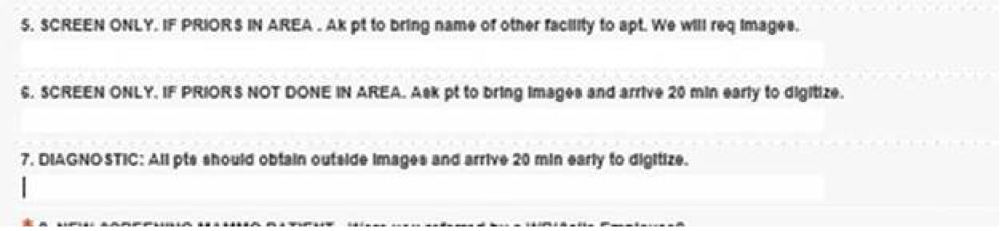
Last Modified on 04/09/2021 2:48 pm EDT

Quality and Training Tips!

Mammogram Questionnaire

Please remember to review and confirm the information on questions 5-7.

- #5 – Patient is scheduling a Screening Mammo and has prior images/reports at a different facility in the area.
  - Please document the name of the facility on #5.
- #6 – Patient is scheduling a Screening Mammo and the prior images/reports were done out of the area.
  - The Patient will need to bring the images to the appointment.
- #7- Patient is scheduling a Diagnostic Mammo and has prior images/reports at a different facility.
  - The patient **has to** bring those images to their appointment.



5. SCREEN ONLY. IF PRIORS IN AREA . Ak pt to bring name of other facility to apt. We will req images.

6. SCREEN ONLY. IF PRIORS NOT DONE IN AREA. Ask pt to bring images and arrive 20 min early to digitize.

7. DIAGNOSTIC: All pts should obtain outside images and arrive 20 min early to digitize.

UPDATE!

New Medical Records Process

All requests for medical records now require a "Request Records" form.

- This can be found on the WR Website under Patient Resources.
- Completed forms should be faxed to 703-280-1527

APPOINTMENTS
AVAILABLE
Book Now

Hysterosonograms and Sonohysterograms

Remember, we still DO perform these.

HSG- Hysterosalpingograms

Please remember we do not perform these exams, as of now.

DID YOU KNOW?

V IS FOR VACCINATED

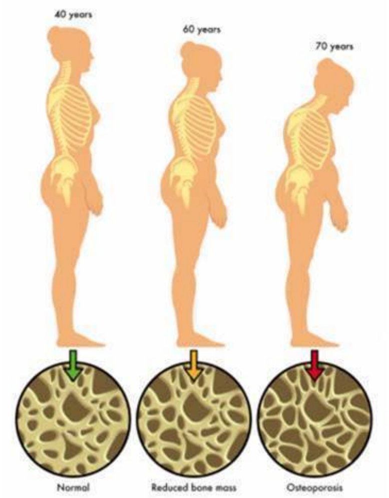
~~Scheduling Patients who have been or are getting Vaccinated~~

- ~~New information will be coming out this week, so please ensure to review the Playbook and your email!~~
- THIS IS NO LONGER VALID AS OF 04/09/2021

Weekly Quality and Training Tips 02.10.21

Last Modified on 02/26/2021 10:01 am EST

Quality and Training Tips!


40 years
60 years
70 years
Normal
Reduced bone mass
Osteoporosis

Bone Density New Age Requirement

Please note the New Recommended Age for a Bone density is 65.

- We should no longer advise patients the recommended age for a bone density is 50.

Job Aid

Please remember we will need to use our job aid.

- **Failure to look at the job aid will result in points taken off the Easy and Efficient category when:**

  - Scheduling initial appointments (the location job aids, symptomatic diagnostic list when needed, recall)
  - Adding new exam types to existing appointments (such as adding a DEXA exam to an existing screening, etc)
  - Questions around insurance, self-pay, CPT codes, etc.
  - Medical records process

UPDATE

Can a physician office update a patient's address?

If the physician's office is the referring physician listed on the patient's chart, we can update.

- If the physician's office is not listed as the referring physician, then we can not update the patient's demographics.

DID YOU KNOW?

Sign Language Interpreter

For deaf patients, remember we can request for a sign language interpreter to be present for the patient.

- Sign Language Interpreters are to be provided by the company.
  - NOTE: **No other language interpreting service is available in person. All other languages are handled via phone using Language Line.**
- How to request:
  - Send an Email to All_WR_CC_Leadership@washingtonradiology.com and include the following information:
    - Patient Name
    - MRN
    - Date of Appointment
  - Notate in Merge

    NOTE: **If we only notate in Merge and do not email leadership, an interpreter WILL NOT be hired.**

Job Aid: https://washington-radiology-contact-center.knowledgeowl.com/help/sign-language-interpreters

Inclement Weather Notifications Calls

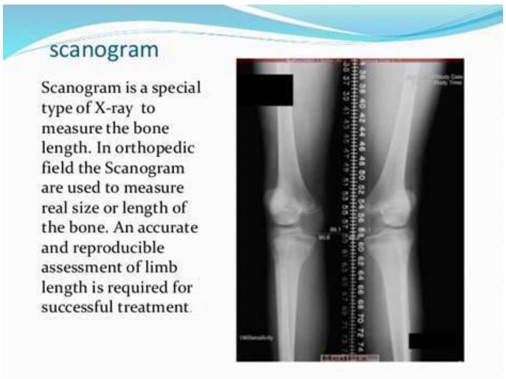
Calls went out to all patients scheduled tomorrow morning.

- The message advises the patients to check our website in the morning for status update.

Weekly Quality and Training Tips 02.04.21

Last Modified on 02/05/2021 12:24 pm EST

Quality and Training Tips!



scanogram

Scanogram is a special type of X-ray to measure the bone length. In orthopedic field the Scanogram are used to measure real size or length of the bone. An accurate and reproducible assessment of limb length is required for successful treatment.

Scanogram (CSG2)

- method of making radiographs by the use of a narrow slit beneath the tube in such a manner that only a line or sheet of x-rays is employed and the x-ray tube moves over the object so that all the rays of the central beam pass through the part being radiographed at the same angle
- Performed due to Leg Length Discrepancy
    - **What causes leg length discrepancy?**
        - Children born with a condition caused one leg to grow slower than the other
        - Something happened during the patient's lifetime that affected the length of the bone (fracture, etc)
- Performed at:
    - DC
    - Sterling
    - Chevy Chase
- No Prep

Patients Sending Orders

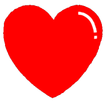
Orders can be emailed to us and not just faxed!

- Patients can email their orders to scheduling@washingtonradiology.com
- We can offer this to patients, who do not have access to a fax machine.

FAX?
WHY DON'T YOU JUST SEND IT OVER ON A DINOSAUR?
HD
quickmeme.com

DID YOU KNOW?

Red Heart in the Job Aid



When we see a red heart next to an exam remember to check the Radiologist Physician List by modality.

- Don't schedule exams with a heart next to it without checking the physician list!!!!!!!!!
- If we schedule without looking at this list, we could schedule the patient incorrectly.

Breast exams

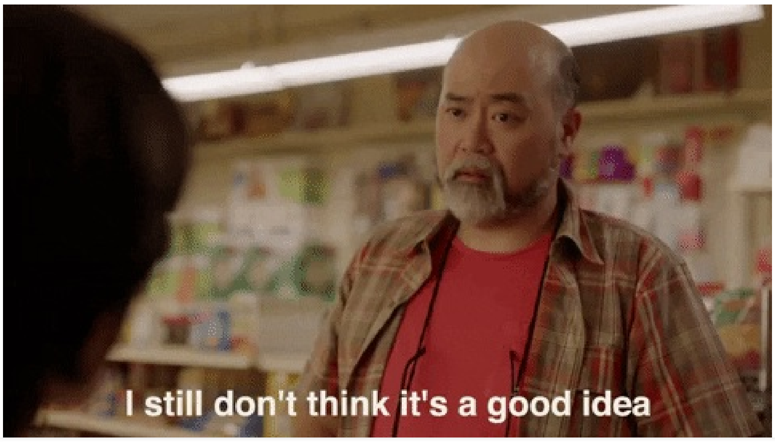
Always default to bilateral

- If we do not know if a patient is bilateral or unilateral, always select the bilateral exam.
- If the order does not say bilateral or unilateral, we do not need to have the patient get a new order. The one we have is fine to use.

Schedule View

Please remember if we use the Schedule View to see when the next appointment is, that we do not schedule from it.

- This can cause duplicate bookings and errors in Merge.


I still don't think it's a good idea

Weekly Quality and Training Tips 01.27.21

Last Modified on 01/27/2021 3:59 pm EST

Quality and Training Tips!

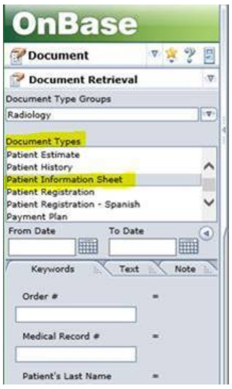
LAST MINUTE
APPOINTMENTS AVAILABLE

General Ultrasound appointments opened up today in Sterling! Let's get them filled!

YOU SHALL NOT PASS
WITHOUT VERIFYING HIPAA

HIPAA Verification

We must verify the HIPAA Authorization form when anyone other than the patient or physician calls on behalf of the patient.

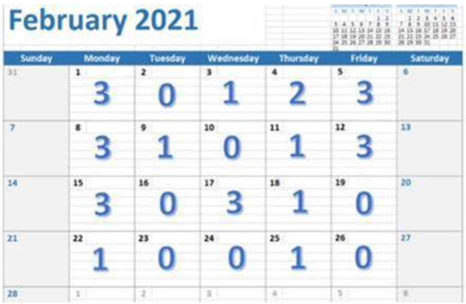

OnBase
Document
Document Retrieval
Document Type Groups
Radiology
Document Types
Patient Estimate
Patient History
Patient Information Sheet
Patient Registration
Patient Registration - Spanish
Payment Plan
From Date
To Date
Keywords
Text
Note
Order #
=
Medical Record #
=
Patient's Last Name
=

- The HIPAA Authorization information is located on the bottom section of the **Patient Information Sheet** stored in Onbase.

  - We should **always** check the **Patient Authorizations** section on the **Patient Information Sheet** before releasing confidential information to anyone that is not the patient or the doctor's office.
  - Only reference Patient Information Sheets from within **1 year of current date.**
    - Patients fill out a new Patient Information Sheet at every appointment.
  - To find the **Patient Information Sheet** quickly, sort by the Document Type.
  - Be sure to notate the name of the caller and their relation to the patient in Merge.

February Virtual Colonoscopy Calendar is now up!

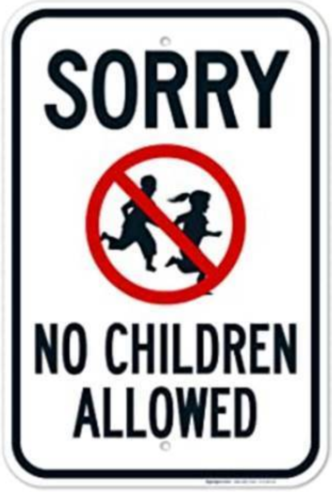
Great news, the virtual colonoscopy calendar for February is now available in the playbook!



February 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1 3	2 0	3 1	4 2	5 3	6
7	8 3	9 1	10 0	11 1	12 3	13
14	15 3	16 0	17 3	18 1	19 0	20
21	22 1	23 0	24 0	25 1	26 0	27
28	1	2	3	4	5	6

DID YOU KNOW?



Please remember that children are not allowed at our centers, if they are not being seen.

If the patient asks if their child can stay in the waiting room or go to the back with them, we must advise no.

- If they do not have childcare for the time of the appointment, then they will need to reschedule their appointment.

Visitors

Effective immediately, Sterling and Fairfax will begin allowing 1 visitor per OB appointment.

Note: All other locations will not allow visitors.

Weekly Quality and Training Tips 01.20.21

Last Modified on 01/21/2021 2:54 pm EST

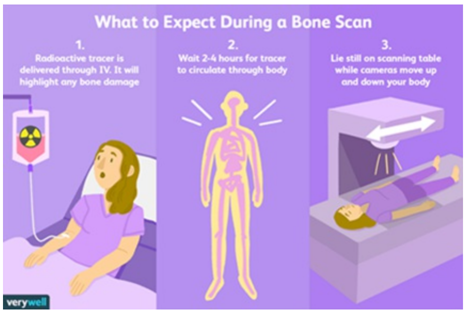
Quality and Training Tips!

Bone Scan Vs Bone Density

Bone Scan

Bone scans are NOT performed at Washington Radiology.

- What is a bone scan?
    - require an injection beforehand and are usually used to detect fractures, cancer, infections and other abnormalities in the bone

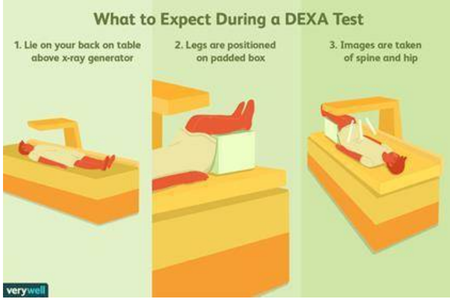

What to Expect During a Bone Scan
1.
Radioactive tracer is delivered through IV. It will highlight any bone damage
2.
Wait 2-4 hours for tracer to circulate through body
3.
Lie still on scanning table while cameras move up and down your body
verywell

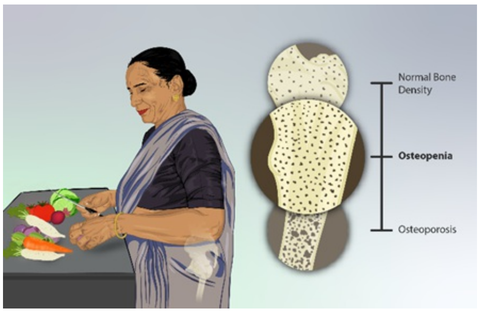
Bone Density

Bone densities ARE performed at Washington Radiology.

- What is a bone density?
    - AKA a DEXA
    - uses a small amount of x-ray to measure the amount of mineral in the bones of your lower back, hip or the forearm.

    - This test helps identify those at risk of having osteoporosis and osteopenia.


What to Expect During a DEXA Test
1. Lie on your back on table above x-ray generator
2. Legs are positioned on padded box
3. Images are taken of spine and hip
verywell


Normal Bone Density
Osteopenia
Osteoporosis

Scheduling Screening Before a Full Year

How "early" can we schedule the patient?

- Most insurance companies only cover the exam after a year and a day. Therefore, the only time we should schedule before a year and a day is if the patient specifically requests for us to do so.
- If their insurance allows covered appointments by calendar year, they may request to come in sooner than their "due date".
    - Please note that we should not schedule patients more than two weeks before their due date.
        - Example: If the patient's due date is 02/22/21 then the earliest we can schedule them for is 02/08/21.
    - This is per recommendation of our radiologist.
    - This also helps achieve the most accurate "yearly" results.
    - This limits the amount of radiation exposed to in a year.

DID YOU
KNOW?

Sorry
NO APPOINTMENTS AVAILABLE TODAY

Sterling Location

Please do not add any same-day ultrasound appointments to Sterling's calendar today.

WEDNESDAY: ONLY 4,320 MINUTES TILL THE WEEKEND!

Weekly Quality and Training Tips 01.13.21

Last Modified on 01/15/2021 2:54 pm EST

Quality and Training Tips!

S·C·O·R·E
CHALLENGE

How to Challenge a Scorecard?

If I want to challenge my score, what do I do? Where do I start? Who do I talk to?

1.

1. Present the challenge request to supervisor by forwarding scorecard via email with any notes.

2.

    - Example: I would like to challenge that I did verify the doctor's name.

3.

2. Supervisor and manager will review the challenge together within 3 business days.

4.

    - If the challenge is denied – the supervisor will set up a meeting to provide details to the agent as to why

5.

3. If the challenge is approved then the manager will turn to the QA/Training Manager for review along with documentation and cc the supervisor.
4. QA/Training Manager will review and reply to all within 3 business days with the following:

6.

    - If the challenge is denied – provide details as to why
    - If the challenge is approved – update scorecard and any associated reports

7.

5. Supervisor will circle back with agent to provide the outcome

REQUIRED
REQUIRED
REQUIRED

Required Scripts on Calls

Please be sure to state the required scripts in our calls.

- **Doctor requires an order**
  - "Your physician's preference is to have an order for this exam. Please call them directly to get the order before your appointment."
- **Confirmation scripts**
  - You must state the date and time of the appointment.
  - Ask if the Address is needed
  - Ask if the prep is needed
  - Advise they need to bring their ID and Insurance Card with them to their appointment

DO NOT
forget

Friendly reminder to Dual Agents

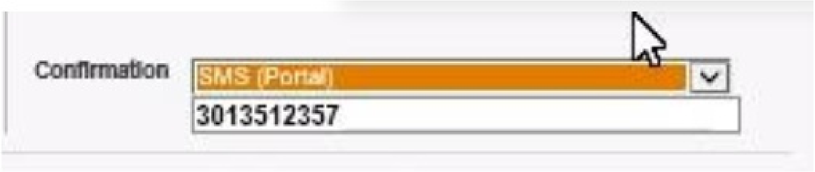
While it is a requirement to state the screening and insurance script for Solis; it is not required for WR.

DID YOU
KNOW?

Confirmation Dropdown

Please be sure to leave the Confirmation dropdown as is.

- **Changing the dropdown, could potentially cause an error.**



Confirmation: SMS (Portal)
3013512357

Patient with Multiple Accounts

If we find a patient has multiple accounts, we need to make sure we email leadership to merge.
How to request a Merge:

1.

1. **Pull up patient MRNS**
2. **Fill out the email template**
    - **All MRNs needing to be merged:**
    - **Patient Name:**
    - **Patient DOB:**
    - **What is being requested: (Example: Please merge duplicate MRNs)**

1.

3. **Email completed template to** **ALL_WR_CC_Leadership@washingtonradiology.com**
4. **Don’t forget to Encrypt**
    - Not merging the patient’s account, results in many technical workflow errors that can be frustrating not only for our team members but for the patient themselves.

NOTE: Failure to merge patients with multiple accounts will result in a “No” for Technically Efficient within the scorecard.

Cancelled Appointments in DC

Please be sure to advise Eluntra if there is an increase in cancellations in DC and the reasons for it.

Weekly Quality and Training Tips 01.06.21

Last Modified on 01/21/2021 10:33 am EST

Quality and Training Tips!

APPOINTMENTS
Available
BOOK
TODAY!

Chevy Chase Open US slots

Please be sure to look at today's schedule as we still have open US appointment slots!

Notate!

Please be sure to notate when we access the patient's chart due to an appointment reason.

- We must notate when we:
    - Schedule
    - Reschedule
    - Cancel

Reschedule AND Recall Scheduling Rules

Just a friendly reminder, when scheduling reschedules and recalls, we are no longer required to reverify:

- Insurance information

    - Doctor name or address
    - If patient is experiencing any issues or problems
- We also do not need to default to providing the prep instructions when rescheduling. Simply ask if they need us to provide the prep instructions.
    - If yes, provide the information in full.
    - If no, no need to provide the prep details.
- Note: It is required to ask if they need the prep instructions.

DID YOU
KNOW?

DON'T FORGET!!

COVID Scripting

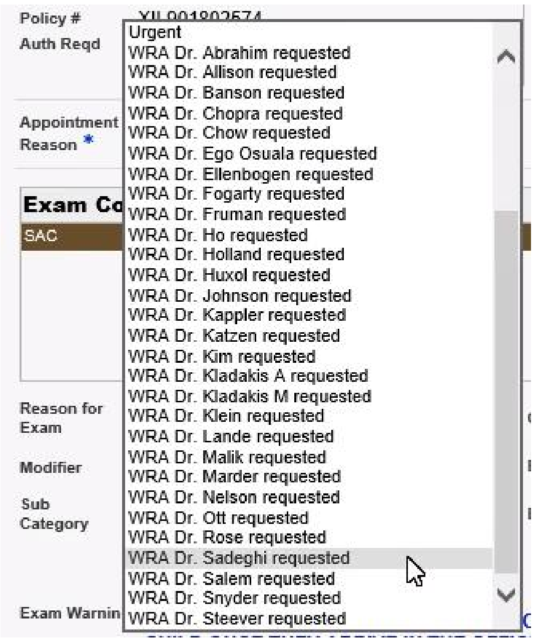
This has been embedded in the IVR when patients call in.

- **However, we should say the COVID scripts for outbound calls as they do not hear the IVR COVID Script.**
- **Advise caller of the following:**

  "Please call us to reschedule if you test positive for COVID-19, develop any symptoms, or fall under any other reschedule category. This list can be found on our website."

Patient Requesting a Specific Doctor

If a patient is requesting a specific doctor, we are to use the appointment reason field to select that doctor.


Policy #
Auth Reqd
Appointment Reason *
Exam Co
SAC
Reason for Exam
Modifier
Sub Category
Exam Warnin
Urgent
WRA Dr. Abrahim requested
WRA Dr. Allison requested
WRA Dr. Banson requested
WRA Dr. Chopra requested
WRA Dr. Chow requested
WRA Dr. Ego Osuala requested
WRA Dr. Ellenbogen requested
WRA Dr. Fogarty requested
WRA Dr. Fruman requested
WRA Dr. Ho requested
WRA Dr. Holland requested
WRA Dr. Huxol requested
WRA Dr. Johnson requested
WRA Dr. Kappler requested
WRA Dr. Katzen requested
WRA Dr. Kim requested
WRA Dr. Kladakis A requested
WRA Dr. Kladakis M requested
WRA Dr. Klein requested
WRA Dr. Lande requested
WRA Dr. Malik requested
WRA Dr. Marder requested
WRA Dr. Nelson requested
WRA Dr. Ott requested
WRA Dr. Rose requested
WRA Dr. Sadeghi requested
WRA Dr. Salem requested
WRA Dr. Snyder requested
WRA Dr. Steever requested

__**Closing Scripts**__

We should be closing every call with the approved Washington Radiology script.

- “Is there anything else I can assist you with?” AND
- “Thank you for calling Washington Radiology, have a great day!”

It is not “exceptional” to close our calls by only stating “Ok, bye”.

Weekly Quality and Training Tips 12 23 20

Last Modified on 12/23/2020 12:08 pm EST

Quality and Training Tips!

Sorry
CANCELLED

Remember when cancelling appointments to use the drop down ONLY.

- We should not be freeform writing the cancelation reason.

Same Day Add on

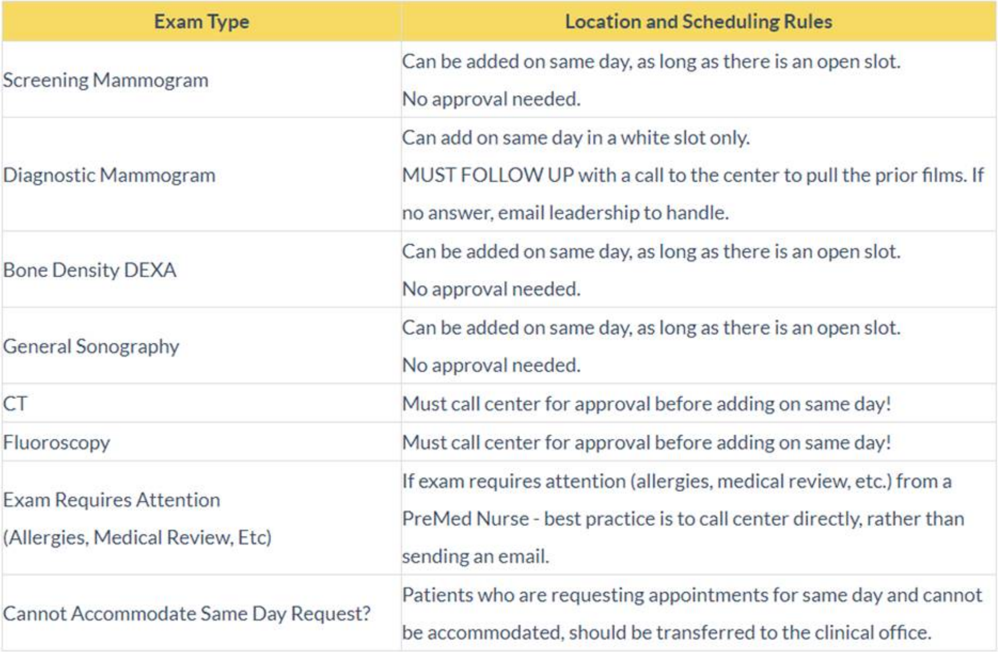
Diagnostics

- If the patient has the order and there is an available time slot for the same day, please call the center before scheduling so they can pull priors. Approval is needed before scheduling.
- If they do not answer, email leadership.

CT'S

- Do not schedule without approval.
- If they do not answer email leadership.

https://washington-radiology-contact-center.knowledgeowl.com/help/same-day-add-on



Exam Type	Location and Scheduling Rules
Screening Mammogram	Can be added on same day, as long as there is an open slot. No approval needed.
Diagnostic Mammogram	Can add on same day in a white slot only. MUST FOLLOW UP with a call to the center to pull the prior films. If no answer, email leadership to handle.
Bone Density DEXA	Can be added on same day, as long as there is an open slot. No approval needed.
General Sonography	Can be added on same day, as long as there is an open slot. No approval needed.
CT	Must call center for approval before adding on same day!
Fluoroscopy	Must call center for approval before adding on same day!
Exam Requires Attention (Allergies, Medical Review, Etc)	If exam requires attention (allergies, medical review, etc.) from a PreMed Nurse - best practice is to call center directly, rather than sending an email.
Cannot Accommodate Same Day Request?	Patients who are requesting appointments for same day and cannot be accommodated, should be transferred to the clinical office.

DID YOU KNOW?

Covid FAQs

Please remember we are not medically trained to advise patients to get tested or to take any type of medication.

Please see the following for what can be advised to patients based on their situation:

1. ***How long after testing positive, do they have to reschedule?***
    - They do not need to retest but they have to have been symptom free for 14 days after they have tested positive.
    - Example: If they test positive on 11/01 and their symptoms are resolved on 11/03, they need to wait until 11/17 before they can be seen.

2. ***What if I have any of these symptoms and I am scheduled for a future appointment?***
    - If scheduled within the next 30 days - reschedule for at least one month out.
    - If scheduled more than 30 days out - okay to keep scheduled exam.

We Wish You A Merry
Christmas!
-Your QA Family
Daniela, Lianna, Mary, and Stephanie

Weekly Quality and Training Tips 12 16 20

Last Modified on 12/18/2020 9:39 am EST

Quality and Training Tips!

Verifying Doctor Information

Please remember for initial scheduling we need to verify the doctor AND their address.

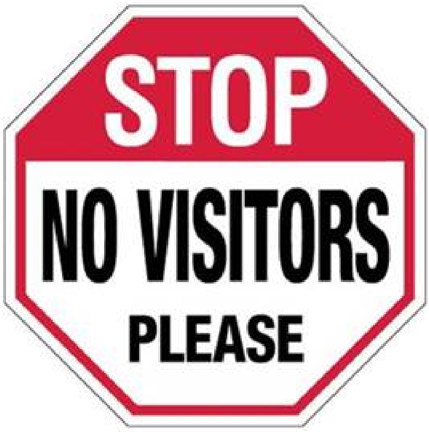
- This confirms that the confidential results will be sent to the correct office, preventing a HIPAA breach.

Don't forget

Flagging

- Remember to flag all appointments with an order attached.

DID YOU
KNOW?


STOP
NO VISITORS
PLEASE

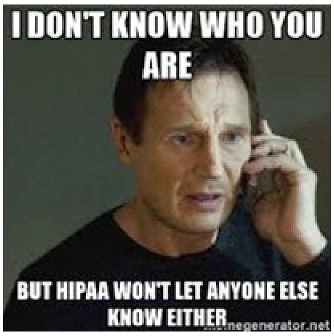
__Remember we are not allowing visitors to come into the waiting room or appointment.__

- Anyone who comes with the patient, will have to stay in the car.

NOTE: One visitor is allowed for OB appointments.

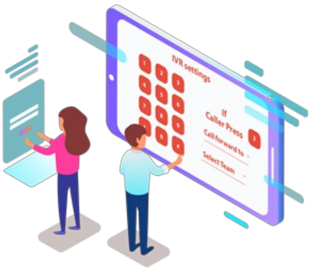
__Verifying Demographics__

For __every call__ where we access the patient's chart, we must verify demographics.


I DON'T KNOW WHO YOU ARE
BUT HIPAA WON'T LET ANYONE ELSE KNOW EITHER
...negenerator.net

- It is best and easiest to verify the name and date of birth.
- Then we can either ask, "Has there been any changes to your demographic information?"
- Or we can ask, "Has there been any changes to your address, phone number, or email address?"
  - Please remember if we go this route, we must verify each piece.
  - Example: "Has there been any changes to your address?" is incorrect. This question still leaves out the other two pieces (if we already verified the name and date of birth).

Remember, to always double check that the patient matches the profile we have pulled up. We do not want to schedule the wrong patient.


IVR settings
If
Caller Press
Call forward to
Select Team

Remember, COVID scripting is now within the IVR!

- Yay! This means we are no longer required to state the COVID script.

Weekly Quality and Training Tips 12 10 20

Last Modified on 12/11/2020 12:01 pm EST

Quality and Training Tips!

We have a sister company!

- Just a friendly reminder, that we have a sister company, Solis Mammography!
- If we have a patient that is moving to the following:
    - Arizona
    - Colorado
    - Illinois
    - North Carolina
    - Ohio
    - Pennsylvania
    - Tennessee
    - DFW, Texas
    - Houston, Texas

We can offer for them to go to our sister company.

I LOVE INSURANCE
INSURANCE IS MY FAVORITE
memegenerator.net

Insurance

For every schedule, we need to check on the patient's insurance.

For initial scheduling:

- We need to verify the Insurance name and Member ID/Policy Number and Group Number
  - Example: "May I go ahead and get your insurance and the Member ID?"

For rescheduling:

- We do NOT need to reverify the insurance.

ALWAYS check the job aid to ensure we do not have the patient's insurance on our Do not Accept List under that center's page.

NOTE: Checking for insurance eligibility only verifies that the patient has active insurance. It does **NOT** verify if we accept the patient's insurance nor does it verify if we are in network.

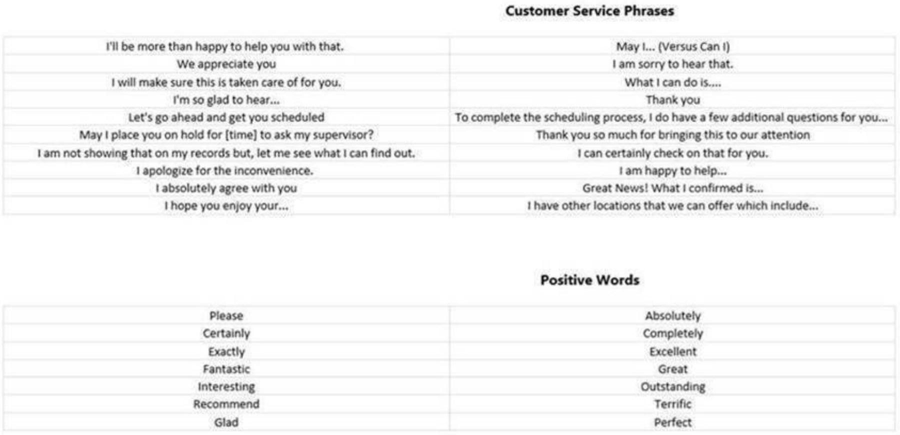
DID YOU
KNOW?

CUSTOMER SERVICE
QUALITY
SUPPORT
RELIABLE
FRIENDLY
CARE
HELP

Please refer to the Customer Satisfaction Key Phrases and Positive Words

These helpful words can enhance a call from satisfactory to exceptional!

- Accessible in the playbook at: https://washington-radiology-contact-center.knowledgeowl.com/help/customer-service-phrases-and-positive-words



Customer Service Phrases

I'll be more than happy to help you with that.	May I... (Versus Can I)
We appreciate you	I am sorry to hear that.
I will make sure this is taken care of for you.	What I can do is....
I'm so glad to hear...	Thank you
Let's go ahead and get you scheduled	To complete the scheduling process, I do have a few additional questions for you...
May I place you on hold for [time] to ask my supervisor?	Thank you so much for bringing this to our attention
I am not showing that on my records but, let me see what I can find out.	I can certainly check on that for you.
I apologize for the inconvenience.	I am happy to help...
I absolutely agree with you	Great News! What I confirmed is...
I hope you enjoy your...	I have other locations that we can offer which include...

Positive Words

Please	Absolutely
Certainly	Completely
Exactly	Excellent
Fantastic	Great
Interesting	Outstanding
Recommend	Terrific
Glad	Perfect

Customer Service Example:

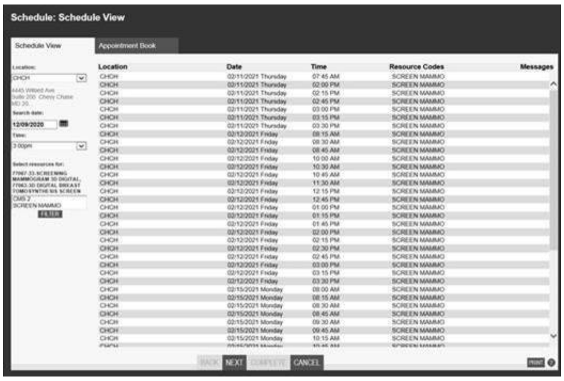
Caller: "Hello, I need to schedule a mammogram please."

- **Exceptional:** "Ok, I would be happy to assist you. May I please have your name and date of birth?"
- **Satisfactory:** "Ok, if I could have your name and date of birth?"
- **Needs Improvement:** "Name? Date of birth?"

SATISFACTION
TRUST
ASSISTANCE
LOYALTY
SUPPORT
COMMUNICATION
FEEDBACK
SERVICE
bluearbor

Schedule View Tab

- Remember if you look at the Schedule View Tab in the appointment book to only use as a reference and not as a place to schedule.



Location: CHCH

Search date: 12/09/2020

Time: 3:00pm

Select resources for: 77067-33-SCREENING MAMMOGRAM 3D DIGITAL, 77063-3D DIGITAL BREAST TOMOSYNTHESIS SCREEN

CMS 2
SCREEN MAMMO

Location	Date	Time	Resource Codes	Messages
CHCH	02/11/2021 Thursday	07:45 AM	SCREEN MAMMO	
CHCH	02/11/2021 Thursday	02:00 PM	SCREEN MAMMO	
CHCH	02/11/2021 Thursday	02:15 PM	SCREEN MAMMO	
CHCH	02/11/2021 Thursday	02:45 PM	SCREEN MAMMO	
CHCH	02/11/2021 Thursday	03:00 PM	SCREEN MAMMO	
CHCH	02/11/2021 Thursday	03:15 PM	SCREEN MAMMO	
CHCH	02/11/2021 Thursday	03:30 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	08:15 AM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	08:30 AM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	08:45 AM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	10:00 AM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	10:30 AM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	10:45 AM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	11:30 AM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	12:15 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	12:45 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	01:00 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	01:15 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	01:45 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	02:00 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	02:15 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	02:30 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	02:45 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	03:00 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	03:15 PM	SCREEN MAMMO	
CHCH	02/12/2021 Friday	03:30 PM	SCREEN MAMMO	
CHCH	02/15/2021 Monday	08:00 AM	SCREEN MAMMO	
CHCH	02/15/2021 Monday	08:15 AM	SCREEN MAMMO	
CHCH	02/15/2021 Monday	08:30 AM	SCREEN MAMMO	
CHCH	02/15/2021 Monday	08:45 AM	SCREEN MAMMO	
CHCH	02/15/2021 Monday	09:30 AM	SCREEN MAMMO	
CHCH	02/15/2021 Monday	09:45 AM	SCREEN MAMMO	
CHCH	02/15/2021 Monday	10:15 AM	SCREEN MAMMO	

HAPPINESS IS A CUP OF COFFEE AND FRIDAY-EVE

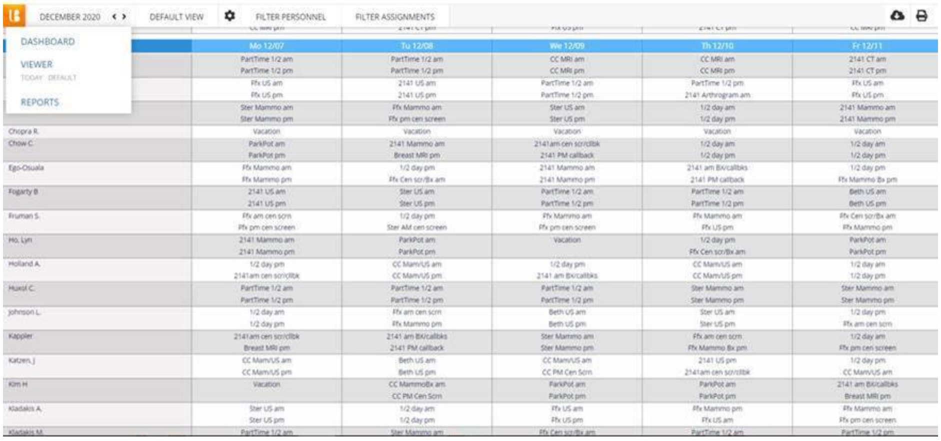
Weekly Quality and Training Tips 12 02 20

Last Modified on 12/09/2020 10:49 am EST

Quality and Training Tips!

hello december

December Physician Schedule is now up!

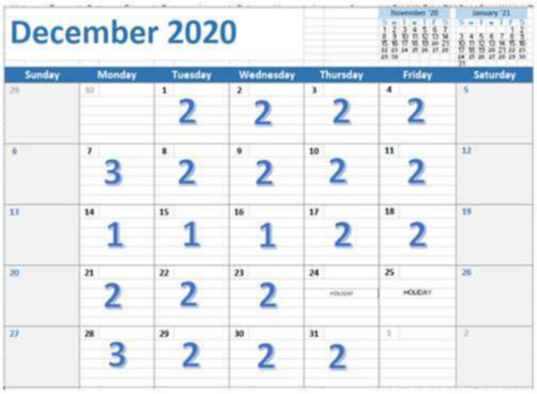


	Mo 12/07	Tu 12/08	We 12/09	Th 12/10	Fr 12/11
	PartTime 1/2 am PartTime 1/2 pm	PartTime 1/2 am PartTime 1/2 pm	CC MRI am CC MRI pm	CC MRI am CC MRI pm	2141 CT am 2141 CT pm
	Ffx US am Ffx US pm	2141 US am 2141 US pm	PartTime 1/2 am PartTime 1/2 pm	PartTime 1/2 pm 2141 Arthrogram am	Ffx US am Ffx US pm
	Ster Mammo am Ster Mammo pm	Ffx Mammo am Ffx pm cen screen	Ster US am Ster US pm	1/2 day am 1/2 day pm	2141 Mammo am 2141 Mammo pm
Chopra R.	Vacation	Vacation	Vacation	Vacation	Vacation
Chow C.	ParkPot am ParkPot pm	2141 Mammo am Breast MRI pm	2141am cen scr/cllbk 2141 PM callback	1/2 day am 1/2 day pm	1/2 day am 1/2 day pm
Ego-Osuala	Ffx Mammo am Ffx Mammo pm	1/2 day pm Ffx Cen scr/Bx am	2141 Mammo am 2141 Mammo pm	2141 am Bx/callbks 2141 PM callback	1/2 day pm Ffx Mammo Bx pm
Fogarty B	2141 US am 2141 US pm	Ster US am Ster US pm	PartTime 1/2 am PartTime 1/2 pm	PartTime 1/2 am PartTime 1/2 pm	Beth US am Beth US pm
Fruman S.	Ffx am cen scrn Ffx pm cen screen	1/2 day pm Ster AM cen screen	Ffx Mammo am Ffx pm cen screen	Ffx Mammo am Ffx US pm	Ffx Cen scr/Bx am Ffx Mammo pm
Ho, Lyn	2141 Mammo am 2141 Mammo pm	ParkPot am ParkPot pm	Vacation	1/2 day pm Ffx Cen scr/Bx am	ParkPot am ParkPot pm
Holland A.	1/2 day pm 2141am cen scr/cllbk	CC Mam/US am CC Mam/US pm	1/2 day pm 2141 am Bx/callbks	CC Mam/US am CC Mam/US pm	1/2 day am 1/2 day pm
Huxol C.	PartTime 1/2 am PartTime 1/2 pm	PartTime 1/2 am PartTime 1/2 pm	PartTime 1/2 am PartTime 1/2 pm	Ster Mammo am Ster Mammo pm	Ster Mammo am Ster Mammo pm
Johnson L.	1/2 day am 1/2 day pm	Ffx am cen scrn Ffx Mammo pm	Beth US am Beth US pm	Ster US am Ster US pm	1/2 day pm Ffx am cen scrn
Kappler	2141am cen scr/cllbk Breast MRI pm	2141 am Bx/callbks 2141 PM callback	Ster Mammo am Ster Mammo pm	Ffx am cen scrn Ffx Mammo Bx pm	1/2 day am Ffx pm cen screen
Katzen, J	CC Mam/US am CC Mam/US pm	Beth US am Beth US pm	CC Mam/US am CC PM Cen Scrn	2141 US pm 2141am cen scr/cllbk	1/2 day pm CC Mam/US am
Kim H	Vacation	CC MammoBx am CC PM Cen Scrn	ParkPot am ParkPot pm	ParkPot am ParkPot pm	2141 am Bx/callbks Breast MRI pm
Kladakis A.	Ster US am Ster US pm	1/2 day am 1/2 day pm	Ffx US am Ffx US pm	Ffx Mammo pm Ffx US am	Ffx Mammo am Ffx pm cen screen
Kladakis M.	PartTime 1/2 am	Ster Mammo am	Ffx Cen scr/Bx am	PartTime 1/2 am	PartTime 1/2 pm

The Virtual Colonoscopy Calendar is up as well!

Virtual Colonoscopy Calendar

Available at:
DC and Sterling



December 2020

November '20

January '21

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1 2	2 2	3 2	4 2	5
6	7 3	8 2	9 2	10 2	11 2	12
13	14 1	15 1	16 1	17 2	18 2	19
20	21 2	22 2	23 2	24 HOLIDAY	25 HOLIDAY	26
27	28 3	29 2	30 2	31 2	1	2

HAPPY
WEDNESDAY

Weekly Quality and Training Tips 11 18 20

Last Modified on 11/18/2020 2:24 pm EST

Quality and Training Tips!

OB appointments with patients having multiples

If a patient is coming in for an appointment with twins or multiplies then they can not be seen at KStreet after 13 weeks.

- This is for K Street ONLY.
- If the patient is pregnant with only one baby, they can be seen at K Street even after the 13 weeks

05/22/2014 04:21:25 PM
2. Trim.
Har-high
Pwr 100 %
Gn 3
C7 / M7
P3 / E3
SRI II 3

for what is ...
to be best in any relati
point of view.
Leadership
ability to lead. peo
of a leader; guidanc
people who lead a g

When in doubt email Leadership

- Please be sure to **only** email leadership and not the center or an individual.
- The ONLY reason we should reach out to the center or an individual within Washington Radiology is for MRI and/or Biopsy reasons anything else needs to be sent to the leadership email.

DID YOU KNOW?

Request an **Appointment**

Online Appointment Requests

How does it work?

- A patient can request an appointment online.
- The next day the patient will receive an email and a text after the request has been processed.
- If we are unable to accommodate their request, then we will call them to schedule.

Patients who tested positive for COVID and returning to Washington Radiology

Common Questions:

1. Do they have to a negative test and provide results?
2. How long after testing positive, do they have to reschedule?
    - They do not need to retest but they have to have been symptom free for 14 days after they have tested positive.
    - Example: If they test positive on 11/01 and their symptoms are resolved on 11/03, they need to wait until 11/17 before they can be seen.

Happy Wednesday!
designed by vector open stock

Weekly Quality and Training Tips 11 11 20

Last Modified on 11/12/2020 12:10 pm EST

Quality and Training Tips!

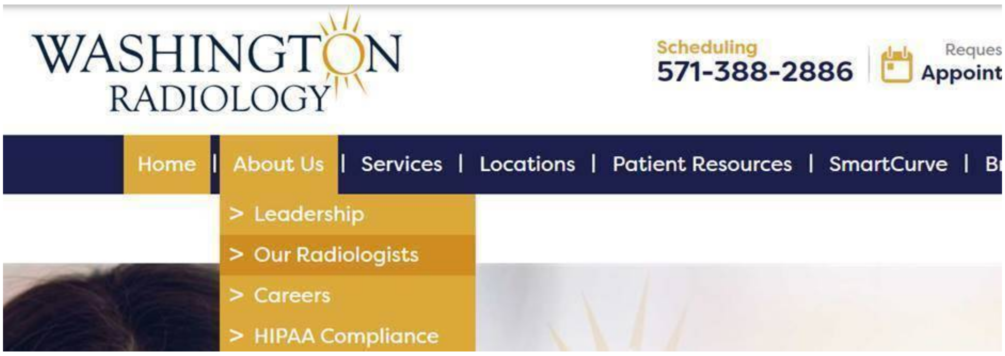
Do we accept cash?

- If we get any questions on if we accept cash, we should call the center to confirm.
- Every center is different, depending on the local regulations, so it is best to call.

Can patients request a certain radiologist?

- Yes, they can!
- If they do, please be sure to notate in their chart. And select the radiologist in the drop down.
- Remember, screening patients will not see a radiologist; but if they want a certain radiologist to read their report, please make sure to notate this.
- Please be sure to review the radiologist schedule in the job aid as well.

If you are unsure the gender of the radiologist, you can always go to our website. Under “About Us” and then “Our Radiologists”, it has the radiologist’s name and photos.


WASHINGTON RADIOLOGY
Scheduling
571-388-2886
Reques
Appoint
Home
About Us
Services
Locations
Patient Resources
SmartCurve
> Leadership
> Our Radiologists
> Careers
> HIPAA Compliance

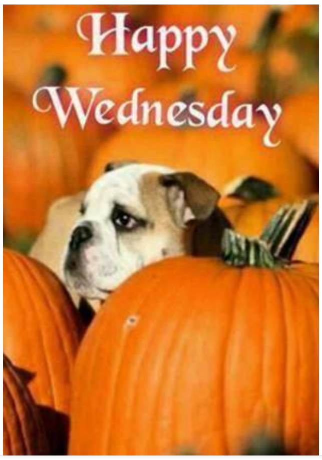
DID YOU KNOW?

CAN YOU
HEAR ME???

Can you hear me now?

- Be sure to check if you are or are not on mute.
- If a patient can not hear you check to make sure your mute button is not on before assuming Noble is not working.
- Do not disconnect a call without advising the caller first. We could say something like, “Caller, can you hear me? If you can hear me please call back for further assistance at 571-388-2886. I am going to disconnect due to no response.”

Check out this job aid, https://washington-radiology-contact-center.knowledgeowl.com/help/noble-headset-issues

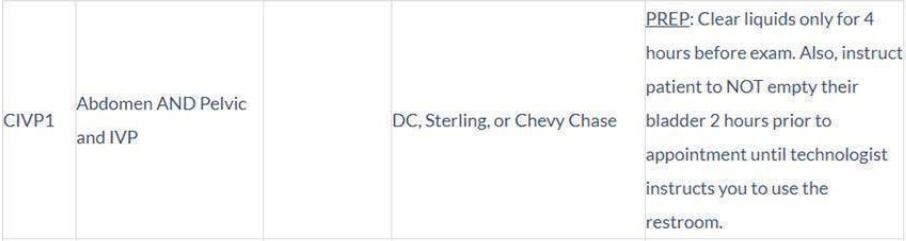


Weekly Quality and Training Tips 10 28 20

Last Modified on 10/28/2020 5:08 pm EDT

Quality and Training Tips!

Prep instructions and notes

- Please begin including a short summary of the prep that you provided to the patient in your notes.
    - This is primarily for CT's and Ultrasounds
    - Example: Our notes for the Abdomen and Pelvic and IVP could be " Clear liquids 4 hrs before appt. don't empty bladder 2 hrs before/ until tech advises"
    - 

CIVP1	Abdomen AND Pelvic and IVP		DC, Sterling, or Chevy Chase	PREP: Clear liquids only for 4 hours before exam. Also, instruct patient to NOT empty their bladder 2 hours prior to appointment until technologist instructs you to use the restroom.

    - This will be helpful to our centers.

welcome
TO THE TEAM

Dr. Snyder is joining WRA!

- We have a new physician that will be added to the physician by modality list.
- Dr Snyder started on Monday.
- Be sure to look out for what exams they do and do not perform.

DID YOU
KNOW?

Good bye & Good Luck

Dr. Salem's last day at WRA is this Friday 10/30

- Please be sure to advise patients that we have other great physicians that would love to help if they are requesting Dr. Salem.

Please be mindful of duration of calls

While it is completely understandable to have longer calls depending on the appointment type, please be mindful of just how long we are on our calls.

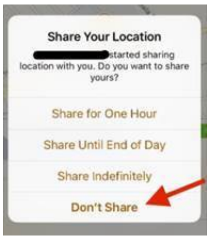
- Some tips on how to make your call more efficient:
    - While being respectful and maintaining the Solis Core Values, we can control the call and ensure an efficient duration.
    - Have sticky notes on the notepad app up on your computer. You can put prewritten general notes that you can copy and paste when needed vs typing every note out.
    - State the new condensed COVID Scripting of, "Please call us to reschedule if you test positive for COVID-19, develop any symptoms, or fall under any other reschedule category. This list can be found on our website."
    - Practice the updated workflows:
        - Remember for all calls, we do not need to provide the full center address on every call. We simply ask if they would like the address given to them.
            - NOTE: It IS required to ask if they would like the address.
        - For reschedules, we verify HIPPA and ask if they need the center address and prep instructions.
            - We do not need to reverify the insurance, referring doctor information, or appointment questions (implants, probs, etc)
            - It IS required to ask if they need the prep instructions.

HAPPY WEDNESDAY
Happy Halloween

Weekly Quality and Training Tips 10 21 20

Last Modified on 10/28/2020 5:12 pm EDT

Quality and Training Tips!


Share Your Location

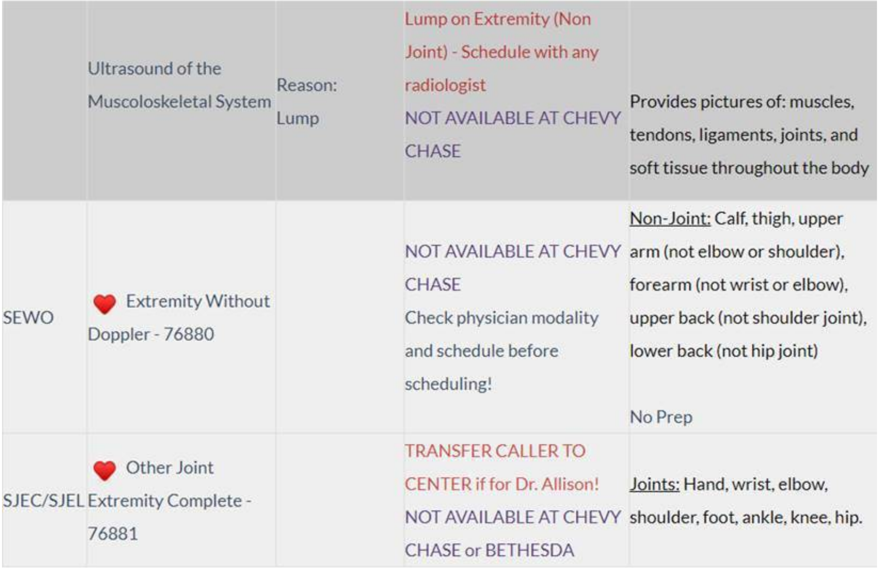
[redacted] started sharing location with you. Do you want to share yours?

We do not need to disclose our location

- It is not necessary to disclose our location at the contact center to our callers.
- If asked if we are at a DC location, we can say **"I am at the scheduling center"** vs "No, I am in Fort Worth, Texas."

Exam Code for Musculoskeletal System

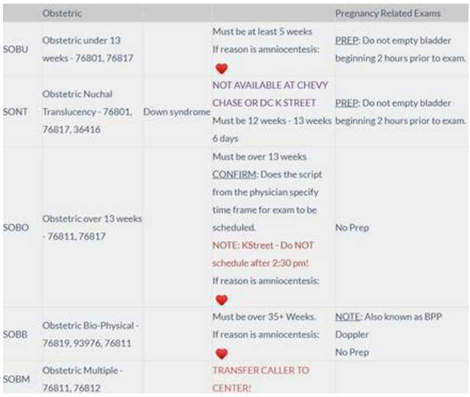
- Please use SEWO or SJEC/SJEL to schedule this exam.



	Ultrasound of the Muscoloskeletal System	Reason: Lump	Lump on Extremity (Non Joint) - Schedule with any radiologist NOT AVAILABLE AT CHEVY CHASE	Provides pictures of: muscles, tendons, ligaments, joints, and soft tissue throughout the body
SEWO	❤ Extremity Without Doppler - 76880		NOT AVAILABLE AT CHEVY CHASE Check physician modality and schedule before scheduling!	Non-Joint: Calf, thigh, upper arm (not elbow or shoulder), forearm (not wrist or elbow), upper back (not shoulder joint), lower back (not hip joint) No Prep
SJEC/SJEL	❤ Other Joint Extremity Complete - 76881		TRANSFER CALLER TO CENTER if for Dr. Allison! NOT AVAILABLE AT CHEVY CHASE or BETHESDA	Joints: Hand, wrist, elbow, shoulder, foot, ankle, knee, hip.

When scheduling OB appointments... be sure to ask probing questions!

- Due to there being so many OB appointments, we need to ask questions to ensure we are scheduling correctly.
- Be sure to look at the job aid for help on how to schedule
- Example: Ask how far along the patient is, if they are 10 weeks at the time of their appointment, we would not schedule a SOBO- OB over 13 weeks...



	Obstetric			Pregnancy Related Exams
SOBU	Obstetric under 13 weeks - 76801, 76817		Must be at least 5 weeks If reason is amniocentesis: ❤	PREP: Do not empty bladder beginning 2 hours prior to exam.
SONT	Obstetric Nuchal Translucency - 76801, 76817, 36416	Down syndrome	NOT AVAILABLE AT CHEVY CHASE OR DC K STREET Must be 12 weeks - 13 weeks 6 days	PREP: Do not empty bladder beginning 2 hours prior to exam.
SOBO	Obstetric over 13 weeks - 76811, 76817		Must be over 13 weeks CONFIRM: Does the script from the physician specify time frame for exam to be scheduled. NOTE: KStreet - Do NOT schedule after 2:30 pm! If reason is amniocentesis: ❤	No Prep
SOBB	Obstetric Bio-Physical - 76819, 93976, 76811		Must be over 35+ Weeks. If reason is amniocentesis: ❤	NOTE: Also known as BPP Doppler No Prep
SOBM	Obstetric Multiple - 76811, 76812		TRANSFER CALLER TO CENTER!	

DID YOU
KNOW?

Avoid creating new Physician profiles in Merge

- Do not create new physician profiles.
- Please be sure to email leadership so an Admin agent can create a new profile.

HELLO
Wednesday

Weekly Quality and Training Tips 10 14 20

Last Modified on 10/20/2020 11:21 am EDT

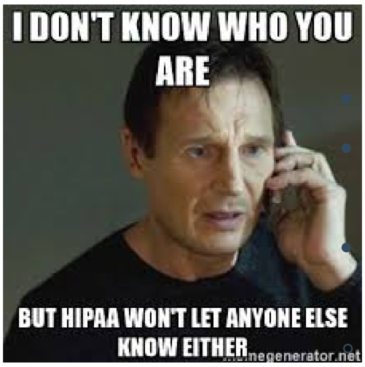
Quality and Training Tips!

Upcoming Holiday Calendar

TODAY IS WEDNESDAY WHICH MEANS TOMORROW IS PRE-FRIDAY WHICH MEANS THE NEXT DAY IS FRIDAY, SO IT'S BASICALLY FRIDAY.

- Please be sure to always check the calendar before scheduling, especially with the holidays coming up.
- Remember, holidays that we are closed for do NOT count in the 5 business days out rule for pre-authorization. For example, if a patient calls on 11/23 to schedule an exam, the earliest we could schedule is 12/03 since we are closed on 11/26-11/27.

Verifying Demographics


I DON'T KNOW WHO YOU ARE
BUT HIPAA WON'T LET ANYONE ELSE KNOW EITHER
...megenerator.net

For every call where we access the patient's chart we must verify demographics.

- It is best and easiest to verify the name and date of birth.
- Then we can either ask, "Has there been any changes to your demographic information?"
- Or we can ask, "Has there been any changes to your address, phone number, or email address?"
- Please remember if we go this route, we must verify each piece.
  - Example: "Has there been any changes to your address?" is incorrect. This question still leaves out the other two pieces (if we already verified the name and date of birth).

Virtual Colonoscopy

This exam require fasting for an extended period before it can performed. To help provide a considerate experience, remember to ALWAYS schedule these exams in the morning (before 9:30AM).

DID YOU KNOW?

Insurance

For every schedule, we need to check on the patient’s insurance.

HELLO
I need
HEALTH INSURANCE

For initial scheduling:

- We need to verify the Insurance name and Member ID/Policy Number
- Example: “May I go ahead and get your insurance and the Member ID?”

For rescheduling:

- We do NOT need to reverify the insurance.

ALWAYS check the job aid to ensure we do not have the patient’s insurance on our Do not Accept List under that center’s page.

NOTE: Checking for insurance eligibility only verifies that the patient has active insurance. It does **NOT** verify if we accept the patient’s insurance nor does it verify if we are in network.

Thanks!

TODAY IS WEDNESDAY WHICH MEANS TOMORROW IS PRE-FRIDAY WHICH MEANS THE NEXT DAY IS FRIDAY, SO IT'S BASICALLY FRIDAY.

Process Changes - Covid Script, Reschedule Requirements, and Address

Last Modified on 10/01/2020 1:55 pm EDT

Effective 10/1/2020 - Process Changes for Covid Script, Reschedule Requirements, and Providing Address on calls

Updated Covid and Registration Scripts:

- "Please call us to reschedule if you test positive for COVID-19, develop any symptoms, or fall under any other reschedule category. This list can be found on our website."
  - Additionally, for locations in Texas, Arizona, Ohio, North Carolina and Stapleton:
  - “We also ask that you visit our website to print and complete your registration forms in advance.”

Spanish Translation:

- "Por favor llamenos para reprogramar si da positivo en la prueba de Covid-19, desarrola algun sintoma, o cae en calquier otra categoria de reprogramaciaon. Esta lista se puede encontrar en nuestro sitio web.”
  - Additionally, for locations in Texas, Arizona, Ohio, North Carolina and Stapleton:
  - “También le pedimos que visite nuestro sitio web para imprimir y completar sus formularios de registro en adelantado.”

Rescheduling Changes – Many updates!

- We are required to verify HIPAA items (name, DOB, address, email, etc.) based on our workflow requirements
- When rescheduling exams, we are no longer required to reverify:
  - insurance information
  - doctor name or address
  - if patient is experiencing any issues or problems
- We also do not need to default to providing the prep instructions when rescheduling. Simply ask if they need us to provide the prep instructions.
  - If yes, provide the information in full.
  - If no, no need to provide the prep details.
- Note: It is required to ask if they need the prep instructions.

All Calls – Providing Location/Center Address

- We no longer have to provide the full center address to every patient on every call. (initial scheduling, rescheduling, etc.)
- Instead, ask the caller if they would like us to provide the full address of the location.

  - If yes, provide the information in full.
  - If no, no need to provide this information.
- Note: It is required to ask if they would like the address provided to them verbally.

Updated 10/1/2020

Weekly Quality and Training Tips 10 07 20

Last Modified on 10/07/2020 3:45 pm EDT

Quality and Training Tips!

STOP!
POTENTIAL ERROR
DOUBLE CHECK

Double check the last mammogram date!

Not double checking can result in scheduling this year's screening too early.

- Please remember to schedule a year and a day from their last mammogram.
- This ensures a more accurate yearly check up
- This ensures that insurance will cover the appointment under their preventative care.
- If a patient is insistent on coming in before their "due date" please notate in the order notes.
  - **NOTE:** If a patient is coming in early, do not schedule more than 2 weeks in advance per our radiologists recommendations.
    - **EXAMPLE:** If they came in 10/07/19 then we should not schedule until after 09/23/20.

Breast exams

Always default to bilateral

- If we do not know if a patient is bilateral or unilateral, always select the bilateral exam.
- If the order does not say bilateral or unilateral, we do not need to have the patient get a new order. The one we have is fine to use.

ALL CAPS

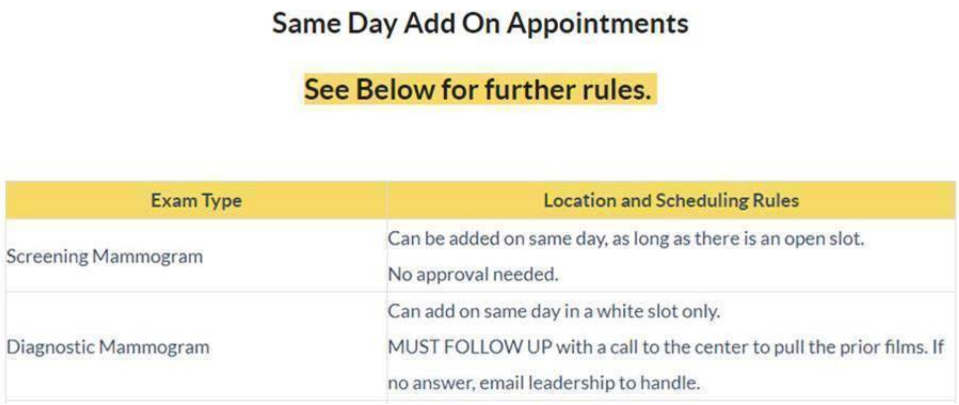
Please use ALL CAPS when notating and when updating demographics.

- Why is it a big deal to notate in ALL CAPS?
  - It is easier to read.
  - It keeps everything uniformed.
  - When typing, it is much faster to write everything in ALL CAPS versus going back and forth between ALL CAPS and lowercase.

DID YOU KNOW?

Same Day Add on for Diagnostics

- If the patient has the order and there is an available time slot for the same day, please call the center before scheduling so they can pull priors.
- If they do not answer, email leadership and schedule.



Same Day Add On Appointments

See Below for further rules.

Exam Type	Location and Scheduling Rules
Screening Mammogram	Can be added on same day, as long as there is an open slot. No approval needed.
Diagnostic Mammogram	Can add on same day in a white slot only. MUST FOLLOW UP with a call to the center to pull the prior films. If no answer, email leadership to handle.

CHANGE IS CONSTANT
ADAPT YOU MUST

Yay we have changed our schedule and reschedule call flow requirements!

All Calls – Providing Location/Center Address

- We no longer have to provide the full center address to every patient on every call. (initial scheduling, rescheduling, etc.)
- Instead, ask the caller if they would like us to provide the full address of the location.
  - If yes, provide the information in full.
  - If no, no need to provide this information.
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  - doctor name or address

    - if patient is experiencing any issues or problems
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    - If yes, provide the information in full.
    - If no, no need to provide the prep details.
- Note: It is required to ask if they need the prep instructions.

YOU GOT THIS

ALSO OUR COVID SCRIPTING HAS CHANGED!

Updated Covid and Registration Scripts:

- "Please call us to reschedule if you test positive for COVID-19, develop any symptoms, or fall under any other reschedule category. This list can be found on our website."

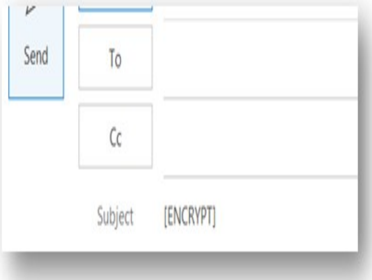
IT'S WEDNESDAY

Weekly Quality and Training Tips 09 23 20

Last Modified on 09/29/2020 3:46 pm EDT

Quality and Training Tips!

ENCRYPT



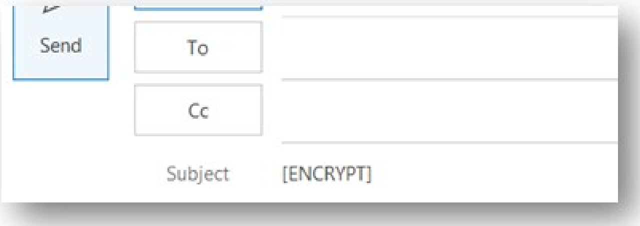
Subject [ENCRYPT]

What is encryption? Why is it important?

- Encryption is a way of protecting private information by putting it into a form that can only be read by those who have permission to do so.
- **EVERY** email containing patient information should be encrypted before sending to protect confidential information, such as personal data, protected health information (PHI), and other sensitive information.
- Remember: it is our job to protect the information that we have been trusted with.

How do I encrypt an email?

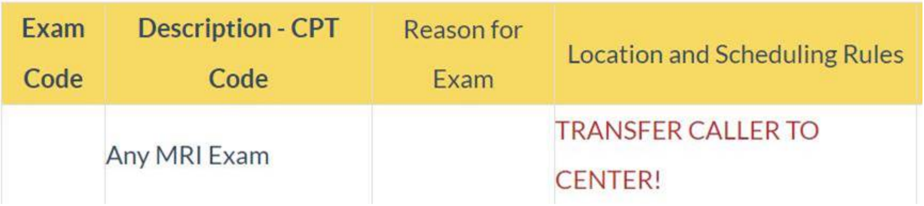
It's super easy! E-mails can be encrypted by simply typing [ENCRYPT] into the subject line.



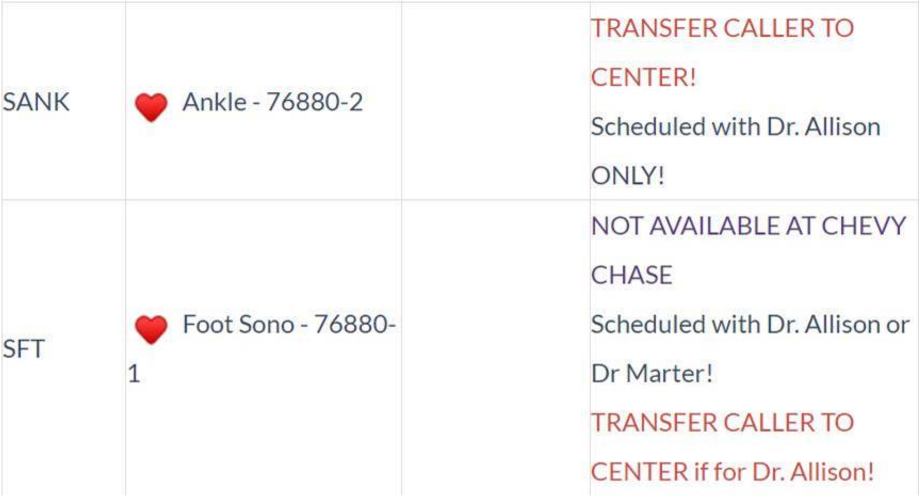
Subject [ENCRYPT]

Exam types handled by the Center

Some exam types, such as MRI's, are NOT handled by the contact center, and ***must*** be transferred to the location where the exam is being performed. Some exams must be transferred to the center if they are for a specific doctor. This applies to scheduling, rescheduling, and cancelling appointments, as well as general questions. Remember to check the "Exams" section in the playbook to confirm if the exam is available (the list below does not include all exams that must be transferred, just a few for example purposes).



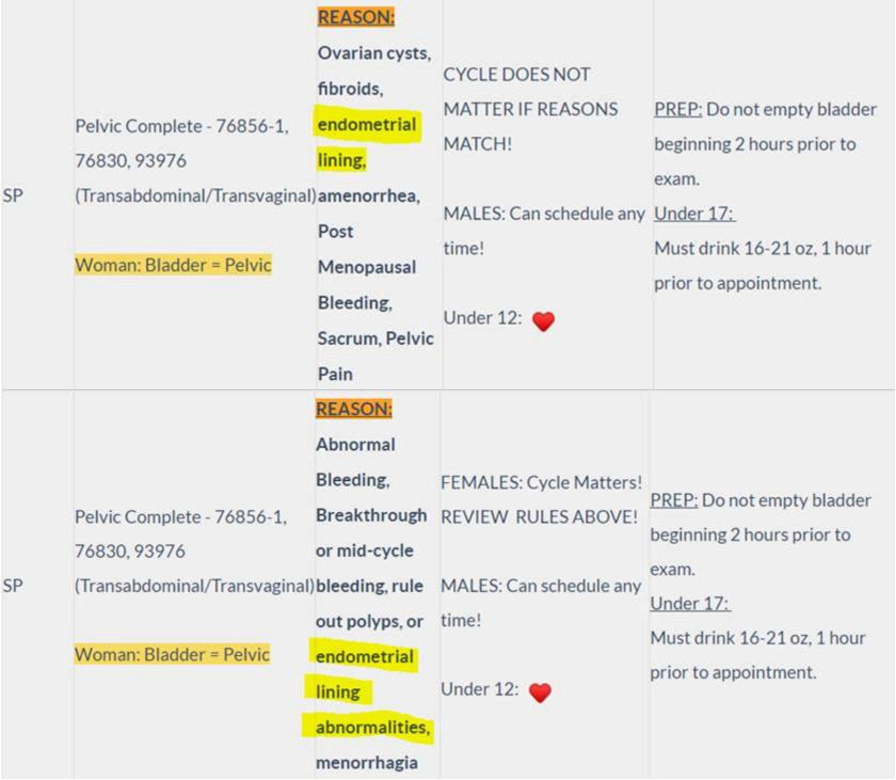
Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules
	Any MRI Exam		TRANSFER CALLER TO CENTER!



SANK	❤ Ankle - 76880-2		TRANSFER CALLER TO CENTER! Scheduled with Dr. Allison ONLY!
SFT	❤ Foot Sono - 76880-1		NOT AVAILABLE AT CHEVY CHASE Scheduled with Dr. Allison or Dr Marter! TRANSFER CALLER TO CENTER if for Dr. Allison!

Pelvic Complete

When ordering a general ultrasound - pelvic complete for a female patient, it's important to pay close attention to what the reason for exam is as this will determine when an exam can be scheduled. For example, if a patient has been diagnosed with endometrial lining abnormalities, we would schedule based on the female cycle date rules. However, if the reason is solely endometrial lining (meaning they are checking for abnormalities, have not been diagnosed yet), then we can schedule when available.



SP	Pelvic Complete - 76856-1, 76830, 93976 (Transabdominal/Transvaginal) Woman: Bladder = Pelvic	REASON: **Ovarian cysts, fibroids, endometrial lining, amenorrhea, Post Menopausal Bleeding, Sacrum, Pelvic Pain**	CYCLE DOES NOT MATTER IF REASONS MATCH! MALES: Can schedule any time! Under 12: ❤	PREP: Do not empty bladder beginning 2 hours prior to exam. Under 17: Must drink 16-21 oz, 1 hour prior to appointment.
SP	Pelvic Complete - 76856-1, 76830, 93976 (Transabdominal/Transvaginal) Woman: Bladder = Pelvic	REASON: **Abnormal Bleeding, Breakthrough or mid-cycle bleeding, rule out polyps, or endometrial lining abnormalities, menorrhagia**	FEMALES: Cycle Matters! REVIEW RULES ABOVE! MALES: Can schedule any time! Under 12: ❤	PREP: Do not empty bladder beginning 2 hours prior to exam. Under 17: Must drink 16-21 oz, 1 hour prior to appointment.

	FEMALE CYCLE DATE RULES:		Normal Cycle: Schedule appt between days 7-10 of cycle Erratic Cycles: Call on 1st day of period. Will schedule appt between days 7-10 Continuous Bleeding or Menopausal: Schedule exam at any time	**NOTE:** **Day 1 is the first day of the period.** **PMB: Post Menopausal Bleeding**

DID YOU **KNOW?**

VA - Sterling
VA - Fairfax
VA - Arlington
MD - Park Potomac
MD - Chevy Chase
MD - Bethesda
DC - Washington - K Street
REVIEW THE JOB AIDS

Job Aids are updated regularly!

We are growing every day and with growth, comes some changes. As processes are adjusted to radiologist specifications, scheduling rules will be updated on each job aid.

- Review the location job aid when scheduling to confirm:
    - Is this exam offered at this location?
    - Can this exam be scheduled any day or are they only offered on specific days?
    - Are there any special rules at this location that apply to this exam?
    - Is the patient’s insurance accepted here?
    - Is there a weight limit (for bone density exams)?

Have a wonderful remainder of the week!

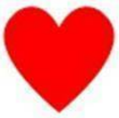
Wednesday

it's almost, sorta, kinda, close to,
just, about, nearly
the weekend...

Weekly Quality and Training Tips 09 16 20

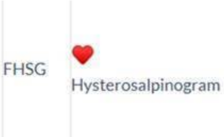
Last Modified on 10/06/2020 4:22 pm EDT

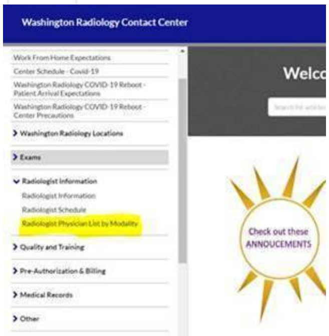
Quality and Training Tips!



When we see a red heart next to an exam remember to check the Radiologist Physician List by modality.

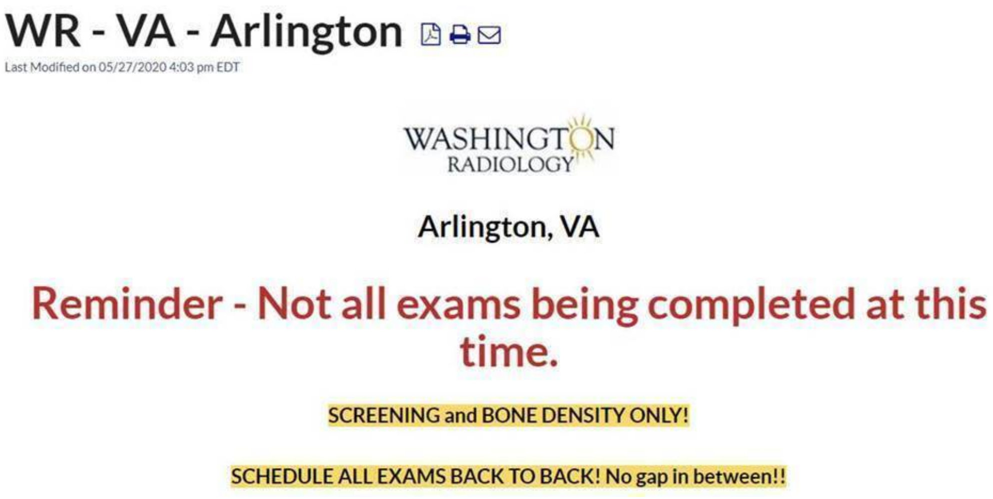
- We should not be scheduling exams with a heart next to it without checking the physician list.
- If we schedule without looking at this list and then the schedule, we will schedule the patient incorrectly.


FHSG
Hysterosalpinogram


Washington Radiology Contact Center
Work From Home Expectations
Center Schedule - Covid-19
Washington Radiology COVID-19 Reboot - Patient Arrival Expectations
Washington Radiology COVID-19 Reboot - Center Precautions
Washington Radiology Locations
Exams
Radiologist Information
Radiologist Information
Radiologist Schedule
Radiologist Physician List by Modality
Quality and Training
Pre-Authorization & Billing
Medical Records
Other
Welco
Check out these ANNOUCEMENTS

Scheduling at Arlington

- Patients coming in for multiple exams should be scheduled back to back
- This means there should be no gap between appointments.
- For example: Bone Density at 8:00 AM and Screening Mammogram at 8:05 AM



WR - VA - Arlington

Last Modified on 05/27/2020 4:03 pm EDT

WASHINGTON RADIOLOGY

Arlington, VA

Reminder - Not all exams being completed at this time.

SCREENING and BONE DENSITY ONLY!

SCHEDULE ALL EXAMS BACK TO BACK! No gap in between!!

DID YOU **KNOW?**

No Fluoroscopy Scheduling:

We are currently not scheduling ANY Fluoroscopy exams at any of the WR locations.
Please apologize for the inconvenience and advise patients to contact their referring physician for other location options.

NOT AVAILABLE

Where to find order forms when asked...

- If a doctor's office calls for order forms, they can find them on our website.
    - If you scroll to the bottom of the page, under "Referral Order Form Download".
    - Once they click this, it will open a new browser.
- If the doctor does NOT want to print the forms out themselves, please be sure to email leadership so an account executive can provide them.

WASHINGTON RADIOLOGY

703.280.9800

WashingtonRadiology.com

BRING THIS FORM TO YOUR APPOINTMENT

ULTRASOUND 2D/3D/4D

BREAST STUDIES 2D/3D

Indicate Area of Concern

Right

Left

MRI

MRI CONTRAST:

CT*

CT CONTRAST:

GENERAL X-RAY

FLUOROSCOPY

BIOPSY (NON-BREAST)

BONE DENSITOMETRY

Facility addresses and services on reverse side.

Warmest Regards,

wednesday
is like
small
Friday

Weekly Quality and Training Tips 09 09 20

Last Modified on 09/09/2020 4:56 pm EDT

Quality and Training Tips!

HELLO
I need
HEALTH INSURANCE

CT's and Pre-Authorization

What to do if we are scheduling the CT prior to the 5 business days

- We must call Pre- Auth to advise them of this appointment.
- We then need to advise the patient that they will need to sign a waiver, which holds them financially responsible for that exam in case their insurance will not cover. This waiver states that the patient will pay 100% in this situation.

Insurance

For every schedule and reschedule we need to double check on the patient's insurance.

- For initial scheduling,
  - We need to verify the Insurance name, Member ID/Policy Number and Group Number
  - Example: "May I go ahead and get your insurance and the Member ID? Thank you, may I also get your Group Number?"
- For rescheduling,
  - We need to reverify the name of Insurance name.
  - Example: "So I see you have Blue Cross Blue Shield for your insurance is that correct?"
- ALWAYS check the job aid to ensure we do not have the patient's insurance on our Do not Accept List under that center's page.

NOTE: Checking for insurance eligibility/financial clearance only verifies that the patient has active insurance. It does NOT verify if we accept the patient's insurance nor does it verify if we are in network.

Knock Knock!
-Who's there?
HIPAA!
-HIPAA who?
I can't tell you that.
someecards
user card

Medical Release Form

When should we advise a medical release form is needed?

- If a patient wants their CD/Images mailed to them, they are required to fill out this form and either fax or email it to MR.
- Another imaging center/ doctor's office is requesting images/CD to be mailed to them.

NOTE: All Medical Records requests go through our Medical Record Department. This information is for when Patients/Doctor's offices have questions on when to fill out/ send a medical release form.

DID YOU
KNOW?

YOU KNOW WHAT ANIMAL IS BEST AT KEEPING MEDICAL SECRETS?
THE HIPAAPOTAMUS.

Verify Demographics

For Patients

- Verify the name and date of birth first.
- Once that is verified, we can then ask, "Has there been any changes to your demographic information?" This question will verify all we need.
- If we ask, "Has there been any changes to your address, phone number, or email?" then we must make sure we hit all points.
- If we ask, "Has there been any changes to your address and email?" This is not maintaining data integrity.

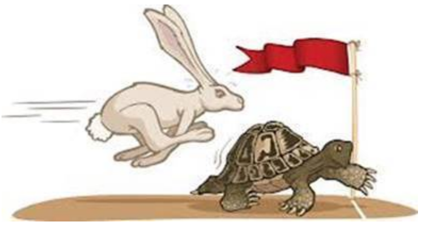
For Doctor's Offices

- We only need to verify the name and date of birth.
- If we have the office verify the patient's name, date of birth, address, phone, and email it prolongs them obtaining what they need.

Quality over Quantity.

Be sure to not rush through calls, we should be giving patient's information at their pace.

- While it is good to have efficient calls, and hit all our points, we need to uphold the Washington Radiology way.
- Please be sure to completely allow the patient to finish speaking before asking our next question or speaking our next statement.
- Rushing through calls and interrupting patients can come across as us rushing and us being rude.



Weekly Quality and Training Tips 09 02 20

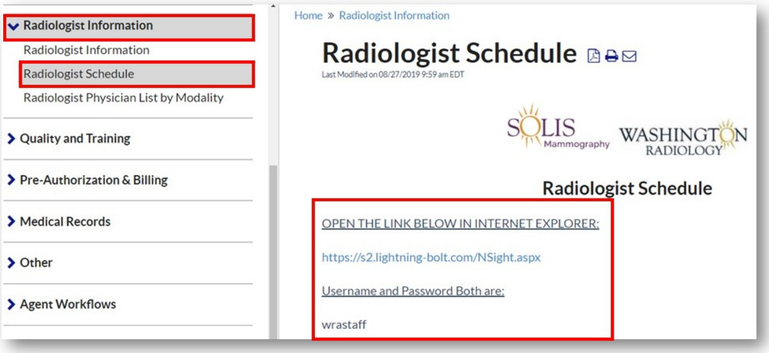
Last Modified on 09/09/2020 4:52 pm EDT

Quality and Training Tips!

DON'T FORGET…

KEEP
CALM
AND
UTILIZE YOUR
RESOURCES

Lightening Bolt (Radiologist Schedule) is a great way to verify the assigned Radiologist for each modality at any Center! Whether you're searching for a specific Radiologist because of a patient request or when the requested exam can only be performed by a certain Radiologist, you have access to information you need.


Radiologist Information
Radiologist Information
Radiologist Schedule
Radiologist Physician List by Modality
Quality and Training
Pre-Authorization & Billing
Medical Records
Other
Agent Workflows
Home » Radiologist Information
SOLIS Mammography
WASHINGTON RADIOLOGY

Radiologist Schedule

Last Modified on 08/27/2019 9:59 am EDT

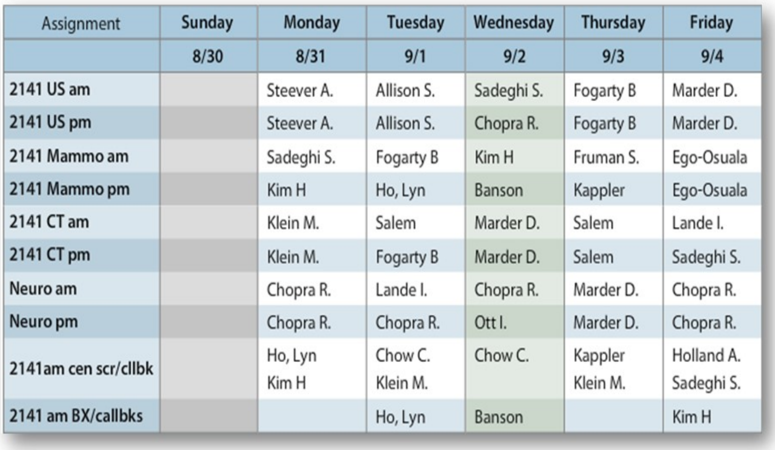
Radiologist Schedule

OPEN THE LINK BELOW IN INTERNET EXPLORER:

https://s2.lightning-bolt.com/NSight.aspx

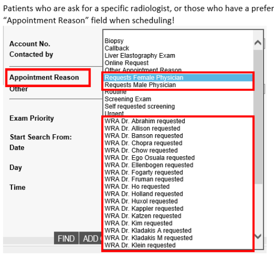
Username and Password Both are:

wrastaff



Assignment	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
	8/30	8/31	9/1	9/2	9/3	9/4
2141 US am		Steever A.	Allison S.	Sadeghi S.	Fogarty B	Marder D.
2141 US pm		Steever A.	Allison S.	Chopra R.	Fogarty B	Marder D.
2141 Mammo am		Sadeghi S.	Fogarty B	Kim H	Fruman S.	Ego-Osuala
2141 Mammo pm		Kim H	Ho, Lyn	Banson	Kappler	Ego-Osuala
2141 CT am		Klein M.	Salem	Marder D.	Salem	Lande I.
2141 CT pm		Klein M.	Fogarty B	Marder D.	Salem	Sadeghi S.
Neuro am		Chopra R.	Lande I.	Chopra R.	Marder D.	Chopra R.
Neuro pm		Chopra R.	Chopra R.	Ott I.	Marder D.	Chopra R.
2141am cen scr/cllbk		Ho, Lyn Kim H	Chow C. Klein M.	Chow C.	Kappler Klein M.	Holland A. Sadeghi S.
2141 am BX/callbks			Ho, Lyn	Banson		Kim H

Special Requests!


Patients who are ask for a specific radiologist, or those who have a preference in a male or female radiologist must always have that information reflected in the "Appointment Reason" field when scheduling!

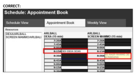
Account No.
Contacted by
Appointment Reason
Other
Exam Priority
Start Search From:
Date
Day
Time
FIND
ADD
Biopsy
Callback
Liver Elastography Exam
Online Request
Other Appointment Reason
Requests Female Physician
Requests Male Physician
Routine
Screening Exam
Self requested screening
Urgent
WRA Dr. Abrahim requested
WRA Dr. Allison requested
WRA Dr. Banson requested
WRA Dr. Chopra requested
WRA Dr. Chow requested
WRA Dr. Ego Osuala requested
WRA Dr. Ellenbogen requested
WRA Dr. Fogarty requested
WRA Dr. Fruman requested
WRA Dr. Ho requested
WRA Dr. Holland requested
WRA Dr. Huxol requested
WRA Dr. Kappler requested
WRA Dr. Katzen requested
WRA Dr. Kim requested
WRA Dr. Kladakis A requested
WRA Dr. Kladakis M requested
WRA Dr. Klein requested

Arlington/Ballston Multiple Exam Scheduling:

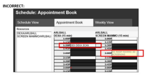
Multiple Exams Arlington	When scheduling multiple exams, it is preferred that you follow the following order of exams.	Order does not matter. **Should ALWAYS be scheduled back to back.** No other patient between multiple exams.

BACK
TO
BACK

CORRECT:


Schedule: Appointment Book
Schedule View
Appointment Book
Weekly View
Resources
DEXA/ARLBALL
SCREEN MAMMO/ARLBALL
ARLBALL DEXA (15 min)
ARLBALL SCREEN MAMMO (15 min)
DEX-DEXA SCAN
3D MASP-MAMMO 3D SCREENING

INCORRECT:


Schedule: Appointment Book
Schedule View
Appointment Book
Weekly View
Resources
DEXA/ARLBALL
SCREEN MAMMO/ARLBALL
ARLBALL DEXA (15 min)
ARLBALL SCREEN MAMMO (15 min)
DEX-DEXA SCAN
3D MASP-MAMMO 3D SCREENING

DID YOU
KNOW?

ABOUT ME POWERPOINT SLIDE:

DEADLINE
EXTENDED

From the Contact Center Diversity and Inclusion Team:

Create a Powerpoint Slide highlighting who you are as an introduction to all your peers here at the Contact Center

Feel free to include HR appropriate pictures of yourself, family, friends, pets, anything that lets us know a little more about YOU!!!

Email your completed slide to ContactCenter.NewsTeam@SolisMammo.com

Deadline extended until 09/09/2020

We hope everyone is having a great week so far, lets finish it out strong!

May you find moments that make you smile today!
Happy Wednesday.
QuotesnThoughts.org

Weekly Quality and Training Tips 08 26 20

Last Modified on 08/26/2020 2:39 pm EDT

Quality and Training Tips!

[ENCRYPT]

Email encryption is important, especially when sending confidential information. We are currently relying on some in office PC's and some home PC's and laptops as electronic communication tools when communicating confidential matters, such as personal data, protected health information (PHI) and other sensitive information. It is our job to protect the information that we have been trusted with. We can encrypt emails to protect our patients.

- NOTE: Emails can be encrypted by typing [ENCRYPT] into the subject title.

FAX?
WHY DON'T YOU JUST SEND IT OVER ON A DINOSAUR?
HD
quickmeme.com

Sending Orders through Email

Please remember that patients can email orders to us and not just fax!

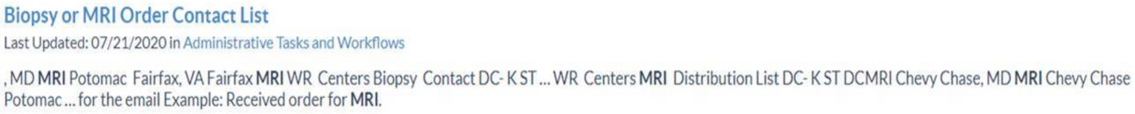
- Patients have the ability to email their orders to scheduling@washingtonradiology.com
- Offer this to patients who are not able to fax

FAX?
WHY DON'T YOU JUST SEND IT OVER ON A DINOSAUR?
HD
quickmeme.com

Who to email when needing to reach out to MRI or Biopsies contacts?

We want to ensure we are contacting the correct person.

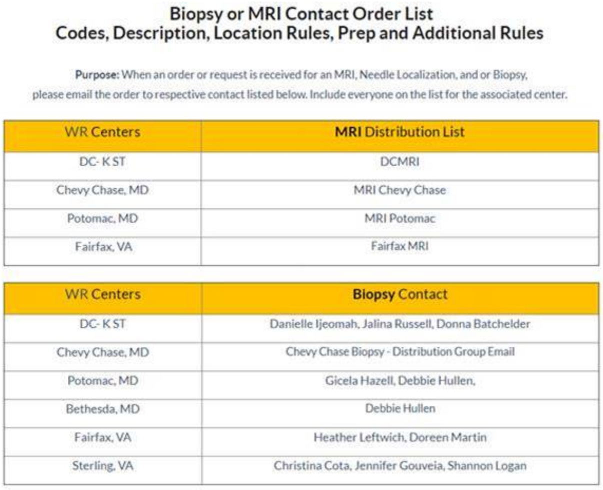
- **Please refer to the job aid**
- **This is found in the Biopsy or MRI Order Contact List job aid.**



Biopsy or MRI Order Contact List

Last Updated: 07/21/2020 in Administrative Tasks and Workflows

, MD **MRI** Potomac Fairfax, VA Fairfax **MRI** WR Centers Biopsy Contact DC- K ST ... WR Centers **MRI** Distribution List DC- K ST DCMRI Chevy Chase, MD **MRI** Chevy Chase Potomac ... for the email Example: Received order for **MRI**.



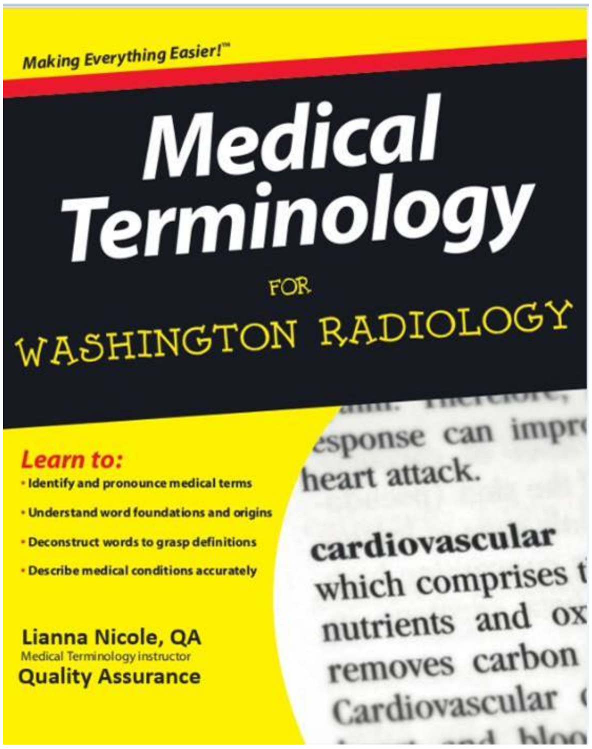
Biopsy or MRI Contact Order List
Codes, Description, Location Rules, Prep and Additional Rules

Purpose: When an order or request is received for an MRI, Needle Localization, and or Biopsy, please email the order to respective contact listed below. Include everyone on the list for the associated center.

WR Centers	**MRI** Distribution List
DC- K ST	DCMRI
Chevy Chase, MD	MRI Chevy Chase
Potomac, MD	MRI Potomac
Fairfax, VA	Fairfax MRI

WR Centers	**Biopsy** Contact
DC- K ST	Danielle Ijeomah, Jalina Russell, Donna Batchelder
Chevy Chase, MD	Chevy Chase Biopsy - Distribution Group Email
Potomac, MD	Gicela Hazell, Debbie Hullen,
Bethesda, MD	Debbie Hullen
Fairfax, VA	Heather Leftwich, Doreen Martin
Sterling, VA	Christina Cota, Jennifer Gouveia, Shannon Logan

DID YOU KNOW?



Making Everything Easier!™

Medical Terminology

FOR

WASHINGTON RADIOLOGY

Learn to:

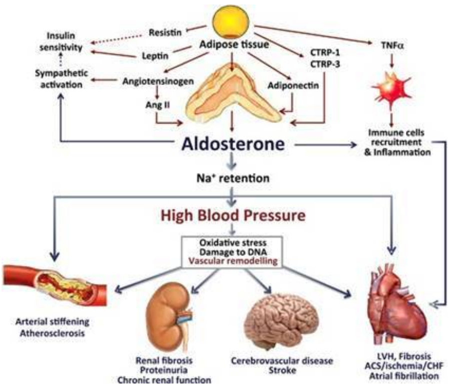
- Identify and pronounce medical terms
- Understand word foundations and origins
- Deconstruct words to grasp definitions
- Describe medical conditions accurately

Lianna Nicole, QA
Medical Terminology instructor
Quality Assurance

esponse can impr
heart attack.
cardiovascular
which comprises t
nutrients and ox
removes carbon
Cardiovascular

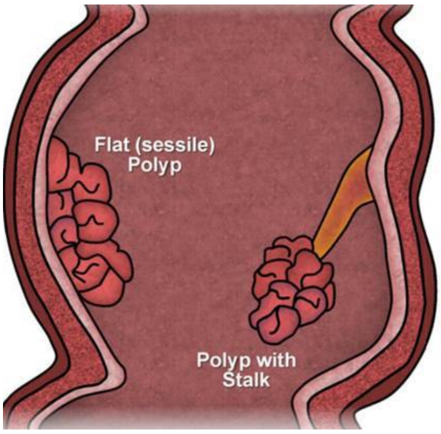
Medical Words of the Week!

Aldosterone- a steroid hormone produced by the zona glomerulosa of the adrenal cortex in the adrenal gland. It affects the body's ability to regulate blood pressure. Sends signal to the organs (like kidneys and colon) that can increase the amount of sodium the body sends into the bloodstream.



Insulin sensitivity
Resistin
Adipose tissue
TNFα
Leptin
CTRP-1
CTRP-3
Sympathetic activation
Angiotensinogen
Adiponectin
Ang II
Aldosterone
Immune cells recruitment & Inflammation
Na⁺ retention
High Blood Pressure
Oxidative stress
Damage to DNA
Vascular remodelling
Arterial stiffening
Atherosclerosis
Renal fibrosis
Proteinuria
Chronic renal function
Cerebrovascular disease
Stroke
LVH, Fibrosis
ACS/ischemia/CHF
Atrial fibrillation

Polyps- abnormal tissue growths that most often look like small , flat bumps or tiny mushroom like Stalks.



Flat (sessile)
Polyp
Polyp with
Stalk

Weekly Quality and Training Tips 08 20 20

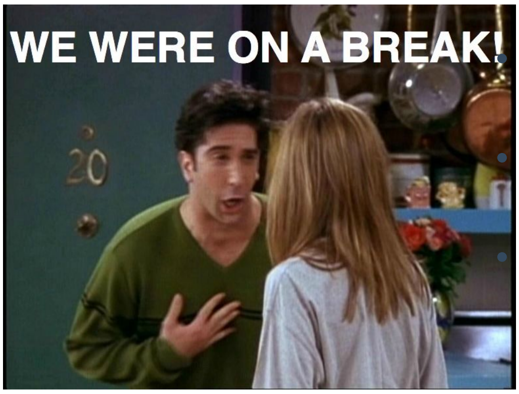
Last Modified on 08/26/2020 1:44 pm EDT

Quality and Training Tips!

What to do if someone calls to speak with HR or follow up on an application...

We are hiring so some people may be calling in to get an application update.

- If we receive this call, then we need to transfer to HR.
- We should not be attempting to find the person they are looking for.
- Instead please transfer them to the HR EXT in Noble and advise that they may need to leave a voicemail if there is no answer. Someone from the HR department will get back to them shortly.


WE WERE ON A BREAK!

Please be sure to make sure to check Shifttrack every day!

- Let's keep up the good work with our adherence and make sure we are going to our breaks and lunches on time!
- If we are on a call close to our break time, we can always go into the pause code before terminating so we do not get another call.
- Set up alarms on our laptops/computers at the start of our day to keep reminders of when to go to lunch/break.

DID YOU
KNOW?

DC, 2141K STREET

CT SCANS

- DC will be open Saturday, August 29th for non-contrast CT's
- This includes:
  - Cardiac Scoring
  - Any sinus CT's
  - And Spines
- Reminders:
  - If patients do not have an order, they will not be able to be seen.
  - Please try to schedule in order from earliest to latest appointment time.

DRUM ROLL please.

So far for August our Overall Average Quality score is 97.35!!

Great job on Quality Scores! Everyone is doing awesome!

DOGS CAN'T OPERATE MRI MACHINES
BUT CATSCAN

Have an awesome Friday's EVE!

DOGS CAN'T OPERATE MRI MACHINES
BUT CATSCAN
GoodLivingguide.com

Weekly Quality and Training Tips 08 12 20

Last Modified on 08/17/2020 5:19 pm EDT

Quality and Training Tips!

SAFETY
FIRST

Regarding Covid-19

What should I say if a patient wants to know if it's safe to come in?

- We've taken several steps and put measures in place to keep everyone safe: team members and patients alike!
- Refer patients to our website to read the coronavirus restrictions: https://www.washingtonradiology.com/news/2020/03/12/coronavirus-covid-19-update/
- There, they can review the heightened safety precautions, as well as a list of symptoms that require rescheduling

Scheduling at Arlington

- Patients coming in for multiple exams should be scheduled back to back
- This means there should be no gap between appointments.
- For example: Bone Density at 8:00 AM and Screening Mammogram at 8:05 AM

WR - VA - Arlington

Last Modified on 05/27/2020 4:03 pm EDT

WASHINGTON
RADIOLOGY

Arlington, VA

Reminder - Not all exams being completed at this time.

SCREENING and BONE DENSITY ONLY!

SCHEDULE ALL EXAMS BACK TO BACK! No gap in between!!

DID YOU KNOW?

X-Rays

- We offer general x-rays which may include exams for many reasons
- Some reasons for exams include abdomen pains, colon transit, shunt placement, etc.
- Locations that offer X-rays include DC, Chevy Chase, Bethesda, Fairfax, and Sterling on a walk in basis

Have a seat Kermit. What I'm about to tell you might come as big shock...
paisdelocos.com

Have a great week!

Weekly Quality and Training Tips 08 05 20

Last Modified on 08/17/2020 5:22 pm EDT

Quality and Training Tips!

Thyroid Sono at Fairfax

- Reminder- We no longer have to get approval to schedule Thyroid Sonos at Fairfax.
- If the slot is open, take it!

Hear Ye!
Hear Ye!

IMPORTANT ANNOUNCEMENT!!! Updated COVID Scripting!!!

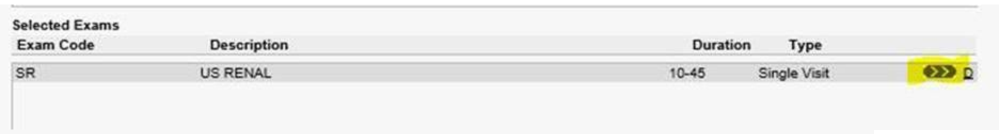
Effective Immediately – Updated COVID Script:

- “Please wear a face covering to your appointment and call us to reschedule if you have tested positive for COVID in the past 14 days, develop any symptoms, or fall under any other reschedule category. This list can be found on our website. Be advised that we are currently not allowing visitors and are following all safety precautions. Adherence with the above measures will be confirmed at the time of your appointment.”

DID YOU KNOW?

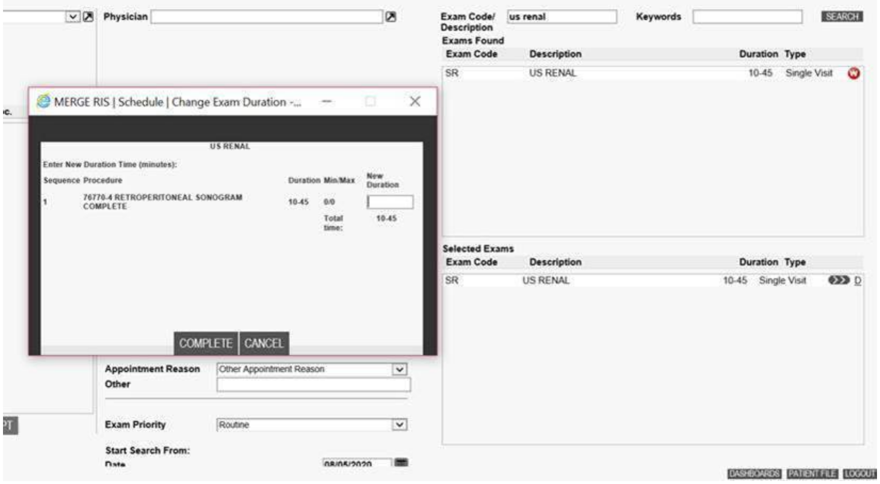
Trick to see the CPT code in Merge

- After selecting the exam, click on the arrows next to it to see the CPT code.



Selected Exams

Exam Code	Description	Duration	Type	
SR	US RENAL	10-45	Single Visit	⏩ D



Physician

Exam Code/ Description: us renal

Keywords

Exams Found

Exam Code	Description	Duration	Type
SR	US RENAL	10-45	Single Visit

Selected Exams

Exam Code	Description	Duration	Type	
SR	US RENAL	10-45	Single Visit	⏩ D

MERGE RIS | Schedule | Change Exam Duration -...

US RENAL

Enter New Duration Time (minutes):

Sequence	Procedure	Duration	Min/Max	New Duration
1	76770-4 RETROPERITONEAL SONOGRAM COMPLETE	10-45	0/0	
			Total time:	10-45

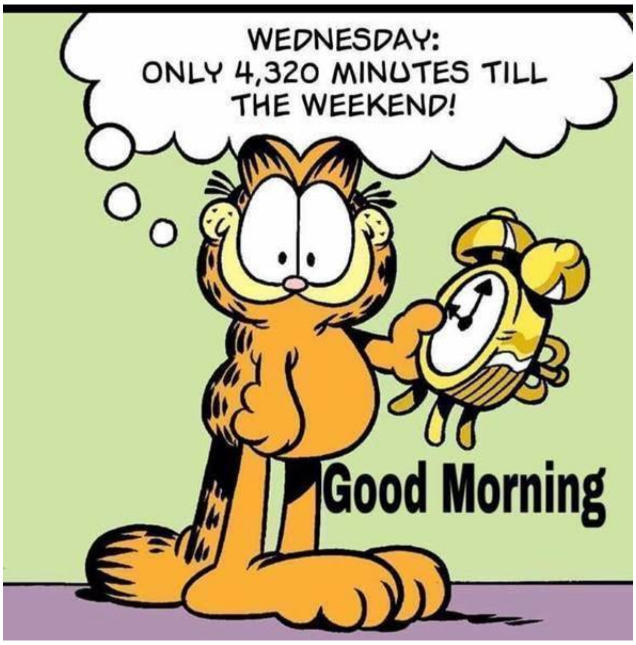
Appointment Reason: Other Appointment Reason

Other

Exam Priority: Routine

Start Search From: Date 08/05/2020

SEARCH
COMPLETE
CANCEL
DASHBOARDS
PATIENT FILE
LOGOUT



WEDNESDAY: ONLY 4,320 MINUTES TILL THE WEEKEND!
Good Morning

Have a great day, and rest of the week! 😊

Weekly Quality and Training Tips 07 29 20

Last Modified on 08/18/2020 5:00 pm EDT

Quality and Training Tips!

Cancellation/Reschedule Reasons:

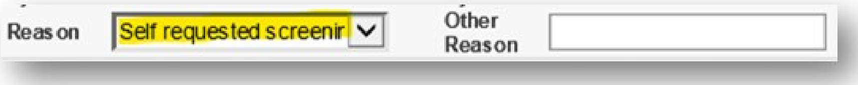
Just a friendly reminder….

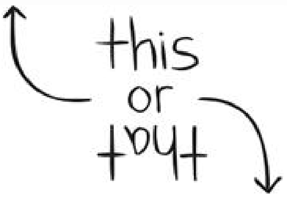
- Please do not use “Free Form” when cancelling or rescheduling an appointment in Merge
- Be sure to select one of the existing, pre-filled, cancellation reasons from the drop-down menu
- “Patient Request” should ONLY be used when cancelling and NOT rescheduling at the time of the call
- Reschedule should be used EVERY TIME we reschedule an exam

Screening Mammograms and Reason for Exam:

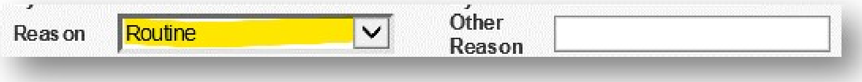
Please remember to verify whether a referring physician requires an Order for Screening Mammograms BEFORE selecting Reason for Exam

If NO ORDER is required, select “Self-Requested Screening”





If an ORDER IS required, select “Routine”


Reason: Routine
Other Reason:

Patient Communications:

Appointment Reminders & Confirmations

Results

Exam Type	Time Frame	Additional Details
Screening Mammo	Completed within 2 - 4 business days	Results are mailed to patients home address
Diagnostic Mammo	Results provided to Patient Same Day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
Breast Ultrasound	Results provided to Patient Same Day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
Bone Density/DEXA	Completed within 2-4 business days	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
General Ultrasound	Dictated and sent same day to physician	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
X-Ray	Read same day and sent same day to physician	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
MRI	Mostly read same day if not following business day and sent that day to physician	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
Fluoroscopy	Results provided to Patient same day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
CT	Preliminary results provided to patient ONLY if asked. Final results completed same day and provided to physician same day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.

did
YOU
know

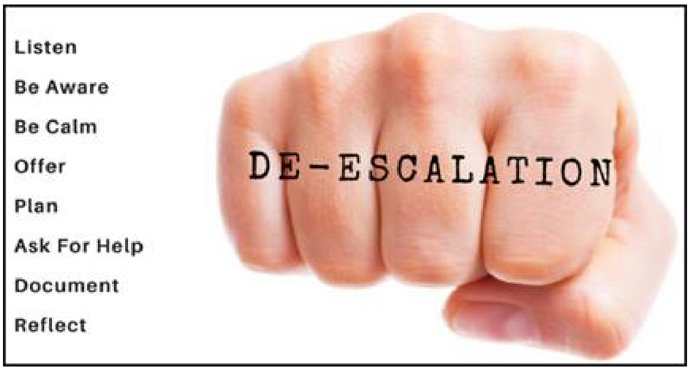
IMPORTANT ANNOUNCEMENT!!! Updated COVID Scripting!!!

THIS REPLACES ALL PREVIOUS SCRIPTS!!!

Effective Immediately – Updated COVID Script:

- "Please wear a face covering to your appointment and call us to reschedule if you test positive for COVID, develop any symptoms, or fall under any other reschedule category. This list can be found on our website. Be advised that we are currently not allowing visitors and are following all safety precautions. Adherence with the above measures will be confirmed at the time of your appointment."

Say What?



Instead of saying this…	Try saying/doing this…
"Calm down"	Keeping your voice level, inflection calm and continue trying to find a solution
"That's not my problem/responsibility"	"I can see what may have gone wrong. Lets see what we can do to fix that for you"
"I can't help with that"	"Here's what I can do"
"I understand how you feel"	Acknowledge the callers concern/emotion and ensure them you will help them resolve the issue

Let’s make today great!

Stay Positive
Think Positive
Do Positive
Happy Wednesday

Weekly Quality and Training Tips 07 08 20

Last Modified on 07/08/2020 9:14 am EDT

Quality and Training Tips!

Reschedule Reason:

When rescheduling an exam for a patient, the Reschedule Reason should ALWAYS be “Reschedule”

Reschedule

did you know?

Written Orders:

Did you know that we can accept written orders, even when they are written for another facility?

- Order must include the following to be accepted at Washington Radiology:
- Patient Full Name
- Type of exam requested
- Referring Physician's name and signature
- Must be dated within the last 12 months

Wellness Exams:

With all of the different medical terminology out there, it's important that we are able to decipher the different ways our callers might present information.

The following exams can be referred to as "Wellness Exams" or "Screenings":

- Screening Mammogram
- Dense Breast Ultrasound
- DEXA
- Lung Screening
- Virtual Colonoscopy
- Cardiac Scoring

NOTE: These are only considered screening exams IF the patient meets the criteria, which is determined by their referring physician. This does NOT guarantee that insurance will cover the cost of the exam.

Weekly Quality and Training Tips 06 24 20

Last Modified on 06/24/2020 1:30 pm EDT

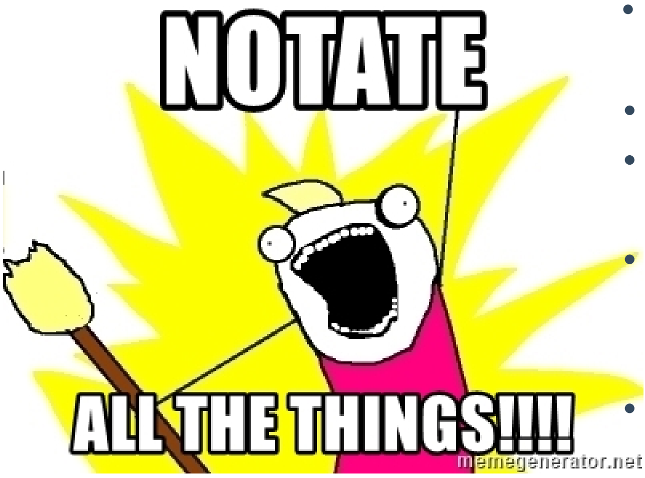
Quality and Training Tips!

No Fluoroscopy Scheduling:

We are currently not scheduling ANY Fluoroscopy exams at any of the WR locations.
Please apologize for the inconvenience and advise patients to contact their referring physician for other location options.

NOT AVAILABLE
NOT AVAILABLE
NOT AVAILABLE

Documentation:



- Please be sure to notate information related to a patients exam under Comments.
- This includes when patients call to cancel their exam.
- If they provide a cancellation reason, please be sure to include that information in the notes.
- During this time of uncertainty, we want to capture and notate if they are cancelling due to COVID related reasons, especially if they have symptoms.
- These notes will help future team member assist with rescheduling appropriately.

did you know?

Selecting Insurance can be Complicated:

We've recently received some information that will be help with making sure we select the correct insurance for various BCBS plans

Blue Cross/Blue Shield

- 3 alpha prefixes OR will have an "R" alpha prefix
- REMINDERS:
    - CareFirst BlueChoice Plans
        - All WR locations select "CAREFIRST BLUE CHOICE"

- Anthem HealthKeepers Plans
    - All WR locations select “HEALTHKEEPERS”
- Local/Out of State CareFirst, BlueCross BlueShield, Anthem Plans
    - Sterling – Select “ANTHEM BCBS OF VIRGINIA”
    - All other WR locations – Select “CAREFIRST BCBS”

NOTE: The above information has been added to the Insurance Tips and Tricks job aid in the Knowledge Base.

Weekly Quality and Training Tips 06 17 20

Last Modified on 06/17/2020 12:05 pm EDT

Quality and Training Tips!

Insurance Reminders:

- Always confirm and select the correct Insurance Carrier
  - Insurance Tips and Tricks Job Aid may be helpful
- Verify or add the Policy and Group Number
- Ask every patient if their plan is through Medicaid
  - We DO NOT accept Medicaid unless it is John Hopkins Priority Partners Medicaid
- Verify if patient's insurance requires Pre-Authorization
  - Pre-Authorization is required for CT, MRI and Fluoroscopy Exams
  - Use the Pre-Authorization Requirements by Insurance Job Aid
  - Be sure to schedule at least 5 business days out when Pre-Authorization is needed

COVID-19 Reminders:

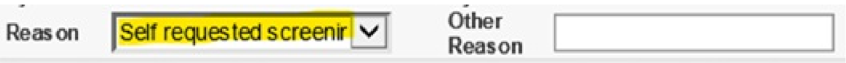
Please remind patients of the following:

- Mask (or other fabric face covering) is REQUIRED
- ONLY scheduled patients will be allowed into the Center, no guests
- Patients who develop symptoms of a lower respiratory infection, they must call to reschedule their exam
- Patients should enter the building at their scheduled appointment time
  - Exception to this would be for patients who arrive early for CT Prep

Reason for Exam:

Screening Mammogram Reasons

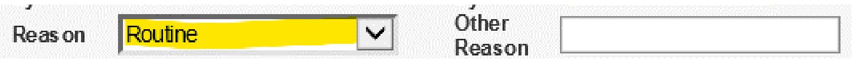
- If NO ORDER is required by the referring physician, select “Self-Requested Screening”



Reason Self requested screenir

Other Reason

- If referring physician REQUIRES an order, select “Routine”

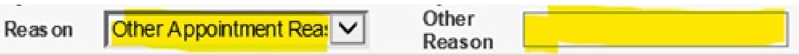


Reason Routine

Other Reason

All other Exam Types

- Select “Other Appointment Reason”
- In the “Other Reason” box, enter detailed symptoms or reason for exam



Reason Other Appointment Rea:

Other Reason

NOTE: “Other Reason” should NEVER be the exam type, but rather why the patient is coming in for the exam

did you know ?

We have a NEW Medical Records Process…

IN
CASE
YOU
MISSED
IT

All calls for Medical Records are now transferred to a Central Medical Records Number

- This includes:
  - Pickup Requests (Reports and/or Images)

  - Mail Requests (Reports and/or Images)
  - Fax Requests (Reports Only)
  - Email Requests (Reports Only)
- Transfer these calls to “MED RECS CENT” extension in Noble

Exams NOT Performed by Washington Radiology:

There is a list of exams that we DO NOT offer at Washington Radiology

- Review the job aid for a list of specific exam types
  - Exam Details - Exams NOT Performed by WR

Weekly Quality and Training Tips 06 10 20

Last Modified on 06/11/2020 9:37 am EDT

Quality and Training Tips!

Sign-Language Interpreter Reminder:

PLEASE be sure to send an email to Leadership when scheduling patients who need a sign-language interpreter

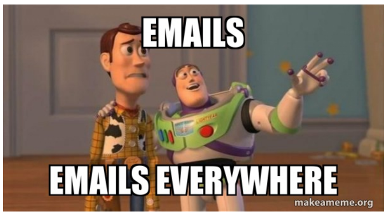
Also, we should send a follow-up email in the following situations:

- Patient cancels an exam that included a sign-language interpreter
- Patient reschedules an exam that included a sign-language interpreter

Doing so ensures that the Leadership Team has an opportunity to request, cancel or reschedule the sign-language interpreter.

NOTE: Do not discuss prices with the patient. These are internal costs incurred by WR.

Emailing Leadership:



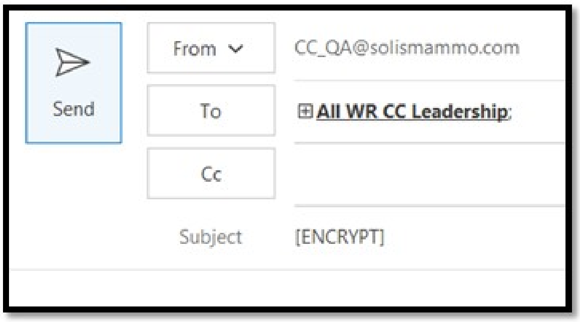
Please be sure to include ALL important information!!!

- Jacket Number
- If it is a complaint, it is against a Center or the Contact Center?
- If a Center is involved, which one?
- Details or Reason for Call
- Callback number

ALWAYS encrypt emails, specifically those containing Personal Health Information (PHI)

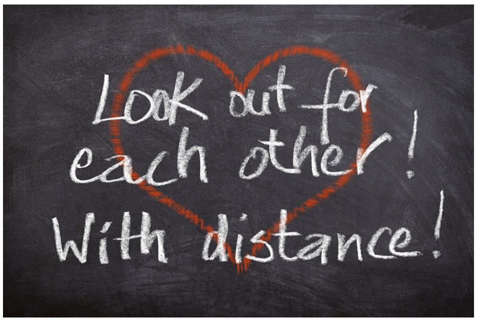
- PHI = MRN, Name, DOB, Address, Phone Number, Email, Physician Name, Past or Future Scheduled Exams, etc.

Example: BRACKETS MUST BE INCLUDED TO PROPERLY ENCRYPT



From: CC_QA@solismammo.com
To: ⊞ **All WR CC Leadership**;
Subject: [ENCRYPT]

COVID-19 Reminders:


Look out for each other!
With distance!

- Each Supervisor has cleaning supplies available at their desk
- If your Supervisor is out, please see one of the other Supervisors for these supplies
- Everyone is responsible for wiping down their work station before leaving for the day
- PLEASE return all cleaning supplies so they remain accessible to other team members
- Masks are REQUIRED when you are away from your desk
- For everyone’s health and safety, continue social distancing in all accessible areas, including the break room

did YOU know?

Screening Mammogram – Reason for Exam:

Physician requires order = Routine (must advise patient that an order is required from their physician)

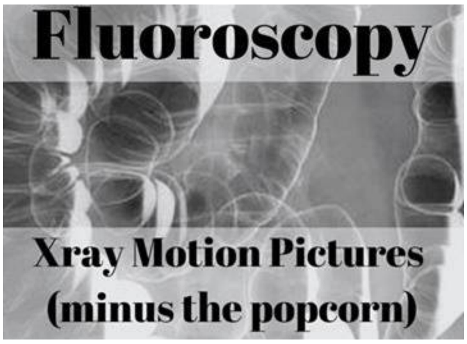
Physician doesn’t require order = Self Requested Screening

Now
you tell me ?!?!

Weekly Quality and Training Tips 06 03 20

Last Modified on 06/03/2020 3:49 pm EDT

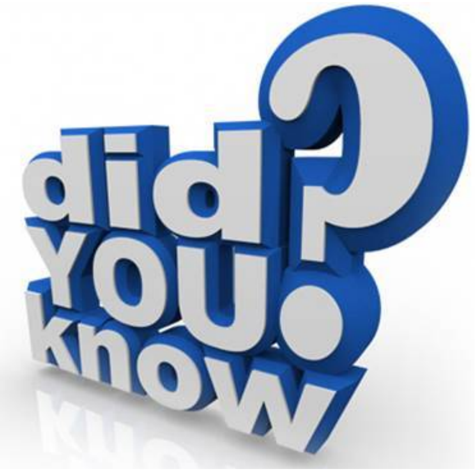
Fluoroscopy Reminder:



- In the best interest of our patients, we are currently **NOT** seeing patients for Fluoroscopy Exams!
  - If you receive a call to schedule a Fluoroscopy, please advise the patient to call their physician in order to be referred to a different facility
  - We do not have an estimated date for when we will begin performing these exams again
  - Please do not email Leadership in this instance

Pre-Authorization & Insurance:

- All CT, MRI and HSG exams REQUIRE Pre-Authorization (depending on the patients Insurance Carrier)
- To avoid potential issues, please to the following:
  - Capture/verify ALL demographic information
  - It is very important that we collect Insurance Policy information when scheduling these exams
  - Allow enough time (minimum of 5 business days) between date of call and scheduled exam for pre-authorization to process
- **IMPORTANT REMINDER RE: MEDICAID**
  - Washington Radiology does not accept Medicaid (John Hopkins Priority Partners Medicaid Plan is accepted)
  - Please ask EVERY patient if their insurance plan is a Medicaid Plan



Medical Records Update!!!

EXTRA! EXTRA! READ ALL ABOUT IT !

ALL MEDICAL RECORDS CALLS WILL NOW BE TRANSFERRED TO A CENTRALIZED MEDICAL RECORDS DEPARTMENT

This includes requests to:

- Pick Up or Mail Reports and/or Films to Patient or Physician's Office
- Fax Reports to Physicians Office
- Email Reports to Patients

Extension in Noble is listed as **"MED RECS CENT"**
Voicemail is set up – All voicemails are to be returned within 24 hours
We are able to COLD transfer to Medical Records, we do not have to WARM transfer!
Please see the updated Medical Records Job Aid: Medical Records Requests

Arrival Time Information:

In order to ensure social distancing, we are now asking patients to arrive at their scheduled appointment time.

- Please DO NOT advise patient to arrive 10-15 minutes early
- Patients should not enter the building prior to their exam time
- NOTE: Exception to this would be patients who are scheduled for a CT – they should still arrive early for prep

YOU HAVE ARRIVED

Weekly Quality and Training Tips 05 27 20

Last Modified on 05/27/2020 11:27 am EDT

Quality and Training Tips!

Medical Records Requests:

MEDICAL RECORDS

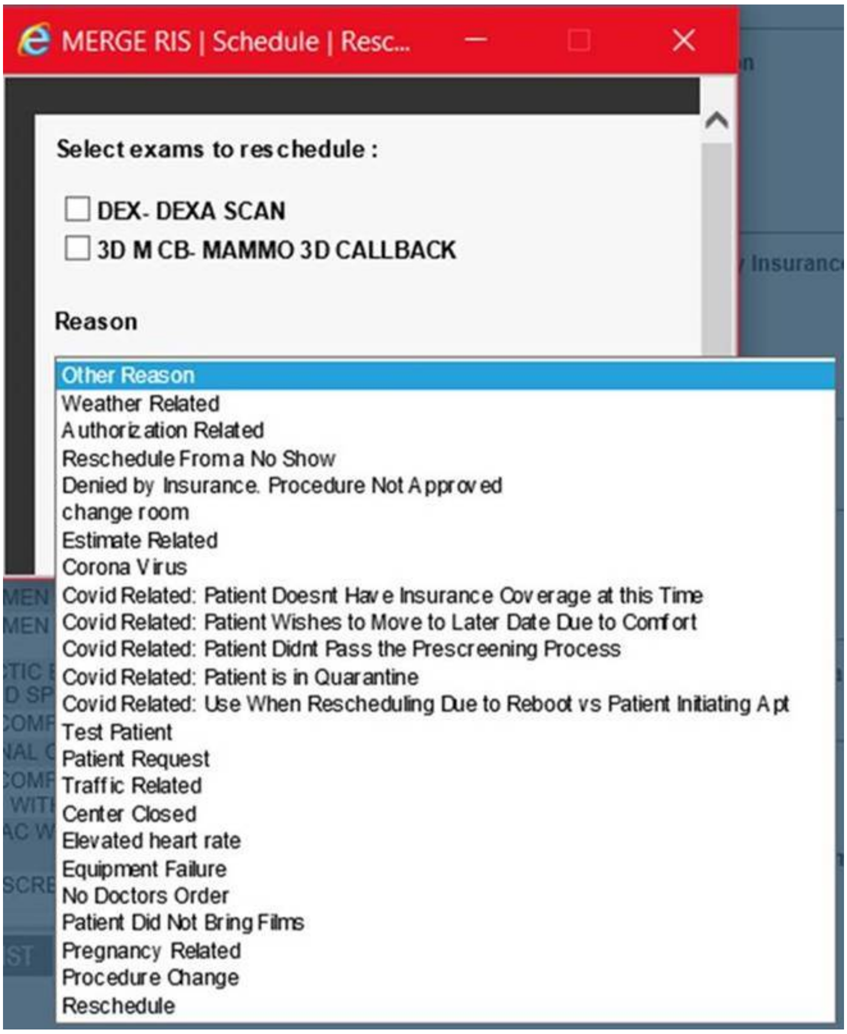
- When to email Leadership:
  - Requests to **PICKUP** records (Reports and/or Films) at the Center
  - Requests to **MAIL ONLY REPORTS** to a patient or physician
  - Requests to **FAX REPORTS THAT CANNOT** be faxed by CC Agent (Biopsy, Calcium Scoring, DEXA)
  - Requests to **EMAIL** reports to a patient

    NOTE: Include the Medical Records Center Contact when necessary – See the Medical Records Job Aid for details
- When to **NOT** email Leadership
  - Requests to **MAIL FILMS** to Patient or Outside Facility
  - Requests to **SEND FILMS** to Washington Radiology from an Outside Facility

    NOTE: These will require specific release forms that can be found on our website. Once Release Form is received, it will be processed.

Cancellation/Reschedule Reason:

- When selecting a cancellation/reschedule reason, we should NOT select "Free Form" for any reason
- Always select one of the pre-typed options listed



Select exams to reschedule :

☐ DEX- DEXA SCAN
☐ 3D M CB- MAMMO 3D CALLBACK

Reason

Other Reason
Weather Related
Authorization Related
Reschedule From a No Show
Denied by Insurance. Procedure Not Approved
change room
Estimate Related
Corona Virus
Covid Related: Patient Doesnt Have Insurance Coverage at this Time
Covid Related: Patient Wishes to Move to Later Date Due to Comfort
Covid Related: Patient Didnt Pass the Prescreening Process
Covid Related: Patient is in Quarantine
Covid Related: Use When Rescheduling Due to Reboot vs Patient Initiating Apt
Test Patient
Patient Request
Traffic Related
Center Closed
Elevated heart rate
Equipment Failure
No Doctors Order
Patient Did Not Bring Films
Pregnancy Related
Procedure Change
Reschedule

DID YOU KNOW?

Times are Tough...

closu
50,000 jo
at risk
ney
137000 jobs vanis

- Many patients have lost their health insurance coverage due to the COVID-19 Pandemic

- We want to make sure that we have the most up-to-date information when scheduling/rescheduling exams
    - Verify the Insurance Carrier, Policy & Group Number for EVERY exam
    - This is especially important for exams that require pre-authorization

Weekly Quality and Training Tips 05 20 20

Last Modified on 05/20/2020 1:41 pm EDT

Quality and Training Tips!

The Importance in the Details:

ALL IN THE
details

- When rescheduling exams we should reiterate all of the necessary information
- Always advise patients of the following
  - Appointment Confirmation (date/time/address)
  - Prep instructions
  - COVID Information
    - Wear a mask or fabric face covering
    - No outside visitors, only scheduled patients permitted into the Center
    - Reschedule if symptoms of a lower respiratory illness should develop
- DO NOT ask the patient if they are already aware of the above information, simply provide it
- If the patients stops you from providing that information or advises they are already aware, then you can move on to complete closing of the call

Emailing Leadership:

Please DO NOT copy the Center Director or Regional Director on emails that are sent to the Leadership Inbox.

Once Leadership receives and reviews the email, it will be forwarded on to the appropriate contact.

Always include the necessary information (this will vary depending on the reason for the email).

Examples of Email Templates can be found in the Playbook

- https://washington-radiology-contact-center.knowledgeowl.com/help/email-templates

DID YOU
KNOW?

COVID Center Schedule is Now Available:

- The Center Schedule has been published in the Playbook
- It can be found on the menu, listed as Center Schedule – Covid-19
    - https://washington-radiology-contact-center.knowledgeowl.com/help/center-schedule-aprilcovid-19
- This schedule will identify which Centers are open and which exams can be scheduled at each location
- Please utilize this resource to aid in the scheduling process
- Emails are sent out when updates are made

Got Empathy?

AUTHENTICITY
SOUL
HEAR
EMOTION
RELATIONSHIP
UNDERSTAND
COMPASSIONATE
INTERPERSONAL
UNDERSTANDING
SELF-EMPATHY
COMMUNICATION
COMPASSION
HEARING
SPEAK
REQUEST
GIVING
DIALOGUE
INSIGHT
EMPATHY
COMMUNION
EMPATHIC
ALIVE
HEART
MUTUAL
AWARENESS
PRESENCE
I HEAR YOU
MEETING
CONNECT
NEEDS
PRESENT
WARMTH
CONSCIOUSNESS
LISTENING
SAFETY
FEELINGS
EMOTIONAL
RESPONSIVE

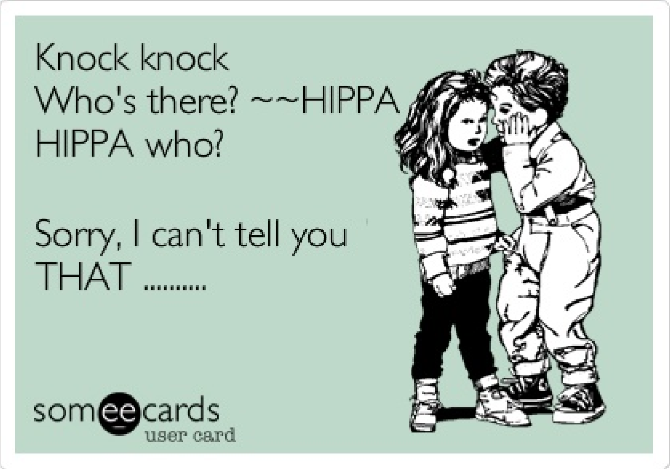
- Now, more than ever, it is vital that we demonstrate empathy when speaking with our callers
- In order to continue providing a “Peace of Mind” experience and reestablishing trust with our patients, we must be understanding
- Listen to the callers concerns
- Share the information available to help put their mind at ease
- Thank the caller for their patience and understanding during these difficult times
- Do not become combative or defensive when frustration continues, control your emotions and focus on the issue
- Remember, QTIP! These times are difficult for all of us, we are all in this together.

Weekly Quality and Training Tips 05 13 20

Last Modified on 05/13/2020 11:51 am EDT

Quality and Training Tips!

Required Verification:


Knock knock
Who's there? ~~HIPPA
HIPPA who?
Sorry, I can't tell you THAT ....
someecards
user card

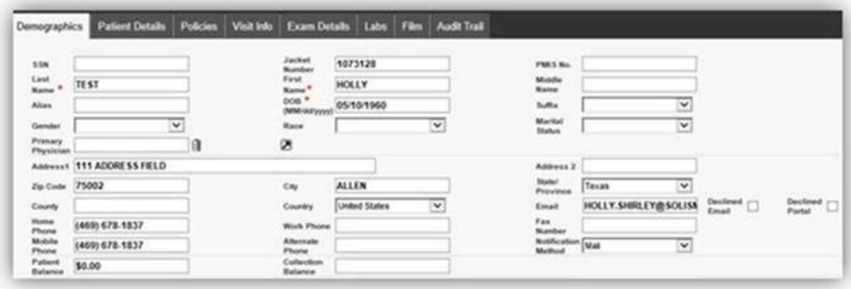
- Two pieces of information must be provided by the caller **AND** verified **BEFORE** providing any information
- Full name (First **AND** Last Name) only counts as one piece of information
  - NOTE: First name only or last name only does not qualify as one piece of information. Must be the full first and last name.
- Doctors' offices are only required to verify two pieces of information, we should not be asking them to confirm the remaining demographics
  - Example: First & Last Name + Date of Birth
- If someone other than the patient or doctor's office is calling, we must verify a HIPAA Authorization Form BEFORE providing any patient information

Handling "Do Not Call" Requests:

DO:

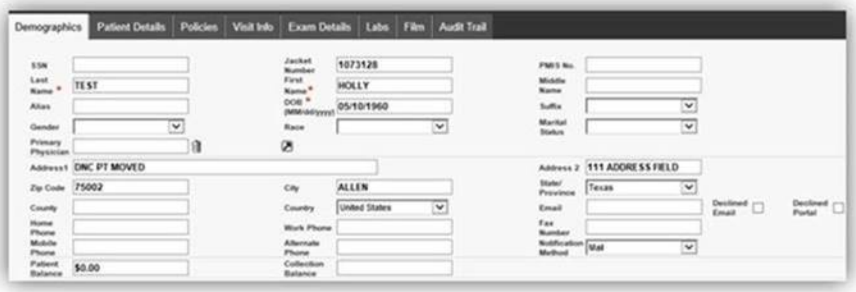
- Clarify whether they are asking to be placed on our DNC list, or just wanting us to cease calls related to the current matter (Order, Overdue, etc.)
- Update information in eRAD
  - Add DNC and reason to Address line 1
  - Copy and paste patients address to Address line 2
  - Remove all phone numbers and email addresses
  - Example:

From this:


Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
Film
Audit Trail
Declined Email ☐
Declined Portal ☐

Last Name * TEST
Jacket Number 1073128
First Name * HOLLY
DOB * (MM/dd/yyyy) 05/10/1960
Address1 111 ADDRESS FIELD
Zip Code 75002
City ALLEN
State/ Province Texas
Country United States
Email HOLLY.SHIRLEY@SOLIS
Home Phone (469) 678-1837
Mobile Phone (469) 678-1837
Notification Method Mail
Patient Balance $0.00

To this:


Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
Film
Audit Trail
Declined Email ☐
Declined Portal ☐

Last Name * TEST
Jacket Number 1073128
First Name * HOLLY
DOB * (MM/dd/yyyy) 05/10/1960
Address1 DNC PT MOVED
Address 2 111 ADDRESS FIELD
Zip Code 75002
City ALLEN
State/ Province Texas
Country United States
Notification Method Mail
Patient Balance $0.00

DON'T:

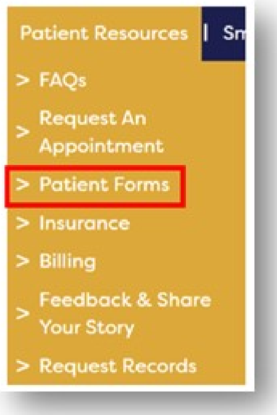
- Terminate the call in Noble using the "DC – Do Not Call" Status Code
- The ONLY time this status should be selected is if the patient is deceased

DID YOU KNOW?

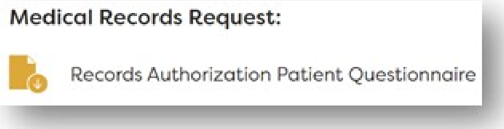
How to access Medical Records Request Forms

I CAN'T FIND IT ANYWHERE! IT'S JUST GONE!
IT.

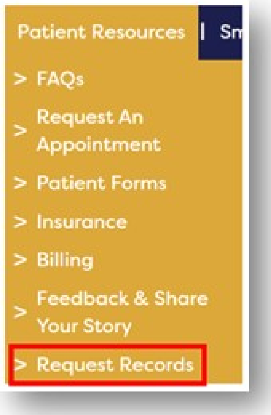
- Located on our website: washingtonradiology.com
- For records going from Washington Radiology to an outside facility
  - Go to Patient Resources and select Patient Forms


Patient Resources | Sm
> FAQs
> Request An Appointment
> Patient Forms
> Insurance
> Billing
> Feedback & Share Your Story
> Request Records

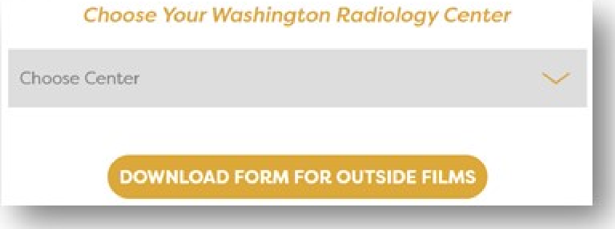
  - Under Medical Records Request, select Records Authorization Patient Questionnaire


Medical Records Request:
Records Authorization Patient Questionnaire

- For records coming from an Outside Facility to Washington Radiology
  - Go to Patient Resources and select Request Records


Patient Resources
> FAQs
> Request An Appointment
> Patient Forms
> Insurance
> Billing
> Feedback & Share Your Story
> Request Records

- Choose a Washington Radiology location and then click Download Form for Outside Films


Choose Your Washington Radiology Center
Choose Center
DOWNLOAD FORM FOR OUTSIDE FILMS

Weekly Quality and Training Tips 05 06 20

Last Modified on 05/06/2020 1:10 pm EDT

Quality and Training Tips!

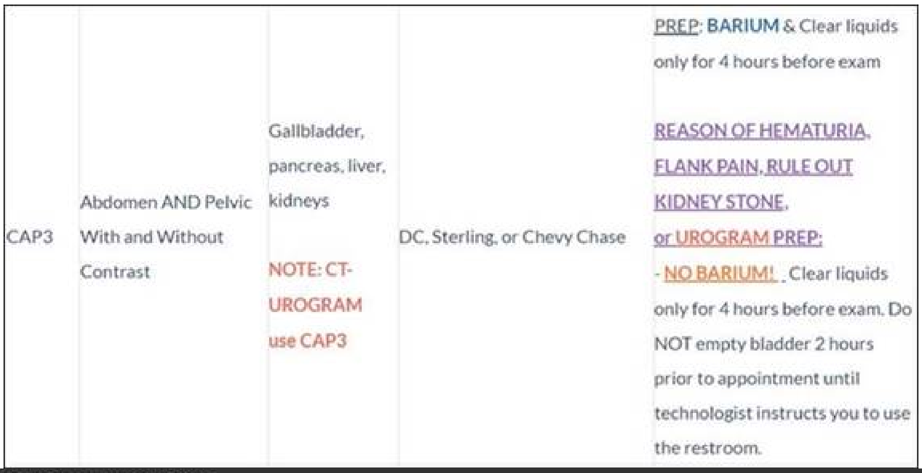
“Uhm, can I bring my pet rabbit with me to my appointment?”

IF I CAN'T BRING MY RABBIT I'M NOT GOING

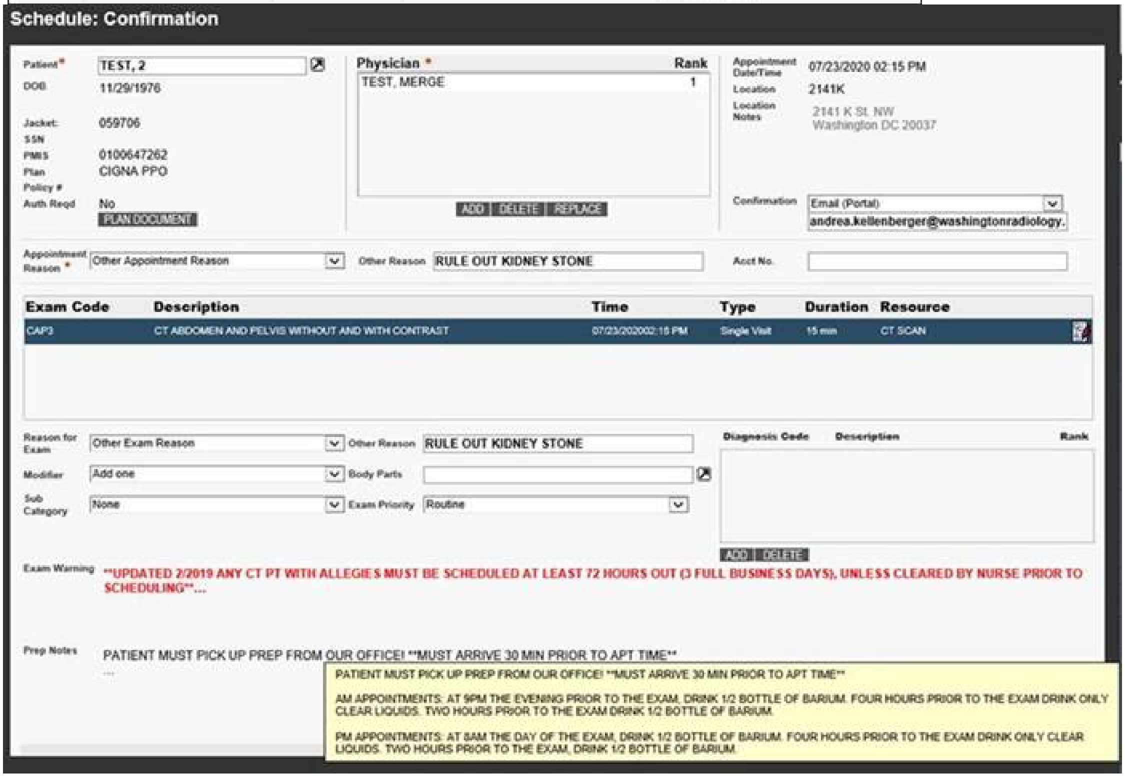
- At this time, our Centers are not allowing ANY visitors.
- This means that no BUNNY (see what we did there?) will be permitted to accompany the patient into our facilities.

Computed Tomography (CT) Reminders:

- Remember, the prep instructions for CT exams will vary depending on the reason for the exam
- We should NOT rely on Merge to provide the correct prep instructions, especially when scheduling CT exams
- Always use the “CT – Codes and Scheduling Guidelines” job aid when scheduling CT’s
- For example, when scheduling a CT of the Abdomen and Pelvic – with and without Contrast, the prep instructions differ depending on the reason the patient is having the exam. If patient is being seen to rule out a kidney stone, their prep SHOULD NOT INCLUDE BARIUM. The prep instructions in Merge advise to use barium.



CAP3	Abdomen AND Pelvic With and Without Contrast	Gallbladder, pancreas, liver, kidneys NOTE: CT-UROGRAM use CAP3	DC, Sterling, or Chevy Chase	PREP: BARIUM & Clear liquids only for 4 hours before exam REASON OF HEMATURIA, FLANK PAIN, RULE OUT KIDNEY STONE, or UROGRAM PREP: - NO BARIUM! _Clear liquids only for 4 hours before exam. Do NOT empty bladder 2 hours prior to appointment until technologist instructs you to use the restroom.



Schedule: Confirmation

Patient* TEST, 2
DOB 11/29/1976
Jacket: 059706
SSN
PMIS 0100647262
Plan CIGNA PPO
Policy #
Auth Reqd No

Physician * TEST, MERGE — Rank 1

Appointment Date/Time 07/23/2020 02:15 PM
Location 2141K
Location Notes 2141 K St. NW Washington DC 20037
Confirmation Email (Portal) andrea.kellenberger@washingtonradiology.

Appointment Reason * Other Appointment Reason
Other Reason RULE OUT KIDNEY STONE
Acct No.

Exam Code	Description	Time	Type	Duration	Resource
CAP3	CT ABDOMEN AND PELVIS WITHOUT AND WITH CONTRAST	07/23/202002:15 PM	Single Visit	15 min	CT SCAN

Reason for Exam Other Exam Reason
Other Reason RULE OUT KIDNEY STONE
Modifier Add one
Body Parts
Sub Category None
Exam Priority Routine

Exam Warning **UPDATED 2/2019 ANY CT PT WITH ALLEGIES MUST BE SCHEDULED AT LEAST 72 HOURS OUT (3 FULL BUSINESS DAYS), UNLESS CLEARED BY NURSE PRIOR TO SCHEDULING**...

Prep Notes PATIENT MUST PICK UP PREP FROM OUR OFFICE! **MUST ARRIVE 30 MIN PRIOR TO APT TIME** ...

PATIENT MUST PICK UP PREP FROM OUR OFFICE! **MUST ARRIVE 30 MIN PRIOR TO APT TIME**

AM APPOINTMENTS: AT 9PM THE EVENING PRIOR TO THE EXAM, DRINK 1/2 BOTTLE OF BARIUM. FOUR HOURS PRIOR TO THE EXAM DRINK ONLY CLEAR LIQUIDS. TWO HOURS PRIOR TO THE EXAM DRINK 1/2 BOTTLE OF BARIUM.

PM APPOINTMENTS: AT 8AM THE DAY OF THE EXAM, DRINK 1/2 BOTTLE OF BARIUM. FOUR HOURS PRIOR TO THE EXAM DRINK ONLY CLEAR LIQUIDS. TWO HOURS PRIOR TO THE EXAM, DRINK 1/2 BOTTLE OF BARIUM.

Barium vs. IV Contrast:

- Barium and IV Contrast are two different things
- Barium is an oral contrast that is swallowed and used to coat the esophagus, stomach or intestines
- IV Contrast is injected into a vein using a needle and used to help highlight blood vessels and other organs like the brain, spine, liver and kidneys
- Some exams require both IV Contrast and Barium, while others may only require one type of contrast
- Please don't make the assumption that just because an exam indicates "without contrast" that the patient will not have to drink Barium – this is not always the case!

DID YOU KNOW?

There’s an updated COVID-19 Center Schedule Coming Soon

- Get excited…we are planning on re-establishing our services and opening back up our closed locations by early June!
- More detailed information to come.
- In the meantime, keep an eye out for an updated COVID-19 Center Schedule.
- It will be much more detailed that what we have now!
- The new schedule will show which Centers are open and what exams they will be performing each day

THIS IS MY SUPER
EXCITED FACE

Scheduling Exams that Require Pre-Authorization:

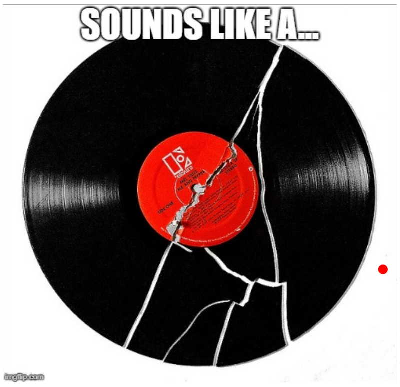
- Did you know that certain exams require Pre-Authorization?
- Depending on the patients insurance, all CT’s, MRI’s and HSG’s require Pre-Authorization
- We need a MINIMUM of 5 business days to process this through insurance
- What does that mean for us?
  - When scheduling a patient with insurance that requires pre-authorization please be sure to schedule the exam 5 business days out
  - The day of the call and the day the exam is scheduled on DO NOT COUNT
    - If patient calls on a Monday, the earliest we could schedule would be Tuesday of the following week
    - If patient calls on Wednesday, the earliest we could schedule would be Thursday of the following week

Weekly Quality and Training Tips 04 29 20

Last Modified on 04/29/2020 3:17 pm EDT

Quality and Training Tips!

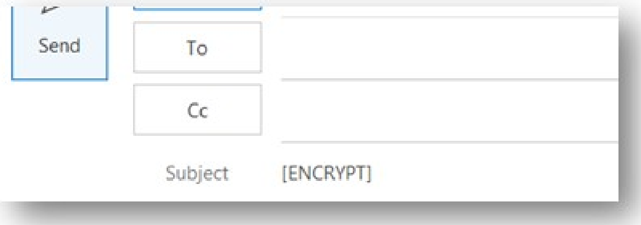
Encrypting Emails to Secure Protected Health Information:



I know...I know...

But honestly, it's imperative that we Encrypt our emails! All you have to do is type [ENCRYPT] into the subject line.
We have to do our part to protect the information that we have been trusted with.

- **Example:**



Subject [ENCRYPT]

DID YOU KNOW?

Cancelation Reason Update:

Update
Shift
Pr

Effective immediately we will no longer use “Corona Virus” as the cancelation or reschedule reason at any time

Cancelation/Reschedule Reason:	**Details:**
COVID – REBOOT RESCH	Not patient initiated
COVID Related: Pt doesn’t have coverage at this time	Due to insurance situation that occurred because of COVID
COVID Related: Pt wishes to move to later date due to comfort	Patient requesting to reschedule later or cancel for comfort/safety reasons
COVID Related: Pt didn’t pass the Prescreening Process	**NOT TO USE IN THE CC** – Patients who do not pass the prescreening
COVID Related: Pt is in quarantine	Patients who are quarantined for one reason or another

Weekly Quality and Training Tips 04 22 20

Last Modified on 04/22/2020 2:35 pm EDT

Quality and Training Tips!

Required COVID-19 Scripting:

Don’t forget to mention the COVID-19 scripts when scheduling!

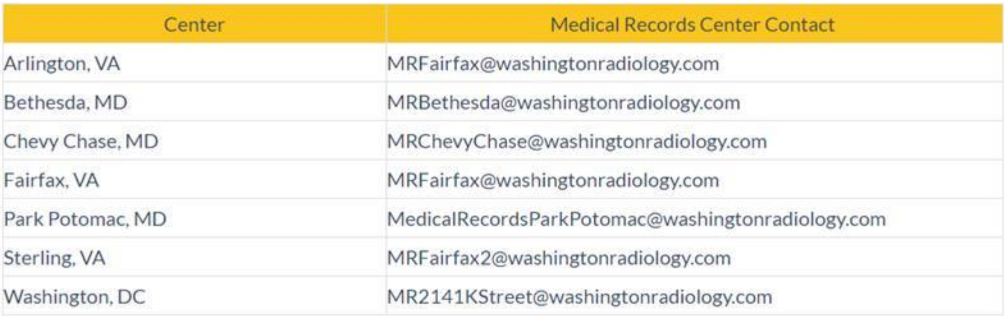
- We are currently not allowing ANY outside visitors, only patients will be allowed into the Center
- A mask or face covering (such as a bandana or scarf) is REQUIRED for all patients coming in for an exam
- Any patients who begin to experience symptoms of a lower respiratory illness on or prior to their appointment should call to reschedule

Medical Records Requests:

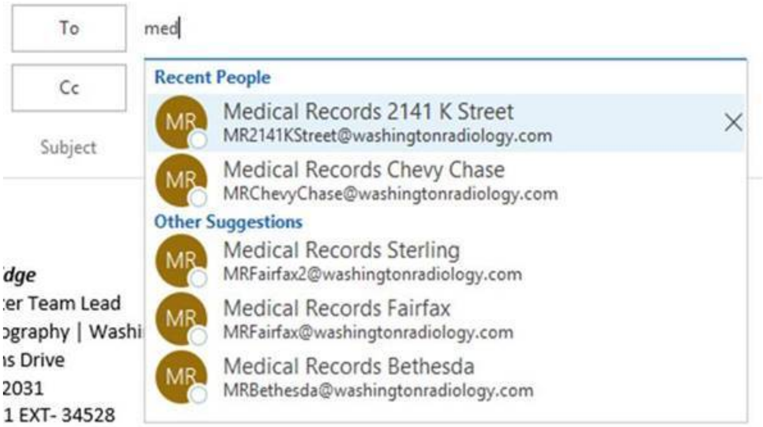
Always be sure to review the Medical Records Guidelines Job Aid!

- **Pickup Requests:** Email Leadership AND the Medical Records Contact at the location where records will be picked up
- **Mailing Report to Patient or Physician:** Email Leadership AND Medical Records Contact at Center
- **Mailing Films/CD to Patient or Physician:** Release form is REQUIRED – have caller fax or email completed release form. Request will be sent 5-7 business days from the day release is received
- **Fax Requests (cannot fax to patients):** If report cannot be faxed by CC Agent, email Leadership AND Medical Records Contact at Center
- **Email Requests (only emailed to patient):** Email Leadership only

Medical Records Contact Emails:



Center	Medical Records Center Contact
Arlington, VA	MRFairfax@washingtonradiology.com
Bethesda, MD	MRBethesda@washingtonradiology.com
Chevy Chase, MD	MRChevyChase@washingtonradiology.com
Fairfax, VA	MRFairfax@washingtonradiology.com
Park Potomac, MD	MedicalRecordsParkPotomac@washingtonradiology.com
Sterling, VA	MRFairfax2@washingtonradiology.com
Washington, DC	MR2141KStreet@washingtonradiology.com



To: med

Recent People

- Medical Records 2141 K Street – MR2141KStreet@washingtonradiology.com
- Medical Records Chevy Chase – MRChevyChase@washingtonradiology.com

Other Suggestions

- Medical Records Sterling – MRFairfax2@washingtonradiology.com
- Medical Records Fairfax – MRFairfax@washingtonradiology.com
- Medical Records Bethesda – MRBethesda@washingtonradiology.com

dge
er Team Lead
graphy | Washi
s Drive
2031
1 EXT- 34528

*****If these do not pull up, please click the "To" button and search for them in the contact list.**

Requests to Schedule, Reschedule or Cancel an MRI:

If we are unable to successfully transfer the caller to the Center please email Leadership AND the MRI Contact at the Center

- MRIChevyChase@washingtonradiology.com
- MRIParkPotomac@washingtonradiology.com
- DCMRI@washingtonradiology.com
- FairFaxMRI@washingtonradiology.com

DID YOU
KNOW?

Hungry or Stressed?

Here are some tips from Harvard Health…

- Make a schedule or daily meal plan. A schedule is more predictable for you and for everyone in your household.
- Consider apps to stay connected around a meal. Skype, Zoom or FaceTime with family and friends. Share recipes or even cook virtually together.
- Plan for groceries. Try to buy fewer processed, high-salt or high-sugar snacks.
- Load up on fruits, vegetables, whole grains, healthy fats, and lean proteins.
- Save money. Skip the high-sugar soda and juices; instead flavor water with edible citrus or berries.
- Plan and enjoy an occasional comfort food for a weekly treat – pick a day and enjoy whatever you want, just not all your favorites on the same day!
- Manage your environment. If candy is simply not in the cupboard, then you can't eat.

Weekly Quality and Training Tips 04 15 20

Last Modified on 04/15/2020 1:58 pm EDT

Quality and Training Tips!

Thyroid Sonograms at Fairfax:

- Please do NOT add any Thyroid Sonograms to the Fairfax schedule without getting approval from either Doreen Martin or Heather Leftwich
- If you are unable to reach either of them, email Leadership with the following information:
    - Jacket Number
    - Patients Full Name
    - Best Callback Number
    - Reason for Thyroid Sono Exam

May I Ask Who's Calling?

HIPAA
Compliance

- Working in the medical field we are all familiar with protecting patient data, but what should you do if someone is calling on behalf of one of our patients?
    - If the call is from a physicians office or medical facility, verify at minimum 2 pieces of information in full (like first & last name and DOB) before releasing any patient information
    - If the call is from someone else, we must still verify at minimum 2 pieces of information and ask for the callers name and relation to patient.
        - If we have a signed HIPAA authorization form with the callers name on it, we are able to release information according to specifications made on the form
        - If we do NOT have a signed HIPAA authorization form with the callers name on it we are

limited to scheduling exams (as long as they can provide necessary information to complete scheduling). Make note of who called to schedule for future reference (this allows us to cancel/reschedule that specific exam if the same person calls back).

- Outside of the above mentioned scenarios, we should NOT release any information to any person other than the caller or their physician.

Required COVID-19 Scripting:

While it may be temporary…it's still important 😉

·**English:**

"Due to a global shortage of supplies, we ask that you bring your own mask, bandana, or scarf to your scheduled appointment."

Spanish:

"Debido a la falta de suministros mundial, le pedimos que traigs su propia mascara, panuelo, o bufanda a su cita."

- **English:**

  "At this time we are not allowing any visitors into our locations. Only scheduled patients will be allowed in to the facility."

  Spanish:

  "En este momento no estamos permitiendo visitantes a nuestras oficinas. Solo los pacientes programados podran ingresar al centro."

- **English:**

  Please call ahead and discuss the need to reschedule your appointment if you develop symptoms of a lower respiratory illness (e.g., cough, shortness of breath or fever) on or prior to your scheduled visit."

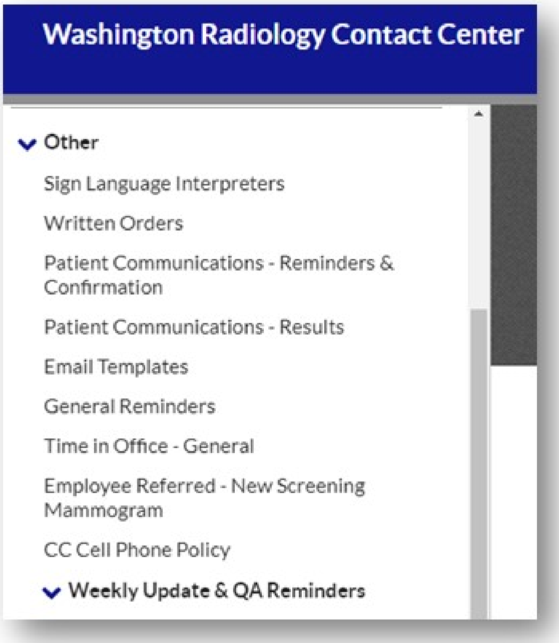
  Spanish:

- *"Le pedimos que llame con anticipacion y analice la necesidad de reprogramar su cita si se presenta con sintomas de enfermedad de las vias respiratorias inferiores (como tos, falta de aliento, o fiebre) antes de su cita."*

DID YOU KNOW?

Say what?

You can access prior e-mails from QA in the WR Knowledge Base! Who knew?

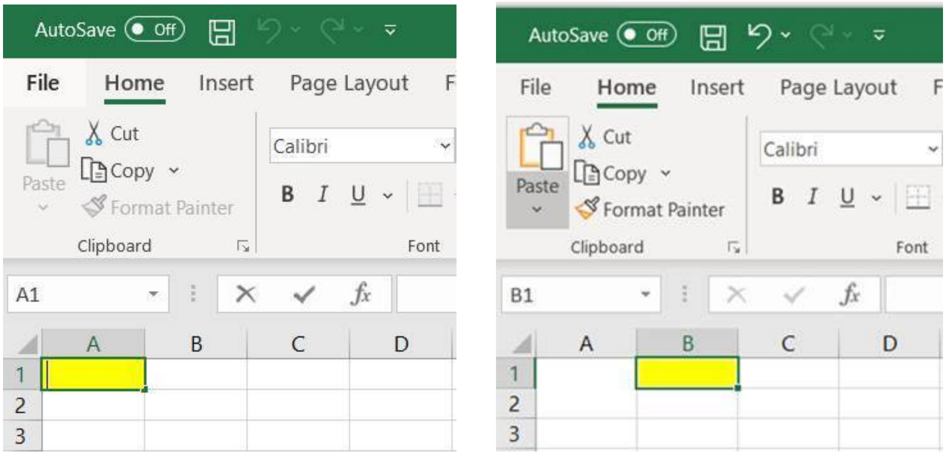

Washington Radiology Contact Center

Other
- Sign Language Interpreters
- Written Orders
- Patient Communications - Reminders & Confirmation
- Patient Communications - Results
- Email Templates
- General Reminders
- Time in Office - General
- Employee Referred - New Screening Mammogram
- CC Cell Phone Policy

Weekly Update & QA Reminders

Having Trouble Opening a Link to an Excel Spreadsheet?

- Typically this happens when you already have a spreadsheet open on your desktop
- If you are clicked into a cell (and the curser is showing) on the first spreadsheet, the second spreadsheet will not open until you click out of the cell


AutoSave Off
File
Home
Insert
Page Layout
Paste
Cut
Copy
Format Painter
Clipboard
Calibri
B I U
Font
A1
A B C D
1
2
3
AutoSave Off
File
Home
Insert
Page Layout
Paste
Cut
Copy
Format Painter
Clipboard
Calibri
B I U
Font
B1
A B C D
1
2
3

Working from Home got you blue?

Try some of these tips to help

- Get Started Early: Some of us were relying on our daily commute to mentally prepare for the day, so why completely skip that now? Continue to do the things you would normally do to get ready for work; set the alarm, have some coffee, wear nice (but comfortable) clothes. Get ups and get motivated to seize the day, just like you were before!
- Pretend You're Still Going into the Office: Choose a dedicated workspace away from your typical leisure spots if possible. Keep everything you need close by so you can sit and get your work done as if you were walking into the Contact Center. Give yourself an office with a window, you deserve it!
- Structure Your Day: Keep your scheduled breaks and lunches. If it helps, use your Outlook Calendar to create reminders a few minutes before your scheduled break times. Most importantly, walk away from your computer. With warmer weather coming, maybe go for a quick walk around the block or even just sit outside for a few minutes to get some fresh air.
- Make Others Aware of Your Needs: Many of us have other people and/or pets at home with us during this time. It's easy to become distracted by others if you don't set clear boundaries on your availability. Your best bet is to set expectations and let them know that just because you are working from home, doesn't mean you are home.

Weekly Quality and Training Tips 04 08 20

Last Modified on 04/08/2020 2:47 pm EDT

Quality and Training Tips!

Encrypting E-mails is vital, now more than EVER!

Data
protection
Shift

Now that we are all working from home it is very important that we encrypt all e-mail communication

- E-mail encryption is important, especially when sending confidential information. We are currently relying on home PC's and laptops to as electronic communication tools when communicating confidential matters, such as personal data, protected health information (PHI) and other sensitive information. It is our job to protect the information that we have been trusted with.

  NOTE: E-mails can be encrypted by simply typing [ENCRYPT] into the subject line

Maintain Quality by hitting all Required Points:

- Be sure to follow all documented processes and protocols.
- Remember, with the new Merge update, we should be doing most of our work from the "Schedule" tab.
- Leave notes!

  - Especially when scheduling, rescheduling or sending a request for Medical Records
  - Notes are how agents and Center staff keep track of what is going on. If a patient or physician's office calls with questions or a status update on any number of things, we rely on notes to determine next steps.
  - Outside of the situations listed above, be sure and leave notes in unique circumstances as well.
- Don't cut corners in an attempt to simplify the process.
- If you do come across an easier way to complete a task, be sure to run it by leadership for accuracy and efficiency prior to implementing it as part of your workflow.
- When in doubt, ask!

DID YOU KNOW?

CITRIX can be TRICKY!

When you log into Citrix for the first time, please be aware… there will be a slight delay.

- Allow Citrix to upload and update before escalating to Leadership.
- If your screen appears frozen after logging into Citrix, allow 3-5 minutes for the systems and servers to all update and align.
- If the screen is still nonresponsive after 5 minutes, THEN reach out to your supervisor.
- Be sure to log out of Citrix appropriately at the end of your shift. Don't click the "X"!

Working from home can be tough!

Here are some tips to help get you through ☺

- Keep your routine. Whether you get dressed, have a healthy breakfast or start your day out with a little exercise, it’s important to keep a sense of routine in your day to day activities.

- Build transitions into and out of work each day, just like you would if you were coming into the office. We might have to change how we prepare for the day, but keeping the habit will give us a sense of normalcy.
- COMMUNICATE! We are all in this together and we will all get through this together. Don’t forget to reach out to leadership whenever you come across an unexpected issue or obstacle. Use your resources, that is what we are here for!

Socialize (from a distance of course). I know we are all stuck in the house right now, but we have methods of communicating that allow us to stay in touch with the people we are used to seeing every day. Skype is a great way to check in with everyone during scheduled breaks and lunches. Exchange phone numbers and social media, or even video chat every once in a while (off the clock please 😊).

Weekly Quality and Training Tips 04 01 20

Last Modified on 04/01/2020 2:36 pm EDT

Quality and Training Tips!

Center Schedule

Where do we find the center's schedule?

- Playbook, top left corner
- This is divided by Month.
- Please be sure to review the schedule before scheduling patients.
- We do not want to schedule patients at closed centers. This will lead to frustration when needing to reschedule.

Scheduling to an Open Center

If the patient's desired center is not open, please try to find the closest location of ours open to them.

- Use the location finder on the website. Enter the patient's zip code and search by miles.
  - https://www.washingtonradiology.com/locations/
- Use Google maps, to see how long of a drive it will be. And to see surrounding areas.

DID YOU KNOW?

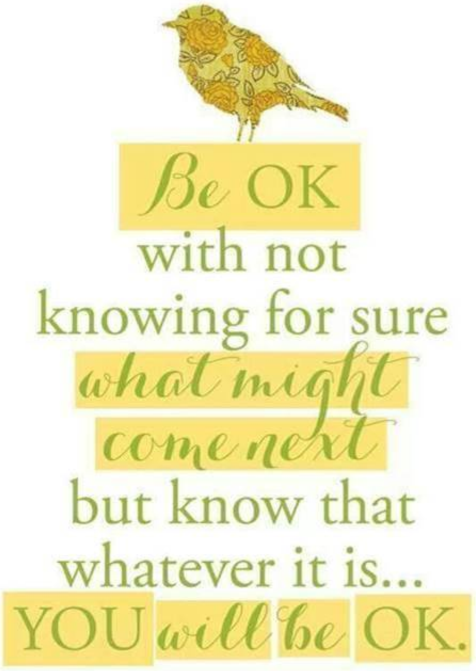
Working from Home

Tips for working from home.

- Take deep breaths.
- Take a 15 minute break in the morning and afternoon along with your 30 minute lunch.
- On Break:
  - Step away from your computer.
  - Take a walk outside.
  - Keep connected to your work friends via text and Skype.
- Keep connected virtually. We don't have to feel alone even though we are not next to each other anymore.
- Remember, you got this!

Not Working From Home

- Everything will be okay.
- You are not alone.
- We are going to get through this.
- We are all in this together.
- THIS IS TEMPORARY.


Be OK
with not
knowing for sure
what might
come next
but know that
whatever it is...
YOU will be OK.

Reminders that we all know… but doesn’t hurt to remind each other.

- Wash your hands, wash your hands, wash your hands. Wash for at least 20 seconds.
- Don’t touch your face.
- Practice social distancing.
- Be positive.
- Be proud of any and all accomplishments.
- Don’t be glued to the news 24/7, this will lead to anxiety.
- On social media, you can “mute” words, so you don’t constantly see negativity.

Keep your crowns up, ladies and gentleman. We will get through this.
Happy Hump Day! 😊

Weekly Quality and Training Tips 03 25 20

Last Modified on 04/01/2020 3:01 pm EDT

Quality and Training Tips!

Insurance

The different types.

- HMO- “Health Maintenance Organization”
- EPO- “Exclusive Provider Organization”
- PPO- “Preferred Provider Organization”
- From these different types are different plans.... Example Aetna has:
  - Aetna Better Health Medicaid
  - Aetna Whole Health
  - Aetna TRS Baylor Scott and White
  - Aetna Memorial Hermann
- We need to make sure we are checking which plan name the patient has and check the job aid before scheduling.
- ***Example:*** If the patient only tells us that it is Aetna PPO but not that it is Aetna Better Health Medicaid and we schedule for any of our locations; the patient will be turned away. This leads to frustration and confusion. For locations that have restrictions on certain plans, it is best to inform the patient that we do not accept them, i.e. “Aetna Better Health Medicaid at this location, so we just want to make sure that is not what you are bringing to your appointment.”

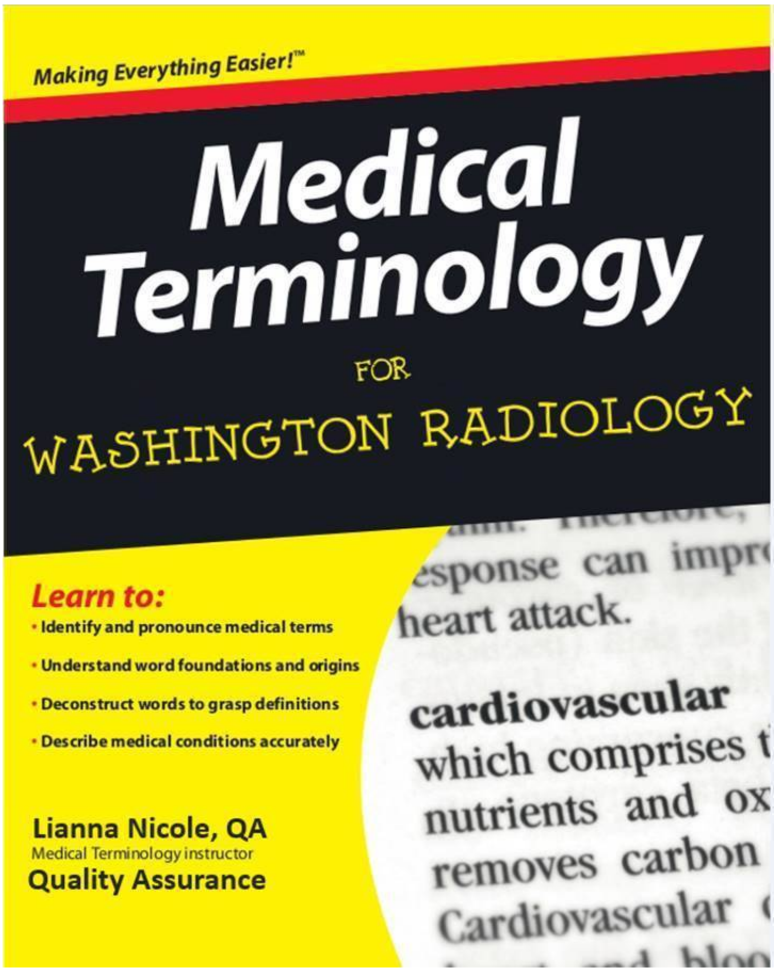
Scheduling Without an Order

Quick reminder on the protocol for scheduling without an order

- If a patient is not symptomatic and needs an order for an appointment, we must schedule 4 business days out. This ensures the center can request and get the order in time for the patient’s appointment.
  - Example: Patient is coming in for a Bone Density and did not get the order from their doctor. If the call was taken on Tuesday, we would need to schedule out to the next Tuesday.
  - If we scheduled for that same Thursday that week, the center may not be able to get ahold of the referring physician in time. This could potentially lead to the patient coming in and having to be turned away due to not having an order. Or waiting in office for the order to be sent delaying all other appointments for that day.
- For recalls and follow ups, schedule 4 business days out as well.
- For symptomatic patients, we need to schedule two business days out if there is not an order on file. This ensures that the center can request and get the order in time for the patient’s appointment.

- Example: Patient is coming in for a breast mass and did not get the order from their doctor. If the call taken on Tuesday, we would need to schedule out to Friday of that week.
- If we schedule for the next day, it is possible that the center will not have enough time to obtain it. This will lead to an already concerned patient being more frustrated and possibly anxious.

DID YOU KNOW?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Medical Terminology
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Learn to:
• Identify and pronounce medical terms
• Understand word foundations and origins
• Deconstruct words to grasp definitions
• Describe medical conditions accurately
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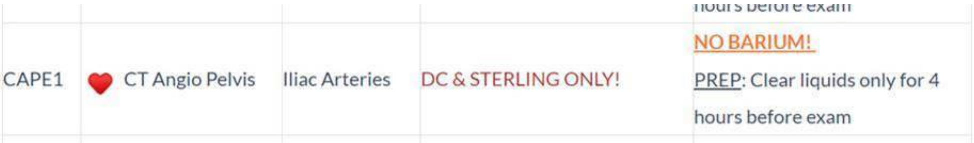
Medical Terminology instructor
Quality Assurance
esponse can impr
heart attack.
cardiovascular
which comprises t
nutrients and ox
removes carbon
Cardiovascular

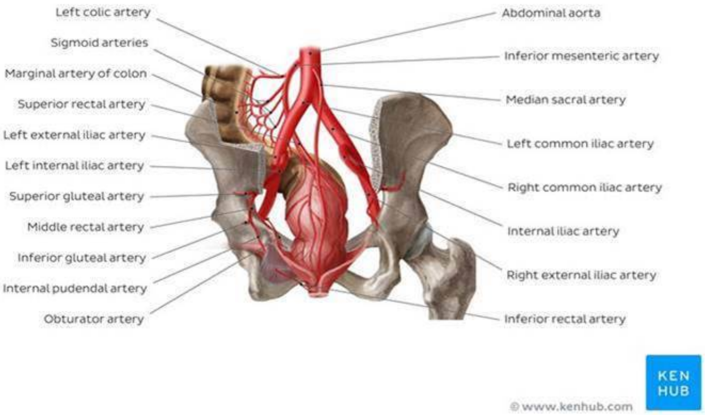
Medical Terms of the Week:

Iliac Artery

Functions: Supplies blood to the bones, organs, muscles, and other structures in the abdomen and pelvis. These play a big part in lower limb circulation.



CAPE1	♥ CT Angio Pelvis	Iliac Arteries	DC & STERLING ONLY!	NO BARIUM! PREP: Clear liquids only for 4 hours before exam


Left colic artery
Sigmoid arteries
Marginal artery of colon
Superior rectal artery
Left external iliac artery
Left internal iliac artery
Superior gluteal artery
Middle rectal artery
Inferior gluteal artery
Internal pudendal artery
Obturator artery
Abdominal aorta
Inferior mesenteric artery
Median sacral artery
Left common iliac artery
Right common iliac artery
Internal iliac artery
Right external iliac artery
Inferior rectal artery
KEN HUB
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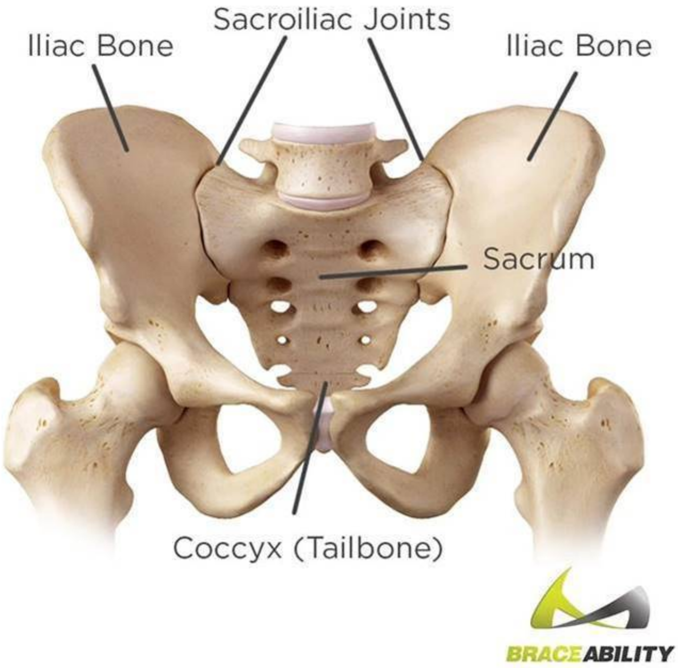
Sacroiliac Joints- joint in the pelvis between the sacrum and the ilium of the pelvis


Iliac Bone
Sacroiliac Joints
Iliac Bone
Sacrum
Coccyx (Tailbone)
BRACEABILITY

Weekly Quality and Training Tips 03 18 20

Last Modified on 04/01/2020 3:41 pm EDT

Quality and Training Tips!

New Required Scripting

Don't forget the new scripting for the Corona Virus (COVID-19)

- Updated scripting until further notice
    - "Please call ahead and discuss the need to reschedule your appointment if you develop symptoms of a lower respiratory illness (e.g., cough, shortness of breath or fever) on or prior to your scheduled visit."
    - "Please be aware that currently, we are not allowing outside visitors into the centers"

NOTE: These are both REQUIRED to be advised on every schedule/reschedule call.

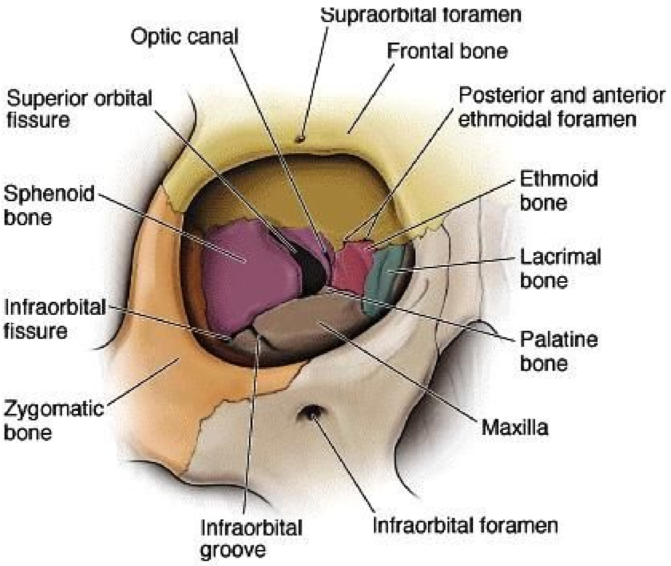
Orbits

What is a Orbits CT?

- This is a scan of the orbit (eye sockets).
- It uses X-rays to create detailed pictures of the eye sockets, eyes, and surrounding bones.
- The patient will be asked to lie on a narrow table that moves into the center of the CT scanner.
- Since this is for the eyes, only the patient's head will be placed in the CT scanner.
- They get a pillow to rest on, while the exam is being done.
- The patient is required to lie still as any movement can create blurred images. Patients may even be asked to hold their breath for short periods.
- The actual scan itself takes about 30 seconds.
- There are three types we can schedule:
    - **Orbits WITH Contrast**
        - Exam Code: CO1
        - Performed at: DC, Sterling, and/or Chevy Chase
        - Prep: Clear liquids only for 4 hours before exam.
    - **Orbits WITHOUT Contrast**
        - Exam Code: CO2
        - Performed at: DC, Sterling, and/or Chevy Chase
        - Prep: NO PREP
    - **Orbits With and Without Contrast**
        - Exam Code: CO3
        - Performed at: DC, Sterling, and/or Chevy Chase

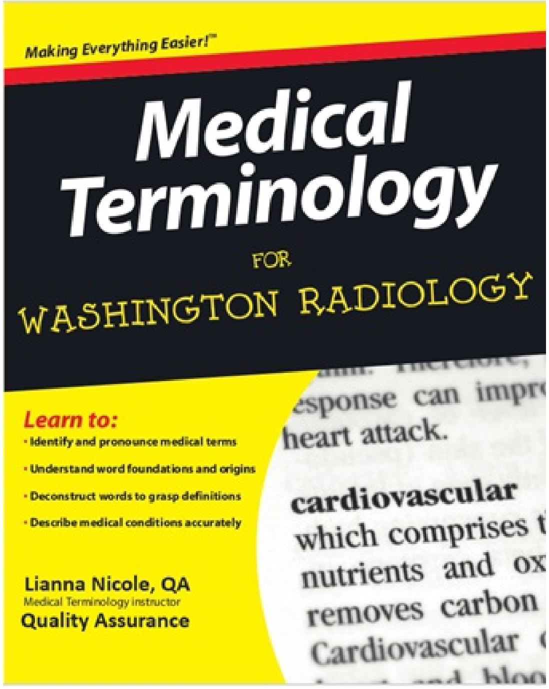
        - Prep: Clear liquids only for 4 hours before exam.

- Why is this test even done?
    - It can detect
        - Bleeding
        - Broken eye socket bone
        - Graves Disease
        - Infections
        - Tumor
    - It is also helpful for diagnosing disease that may affect the following areas:
        - Blood vessels
        - Eye muscles
        - Optic nerves
        - Sinuses


Supraorbital foramen
Optic canal
Frontal bone
Superior orbital fissure
Posterior and anterior ethmoidal foramen
Sphenoid bone
Ethmoid bone
Lacrimal bone
Infraorbital fissure
Palatine bone
Zygomatic bone
Maxilla
Infraorbital groove
Infraorbital foramen

DID YOU
KNOW?

The Virtual Colonoscopy Calendar for April has been updated!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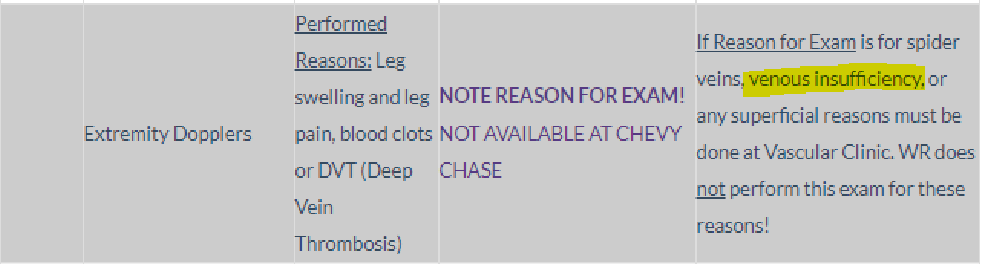
response can impr
heart attack.
cardiovascular
which comprises t
nutrients and ox
removes carbon
Cardiovascular

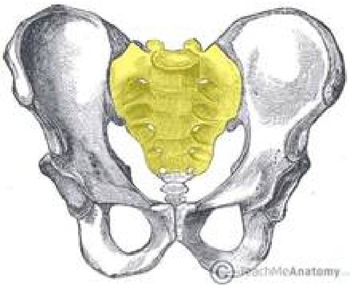
Medical Terms of the Week:

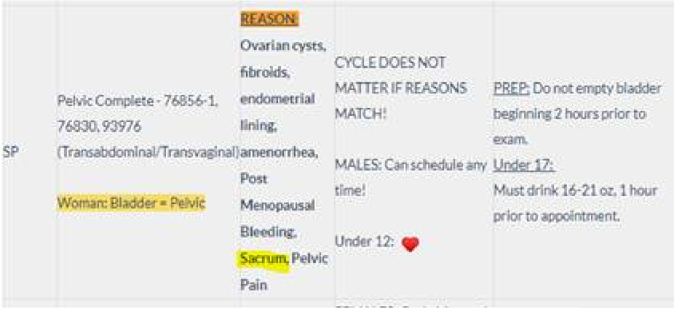
venous insufficiency- Occurs when the venous wall and or valves in the leg veins are not working effectively, making it difficult for blood to return to the heart from the legs. Chronic Venous Insufficiency causes blood to "pool" or collect in their veins.



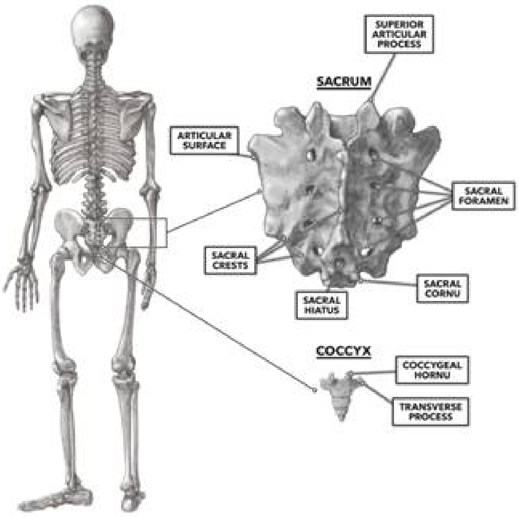
	Extremity Dopplers	Performed Reasons: Leg swelling and leg pain, blood clots or DVT (Deep Vein Thrombosis)	NOTE REASON FOR EXAM! NOT AVAILABLE AT CHEVY CHASE	If Reason for Exam is for spider veins, venous insufficiency, or any superficial reasons must be done at Vascular Clinic. WR does not perform this exam for these reasons!

Sacrum - Shield shaped bony structure that is located at the base of the lumbar vertebrae and that is connected to the pelvis. This forms at the posterior pelvic wall and strengthens and stabilizes the pelvis.


©TeachMeAnatomy



SP	Pelvic Complete - 76856-1, 76830, 93976 (Transabdominal/Transvaginal) Woman: Bladder = Pelvic	REASON: Ovarian cysts, fibroids, endometrial lining, amenorrhea, Post Menopausal Bleeding, Sacrum, Pelvic Pain	CYCLE DOES NOT MATTER IF REASONS MATCH! MALES: Can schedule any time! Under 12: ❤	PREP: Do not empty bladder beginning 2 hours prior to exam. Under 17: Must drink 16-21 oz. 1 hour prior to appointment.


SUPERIOR ARTICULAR PROCESS
SACRUM
ARTICULAR SURFACE
SACRAL FORAMEN
SACRAL CRESTS
SACRAL CORNU
SACRAL HIATUS
COCCYX
COCCYGEAL HORNU
TRANSVERSE PROCESS

Weekly Quality and Training Tips 03 11 20

Last Modified on 03/12/2020 4:03 pm EDT

Quality and Training Tips!

Doctor’s office calling

What should we be verifying before releasing patient information?

- When a doctor’s office calls we only need to verify two PHI.
- The easiest two PHI to verify would be the patient’s the name and date of birth of the patient.
- We do not need the doctor’s office to verify the patient’s address or phone number.
- Please do not tell the doctor’s office that we cannot send them a report or give them information if they do not verify the name, dob, address, and phone.
- This will be counted off under easy and efficient in the scorecard.

Patient missed their follow up appointment

What do we schedule?

- Always go based on what the last report says.
- For mammos, if over a year has passed and the patient is not having any issues, then schedule a screening mammogram.

Self-pay

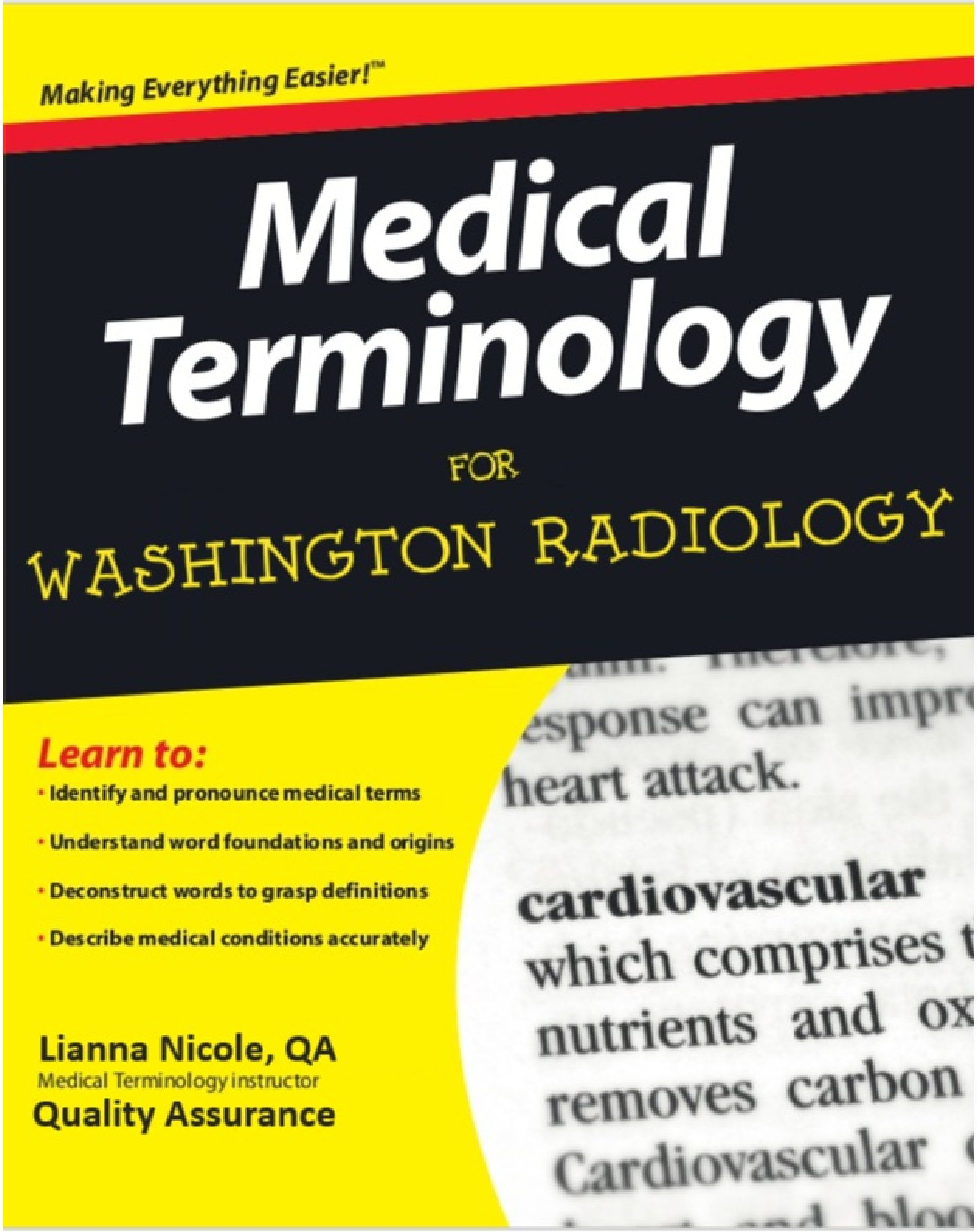
When can a patient be self-pay?

- The Self- Pay option is only available for patients who:
  - Do NOT have Insurance
  - Their insurance is completely out of network and/or on the “Do Not Accept” list.
  - Do not want to bill their insurance for privacy reasons.
- If they are self-pay, the patient must:
  - Pay 100% at the time of service
  - They are not eligible for a payment plan.
- In general, patients with insurance cannot opt to be Self-Pay instead of using their insurance.

DID YOU
KNOW?

Fluoroscopy Exams

- This exam is a continuous flow of radiation imaging on a viewing monitor where the functions of swallowing and intestinal flow can be monitored.
- Fluoroscopy exams are done only one per day
  - Regardless of the exam type
  - EXCEPT the FHSG
  - And unless the patient is needing multiple fluoroscopy exams



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Learn to:

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- Describe medical conditions accurately

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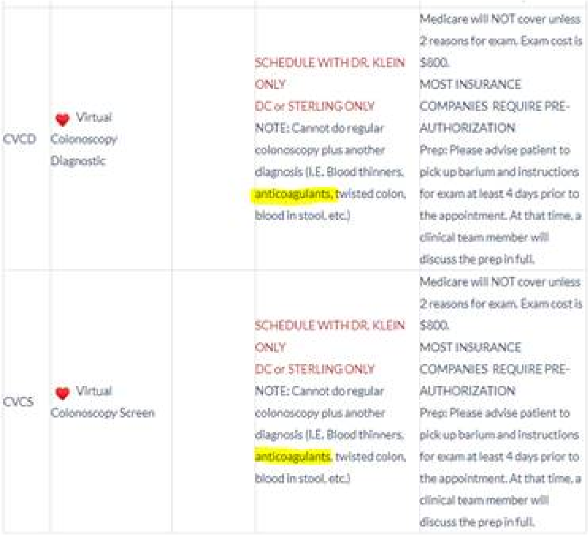
Medical Terminology instructor
Quality Assurance

esponse can impr
heart attack.
cardiovascular
which comprises t
nutrients and ox
removes carbon
Cardiovascular

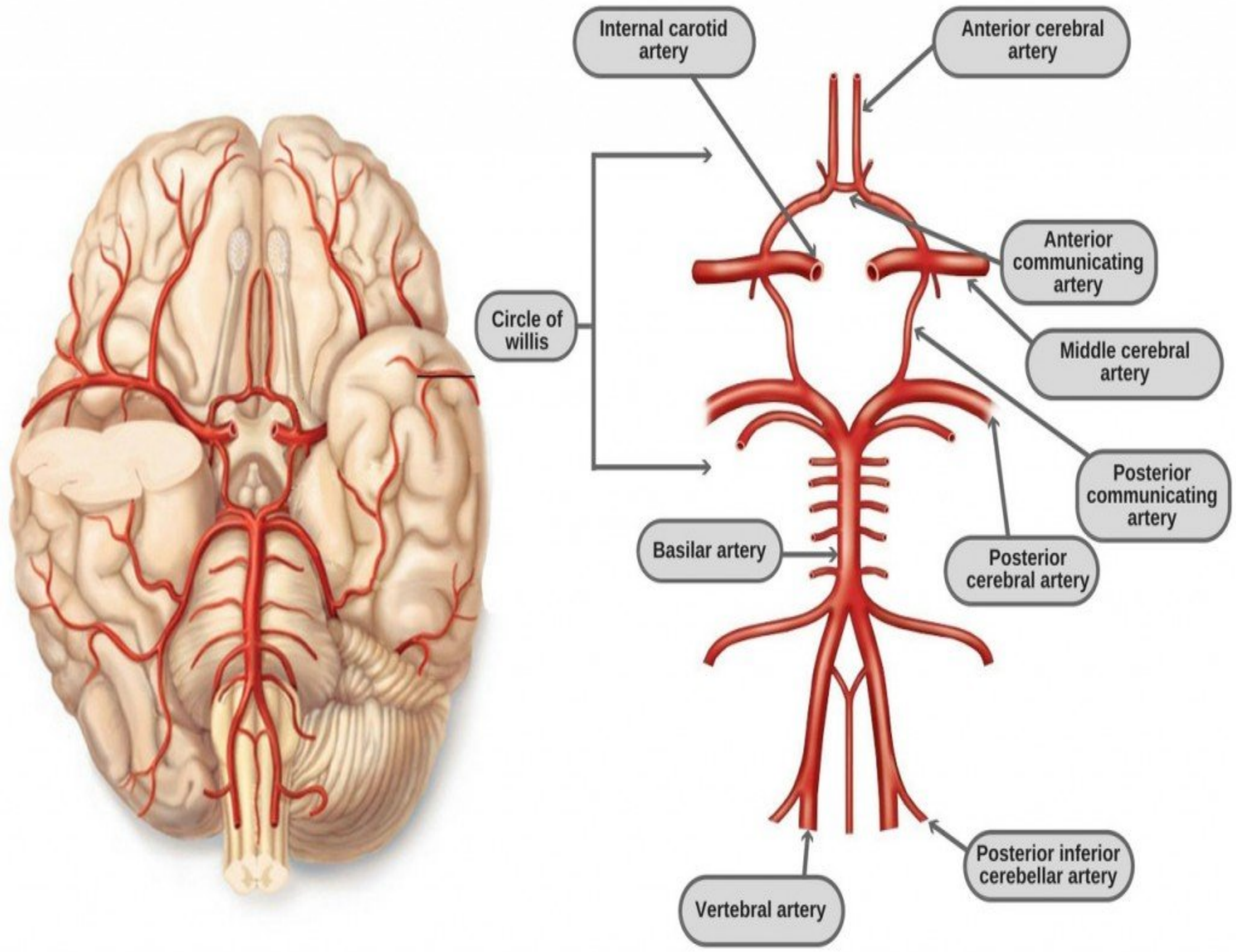
Medical Terms of the week!!

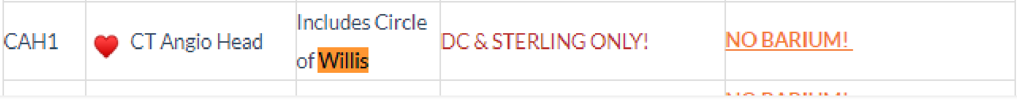
Anticoagulants- Medicines that help prevent blood clots by slowing down your body’s process of making clots. This can help reduce the chances of developing serious conditions such as strokes and heart attacks.



CVCD	❤ Virtual Colonoscopy Diagnostic		SCHEDULE WITH DR. KLEIN ONLY DC or STERLING ONLY NOTE: Cannot do regular colonoscopy plus another diagnosis (I.E. Blood thinners, anticoagulants, twisted colon, blood in stool, etc.)	Medicare will NOT cover unless 2 reasons for exam. Exam cost is $800. MOST INSURANCE COMPANIES REQUIRE PRE-AUTHORIZATION Prep: Please advise patient to pick up barium and instructions for exam at least 4 days prior to the appointment. At that time, a clinical team member will discuss the prep in full.
CVCS	❤ Virtual Colonoscopy Screen		SCHEDULE WITH DR. KLEIN ONLY DC or STERLING ONLY NOTE: Cannot do regular colonoscopy plus another diagnosis (I.E. Blood thinners, anticoagulants, twisted colon, blood in stool, etc.)	Medicare will NOT cover unless 2 reasons for exam. Exam cost is $800. MOST INSURANCE COMPANIES REQUIRE PRE-AUTHORIZATION Prep: Please advise patient to pick up barium and instructions for exam at least 4 days prior to the appointment. At that time, a clinical team member will discuss the prep in full.

Circle of Willis- This is the joining area of several arteries at the bottom side of the brain. At this point, the internal carotid arteries branch into smaller arteries that supply oxygenated blood to over 80% of the cerebrum.


Internal carotid artery
Anterior cerebral artery
Anterior communicating artery
Circle of willis
Middle cerebral artery
Posterior communicating artery
Basilar artery
Posterior cerebral artery
Posterior inferior cerebellar artery
Vertebral artery



CAH1	❤ CT Angio Head	Includes Circle of Willis	DC & STERLING ONLY!	NO BARIUM!

Weekly Quality and Training Tips 03 04 20

Last Modified on 03/12/2020 4:00 pm EDT

Quality and Training Tips!

Scheduling Symptomatic Patients

- Reminder, If we can schedule a symptomatic patient within 2 days, call the center!!!! THIS IS AN IMPORTANT STEP!
- If they don't answer, still schedule the patient and then email leadership
- This will keep the centers aware of when they have last minute Diagnostics and Ultrasounds.

What is an AOI?

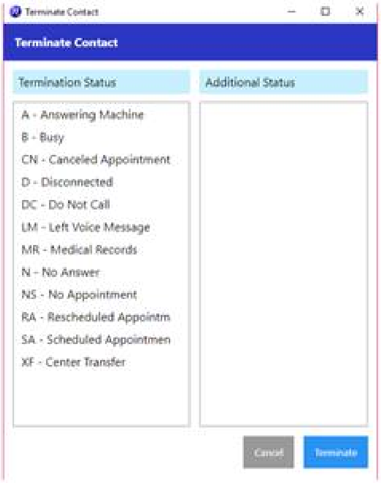
Why am I seeing this on my scorecard?

- AOI= Area of Improvement
- This is something we can improve on in upcoming calls
- Does not deduct points

DID YOU
KNOW?

Disposition Codes

Please remember to select the correct disposition code when terminating the call.


Terminate Contact

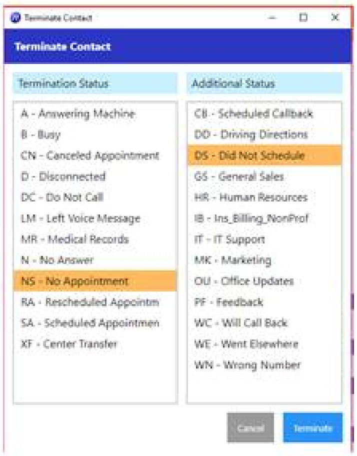
Terminate Contact

Termination Status

A - Answering Machine
B - Busy
CN - Canceled Appointment
D - Disconnected
DC - Do Not Call
LM - Left Voice Message
MR - Medical Records
N - No Answer
NS - No Appointment
RA - Rescheduled Appointm
SA - Scheduled Appointmen
XF - Center Transfer

Additional Status

- The following are the main codes we should be using and when we should be selecting them:
    - Canceled Appointment
        - Patient calls to cancel appointment and chooses not to reschedule.
    - Left Voice Message
        - Outbound calls only
        - Example: We called for Orders or Overdue and patient did not answer. We left them a message to call back.
    - Medical Records
        - We ONLY use the "Medical Records" deposition when terminating a call, where we either fax or submit a request to mail/pick up reports.
        - Example: Patient is wanting a copy of her report mailed to her. Emailed WeCare.
        - Example: Doctor’s office called to have report faxed to their office.
    - No Appointment
        - There are different choices within this Status, in the call there was not any scheduling, cancelling, or medical request submitted.
        - Example: Doctor’s office called to get our fax number.
        - Example: Patient called to confirm her appointment.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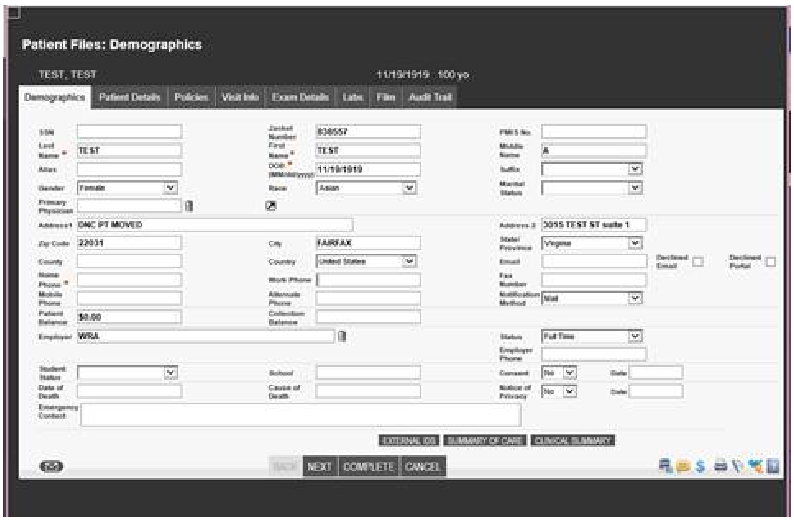
SA - Scheduled Appointmen
XF - Center Transfer

Additional Status

CB - Scheduled Callback
DD - Driving Directions
DS - Did Not Schedule
GS - General Sales
HR - Human Resources
IB - Ins_Billing_NonProf
IT - IT Support
MK - Marketing
OU - Office Updates
PF - Feedback
WC - Will Call Back
WE - Went Elsewhere
WN - Wrong Number

    - Rescheduled Appointment
        - We changed the previous appointment to another day, time, and/ or location.
    - Scheduled Appointment

  - The end result of the call was scheduling the patient for an appointment.
- Center Transfer
  - Spanish Transfer
    - We transferred to the Spanish Queue.
  - Successful Transfer
    - We transferred the patient to a live person at the center.
  - Unsuccessful Transfer
    - We transferred the patient to leave a voicemail, per the center not answering.
- DO NOT CALL- **DO NOT USE**
  - This should only be used in the unfortunate event that a patient passes away.
  - This will prevent any calls from going to that number.
  - If a patient would like to be DNC'd:
    - Move their address to the second line
    - In the first address line input "DNC PT MOVED", etc.
    - Remove their phone number and email from the file


Patient Files: Demographics
Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
Film
Audit Trail
EXTERNAL IDS
SUMMARY OF CARE
CLINICAL SUMMARY
BACK
NEXT
COMPLETE
CANCEL

TEST, TEST 11/19/1919 100 yo

Jacket Number: 838557
Last Name: TEST
First Name: TEST
Middle Name: A
DOB (MM/dd/yyyy): 11/19/1919
Gender: Female
Race: Asian
Address1: DNC PT MOVED
Address 2: 3015 TEST ST suite 1
Zip Code: 22031
City: FAIRFAX
State/Province: Virginia
Country: United States
Declined Email ☐
Declined Portal ☐
Notification Method: Mail
Patient Balance: $0.00
Employer: WRA
Status: Full Time
Consent: No
Notice of Privacy: No

Medical Terms of the Week:

- **Pyloric Stenosis-** a problem that affects babies between birth and 6 months of age and causes forceful vomiting that can lead to dehydration. The lower portion of the stomach that connects to the small intestine is known as the **Pylorus.**
- **Stark Law** – section 1877 of the Social Security Act- prohibits a physician from referring patients if said patients are members of their immediate family. Example: If a patient's husband is their referring doctor and they sent the patient in with an order, we can not schedule the patient. The order would also not be valid.

STARK LAW

Weekly Quality and Training Tips 02 26 20

Last Modified on 02/27/2020 10:45 am EST

Quality and Training Tips!

Same day Add- Ons

Center approval is needed for certain exams if adding on same day!

- Exams that do require approval include the following:
    - CT
    - Fluoroscopy
- Exams that do NOT need approval include the following:
    - Screening Mammogram
    - Diagnostic Mammogram (Can only schedule in a white slot. We MUST follow up with a call to the center to pull the prior films.)
    - DEXA
    - GENERAL SONO
- Please check the job aid for reference. Under “Exams”>Same Day Add On

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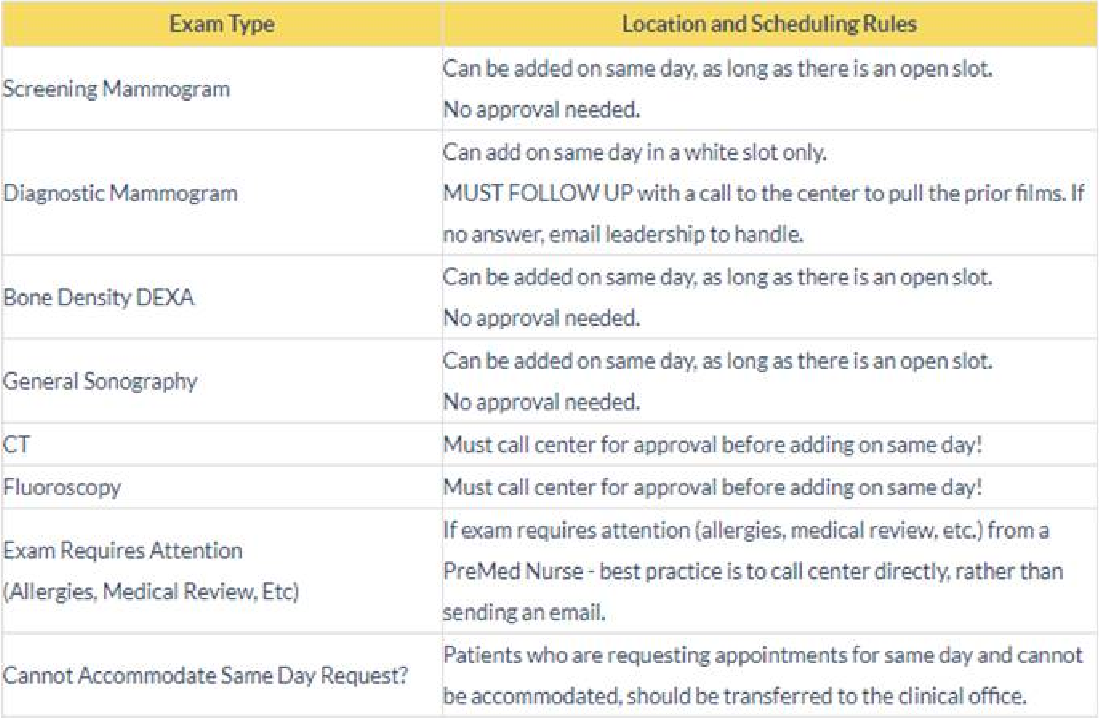
Same Day Add On Appointments

See Below for further rules.

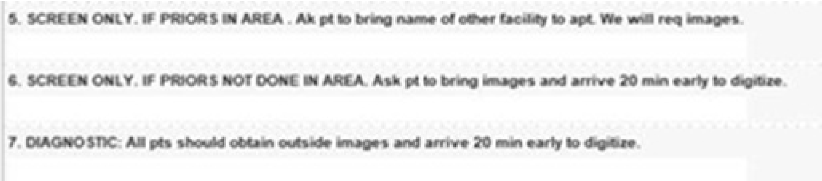


Exam Type	Location and Scheduling Rules
Screening Mammogram	Can be added on same day, as long as there is an open slot. No approval needed.
Diagnostic Mammogram	Can add on same day in a white slot only. MUST FOLLOW UP with a call to the center to pull the prior films. If no answer, email leadership to handle.
Bone Density DEXA	Can be added on same day, as long as there is an open slot. No approval needed.
General Sonography	Can be added on same day, as long as there is an open slot. No approval needed.
CT	Must call center for approval before adding on same day!
Fluoroscopy	Must call center for approval before adding on same day!
Exam Requires Attention (Allergies, Medical Review, Etc)	If exam requires attention (allergies, medical review, etc.) from a PreMed Nurse - best practice is to call center directly, rather than sending an email.
Cannot Accommodate Same Day Request?	Patients who are requesting appointments for same day and cannot be accommodated, should be transferred to the clinical office.

Outside Priors

When are patients required to bring their prior films to their appointment?

- For new patients coming in for a Diagnostic mammogram, they are REQUIRED to have their priors with them on the day of their appointment.
- For new patients coming in for a Screening mammogram, they are PREFERRED to have their priors with them on the day of their appointment.
- These rules apply to reschedules.
- Please be sure not to skip questions #5, #6, and #7 if applicable on the questionnaire.



5. SCREEN ONLY. IF PRIORS IN AREA . Ak pt to bring name of other facility to apt. We will req images.

6. SCREEN ONLY. IF PRIORS NOT DONE IN AREA. Ask pt to bring images and arrive 20 min early to digitize.

7. DIAGNOSTIC: All pts should obtain outside images and arrive 20 min early to digitize.

DID YOU KNOW?

What is it important to schedule a patient on their 7th -10th day on their cycle for a pelvic ultrasound?

- Majority of the time, patients come in for pain, heavy cycles, and/or bleeding after intercourse.
- Ovulation begins on the 7th -10th day of the cycle.
- The lining of the uterus and the endometrium thicken and change as the menstrual cycle progresses.
- The tech is measuring the thickness of the endometrium.
- It should be thin before ovulation and thicker after ovulation.
- We prefer not to evaluate as if thickens, (after day 10) because it will be harder to tell if the endometrium is thickening due to it building up again (normal) or if it is thickened due to abnormalities.
- NOTE: If a patient has pushback about scheduling within the 7th -10th day time frame, then advise them that if we do this study we may not be able to answer their questions. They may need to come back.
- Additional Reminder: If the patient is coming in for severe cramps and severe bleeding- schedule anytime.

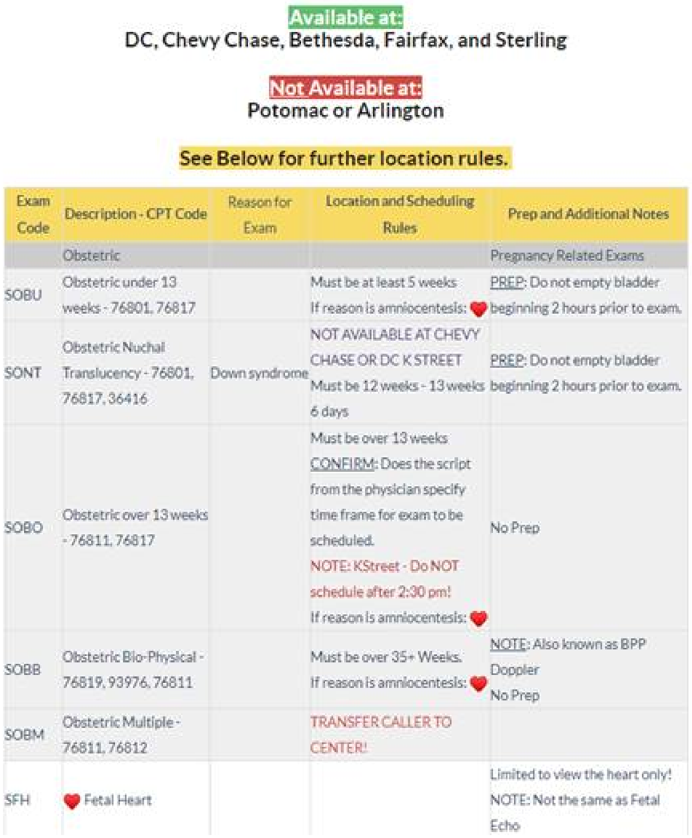
OB Ultrasounds/Exams

Remember to schedule according to how many weeks the patient will be at the time of their scheduled appointment.

- Remember if the patient is under 13 weeks at the time of the appointment, we should schedule SOBU- Obstetric under 13 weeks.
- If the patient is over 13 weeks at the time of the appointment, we should schedule SOBO- Obstetric over 13 weeks.

DID YOU KNOW - - -

- If the patient is 12 weeks – 13 weeks 6 days and is screening to see if there are signs of down syndrome, we should schedule SONT- Obstetric Nuchal Translucency.
- If we schedule an SOBU, but the patient needs a SONT, once they get to the center it will need to be rescheduled. A SOBU time slot is 30 minutes, whereas, the SONT is a 60-minute time slot. Prep is the same for both exams.



Available at:
DC, Chevy Chase, Bethesda, Fairfax, and Sterling

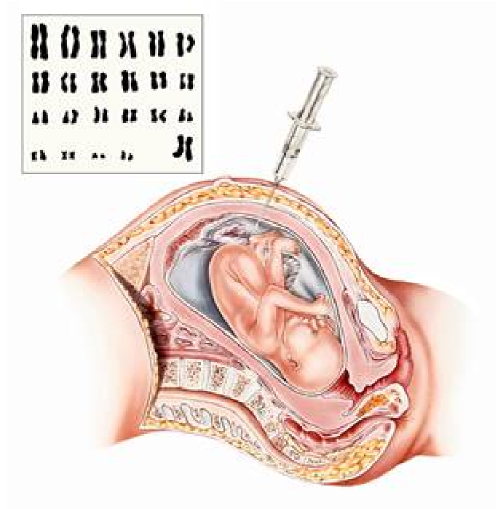
Not Available at:
Potomac or Arlington

See Below for further location rules.

Exam Code	Description - CPT Code	Reason for Exam	Location and Scheduling Rules	Prep and Additional Notes
	Obstetric			Pregnancy Related Exams
SOBU	Obstetric under 13 weeks - 76801, 76817		Must be at least 5 weeks If reason is amniocentesis: ❤	PREP: Do not empty bladder beginning 2 hours prior to exam.
SONT	Obstetric Nuchal Translucency - 76801, 76817, 36416	Down syndrome	NOT AVAILABLE AT CHEVY CHASE OR DC K STREET Must be 12 weeks - 13 weeks 6 days	PREP: Do not empty bladder beginning 2 hours prior to exam.
SOBO	Obstetric over 13 weeks - 76811, 76817		Must be over 13 weeks CONFIRM: Does the script from the physician specify time frame for exam to be scheduled. NOTE: KStreet - Do NOT schedule after 2:30 pm! If reason is amniocentesis: ❤	No Prep
SOBB	Obstetric Bio-Physical - 76819, 93976, 76811		Must be over 35+ Weeks. If reason is amniocentesis: ❤	NOTE: Also known as BPP Doppler No Prep
SOBM	Obstetric Multiple - 76811, 76812		TRANSFER CALLER TO CENTER!	
SFH	❤ Fetal Heart			Limited to view the heart only! NOTE: Not the same as Fetal Echo

Did you know these OB terms?

- Nuchal Translucency- this is the first trimester screening
- AMA- Advanced Maternal Age (anyone over 35)
- Amniocentesis- is a procedure in which your doctor removes a small amount of amniotic fluid from your womb to test for genetic abnormalities.



Weekly Quality and Training Tips 02 19 20

Last Modified on 02/20/2020 9:26 am EST

Quality and Training Tips!

REMINDER

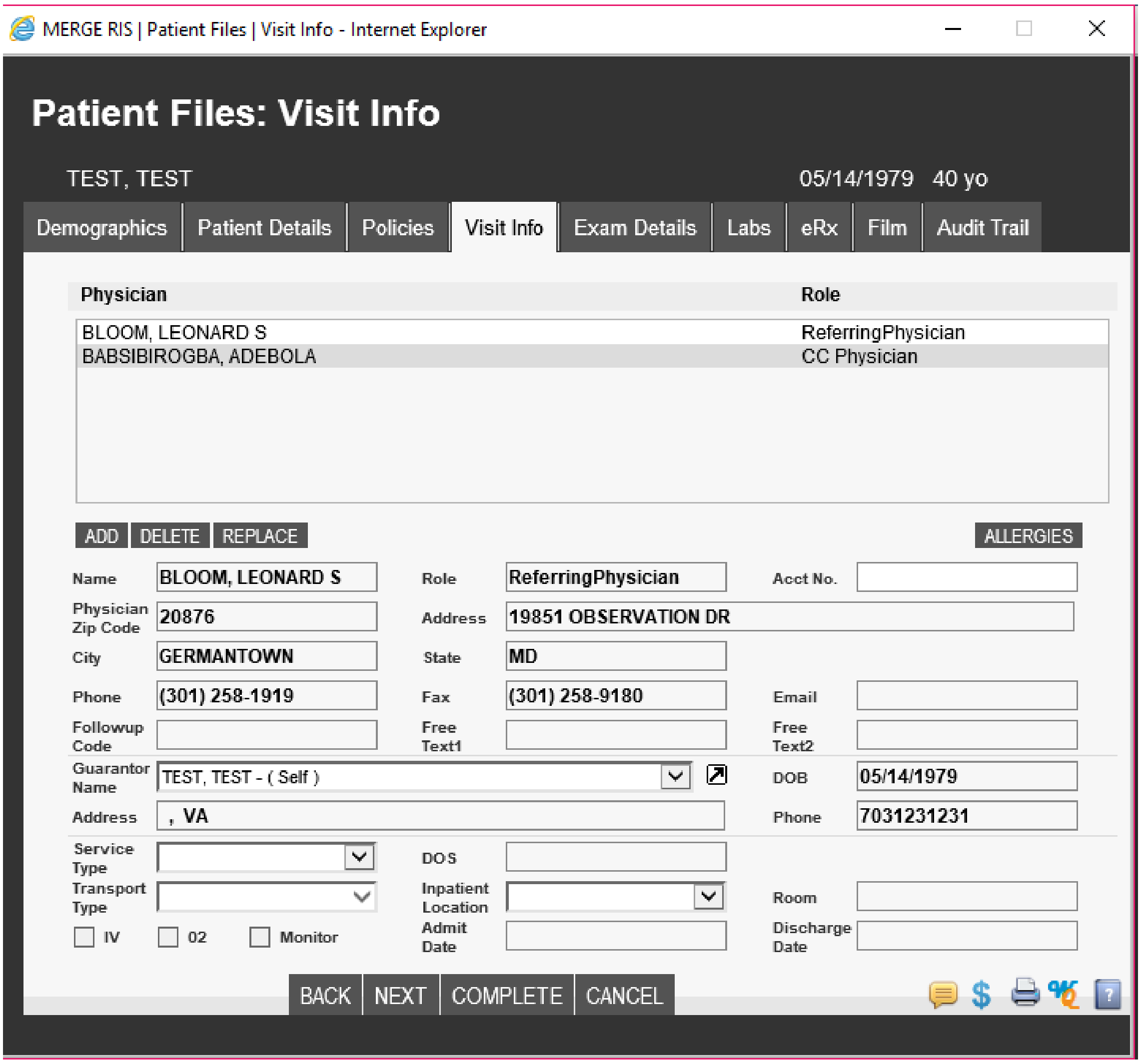
There has been an update in the Prep and Warnings for the Pelvic Complete:

- If a female patient's doctor has listed abnormal bleeding, breakthrough or mid-cycle bleeding, rule out polyps, or endometrial lining abnormalities, menorrhagia as the reason for their Pelvic Complete.
    - THEN THEIR CYCLE MATTERS! Follow the Female Cycle Date Rules!
- If a female patient's doctor has listed ovarian cysts, fibroids, endometrial lining, amenorrhea, post-menopausal bleeding, sacrum, pelvic pain as the reason for their Pelvic Complete.
    - THEN THEIR CYCLE DOES NOT MATTER for booking an appointment!

	FEMALE CYCLE DATE RULES:		Normal Cycle: Schedule appt between days 7-10 of cycle Erratic Cycles: Call on 1st day of period. Will schedule appt between days 7-10 Continuous Bleeding or Menopausal: Schedule exam at any time	NOTE: Day 1 is the first day of the period. PMB: Post Menopausal Bleeding
SP	Pelvic Complete - 76856-1, 76830, 93976 (Transabdominal/Transvaginal) Woman: Bladder = Pelvic	REASON: **Abnormal Bleeding, Breakthrough or mid-cycle bleeding, rule out polyps, or endometrial lining abnormalities, menorrhagia**	FEMALES: Cycle Matters! REVIEW RULES ABOVE! MALES: Can schedule any time! Under 12: ❤	PREP: Do not empty bladder beginning 2 hours prior to exam. Under 17: Must drink 16-21 oz, 1 hour prior to appointment.
SP	Pelvic Complete - 76856-1, 76830, 93976 (Transabdominal/Transvaginal) Woman: Bladder = Pelvic	REASON: **Ovarian cysts, fibroids, endometrial lining, amenorrhea, Post Menopausal Bleeding, Sacrum, Pelvic Pain**	CYCLE DOES NOT MATTER IF REASONS MATCH! MALES: Can schedule any time! Under 12: ❤	PREP: Do not empty bladder beginning 2 hours prior to exam. Under 17: Must drink 16-21 oz, 1 hour prior to appointment.

What to do when we see duplicate orders for the same exam but different doctors?

- Schedule the most recent order on file.
- CC the second doctor on the appointment, so that they both get the results.


MERGE RIS | Patient Files | Visit Info - Internet Explorer
Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
eRx
Film
Audit Trail
ADD
DELETE
REPLACE
ALLERGIES
BACK
NEXT
COMPLETE
CANCEL

Patient Files: Visit Info

TEST, TEST 05/14/1979 40 yo

Physician	Role
BLOOM, LEONARD S	ReferringPhysician
BABSIBIROGBA, ADEBOLA	CC Physician

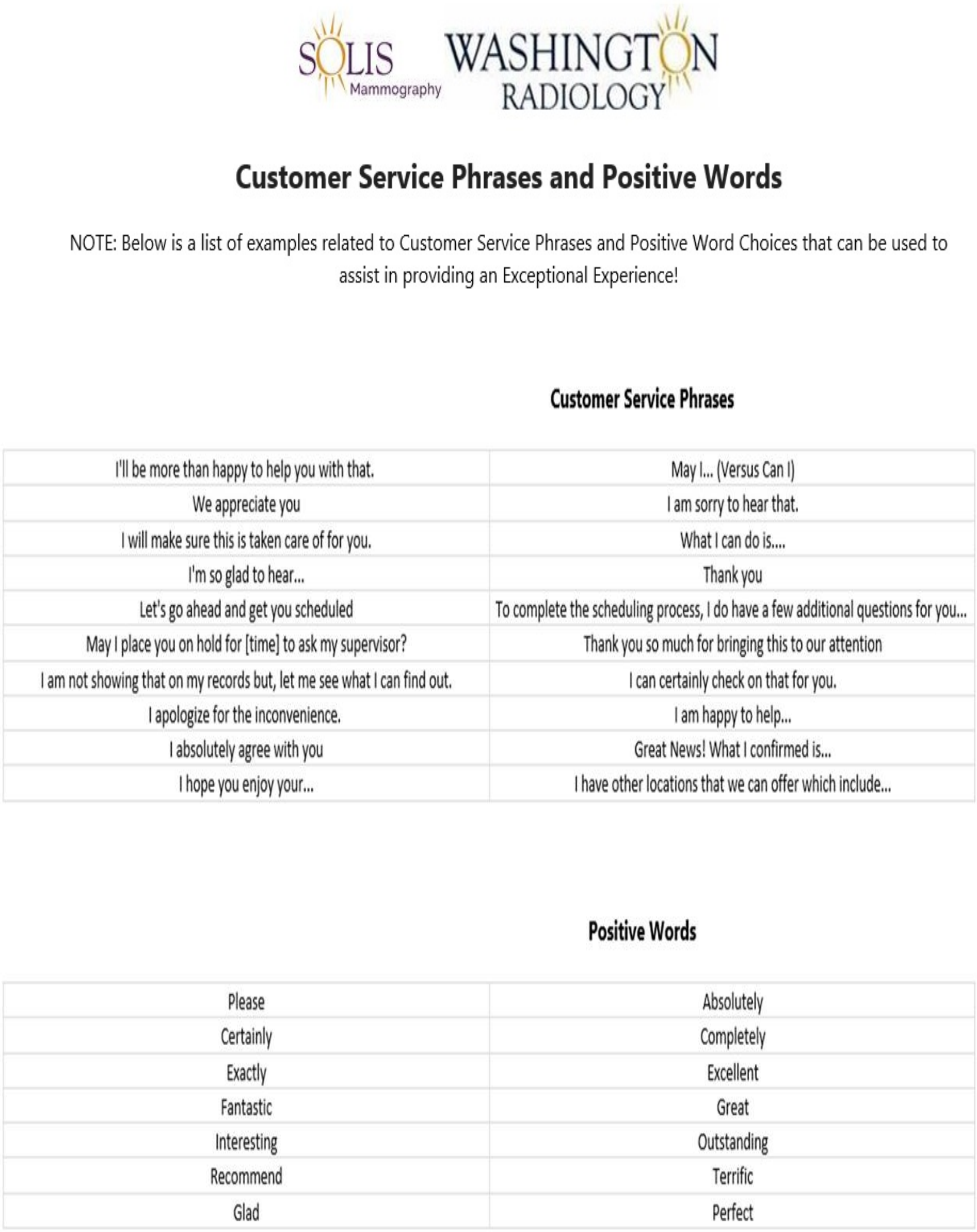
Name: BLOOM, LEONARD S
Role: ReferringPhysician
Acct No.:
Physician Zip Code: 20876
Address: 19851 OBSERVATION DR
City: GERMANTOWN
State: MD
Phone: (301) 258-1919
Fax: (301) 258-9180
Email:
Followup Code:
Free Text1:
Free Text2:
Guarantor Name: TEST, TEST - (Self)
DOB: 05/14/1979
Address: , VA
Phone: 7031231231
Service Type:
DOS:
Transport Type:
Inpatient Location:
Room:
☐ IV ☐ 02 ☐ Monitor
Admit Date:
Discharge Date:

DID YOU KNOW?

Menorrhagia

- This is the medical term for menstrual cycles with abnormally heavy or prolonged bleeding.
- Causes could potentially be uterine problems, hormone problems, or other illnesses.
- Studies have found 1 in every 20 women have menorrhagia.

Please refer to the Customer Satisfaction Key Phrases and Positive Words
These helpful words can enhance a call from satisfactory to exceptional!
These can be accessed in the playbook as well as below.



SOLIS Mammography WASHINGTON RADIOLOGY

Customer Service Phrases and Positive Words

NOTE: Below is a list of examples related to Customer Service Phrases and Positive Word Choices that can be used to assist in providing an Exceptional Experience!

Customer Service Phrases

I'll be more than happy to help you with that.	May I... (Versus Can I)
We appreciate you	I am sorry to hear that.
I will make sure this is taken care of for you.	What I can do is....
I'm so glad to hear...	Thank you
Let's go ahead and get you scheduled	To complete the scheduling process, I do have a few additional questions for you...
May I place you on hold for [time] to ask my supervisor?	Thank you so much for bringing this to our attention
I am not showing that on my records but, let me see what I can find out.	I can certainly check on that for you.
I apologize for the inconvenience.	I am happy to help...
I absolutely agree with you	Great News! What I confirmed is...
I hope you enjoy your...	I have other locations that we can offer which include...

Positive Words

Please	Absolutely
Certainly	Completely
Exactly	Excellent
Fantastic	Great
Interesting	Outstanding
Recommend	Terrific
Glad	Perfect

Customer Service Example:

Caller: "Hello, I need to schedule a mammogram please."

- **Exceptional:** "Ok, I would be happy to assist you. May I please have your name and date of birth?"
- **Satisfactory:** "Ok, if I could have your name and date of birth?"
- **Needs Improvement:** "Name? Date of birth?"

Weekly Quality and Training Tips 02 12 20

Last Modified on 06/04/2020 12:40 pm EDT

Quality and Training Tips!

What locations schedule MRI's?

Please remember to always refer to the job aid for confirmation.

The locations that DO MRI's are the following:

- Washington K Street
- Chevy Chase
- Park Potomac
- Fairfax

The locations that do **NOT** do MRI's are the following:

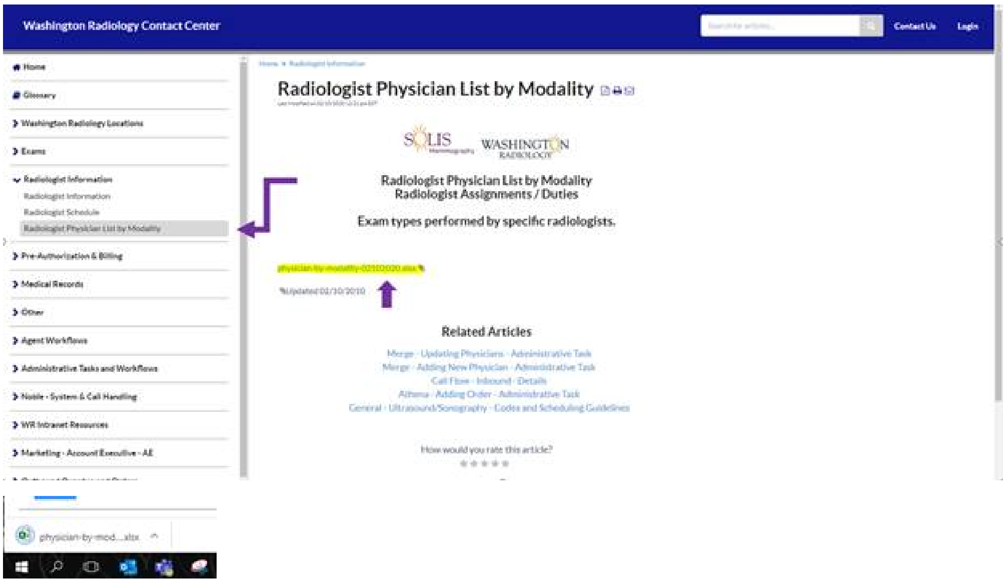
- Bethesda
- Arlington
- Sterling
    - Washington K Street does MRI's EXCEPT they do NOT do MRI Breast Biopsies.

- Please refer to the Washington Radiology Locations job aid
- Reminder if a patient is needing a MRI, please transfer the patient to the center.

How do we know a physician's gender?

Please remember to always refer to the job aid for confirmation.

- **Under the "Physician by Modality" link, the doctors are color coordinated by their gender. Click the link. The download tab will pop up on the bottom left corner, select open. The excel document will come up on your screen.**


Washington Radiology Contact Center
Contact Us
Login
Home
Glossary
Washington Radiology Locations
Exams
Radiologist Information
Radiologist Information
Radiologist Schedule
Radiologist Physician List by Modality
Pre-Authorization & Billing
Medical Records
Other
Agent Workflows
Administrative Tasks and Workflows
Noble - System & Call Handling
WR Intranet Resources
Marketing - Account Executive - AE
SOLIS Mammography
WASHINGTON RADIOLOGY
physician-by-mod....xlsx

Radiologist Physician List by Modality

Radiologist Physician List by Modality
Radiologist Assignments / Duties

Exam types performed by specific radiologists.

Updated 02/10/2020

Related Articles

Merge - Updating Physicians - Administrative Task
Merge - Adding New Physician - Administrative Task
Call Flow - Inbound - Details
Athena - Adding Order - Administrative Task
General - Ultrasound/Sonography - Codes and Scheduling Guidelines

How would you rate this article?

- **All radiologists are in alphabetical order in the job aid, so please see the chart below for a separated list by gender.**

Male Radiologists	**Female Radiologists**
ABRAHIN	**ALLISON**
BARONE	**BANSON**
CHOPRA	**CHOW**
FOGARTY	**GREENBERG**
FRUMAN	**HO**
KATZEN	**HOLLAND**
A.KLASAKIS	**JOHNSON**
KLEIN	**KAPPLER**
LANDE	**KIM**
MARDER	**M. KLASAKIS**
ROSE	**MALIK**
SALEM	**OTT**
STEEVER	**SADEGHI**

DID YOU KNOW?

When a patient wants to reschedule an appointment, what do we need to reverify/state during the call?

- Two pieces of PHI, followed by "Has there been any changes to your contact information?"
- Exam type
- Verify the referring physician's name AND their address.
- Verify the name of the insurance carrier.
    - Remember, we are not required to reverify the Policy number/Member ID for reschedules

and recall.

- Verify the appointment notes/appointment reason on file.
    - Example: If it is a mammogram of any kind or breast ultrasound, verify if they do/do not have any implants, problems, or family history.
    - Example: If it is a bone density, verify if they are coming in for osteopenia, osteoporosis, high risk medication, or postmenopausal. Etc.
    - Example: If it is for a general ultrasound of any kind, verify the reason they are coming in, etc.
- At the close of the call,
    - Confirm the date and time scheduled
    - Confirm the center's address
    - Provide the full prep instructions
    - Advise them to bring their insurance card and doctor's order (if they have one/need one)
    - Is there anything else I can assist with?
    - Thank you for calling Washington Radiology, have a great day!

Welcome to Wednesday!
As Bon Jovi Once Said...
WOAHHHH
WE'RE HALFWAY THERE

Weekly Quality and Training Tips 02 05 20

Last Modified on 02/06/2020 9:37 am EST

Quality and Training Tips!

Friends/Relatives calling for Patients

What should we ask for when a friend/relative calls in for a patient?

- We should always notate the name of the caller and their relation to the patient.
- Always check HIPAA forms before releasing confidential information
- This excludes Physicians' offices and Driving Companies (Please see below)

Driving company calling in for Patients

How should an agent handle a call from a driving company if they are needing the patient's appointment location, but they are not on a HIPAA form?

- **This includes Medicare and Healthcare Center Drivers.**
- If a driver is calling for details about an exam and is NOT on the HIPAA form, we CAN provide the address and time of the appointment ONLY.
- No further information is permitted to be given to the caller
- Still ask for the verbal confirmation of 2 pieces of PHI (Ex: Name and DOB, and ask if they know if there have been any changes to the patient's contact information)

Bone Densities

Can we schedule bone densities at different locations for a returning patient?

- We should recommend patients to schedule their BD at the same location every year for accurate results.
- This is due to how the bone densities machines are calibrated.
- Of course, if a patient has moved then do not deter them from going to the WR center now closest to them.

Patient History

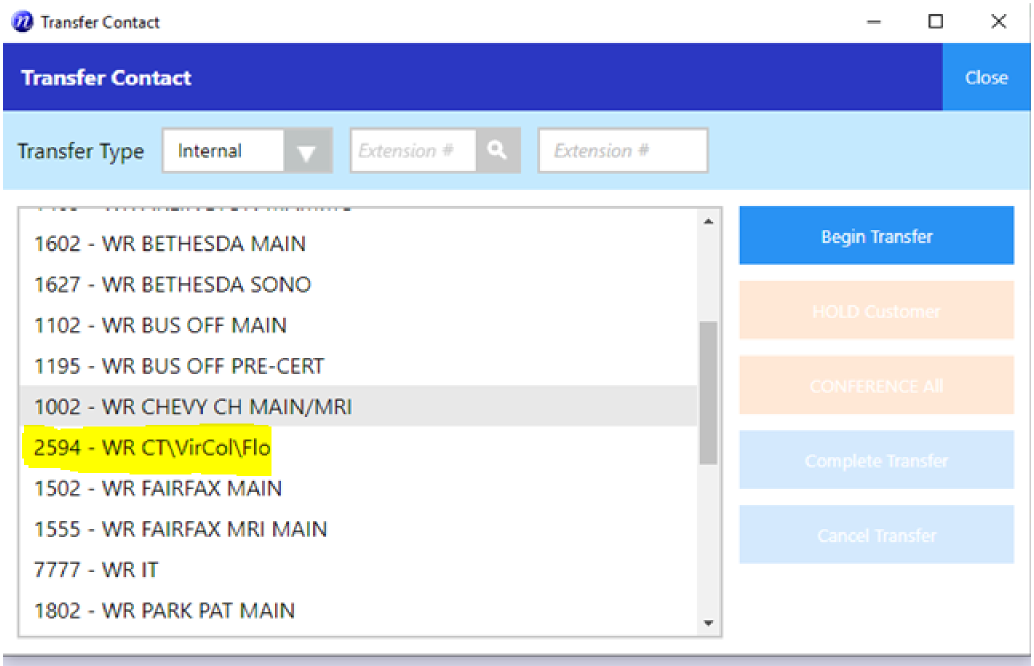
Please remember to always check when the patient had their last mammogram.

- A patient's due date will be a year and a day from their last mammogram.
- This is essential for insurance.
- If a patient has new insurance and wants to come in sooner than their due date: we can only schedule up to two weeks before that date.

DID YOU KNOW?

We now have a CT Specialty Queue for CT!!

- Virtual Colonoscopy and Fluoroscopy appointments will be added to the IVR recording!
- Callers will select an option to be added to a different queue only for CT, Virtual Colonoscopy or Fluoroscopy appointments before being connected with a scheduling agent.
- If you are NOT a part of the CT Specialty Queue,
  - Begin every inbound call with the opening statement: "Thank you for calling Washington Radiology, this is ___. How may I assist you?"
  - If the patient does not mention what type of exam they are calling to schedule for, go ahead and ask them in case it is a CT they are needing
- If the patient *does* need to schedule for a CT, Virtual Colonoscopy or Fluoroscopy
  - Then there is no need to confirm demographics prior to transferring the caller
  - Advise the patient, "Please hold on the line, I will transfer you to an agent who can assist you with scheduling this exam."
  - Please transfer the call to **"WR CT/VirCol/Flo" ext 2594.** (make sure the "Transfer Type" is set to "Internal")
  - Please cold transfer to this queue (Complete transfer without remaining on the line)



Transfer Contact

Transfer Contact

Transfer Type: Internal

1602 - WR BETHESDA MAIN
1627 - WR BETHESDA SONO
1102 - WR BUS OFF MAIN
1195 - WR BUS OFF PRE-CERT
1002 - WR CHEVY CH MAIN/MRI
2594 - WR CT\VirCol\Flo
1502 - WR FAIRFAX MAIN
1555 - WR FAIRFAX MRI MAIN
7777 - WR IT
1802 - WR PARK PAT MAIN

- If you are part of the CT Specialty Queue:
  - Begin the inbound call with your WR opening statement: "Thank you for calling Washington Radiology, this is ___. How may I assist you?"
  - Confirm what type of exam they are calling in for
  - Follow scheduling workflows as routine such as verifying patient information

Did you know that according to research… "75% of customers desire a consistent experience regardless of how they engage with a company, e.g. social media, in person, by phone, etc." – Salesforce

If not today, then when?
Happy When'sday!
YAY!

Weekly Quality and Training Tips 01 29 20

Last Modified on 01/29/2020 2:42 pm EST

Quality and Training Tips!

Insurance

When entering insurance, please remember...

1. Policy Number:
    - We should not be entering dashes in the policy number. This comes out as an automatic error for the patients account team.

Scheduling without an Order

Can we schedule an exam that needs an order without an order on file?

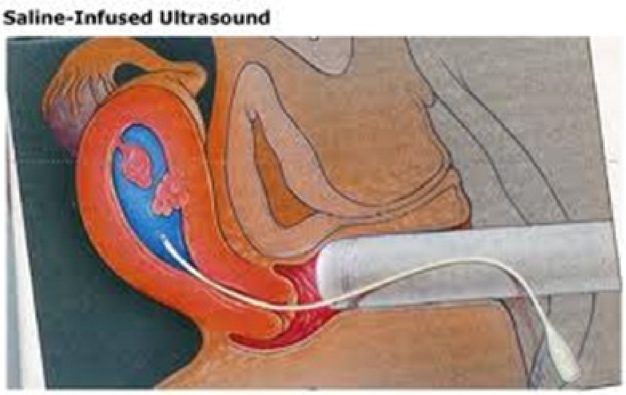
- Yes! We can schedule without an order! ALWAYS! We just need it by the time the patient comes in for their exam.
    - If there is no order on file and the patient does not have the order, schedule 2 business days out.

The Difference from a Sonohysterogram/Hysterosonogram (SHS) and Hysterosalpingogram (FHSG/HSG)

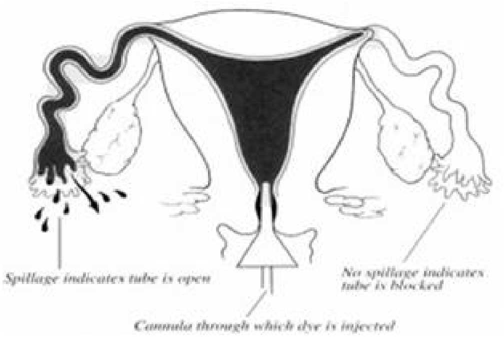
NOTE: These exams are easily being confused due to how they sound over the phone.

What is the difference between these two exams?

- **Sonhysterogram (SHS)**
    - Includes a Pelvic Ultrasound
    - Evaluates the uterine cavity and endometrial lining of the uterus
    - Reviews female organs to address concerns
    - When should the patient come in?
        - **Regular cycles:** Make the appointment between day 7 and 10 of their cycle
        - **Erractic or Irregular cycles:** Patient should call on the first day of their cycle to make the appointment between day 7 and 10 of the cycle.
        - **Continuous Bleeding or Menopausal:** Make this appointment at any time. MUST be documented in scheduling notes.


Saline-Infused Ultrasound

- **Hysterosalpinogram (FHSG/HSG)**
  - Does not include the Pelvic Ultrasound
  - Views uterine cavity and fallopian tubes
  - Usually performed to evaluate infertility/fertility
  - When should the patient come in?
    - The patient **CANNOT** be bleeding or spotting on day of the appointment.
    - Schedule appointment between days 5-10 of cycle.


Spillage indicates tube is open
No spillage indicates tube is blocked
Cannula through which dye is injected

- We CAN schedule HSG and SHS on the same day.
- Please note Day 1 is the first day of the period.

DID YOU KNOW?

Hematuria

- This means there is blood in the urine.

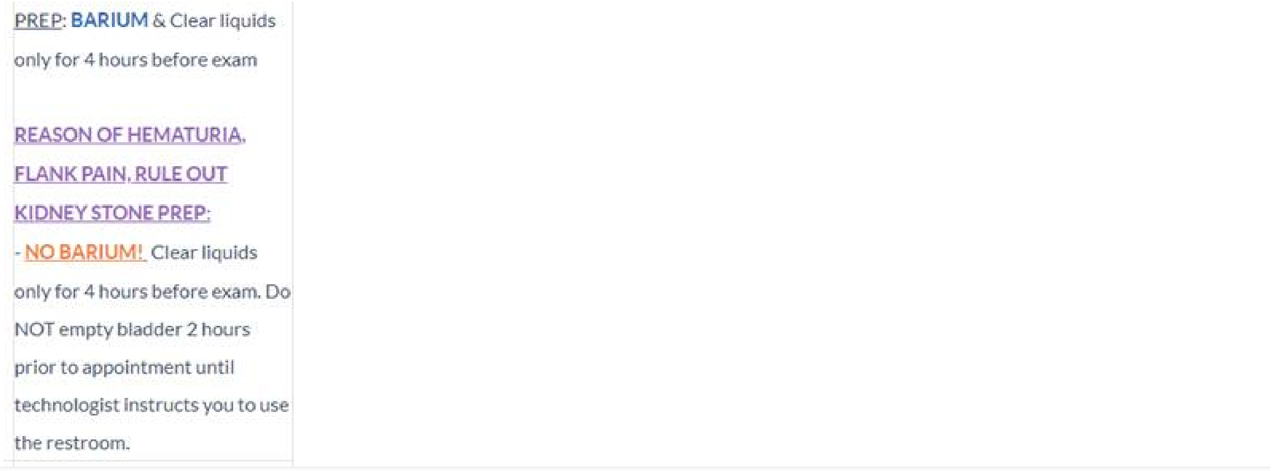
Flank Pain

- This refers to discomfort in your upper abdomen or back and sides.
- It develops in the area below the ribs and above the pelvis. Usually pain is worse on one side of your body.

Abdomen and Pelvic CT Prep

- If the patient is not experiencing Hematuria and/or Flank Pain, then they require Barium.

- If the patient is experiencing Hematuria and/or Flank Pain, then they do NOT require Barium.



PREP: **BARIUM** & Clear liquids only for 4 hours before exam

REASON OF HEMATURIA, FLANK PAIN, RULE OUT KIDNEY STONE PREP:

- NO BARIUM! Clear liquids only for 4 hours before exam. Do NOT empty bladder 2 hours prior to appointment until technologist instructs you to use the restroom.

Weekly Quality and Training Tips 01 22 20

Last Modified on 01/22/2020 4:28 pm EST

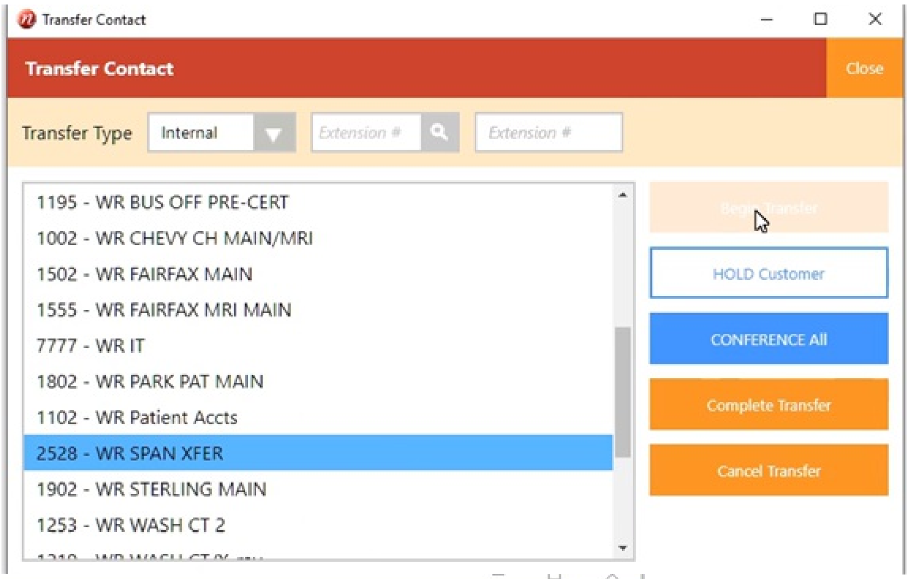
Quality and Training Tips!

Calling the Center

Agents call centers for further assistance and when the center is not able to answer we leave voicemails.

- Please remember we should only be calling the center once.
  - Before calling the center, advise the patient we are placing them on a brief hold while we transfer them over. Advise the patient that if the center does not answer we will patch them through to leave a voicemail.
- We transfer the patient to their voicemail.
- Make sure to do so once we, the agent, recognize it is a voicemail. Please do not stay in the voicemail queue long enough for the automated system to say "Message complete" followed by a menu of options.
- We do not want to leave the patient on hold for longer than need be.
- Please see above on advising the patient prior to calling the center about the possibility of the patient leaving a voicemail. This way we do not need to be in the voicemail queue as agents.

- Please be sure to select "Complete Transfer" and not "Conference All"
- Complete Transfer
- This button sends the patient directly to the center, without holding the agent on the line.
- Conference All
- This button allows the agent, the patient, and the center to be on a three-way call together.
- This button should **not** be used unless there is a specific reason the center is requiring the agent to stay on the line.

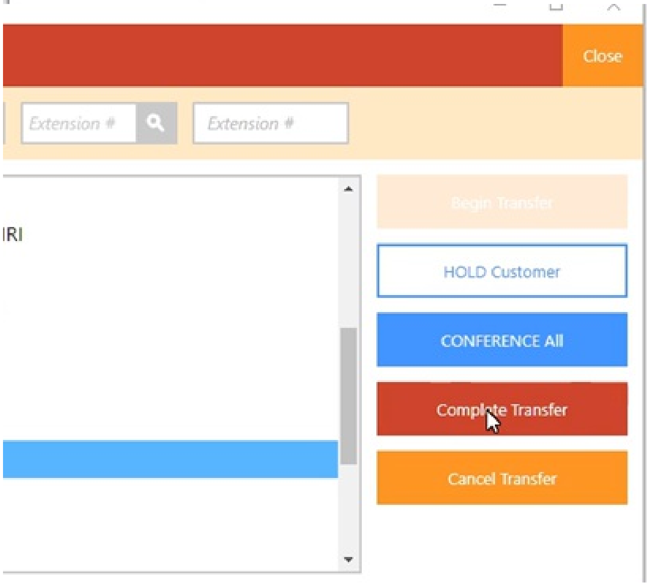


Transfer Contact

Transfer Type: Internal

1195 - WR BUS OFF PRE-CERT
1002 - WR CHEVY CH MAIN/MRI
1502 - WR FAIRFAX MAIN
1555 - WR FAIRFAX MRI MAIN
7777 - WR IT
1802 - WR PARK PAT MAIN
1102 - WR Patient Accts
2528 - WR SPAN XFER
1902 - WR STERLING MAIN
1253 - WR WASH CT 2

Transfer Contact
Close
Extension #
Extension #
Begin Transfer
HOLD Customer
CONFERENCE All
Complete Transfer
Cancel Transfer



Close
Extension #
Extension #
IRI
Begin Transfer
HOLD Customer
CONFERENCE All
Complete Transfer
Cancel Transfer

Job Aid – Insurance “Do-Not Accept” List

- Open and review the job aid on every scheduling or rescheduling call.
  - The Accepted Insurance list continuously updates.
- Medicaid
- We do NOT accept Medicaid Patients.
- Can they be Self pay?
- No. They can not be self-pay. They will need to be seen at a different facility that does accept Medicaid.

- Double check which type of insurance the patient has from that carrier.
- Example: If a patient states they have United Healthcare, we must check to ensure it is not UHC- MDIPA Maryland County.

INSURANCE:

Do NOT Accept!

- Medicaid
  - Anthem Healthkeepers Plus - Medicaid
  - Note: Only Medicaid that we DO accept is : John's Hopkins Priority Partners Medicaid plan
- United Healthcare - MDIPA Maryland County

DID YOU **KNOW?**

We **can not** cancel and/or reschedule appointments not scheduled at the Contact Center.

- If a patient needs to cancel a biopsy or a MRI, please transfer them to the center to handle.

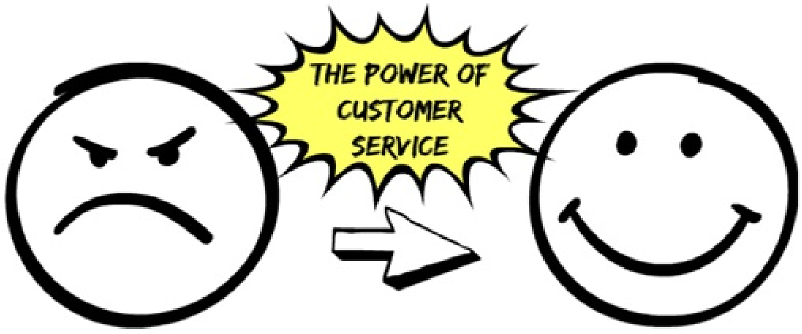
Encrypt emails before sending out

- Every email containing patient information should be Encrypted before being mailed out.
- Please ensure "[ENCRYPT]" is typed in the subject line of the email before sending out.

Turnaround time for a center to call back a patient

- The center calls the patients, who left them a voicemail, within the same business day.
  - Please advise patients of this before we transfer them.

"Smiling affects how we speak, to the point that listeners can actually identify the type of smile based on sound alone…"



Customer Service Phrases and Positive Words

Last Modified on 02/19/2020 10:03 am EST

Customer Service Phrases and Positive Words

NOTE: Below is a list of examples related to Customer Service Phrases and Positive Word Choices that can be used to assist in providing an Exceptional Experience!

Customer Service Phrases

I'll be more than happy to help you with that.	May I... (Versus Can I)
We appreciate you	I am sorry to hear that.
I will make sure this is taken care of for you.	What I can do is....
I'm so glad to hear...	Thank you
Let's go ahead and get you scheduled	To complete the scheduling process, I do have a few additional questions for you...
May I place you on hold for [time] to ask my supervisor?	Thank you so much for bringing this to our attention
I am not showing that on my records but, let me see what I can find out.	I can certainly check on that for you.
I apologize for the inconvenience.	I am happy to help...
I absolutely agree with you	Great News! What I confirmed is...
I hope you enjoy your...	I have other locations that we can offer which include...

Positive Words

Please	Absolutely
Certainly	Completely
Exactly	Excellent
Fantastic	Great
Interesting	Outstanding
Recommend	Terrific
Glad	Perfect

Updated: 02/18/2020

Scorecard Challenge Process

Last Modified on 01/07/2021 4:57 pm EST

Quality Assurance
Scorecard Challenge Process

The following is the documented and approved process for challenging a scorecard

The agent will:

1. Present their challenge request to their Supervisor by forwarding the scorecard via email with any notes.
    - Example: I would like to challenge that I did not verify the doctor's name.
2. Supervisor and Manager will review the challenge together within 3 business days.
    - If the challenge is denied - the supervisor will set up a meeting to provide details to the agent as to why.
    - If the challenge is approved for further review - move to Step 3.
3. Manager will route to Quality Assurance and Training Manager for review along with documentation and copy the Supervisor.
4. Quality and Training Manager will review and reply to all within 3 business days with the following:
    - If the challenge is denied - provide details as to why.
    - If the challenge is approved - update scorecard and any associated reports
5. Supervisor will circle back with the agent to provide the outcome

EDITED 01/07/2021

Suggested Scripting

Last Modified on 11/23/2021 9:38 am EST

Suggested Scripting

GREETING

Inbound:

- "Thank you for calling Washington Radiology. My name is [PAR name], how may I assist you?"

Outbound Orders:

- "Hello. I'm [PAR name] with Washington Radiology. Is [Patient Full Name] available?"
  "We have received an order from your physician to schedule an exam. Would now be a good time for you to schedule?"

Outbound Overdue:

- "Hello. I'm [PAR name] with Washington Radiology. Is [Patient Full Name] available?"
  "This is a courtesy call because our records indicate that your last screening mammogram was over a year ago. Would you like to schedule your annual today?"

No Response from Caller/Poor Connection:

- For Inbound Calls - Say greeting two times, if no answer state the following:
  "Caller, if you can hear me, I am unable to hear you. Please call us back at 866-717-2551. We do apologize for the inconvenience."
- For Outbound Calls – Say greeting two times, if no answer default to voicemail script
  "Hi! This message is for [Patient Full Name]. My name is [PAR name] calling from Washington Radiology. Please contact us at your earliest convenience at [Phone # Displayed in Noble]. Thank you, have a great day!

HIPAA Verification/Demographics

Inbound:

- "May I please start with your first and last name?"
  "What is your date of birth?"
  "Have there been any changes to your contact information (address, phone number, email, etc.)?"

Outbound:

- "For verification purposes, would you please confirm your date of birth?"

  "Have there been any changes to your contact information (address, phone number, email, etc.)?"

COVID-19 Related Questions

I am experiencing symptoms of COVID-19, what should I do?

- For patients who have not tested for COVID-19 or have tested negative for COVID-19
  - Unless immunocompromised, reschedule your appointment for after 10 days from when your symptoms first appeared and at least 24 hours have passed since your last fever without the use of fever-reducing medication.
  - For immunocompromised patients, reschedule your appointment for 20 days from when your symptoms first appeared and at least 24 hours have passed since your last fever without the use of fever-reducing medication.
- If scheduled outside of the above time-frames, depending on your immune status, keep your scheduled exam..
- Further information and a list of symptoms can be found at https://www.washingtonradiology.com/news/2021/08/03/covid-19-update/

I tested positive for COVID-19, what should I do?

- "We will need to reschedule you for a later date. We require that you are symptom free for a minimum of 14 days prior to being seen at any of our Centers."

I have been in close contact (exposed) to someone with COVID-19, what should I do?

- "We can schedule/reschedule your exam for at least 30 days out."

I have started or completed the COVID-19 vaccination series. Will this affect my mammogram results?

- "There is no reason to delay your mammogram. Our radiologists are aware that some women may experience pain, swelling and/or enlarged lymph nodes in the armpit on the side where the vaccination was administered; this is considered an expected and normal reaction. If you feel a lump in your armpit that lasts for more than six weeks after receiving your final vaccination, you should let your healthcare provider know."

Probing Questions by Exam Type

Screening Mammogram:

- "Are you currently having any problems or concerns in the breast area?"
- "Do you have breast implants?"
- "Have you had a breast exam before? When and where?" NEW PATIENTS ONLY
- "Do you have a family history of breast cancer? Who?" NEW PATIENTS ONLY

Diagnostic Mammogram/Breast Ultrasound:

- “What is the reason for your exam?”
- “Have you had a previous related breast exam?” NEW PATIENTS ONLY
- “Do you have your report? What was the recommended next step?” NEW PATIENTS ONLY

Bone Density:

- “Is this a routine screening for osteoporosis?”
- “Have you ever been diagnosed with osteoporosis or osteopenia?”
- “What is the reason for your exam?”

Physician Order Discussion

Patient is bringing their order:

- “It is very important for you to bring your doctors order when you arrive for your appointment. Unfortunately, if you do not have it at the time of arrival, we may need to reschedule your exam.”

Patient does not have their order AND there is no order on file in eRAD

- “We do require an order for this type of exam. Washington Radiology will attempt to obtain the order from your physician. If we receive your order before the scheduled appointment time, we may be able to move your appointment to an earlier date.”

Physician’s office is sending the order:

- **If physician’s office is calling**:
  “Please be sure to fax the order at least 2 hours prior to the scheduled exam. Unfortunately, due to state regulations, we are unable to perform the exam without an order.”
- **If patient is calling**:
  “Since you do not have the order from your doctor, please contact them so they may fax the order to us for your exam. Unfortunately, if we do not have the order, we may need to reschedule your exam.”
- Recall Exam with no order attached
  “We will need to obtain an order from your physician and have already faxed a request for this exam. To allow your doctor time to review your report and send us an order, we will schedule your appointment at least four business days out. If we receive your order before this scheduled appointment time, we may be able to move your appointment to an earlier date.”

Prior Records/Films Discussion

NEW Patient with Breast Symptoms – Diagnostic Mammogram or Breast Ultrasound

- “If you have your prior mammogram images or images from other recent breast MRI or CT studies, please bring them with you to your appointment. We will need the actual images in addition to the report. This will allow for more accurate interpretation of your mammogram."

NEW Patient requiring Follow-Up or Recall Exam – Diagnostic Mammogram or Breast Ultrasound

- "It is necessary that we have your prior mammogram films and any other prior breast imaging studies including recent breast MRI or CT if performed at the time of your exam. We will need the actual images in addition to the report. If we do not have them, we may have to reschedule your exam to another day."

NEW Patient requiring Screening Mammogram

- "If possible, please bring your prior films to your appointment. This allows for more accurate and expedited interpretation of your mammogram results."

Insurance

- "May I please have you confirm your insurance carrier name and policy number/member ID?"

Questions pertaining to Financial Aid/Affordability

If scheduling a screening mammogram:

- "Many of our Centers offer the Solis Value Screening Coupon. If you meet the qualifications, you can receive your screening mammogram for $99. Let's see if this is something that we can do for you."

If scheduling a screening mammogram, diagnostic mammogram or breast ultrasound:

- "We work with several non-profit organizations that may be able to assist with funding for your exam if affordability is a concern. Let me pull up some information on which organizations we work with in your area."

Closing

Inbound:

- "Is there anything else that I can assist you with?"
- "Thank you so much for calling Washington Radiology. Have a great day!"

Outbound:

- "Please call us to reschedule if you test positive for COVID-19, develop any symptoms, or fall under any other reschedule category. This list can be found on our website."
- "Is there anything else that I can assist you with?"
- "Thank you so much for taking our call. Have a great day!"

Interrupting Politely

- “I hate to interrupt, but I wanted to share some information with you.”
- “I don’t mean to be rude, but may I interrupt quickly?”
- “Sorry to interrupt, but may I ask a quick question?”
- “I’m so sorry for interrupting, but I just want to make sure I understood you correctly.”
- “I apologize for interrupting, may I run some information by you?”

Courtesy Phrases

- “I would be happy to help you with that.”
- “I am glad to assist you with that.”
- “Thank you so much for providing that information.”
- “Do you mind if I place you on a brief hold? There may be a few moments of silence.”
- “Thank you so much for holding.”
- “I appreciate your patience.”
- “It’s my pleasure

Empathy Phrases

- “I understand how that could be frustrating.”
- “If I am understanding correctly…”
- “I am so sorry you are having to deal with this.”
- “Thank you for making us aware of this situation/problem.”
- “I’m sorry to hear you’re having trouble with this.”
- “I can hear that this is important for you.”

Dead Air – Long Hold

- “I’m going to place you on a brief silent hold if you don’t mind while I research that.”

Patient Paperwork

- “*Please log onto our website www.washingtonradiology.com and print out the patient forms and have them complete before coming in as this will save you time at registration.”*
- *New Patients need to complete both Patient Information and Patient History forms.*
- *Returning paitents - only need to fill out the History form.*

EDITED 11/23/2021

Pre-Authorization Guidelines

Last Modified on 08/27/2019 8:57 am EDT

SOLIS
Mammography

WASHINGTON
RADIOLOGY

Pre-Authorization Guidelines

What is it:

- WR provides pre-authorization assistance for patients whose insurance requires it for specific exams.
- These exams include CT, MRI, and HSG (Hysterosalpingogram) for infertility.

Why:

- Certain insurance plans require pre-authorization prior to completing exams

What do I do:

- Make sure to capture all demographic information for the pre-authorization process
- Make sure to allow enough time for the completion of the pre-authorization
    - Minimum of 5 full business days in advance
    - Example: Patient is calling Monday, the appointment should be scheduled no sooner than the following Tuesday.
    - Note: The day the appointment is scheduled, does not count as day one. Also, weekends do not count as business days.

If exam is Urgent:

- Schedule and advise the patient of the financial liability statement that will need to be assigned [form]
    - Make a note that patient is aware
- After scheduling exam, call the pre-authorization department to advise via phone when the exam is scheduled and why it is scheduled prior to 5 business days out.

EDITED: 08/15/2019

Pre-Authorization Requirements by Insurance

Last Modified on 07/28/2021 2:54 pm EDT

Pre-Authorization Requirements by Insurance

Required to verify for CT, MRI, Fluoroscopy, and HSG!

See Below for further rules.

Insurance Company	Pre-Authorization Required?	**Additional Notes**
Aetna	YES	World Bank plans do NOT require Pre-Auth
Anthem	YES	
BCBS	YES	
BCBS Federal Employees	NO	Member ID/Policy number will start with "R" prefix
CareFirst	YES	Blue Choice only CareFirst that does NOT require Pre-Auth
ChoiceCare | Humana Network	YES	
Cigna	YES	
Coventry - Foreign Service Benefit	YES	
Coventry - Mail Handlers Benefit	YES	
John Hopkins Employee Health	YES (See Note)	NOTE: Required for Breast MRI, CT Heart, CT Angio (Coronary), CT Calcium Scoring, Cervical MRI, and Lumbar MRI. Could take up to **15 days!**
John Hopkins US Family Health	NO	
Kaiser Permanente		Authorized referral required for all exams excluding screening mammo
MDIPA		NOT ACCEPTED AT WR
Medicare	NO	
MultiPlan	YES	Patient can check with insurance directly
OneNet	YES	Patient can check with insurance directly
Optimum Choice	YES	
Peace Corps Health Benefit		Authorized referral required for all exams
PHCS - Private Healthcare Systems	YES	Patient can check with insurance directly

Tricare	NO	
United Healthcare	YES	

EDITED: 07/28/2021

Carrier Reminders

Last Modified on 12/18/2020 9:47 am EST

Carrier Reminders

Insurance

- Carrier: Insurance Company Name
- Policy #: Enter what is on the card
    - If policy number is not available, input “Still Need” in policy number field
- Group #: Enter what is on the card
    - If group number is not available, leave this field blank

Self-Pay

- Carrier: Search and Select “Self-Pay”
- Policy #: Price Quoted or “0” if amount was not discussed
    - Note: We should not offer providing prices unless asked
- Group #: Leave blank

Special Payers/Charities

- Carrier: Search and Select Charity Name
- Policy #: Enter “Charity”
- Group #: Leave blank

$99 Coupon

- Carrier: Search and Select “WR Value Screening Coupon”
- Policy #: Enter “99”
- Group #: Leave blank

Unknown Insurance Plan

- Patient has insurance but caller does not know the plan information
- Carrier: Search and Select “Unknown Payer”
- Policy #: Enter “Still Need”
- Group #: Leave blank

Insurance Plan not found in Merge

- Carrier: Search and Select “Unknown Payer”
- Policy #: Enter number on card

- Group #: Enter number on card
- ADD NOTE TO INCLUDE: Listing name of insurance company

Patients w/ Multiple Plans

- Only need to input first (primary) insurance plan information
- Additional data will be collected by PSR at time of appointment

REMINDER:
Verify or Enter Information for Carrier, Policy # and Group #
Verify Eligibility on Clearance Toolbar for all CT exams!

Script for Ineligible: “At this time, I am not able to verify eligibility with your insurance. Before your appointment, someone from our patient accounts team will reach out to discuss further.”

UPDATED: 12/18/2020

Exam Fee Schedule

Last Modified on 01/04/2021 3:04 pm EST

Exam Fee Schedule

Review to provide self pay, cost, prices, etc. to patients.

📎Exam Fee Schedule _ Contact Center.xlsx 📎

EDITED: 01/04/2021

Insurance Tips and Tricks

Last Modified on 06/23/2020 4:21 pm EDT

Insurance Tips and Tricks

Common Plans

Aetna

- "W" as an alpha prefix

Blue Cross/Blue Shield

- 3 alpha prefixes OR will have an "R" alpha prefix
- REMINDERS:
    - CareFirst BlueChoice Plans
        - All WR locations select "CAREFIRST BLUE CHOICE"
    - Anthem HealthKeepers Plans
        - All WR locations select "HEALTHKEEPERS"
    - Local/Out of State CareFirst, BlueCross BlueShield, Anthem Plans
        - Sterling – Select "ANTHEM BCBS OF VIRGINIA"
        - All other WR locations – Select "CAREFIRST BCBS"

Cigna

- "U" as an alpha prefix

United Healthcare

- Policy number: "Member ID"

Humana

- "H" as the alpha prefix

Ambetter Superior Health

- "U" as an alpha prefix
- Do not enter the "Policy #" from the card, instead the "Member ID"

Tricare

- Policy number will be the benefits number on the back of the card

- If it is not, use the primary policy holder's social security number

GEHA

- Do not enter the letters "GEHA" at the end of the policy number.

Medicare

Medicare – Traditional - Selecting in Merge

Medicare Highmark is used for all locations other than Sterling.

Palmetto Medicare is selected when scheduling at Sterling ONLY.

Railroad Medicare is used only when the patient states they are employees or previous employees for the railroad.

Medicare – Traditional

- For Patients 65 + years of age
- Patient is always the primary holder of Traditional Medicare

Medicare - Replacement

- Medicare Replacement Cards – REPLACE Traditional Medicare
- Look for Medicare Complete or Medicare Advantage
- Never file with Traditional Medicare if it is a Replacement plan

Medicare – Supplement

- Medicare Supplement Cards – ADD to Traditional Medicare
- Secondary to Traditional Medicare
- Patient will have Traditional Medicare Primary and Supplement Secondary
- Will typically state "Medicare Supplement" on card

UPDATED: 06/23/2020

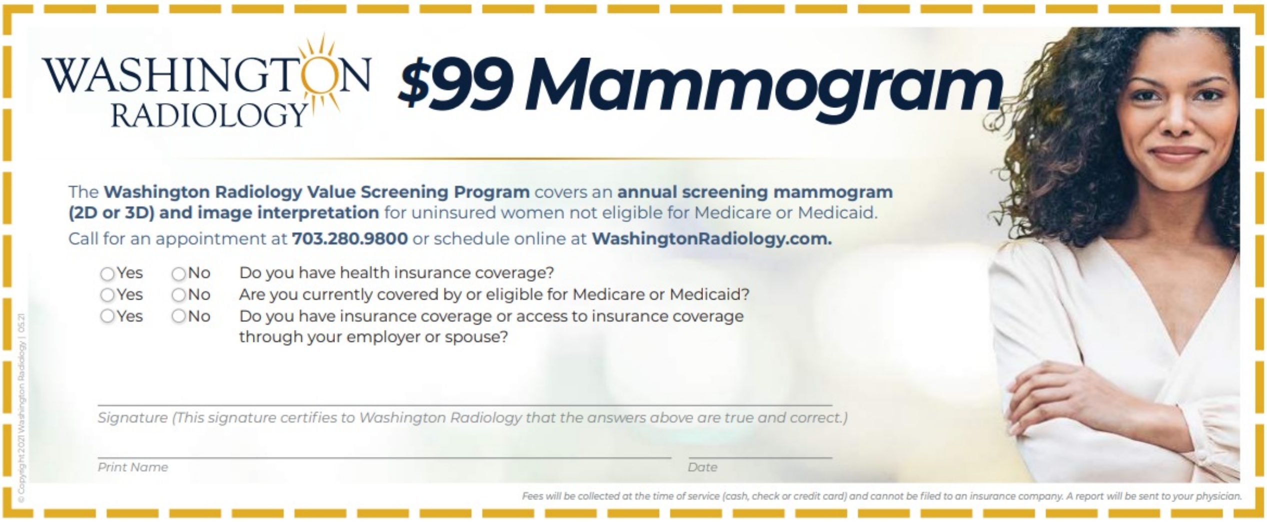
$99 Coupon

Last Modified on 05/26/2021 6:52 pm EDT

SOLIS Mammography WASHINGTON RADIOLOGY

$99 WR Value Screening Coupon

Available at:
ALL WR LOCATIONS



WASHINGTON RADIOLOGY **$99 Mammogram**

The **Washington Radiology Value Screening Program** covers an **annual screening mammogram (2D or 3D) and image interpretation** for uninsured women not eligible for Medicare or Medicaid.
Call for an appointment at **703.280.9800** or schedule online at **WashingtonRadiology.com.**

○Yes ○No Do you have health insurance coverage?
○Yes ○No Are you currently covered by or eligible for Medicare or Medicaid?
○Yes ○No Do you have insurance coverage or access to insurance coverage through your employer or spouse?

Signature (This signature certifies to Washington Radiology that the answers above are true and correct.)

Print Name *Date*

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Fees will be collected at the time of service (cash, check or credit card) and cannot be filed to an insurance company. A report will be sent to your physician.

Qualification:

- Covers 3D Screening Mammogram only
- Patient cannot be experiencing any breast problems
- Patient does not currently have insurance coverage for screening mammogram
- Patient does not qualify for Medicare or Medicaid

How:

- Print off coupon online
- OR patient can pickup the coupon at the front desk.

Entering in Merge:

- Carrier: Search and Select “WR Value Screening Coupon”
- Policy #: Enter “99”

EDITED: 05/26/2021

Medical Records Requests

Last Modified on 02/23/2021 3:18 pm EST

Medical Records Request Guidelines - Effective 02/22/2021

All requests for Medical Records will require a "Request Records" form!
This can be found on the WR Website under Patient Resources.
Completed forms should be faxed to 703-280-1527.

TYPE OF REQUEST:

PICKUP or EMAIL:

- 3-5 business day turnaround once Request Records from has been received
- If call is following up on a previously submitted request:
  - If still within the turnaround time, ask caller to call back for an update
  - If outside of turnaround time, direct caller to email, medicalrecords@washingtonradiology.com
  - Follow up requests for callers who do not have access to email may be warm transferred to Medical Records
    - If no answer, email medicalrecords@washingtonradiology.com
      - Patient Name
      - MRN/Jacket Number
      - What was requested?
      - When was request submitted?
- STAT Pick Up requests may be warm transferred to the **CENTER**

MAIL:

- 7-10 business day turnaround once Request Records form has been received
- If caller is following up on a previously submitted request:
  - If still within the turnaround time, ask caller to call back for an update
  - If outside of the turnaround time, direct caller to email, medicalrecords@washingtonradiology.com
- ONLY urgent requests or requests for callers who do not have access to email may be warm transferred to Medical Records
  - If no answer, email medicalrecords@washingtonradiology.com
    - Patient Name
    - MRN/Jacket Number
    - What was requested?
    - When was request submitted

NOTE: All emails from patients inquiring about previously submitted requests will be answered in 24-48 hours.

FAX (only applies to physician's offices):

- We can only fax Reports, we are unable to fax Images/Films
- Agents can fax the following Reports from Merge
    - Mammogram
    - Breast Ultrasound
    - General Ultrasound/Sonogram
    - OB Ultrasound/Sonogram
    - CT (excluding Cardiac Scoring)
    - Fluoroscopy
    - HSG
    - X-Ray
    - MRI
- If patient was seen for multiple exams under one accession, we must fax each report individually, please see Faxing Report from Merge job aid
- If request is for any other exam type (bone density, cardiac scoring, biopsy/needle localization, etc.), transfer the call to the Center.

EDITED: 02/22/2021

Faxing Report from Merge

Last Modified on 02/23/2021 10:33 am EST

Faxing Report from Merge

What Can I Fax to a Physician's Office ONLY:

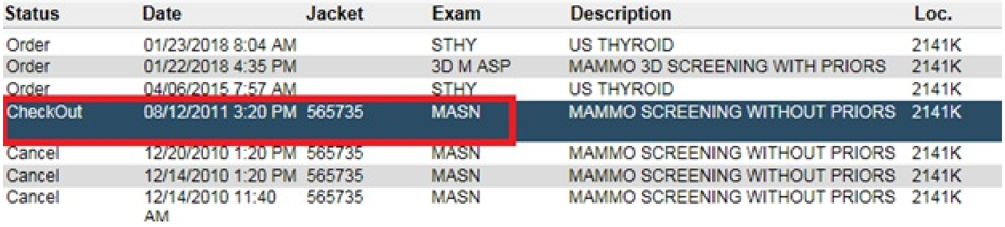
- Mammogram
- Breast Ultrasounds
- General Ultrasound/Sonogram
- OB Ultrasound/Sonogram
- CTs (Excluding CT-Cardiac Scoring)
- Fluoroscopy
- HSG
- X-Ray
- MRI

NOTE: If request is for any other exam types (bone density, cardiac scoring, or biopsy/needle localization, etc.), transfer the caller to the Center.

What do I do:

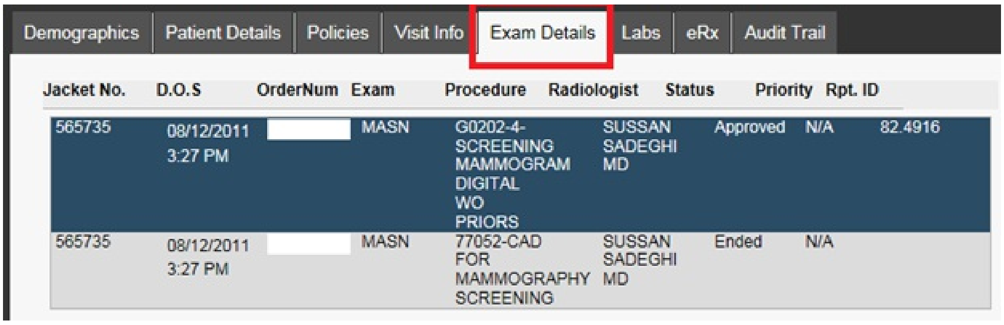
1. Locate patient in Merge

2. From the "Patient File" tab, double-click on the requested appointment



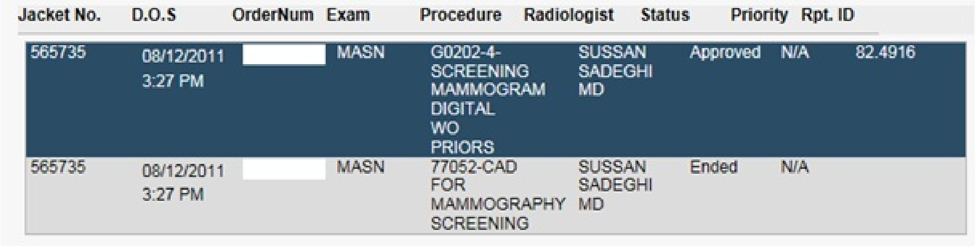
Status	Date	Jacket	Exam	Description	Loc.
Order	01/23/2018 8:04 AM		STHY	US THYROID	2141K
Order	01/22/2018 4:35 PM		3D M ASP	MAMMO 3D SCREENING WITH PRIORS	2141K
Order	04/06/2015 7:57 AM		STHY	US THYROID	2141K
CheckOut	08/12/2011 3:20 PM	565735	MASN	MAMMO SCREENING WITHOUT PRIORS	2141K
Cancel	12/20/2010 1:20 PM	565735	MASN	MAMMO SCREENING WITHOUT PRIORS	2141K
Cancel	12/14/2010 1:20 PM	565735	MASN	MAMMO SCREENING WITHOUT PRIORS	2141K
Cancel	12/14/2010 11:40 AM	565735	MASN	MAMMO SCREENING WITHOUT PRIORS	2141K

3. Click on the "Exam Details" tab

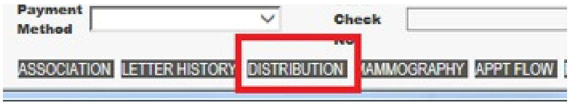

Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
eRx
Audit Trail

Jacket No.	D.O.S	OrderNum	Exam	Procedure	Radiologist	Status	Priority	Rpt. ID
565735	08/12/2011 3:27 PM	[redacted]	MASN	G0202-4-SCREENING MAMMOGRAM DIGITAL WO PRIORS	SUSSAN SADEGHI MD	Approved	N/A	82.4916
565735	08/12/2011 3:27 PM	[redacted]	MASN	77052-CAD FOR MAMMOGRAPHY SCREENING	SUSSAN SADEGHI MD	Ended	N/A	

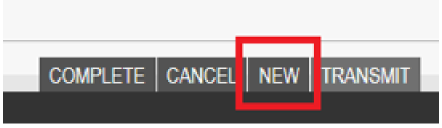
4. Select the exam containing the report that is being requested (will highlight blue)
NOTE: If multiple exams were performed under the same accession, each exam report will need to faxed individually


Jacket No.	D.O.S	OrderNum	Exam	Procedure	Radiologist	Status	Priority	Rpt. ID
565735	08/12/2011 3:27 PM	[redacted]	MASN	G0202-4-SCREENING MAMMOGRAM DIGITAL WO PRIORS	SUSSAN SADEGHI MD	Approved	N/A	82.4916
565735	08/12/2011 3:27 PM	[redacted]	MASN	77052-CAD FOR MAMMOGRAPHY SCREENING	SUSSAN SADEGHI MD	Ended	N/A	

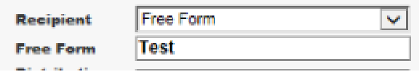
5. At the bottom of the screen, click on "Distribution"


Payment Method
Check
ASSOCIATION
LETTER HISTORY
DISTRIBUTION
AMMOGRAPHY
APPT FLOW

5. At the bottom, click on "New"

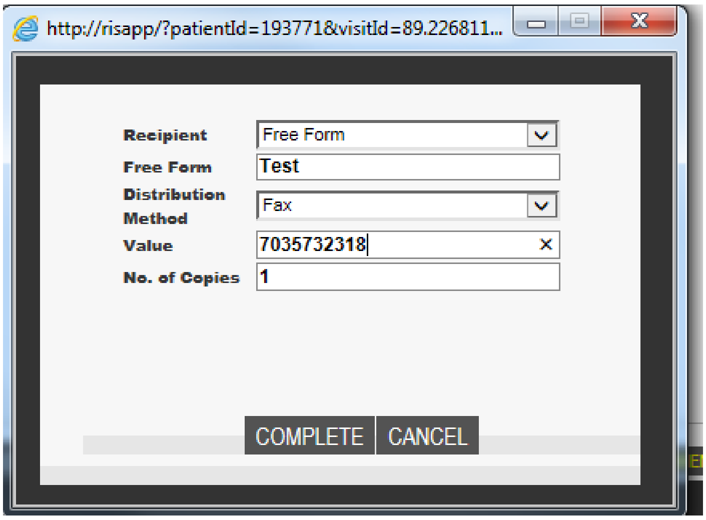

COMPLETE
CANCEL
NEW
TRANSMIT

6. Selecting who to fax to:
- If the referring MD is requesting the report, use drop down to select name
- If it is a new physician, select "Free Form" and enter the name of the recipient



Recipient Free Form
Free Form Test

7. Change distribution method to "Fax", enter or verify fax number

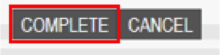


http://risapp/?patientId=193771&visitId=89.226811...

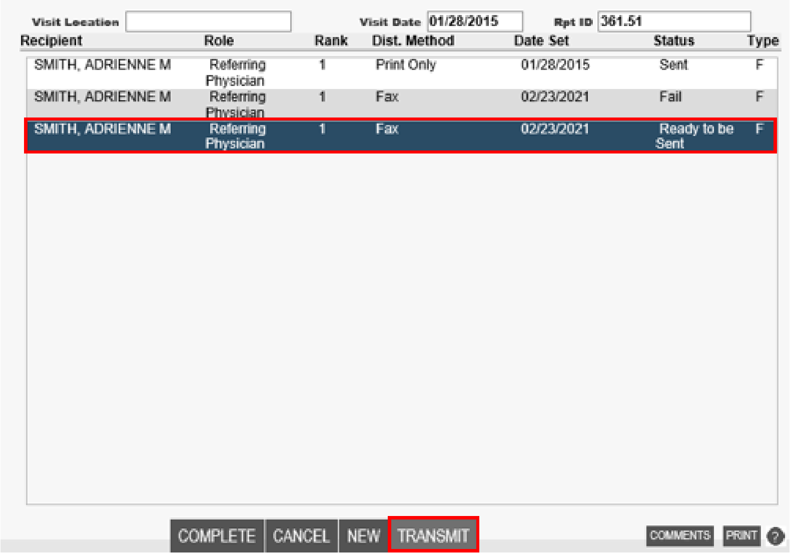
Recipient Free Form
Free Form Test
Distribution Method Fax
Value 7035732318
No. of Copies 1

COMPLETE
CANCEL

8. Click "Complete"



9. You will be directed back to the Distribution screen. Highlight the request you created (it will say "Ready to be Sent" in the Status column) and then click "Transmit"



Visit Location
Visit Date 01/28/2015
Rpt ID 361.51

Recipient	Role	Rank	Dist. Method	Date Set	Status	Type
SMITH, ADRIENNE M	Referring Physician	1	Print Only	01/28/2015	Sent	F
SMITH, ADRIENNE M	Referring Physician	1	Fax	02/23/2021	Fail	F
SMITH, ADRIENNE M	Referring Physician	1	Fax	02/23/2021	Ready to be Sent	F

NOTE: If you are sending to a physician other than the referring physician, go to comments and add a comment with the name of the person and physician requesting the report as well as the fax number.

EDITED: 02/23/2021

Outside Films

Last Modified on 08/22/2019 10:01 am EDT

Outside Films Guidelines

What is it:

- Outside Films are the images (CD or Actual Film) that were completed at another facility (Not at WR)
- Needed by the WR radiologist to compare prior and current images to determine if any changes have occurred since the previous exam.

What do I do:

- All related outside films or images on a CD, are required at the time of the patient's appointment
    - Note: For screening mammograms, if the patient has been seen in our geographical area, we will obtain their prior images when they come in
- It is solely the patient's responsibility to obtain the outside films and images for all other exams done at WR.

EDITED: 08/15/2019

Sign Language Interpreters

Last Modified on 03/04/2021 1:41 pm EST

SOLIS Mammography WASHINGTON RADIOLOGY

Sign Language Interpreter Guidelines

What is it:

- Sign Language Interpreters are to be provided by the company.
  - Note: No other language interpreting service is available in person. All other languages are handled via phone using Language Line.

What do I do - Scheduling:

- Ask caller (when necessary) "Do you need an interpreter?" We should get a yes or no answer.
- When scheduling, please allow a minimum of 5 days for non-emergency exams.
  - For emergency exams, schedule following availability.
- Send an Email to All_WR_CC_Leadership@washingtonradiology.com and include the following information:
  - Patient Name
  - MRN
  - Date, Time and Location of Appointment
- Document in RIS

Cost:
- Standard price, with a 5 day notice, is $75
- With less than a 5-day notice, jumps to $130

What do I do - Canceling or Rescheduling:

- When requested to cancel or reschedule an exam for which a sign language interpreter has been requested:
  - Send an Email to All_WR_CC_Leadership@washingtonradiology.com to notify them of the date change or cancellation.
- Note: A fee of over $200 is charged if an interpreter is not canceled 48 hours in advance.

EDITED: 08/15/2019

Language Line

Last Modified on 03/22/2021 4:35 pm EDT

WASHINGTON
RADIOLOGY

Language Line Assistance Program

TO ACCESS AN INTERPRETER:

1. Use Transfer option in NOBLE
    - NOTE: Option is listed under "External" extension types

2. Provide Client ID: **2 9 9 4 7 4**

3. Indicate Language:
    - **1 -** For Spanish
    - **2 -** For all others and CLEARLY state the language
    - **0 -** If you don't know the language you need

4. Provide PIN: **40**

BEST PRACTICES FOR DOCUMENTATION:

Update the ‘Preferred Language’ field in RIS (under Patient Details tab)

Document professional language services offered & patient's response

Document the linguist name and ID number

IMPORTANT INFORMATION:

Working with an interpreter - At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

Interpreter Identification - Interpreters identify themselves by name and ID number. Note this information for future reference or to comply with regulatory requirements.

3-Way Call - Use the conference feature on your phone and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

Customer Service - To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

Written Orders

Last Modified on 08/29/2019 10:23 am EDT

Physician Written Orders

What is it:

- A Physician Written Order is not required for a screening mammogram but, a physician name must be provided to send a copy of the results to
    - Note: Some referring physicians require a written order even for a screening mammogram
- All other exams performed, require a written order

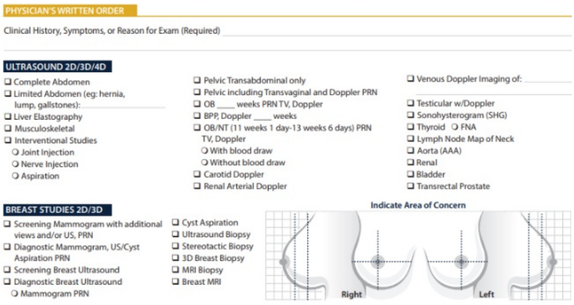
Why:

- The requirement of a written order, ensures the proper exam is performed and that a qualified healthcare provider has ordered the exam
- The written order must have the order physician's signature or stamp, the date of the order, and the exam that is being requested.

Additional Notes:

- An order form is accepted, does not need to be WR/Solis Written Order form

Example:



PHYSICIAN'S WRITTEN ORDER

Clinical History, Symptoms, or Reason for Exam (Required) ____________

ULTRASOUND 2D/3D/4D

☐ Complete Abdomen
☐ Limited Abdomen (eg: hernia, lump, gallstones): ____________
☐ Liver Elastography
☐ Musculoskeletal
☐ Interventional Studies
  ○ Joint Injection
  ○ Nerve Injection
  ○ Aspiration

☐ Pelvic Transabdominal only
☐ Pelvic including Transvaginal and Doppler PRN
☐ OB ____ weeks PRN TV, Doppler
☐ BPP, Doppler ____ weeks
☐ OB/NT (11 weeks 1 day-13 weeks 6 days) PRN TV, Doppler
  ○ With blood draw
  ○ Without blood draw
☐ Carotid Doppler
☐ Renal Arterial Doppler

☐ Venous Doppler Imaging of: ____________
☐ Testicular w/Doppler
☐ Sonohysterogram (SHG)
☐ Thyroid ○ FNA
☐ Lymph Node Map of Neck
☐ Aorta (AAA)
☐ Renal
☐ Bladder
☐ Transrectal Prostate

BREAST STUDIES 2D/3D

☐ Screening Mammogram with additional views and/or US, PRN
☐ Diagnostic Mammogram, US/Cyst Aspiration PRN
☐ Screening Breast Ultrasound
☐ Diagnostic Breast Ultrasound
  ○ Mammogram PRN

☐ Cyst Aspiration
☐ Ultrasound Biopsy
☐ Stereotactic Biopsy
☐ 3D Breast Biopsy
☐ MRI Biopsy
☐ Breast MRI

EDITED: 08/21/2019

Transfer/Hold Policy

Last Modified on 11/29/2021 3:49 pm EST

Transfer/Hold Policy

Procedures for placing a caller on hold, being placed on hold by caller or transferring a call.

- **Transferring Calls:**
    - Ask the caller's permission to transfer them and give reason for transfer.
        - Ex: May I place you on a brief hold so that I can attempt to transfer you to ____ for further assistance?
    - Ask the caller if they are ok with being transferred to voicemail if we cannot reach the intended party.
        - Ex: Thank you! If they are not available, would you like for me to transfer you to voicemail so that you may leave a message for a return call?
    - If the intended party answers, be sure to provide all necessary information before completing the transfer.

- **Hold Procedure – Placing a caller on hold**
    - Ask the caller's permission to place them on hold and give a reason why we are placing on hold.
        - Ex: Can I place you on hold for a few moments so that I can get clarification from my supervisor?
- Check back with the caller in less than 3 minutes. If additional time is needed, ask permission to place them on hold again.
- Thank the caller for holding and follow-up with explanation
    - Ex: Thank you so much for holding. I was able to verify that your insurance is accepted

- **Hold Procedure – Caller asks**
    - Caller asks if they can place agent on hold
    - Respond politely "Yes ma'am/sir. I can stay on hold for up to 5 minutes."
    - Returns within 5 minutes – continue call

  - Does not return within 5 minutes –
    - At 5-minute mark – state “Mrs./Mr. ______, I apologize but unfortunately I cannot remain on hold any longer. Please call us back when you are available.”
    - Leave detailed notes in Merge – “Patient placed me on hold for more than 5 minutes and I disconnected call.”

EDITED: 11/29/2021

Diagnosis Code Lookup

Last Modified on 03/22/2021 4:35 pm EDT

Diagnosis Code Lookup

Click below for a link to ICD-10 Lookups:

http://www.icd10data.com/ICD10CM/Codes

Patient Communications - Reminders & Confirmation

Last Modified on 11/23/2021 9:30 am EST

WASHINGTON
RADIOLOGY

Patient Communications - Reminders & Confirmation

Type	Reason	When
Text	Order Received from Physician	Sent next business day after receiving an order and loading into Merge
Email	Appointment Confirmation of Online Request Scheduled Exams	Emailed to patient the next business day after scheduling
Email (includes MRI exams)	2 Day Reminder	If email address on file, send an email 2 days before exam is scheduled to remind of appointment
Text	2 Day Reminder	If cell phone on file, send a text 2 days before exam is scheduled to remind of appointment
Phone Call	2 Day Reminder	Robo-call 2 days before exam is scheduled to remind of appointment

EDITED: 11/23/2021

Patient Communications - Results

Last Modified on 12/18/2020 11:31 am EST

WASHINGTON
RADIOLOGY

Patient Communications - Results

NOTE: Screening Mammo results are the ONLY results automatically sent to patient. All others must be requested.

Exam Type	Time Frame	Additional Details
Screening Mammo	Completed within 2 - 4 business days	Results are mailed to patients home address
Diagnostic Mammo	Results provided to Patient Same Day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
Breast Ultrasound	Results provided to Patient Same Day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
Bone Density/DEXA	Completed within 2-4 business days	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
General Ultrasound	Dictated and sent same day to physician	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
X-Ray	Read same day and sent same day to physician	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
MRI	Mostly read same day if not following business day and sent that day to physician	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
Fluoroscopy	Results provided to Patient same day	Note: If EMR or Fax as physician preference, will be received within an hour of exam completion.
CT	Preliminary results provided to patient ONLY if asked. Final results completed same day and provided to physician within 24-48 hours.	N/A

EDITED: 12/18/2020

Email Templates

Last Modified on 09/02/2021 10:23 am EDT

Email Templates

Please use the following templates when emailing All_WR_CC_Leadership@washingtonradiology.com
Remember to always put **[encrypt]** in the subject line of your emails that contain any patient information.

Merging Duplicate MRNs - Email to Leadership:

Account to be Deleted or Merged:

Patient Last Name

Patient First Name

MRN (Medical Record Number or Jacket Number)

Patient DOB

Winning Account:

Patient Last Name

Patient First Name

MRN (Medical Record Number or Jacket Number)

Patient DOB

What is being requested:
[Ex: Please merge duplicate MRNs]

Dr. Office Updating Info - Email to Leadership:

Name of Dr:
Who called it in:
Contact info including old:
Phone number:
Fax number:
Address:

New:
Phone number:
Fax number:
Address:

Called Center and Unable to Make Contact:

If for MRI or Biopsy, send email to Leadership and CC the Center Contact using: http://washington-radiology-contact-center.knowledgeowl.com/help/biopsy-mri-etc-contact

All other inquiries, email to Leadership.

Confirm info on patient chart then in email include:

MRN:
Center:
What they are needing:

Email Template for No adequate appointment for Symptomatic Patient (Mammo/Breast US):
Jacket #:
Appt Date Scheduled:
Location:
Outcome from calling center:

Insurance Verification - Email to Leadership:
Confirm info on patient chart then in email include:
MRN:
Procedure:
Location:
Insurance:
Member ID:
Group Number:
Claims mailing address:

Complaints - Email to Leadership:
Confirm info on patient chart then in email include:
MRN:
If the complaint is with a center or the contact center:
If a center which one:
Basic complaint details:

General Sales - Email to Leadership:
Name of caller:
Number of caller:
Company they are with:
Who they are calling for:
What they are calling about:
What region they are in:

UPDATED: 09/02/2021

General Reminders

Last Modified on 08/29/2019 10:27 am EDT

General Reminders

Please follow the general reminders as a rule of thumb for any situation within the Contact Center.
Note: Reach out to Leadership with any concerns or questions for your specific scenario.

- Call the center if you have any doubts about scheduling. (Exam type, location, date, time, etc.)

- If it is not listed that we do not do the exam, call the center to confirm.

- Never force an exam onto the schedule (without verbal authorization from the center).

- Confirm the order of exam and time between exams when scheduling more than 1 exam on the same day.

- We should not email a patient directly at any point in time.

- We should not email a center team member directly, please send emails to All_WR_CC_Leadership@washingtonradiology.com

- If we receive a call or email from a center team member, forward onto leadership. Center team members should not be reaching out to agents directly.

UPDATED: 8/29/2019

Confirmed Questions and Answers

Last Modified on 02/19/2020 10:26 am EST

Confirmed Questions and Answers

NOTE: Each answer below has been confirmed with the CD/RD or Radiologist/MD.

ULTRASOUND QUESTIONS	ANSWER/RESPONSE	Date/Who Confirmed
SHS - Sonohysterogram - Can patient have the exam if they currently have a UTI?	No restrictions on WR side but, the patient should clear it with their physician. Go ahead and schedule the exam and they can check with their physician after the call.	02/18/2020 Dr. Allison
SHS & HSG - Sonohysterogram & Hysterosalpingogram - Can they be scheduled on the same day?	Yes - They can be scheduled on the same day. Schedule the HSG first and exams should be scheduled 1 hour apart.	02/18/2020 D. Martin
SHS - Sonohysterogram - Can patient have the exam if they have an IUD?	Yes - No restrictions to the SHS	02/18/2020 Dr. Allison
HSG - Hysterosalpingogram - Can patient have the exam if they have an IUD?	No - Exam cannot be done with an IUD. The risk for infection is too high.	02/19/2020 Dr. Allison

CT QUESTIONS	ANSWER/RESPONSE	Date/Who Confirmed
CT - When scheduling a CT and the order says contrast "as needed", are we to schedule it with or without?		

EDITED: 02/19/2020

Attendance Line - Sick, Late, etc.

Last Modified on 01/29/2020 8:47 am EST

Attendance Line

Dial the below number for any attendance issues

214-237-4502

Reminder:

- Leave full name (first and last)
- Provide description of the situation (Example: Running about 5 minutes late, will not be in today due to ____, etc.)
- Speak clearly and slowly

EDITED: 01/29/2020

RTO Guidelines

Last Modified on 03/22/2021 1:39 pm EDT

CONTACT CENTER – TIME OFF REQUEST GUIDELINES

RTO Guidelines_032221docx.pdf 📎

EDITED: 03/22/2021

CC Cell Phone Policy

Last Modified on 01/13/2020 2:59 pm EST

CONTACT CENTER – CELL PHONE POLICY

Contact Center - Revised Cell Phone Policy - 1-13-20.pdf 📎

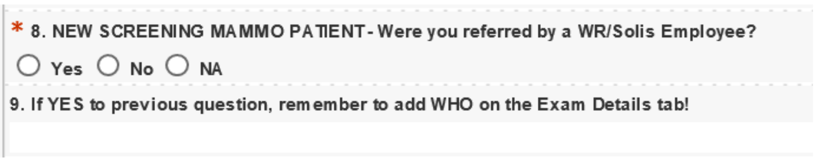
Employee Referred - New Screening Mammogram

Last Modified on 10/29/2019 11:07 am EDT

Employee Referred - New Screening Mammogram

Follow the below process when a NEW patient states that they were referred by a WR/Solis employee for a Screening Mammogram.

1. After answering "yes" to the question related to referral in the mammogram questionnaire,

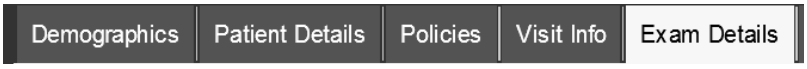


* 8. NEW SCREENING MAMMO PATIENT- Were you referred by a WR/Solis Employee?

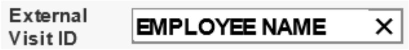
○ Yes ○ No ○ NA

9. If YES to previous question, remember to add WHO on the Exam Details tab!

2. Pull up the exam details tab.



2. On the exam details tab, enter the employee's first and last name in the field titled "External Visit ID"



External Visit ID: EMPLOYEE NAME

3. Complete the call flow.

UPDATED: 10/29/2019

Terminology and Definitions

Last Modified on 07/30/2021 4:22 pm EDT

Terminology and Definitions:

Accession Number: A unique combination of numbers and/or letters that represent each procedure/exam.

Additional sites: More than one location on the breast or body parts.

Advance Directive: Similar to a living Will, offered through hospitals for JV Partnership Centers.

AIDET: Tool for each team member to use as a way to ensure effective patient communication. Stands for Acknowledge, Introduce, Duration, Explanation, Thank You.

Axillary: ak suh leh ree Pertaining to the armpit, the cavity beneath the junction of the arm and the body.

Aspiration: a spr ei shn A medical procedure that removes something from an area of the body.

Barium: A mixture swallowed to permit radiological examination of the stomach or intestines

Benign: buh•nain Not cancerous.

Bilateral: Both sides (both breasts)

Billing Statement: A list of services provided along with a statement of the amount due.

Breast Biopsy: Procedure in which a sample of suspicious breast tissue is removed and sent to pathology to be examined.

Breast Ultrasound: Primarily used to help diagnose breast lumps or other abnormalities by the Radiologist during an exam.

Calcifications: Deposits of calcium in the breast that appear as bright, white spots on a mammogram.

Calcium Supplements: essential element

Class: Indicates the status of a patient's prior images and reports from an outside facility.

Clear Liquids: Water, broth and plain gelatin – they are easily digested and leave no undigested residue in your system

Colonography: (Virtual Colonoscopy) special x-ray to examine the large intestine for cancer and growths called polyps.

Comprehensive Mammogram (dx): Also known as a diagnostic mammogram

Consent: Permission for something to happen or an agreement to do something.

Contact Center: To provide a convenient, one-stop resource for patients and physicians to communicate with Solis.

Contrast: A substance injected into the body that illuminates certain structures that would otherwise be hard to see on the radiograph.

Coverage: What the health plan does and does not pay for. Coverage includes almost everything mentioned in this booklet: benefits, deductibles, premiums, limitations, etc.

Demographic information: Composed of the patient's name, date of birth, sex, mailing address, phone number insurance, and referring physician information.

Diagnosis: Reason for the exam

Diagnostic Mammogram (Tomosynthesis): ma•muh•gram Exam performed for patients with breast problems, the exam is reviewed by the Radiologist at the time of service.

Doppler: A diagnostic instrument that emits an ultrasonic beam into the body; the ultrasound reflected from moving structures changes its frequency (Doppler effect). Of diagnostic value in peripheral vascular and cardiac disease.

Duct: A canal that carries milk from the lobules to a nipple opening during breastfeeding.

Extremity: A limb or appendage of the body

Fasting: To abstain from all or some kinds of food or drink

Financial Clearance Change Tool: Tool used to provide patient eligibility to ensure each patient has active insurance coverage for services rendered.

Fluoroscopy: **floo-ros-kuh-pee** A type of medical imaging that shows a continuous X-ray image on a monitor, much like an x-ray movie. During a fluoroscopy procedure, an x-ray beam is passed through the body.

HCA: The Hospital Corporation of America that partners/affiliates with Solis to provide patients with breast imaging services.

Hysterosalpingogram: hi-stə-rō-ˌsal-ˈpiŋ-gə-ˌgram Is an x-ray test to outline the internal shape of the uterus and show whether the fallopian tubes are blocked. A thin tube is threaded through the vagina and cervix.

HR: Heart rate, expressed as beats per minute

ICD Codes: International Classification of Diseases, is a system used by physicians and other healthcare providers to classify and code all diagnoses, symptoms and procedures recorded in conjunction with hospital care in the United States.

In-Network: Solis has contracted with insurance companies to accept certain negotiated rates.

Insurance benefit: Treatments and/or procedures paid for on the insurance company's behalf.

Insurance Verification /Authorization: Process to ensure that patient's healthcare benefits are eligible and /or authorized for ordered procedures.

Issuer: A unique patient identifier such as an MRN or SS#.

Language Line: A tool available to all Solis centers for patients that indicate a preferred language other than English.

Laterality: **la·tr·a·luh·tee** Referring to a side of the body or of a structure

Malignant: **muh•lig•nuhnt** Indicates the presence of cancerous cells.

Menopause: The ending of the normal menstrual cycle in women. It occurs most often in the late 40s or early 50s.

MRI (Magnetic Resonance Imaging): An imaging technique that uses a magnet linked to a computer to make detailed pictures of organs or soft tissues in the body.

MRN: Medical Record Number- a unique combination of numbers and/or letters that represents individual patients. Each patient will only have one MRN number during his/her lifetime within any Solis center.

NPI: National Provider Identifier, a unique 10-digit identification number issued to health care providers in the United States by the Centers for Medicare and Medicaid Services (CMS).

Out of Network: Solis has not agreed to discounted rates with insurance companies.

Ordered Exam: An exam that is created as a result of a request by a patient's referring physician or a Solis Radiologist that has not been scheduled by the patient.

PACS: Picture Archiving and Communication System

Patient Service Representative (PSR): The first direct point of contact for the patient.

Patient Survey: A survey program designed to enable our patients to have a voice and to provide our team members with valuable patient feedback so that appropriate action can be taken to deliver on our promise.

Physician Order: The prescription of a referring physician regarding treatment of a patient.

Playbook: Virtual book, single source of truth.

Pre-Authorization: A decision by your health insurer or plan that a health care service, treatment plan, prescription drug or durable medical equipment.

Promise Book Core Elements: Warm and welcoming, caring and compassionate, easy and efficient.

Recall: Screening mammograms that are interpreted and that require diagnostic follow-up imaging and/or biopsy.

Renal: ree•nuhl Refers to the kidney; for example, renal failure means kidney failure.

Responsible Party: The individual that accepts financial responsibility for a patient's bill.

Referring Physician: Is a physician who request or orders services for the patient.

RIS: Radiology Information System-medical record system (eRAD).

Screening Mammogram: Annual exam for patients with no breast problems.

Service Recovery: A thought-out, planned, process of returning dissatisfied patients to a state of satisfaction with Solis.

Solis Promise: Who we are. An exceptional experience. Exceptionally accurate results and a Peace of Mind for everyone we serve.

Solis Purpose: Who we strive to become. To be the national leader in mammography and imaging services, helping patients achieve and maintain optimal health.

Solis Values: What we stand for. Compassion, accountability, respect, integrity, and trust.

Stat: Immediately

Technical Repeat: Imaging was completed previously, and images are not clear and need to be redone. Motion or blurriness is the most common technical reason for a repeated film

Ultrasound: A procedure that uses high-energy sound waves to look at tissues and organs inside the body.

Unilateral: One side (left breast or right breast)

Urgency Level: The status of the patient's physician order.

VFA (related to dexa exams): Vertebral Fracture Assessment, a low dose x-ray examination of the spine to screen for vertebral fractures that is performed on the dexa machine, may be recommended for older patients.

Merge - Reason for Exam

Last Modified on 03/04/2020 3:06 pm EST

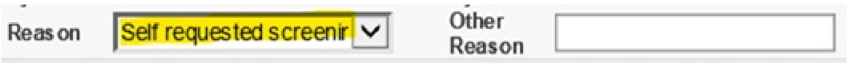
Merge - Reason for Exam

Entering the reason for the exam ensures that the patient is scheduled correctly. This is a required step when scheduling.

Note: Reason for exam should never equal the exam type.

1. Screening Mammogram Reasons:

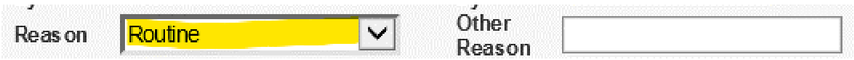
NO ORDER is required by the physician, select "Self-Requested"



Reason Self requested screenir

Other Reason

Physician REQUIRES ORDER for screening mammogram, select "Routine"



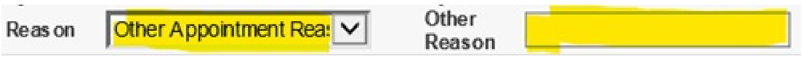
Reason Routine

Other Reason

2. All Other Exam Reasons:

All other exams, select "Other Appointment Reason"

In the "Other Reason" box, please enter in detailed symptom or reason for exam.



Reason Other Appointment Rea:

Other Reason

Updated: 03/04/2020

Merge - How to Add Flag

Last Modified on 08/26/2019 2:38 pm EDT

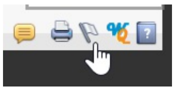
Merge - How to Add Flag

How to add or remove a flag to a patient in Merge RIS

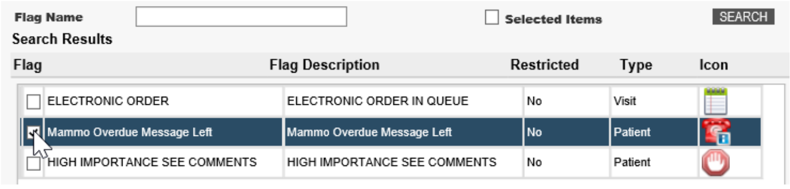
1. Pull up patient in Merge RIS

2. Click on any past appointment

3. Click on white flag icon



4. Select flag by checking box next to selection

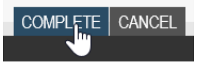


Flag Name ☐ **Selected Items** SEARCH

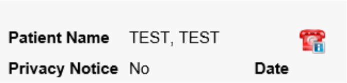
Search Results

Flag	Flag Description	Restricted	Type	Icon
☐ ELECTRONIC ORDER	ELECTRONIC ORDER IN QUEUE	No	Visit	
☑ Mammo Overdue Message Left	Mammo Overdue Message Left	No	Patient	☎
☐ HIGH IMPORTANCE SEE COMMENTS	HIGH IMPORTANCE SEE COMMENTS	No	Patient	

5. Click "Complete"



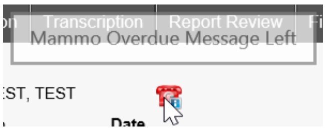
6. Flag will appear by patient name on most screens in Merge RIS



Patient Name TEST, TEST

Privacy Notice No **Date**

7. Hover over picture to display description



Mammo Overdue Message Left

TEST, TEST

Date

8. To remove flag:

- Click on previous appointment
- Click on white flag icon
- Uncheck box next to flag you want to remove
- Click "Complete"

EDITED: 07/15/2019

Merge - Duplicate Email Address

Last Modified on 08/26/2019 2:38 pm EDT

Merge - Duplicate Email Address

How to handle adding an email address to Merge that is already listed on another patients MRN.

1. On the duplicate email alert, click "ok"

2. Using the space bar, add 1 space before the email address in the email address box

3. Continue on with your process. Alert should be gone.

Note: If alert is not gone, add in another space.

Updated: 7/31/2019

Merge - Schedule Single Exam

Last Modified on 08/10/2021 4:39 pm EDT

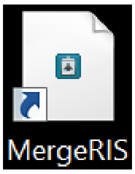
SOLIS Mammography WASHINGTON RADIOLOGY

Merge - Schedule Single Exam

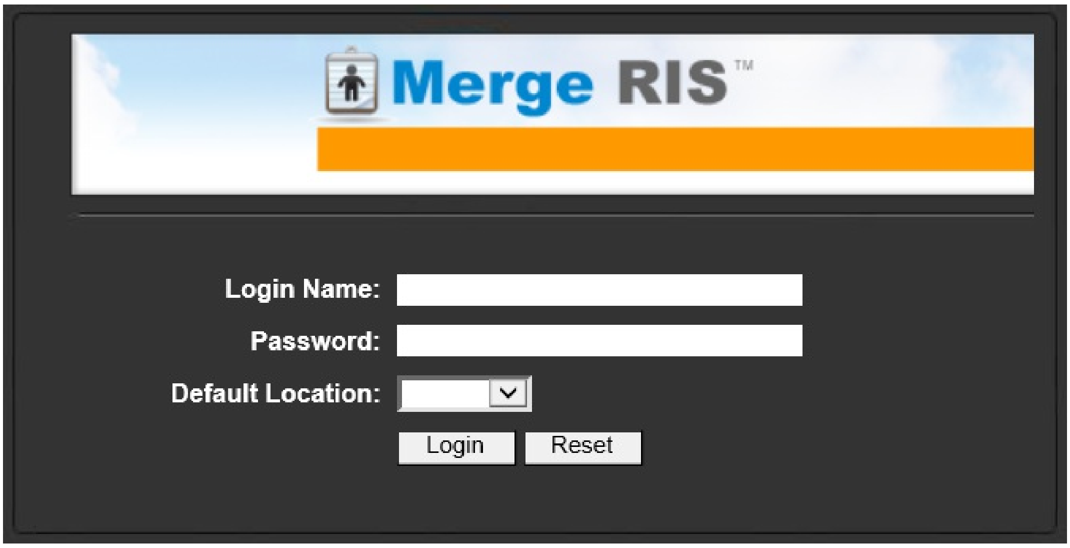
The purpose of this document is to provide instructions for scheduling a single exam through the Merge RIS system.

1. Load Merge
    - Open in Internet Explorer:

    Or Click Desktop Link:



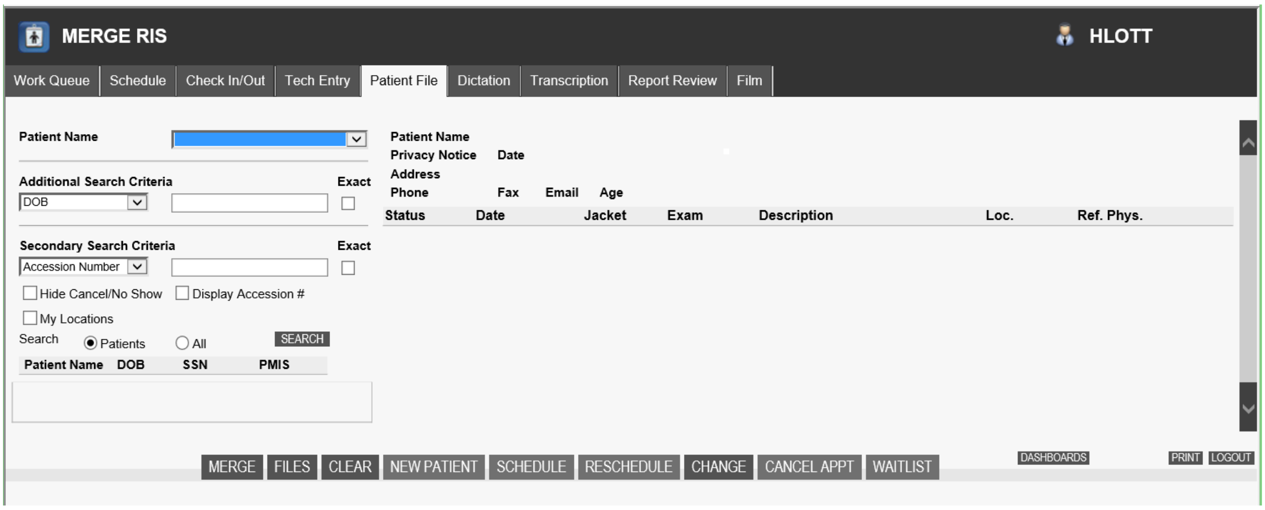
2. Log in to Merge RIS:


Merge RIS™
Login Name:
Password:
Default Location:
Login
Reset

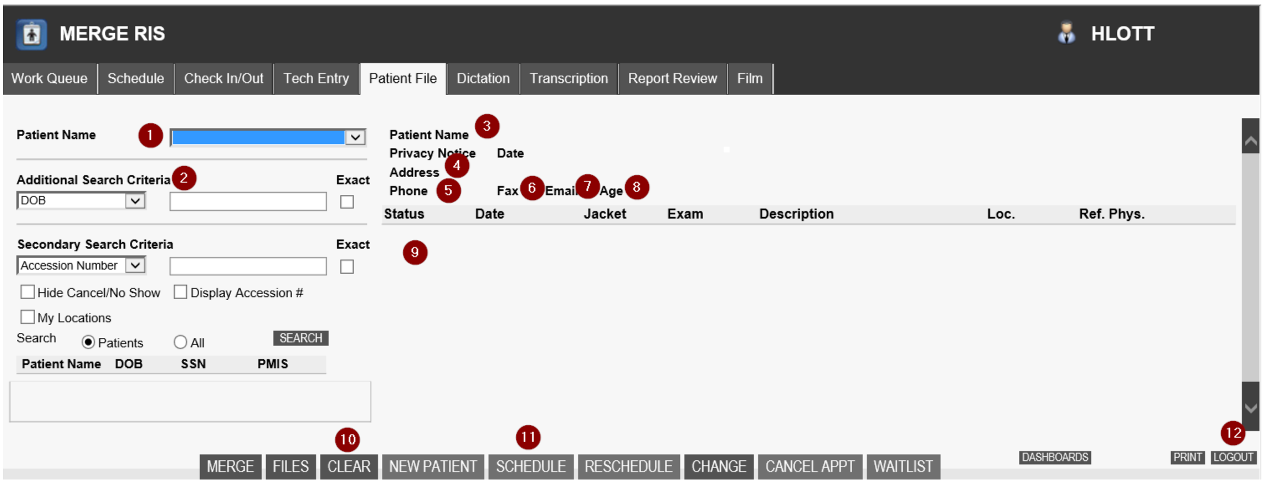
3. Fill in Login Information:
    - Login Name: Personalized
    - Password: Personalized
    - Default Location: (Do NOT Select Option)

4. Click “Login”

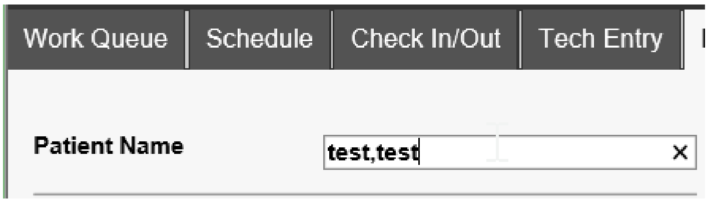
5. Merge RIS Patient File:


MERGE RIS
HLOTT
Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film
Patient Name
Additional Search Criteria
Exact
DOB
Secondary Search Criteria
Exact
Accession Number
☐ Hide Cancel/No Show
☐ Display Accession #
☐ My Locations
Search
● Patients
○ All
SEARCH
Patient Name
DOB
SSN
PMIS
Patient Name
Privacy Notice
Date
Address
Phone
Fax
Email
Age
Status
Date
Jacket
Exam
Description
Loc.
Ref. Phys.
MERGE
FILES
CLEAR
NEW PATIENT
SCHEDULE
RESCHEDULE
CHANGE
CANCEL APPT
WAITLIST
DASHBOARDS
PRINT
LOGOUT

6. Patient File Tab
   - Patient Name/Search
   - Additional Search Criteria
   - Patient Name
   - Address
   - Phone
   - Fax
   - Email
   - Age
   - Exam History
   - Clear
   - Schedule
   - Logout


MERGE RIS
HLOTT
Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film
Patient Name
1
Additional Search Criteria
2
Exact
DOB
Secondary Search Criteria
Exact
Accession Number
☐ Hide Cancel/No Show
☐ Display Accession #
☐ My Locations
Search
● Patients
○ All
SEARCH
Patient Name
DOB
SSN
PMIS
Patient Name
3
Privacy Notice
4
Date
Address
Phone
5
Fax
6
Email
7
Age
8
Status
Date
Jacket
Exam
Description
Loc.
Ref. Phys.
9
10
11
12
MERGE
FILES
CLEAR
NEW PATIENT
SCHEDULE
RESCHEDULE
CHANGE
CANCEL APPT
WAITLIST
DASHBOARDS
PRINT
LOGOUT

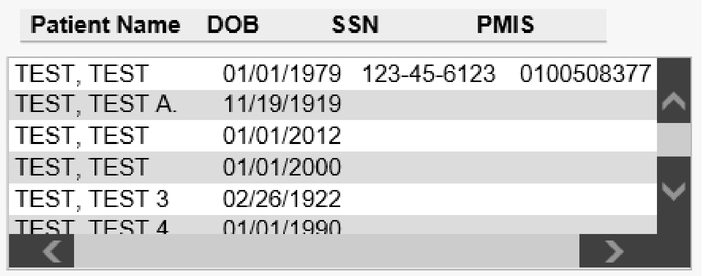
7. Search:
   - Type directly in the "Patient Name" field


Work Queue
Schedule
Check In/Out
Tech Entry

Patient Name test,test

8. Press "Enter" to search

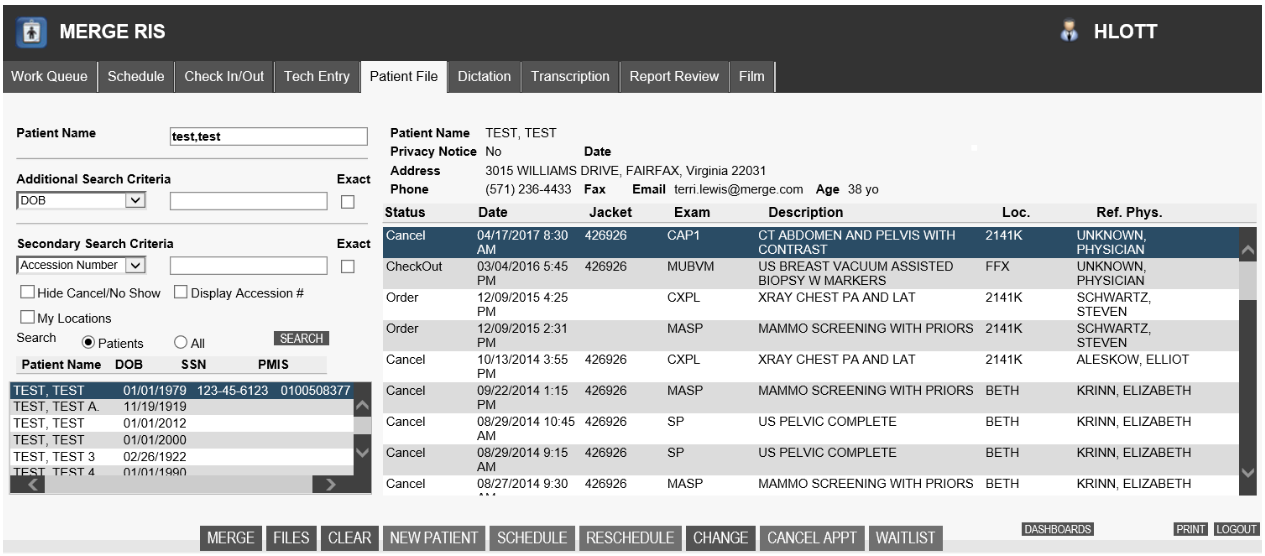
- Matches to search are displayed in the bottom left box



Patient Name	DOB	SSN	PMIS
TEST, TEST	01/01/1979	123-45-6123	0100508377
TEST, TEST A.	11/19/1919		
TEST, TEST	01/01/2012		
TEST, TEST	01/01/2000		
TEST, TEST 3	02/26/1922		
TEST, TEST 4	01/01/1990		

9. Double click on match to pull up the patient
   - Two screens will appear

10. Patient File in Merge RIS


MERGE RIS
HLOTT
Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film
SEARCH
MERGE
FILES
CLEAR
NEW PATIENT
SCHEDULE
RESCHEDULE
CHANGE
CANCEL APPT
WAITLIST
DASHBOARDS
PRINT
LOGOUT

Patient Name: test,test

Additional Search Criteria: DOB — Exact ☐

Secondary Search Criteria: Accession Number — Exact ☐

☐ Hide Cancel/No Show ☐ Display Accession #

☐ My Locations

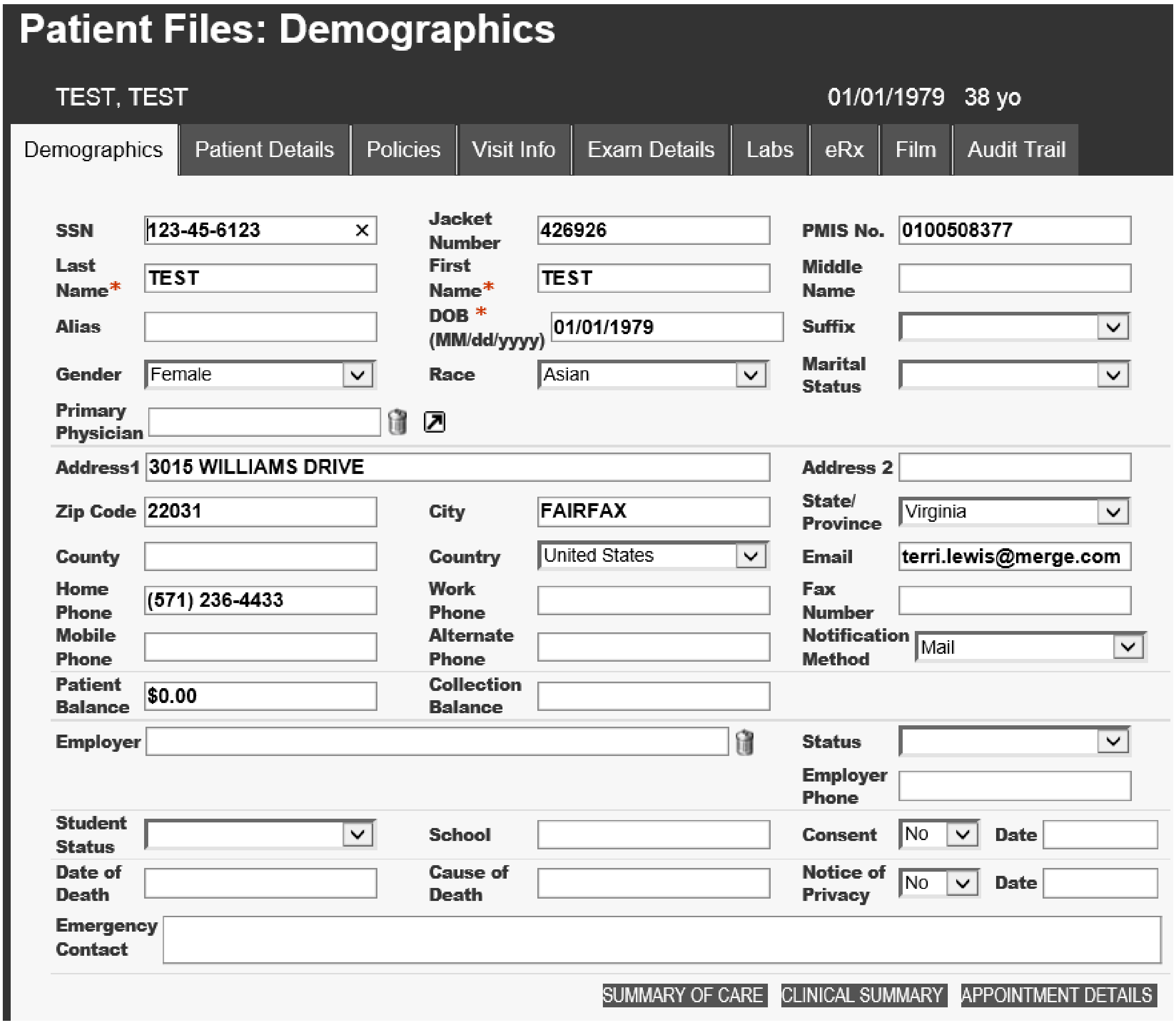
Search ● Patients ○ All

Patient Name	DOB	SSN	PMIS
TEST, TEST	01/01/1979	123-45-6123	0100508377
TEST, TEST A.	11/19/1919		
TEST, TEST	01/01/2012		
TEST, TEST	01/01/2000		
TEST, TEST 3	02/26/1922		
TEST, TEST 4	01/01/1990		

Patient Name TEST, TEST
Privacy Notice No **Date**
Address 3015 WILLIAMS DRIVE, FAIRFAX, Virginia 22031
Phone (571) 236-4433 **Fax** **Email** terri.lewis@merge.com **Age** 38 yo

Status	Date	Jacket	Exam	Description	Loc.	Ref. Phys.
Cancel	04/17/2017 8:30 AM	426926	CAP1	CT ABDOMEN AND PELVIS WITH CONTRAST	2141K	UNKNOWN, PHYSICIAN
CheckOut	03/04/2016 5:45 PM	426926	MUBVM	US BREAST VACUUM ASSISTED BIOPSY W MARKERS	FFX	UNKNOWN, PHYSICIAN
Order	12/09/2015 4:25 PM		CXPL	XRAY CHEST PA AND LAT	2141K	SCHWARTZ, STEVEN
Order	12/09/2015 2:31 PM		MASP	MAMMO SCREENING WITH PRIORS	2141K	SCHWARTZ, STEVEN
Cancel	10/13/2014 3:55 PM	426926	CXPL	XRAY CHEST PA AND LAT	2141K	ALESKOW, ELLIOT
Cancel	09/22/2014 1:15 PM	426926	MASP	MAMMO SCREENING WITH PRIORS	BETH	KRINN, ELIZABETH
Cancel	08/29/2014 10:45 AM	426926	SP	US PELVIC COMPLETE	BETH	KRINN, ELIZABETH
Cancel	08/29/2014 9:15 AM	426926	SP	US PELVIC COMPLETE	BETH	KRINN, ELIZABETH
Cancel	08/27/2014 9:30	426926	MASP	MAMMO SCREENING WITH PRIORS	BETH	KRINN, ELIZABETH

11. Patient Demographics



Patient Files: Demographics

TEST, TEST 01/01/1979 38 yo

Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
eRx
Film
Audit Trail

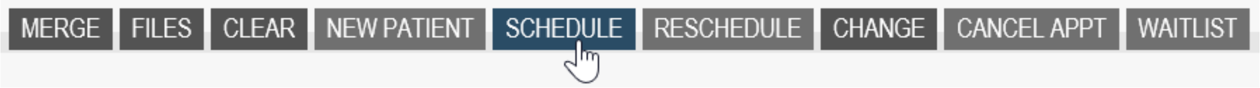
SSN	123-45-6123	**Jacket Number**	426926	**PMIS No.**	0100508377		
Last Name*	TEST	**First Name***	TEST	**Middle Name**			
Alias		**DOB * (MM/dd/yyyy)**	01/01/1979	**Suffix**			
Gender	Female	**Race**	Asian	**Marital Status**			
Primary Physician							
Address1	3015 WILLIAMS DRIVE			**Address 2**			
Zip Code	22031	**City**	FAIRFAX	**State/ Province**	Virginia		
County		**Country**	United States	**Email**	terri.lewis@merge.com		
Home Phone	(571) 236-4433	**Work Phone**		**Fax Number**			
Mobile Phone		**Alternate Phone**		**Notification Method**	Mail		
Patient Balance	$0.00	**Collection Balance**					
Employer				**Status**			
				Employer Phone			
Student Status		**School**		**Consent**	No	**Date**	
Date of Death		**Cause of Death**		**Notice of Privacy**	No	**Date**	
Emergency Contact							

SUMMARY OF CARE
CLINICAL SUMMARY
APPOINTMENT DETAILS

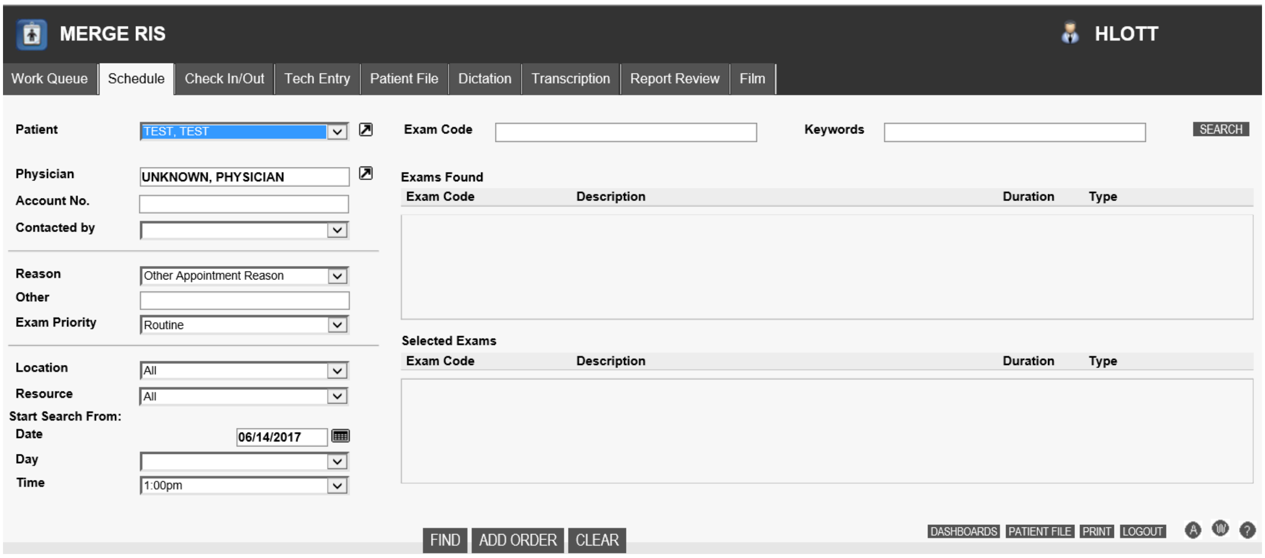
12. Review Patient File to verify patient history

13. To Schedule:

14. Click “Schedule”


MERGE
FILES
CLEAR
NEW PATIENT
SCHEDULE
RESCHEDULE
CHANGE
CANCEL APPT
WAITLIST

15. Schedule Tab Appears


MERGE RIS
HLOTT
Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film
SEARCH
FIND
ADD ORDER
CLEAR
DASHBOARDS
PATIENT FILE
PRINT
LOGOUT

Patient TEST, TEST

Physician UNKNOWN, PHYSICIAN

Account No.

Contacted by

Reason Other Appointment Reason

Other

Exam Priority Routine

Location All

Resource All

Start Search From:

Date 06/14/2017

Day

Time 1:00pm

Exam Code

Keywords

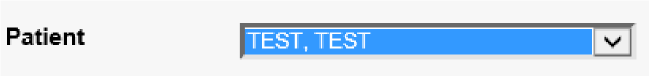
Exams Found

Exam Code	Description	Duration	Type

Selected Exams

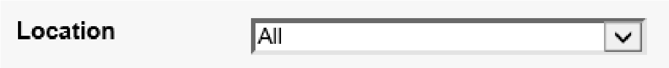
Exam Code	Description	Duration	Type

16. Verify correct patient is displayed



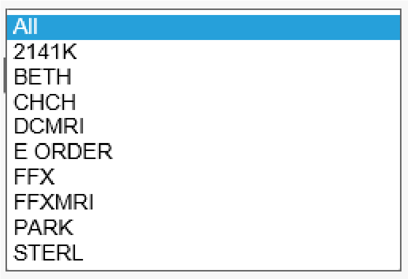
Patient TEST, TEST

17. Select Location:



Location All

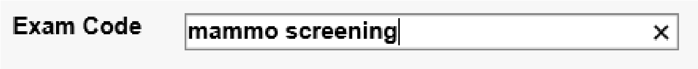
18. Click arrow to display drop down options


All
2141K
BETH
CHCH
DCMRI
E ORDER
FFX
FFXMRI
PARK
STERL

19. Click on selection

20. Search for Exam:

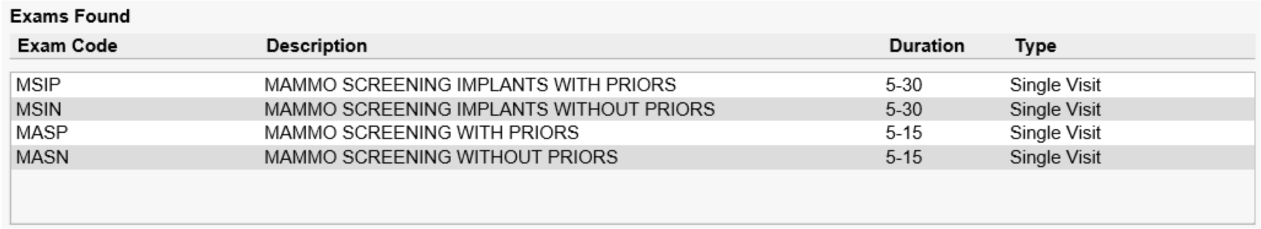
21. Type in the “Exam Code” slot



Exam Code mammo screening

22. Press “Enter” to search

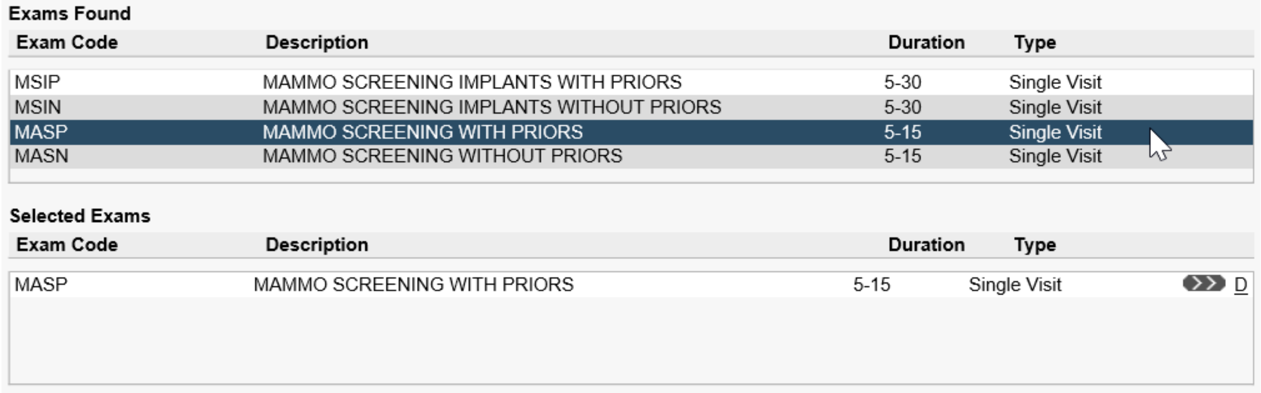
23. Exam Codes are displayed below



Exams Found

Exam Code	Description	Duration	Type
MSIP	MAMMO SCREENING IMPLANTS WITH PRIORS	5-30	Single Visit
MSIN	MAMMO SCREENING IMPLANTS WITHOUT PRIORS	5-30	Single Visit
MASP	MAMMO SCREENING WITH PRIORS	5-15	Single Visit
MASN	MAMMO SCREENING WITHOUT PRIORS	5-15	Single Visit

24. Double click to select correct option (drops to the bottom)



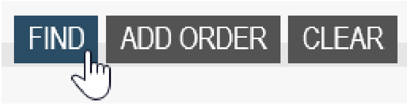
Exams Found

Exam Code	Description	Duration	Type
MSIP	MAMMO SCREENING IMPLANTS WITH PRIORS	5-30	Single Visit
MSIN	MAMMO SCREENING IMPLANTS WITHOUT PRIORS	5-30	Single Visit
MASP	MAMMO SCREENING WITH PRIORS	5-15	Single Visit
MASN	MAMMO SCREENING WITHOUT PRIORS	5-15	Single Visit

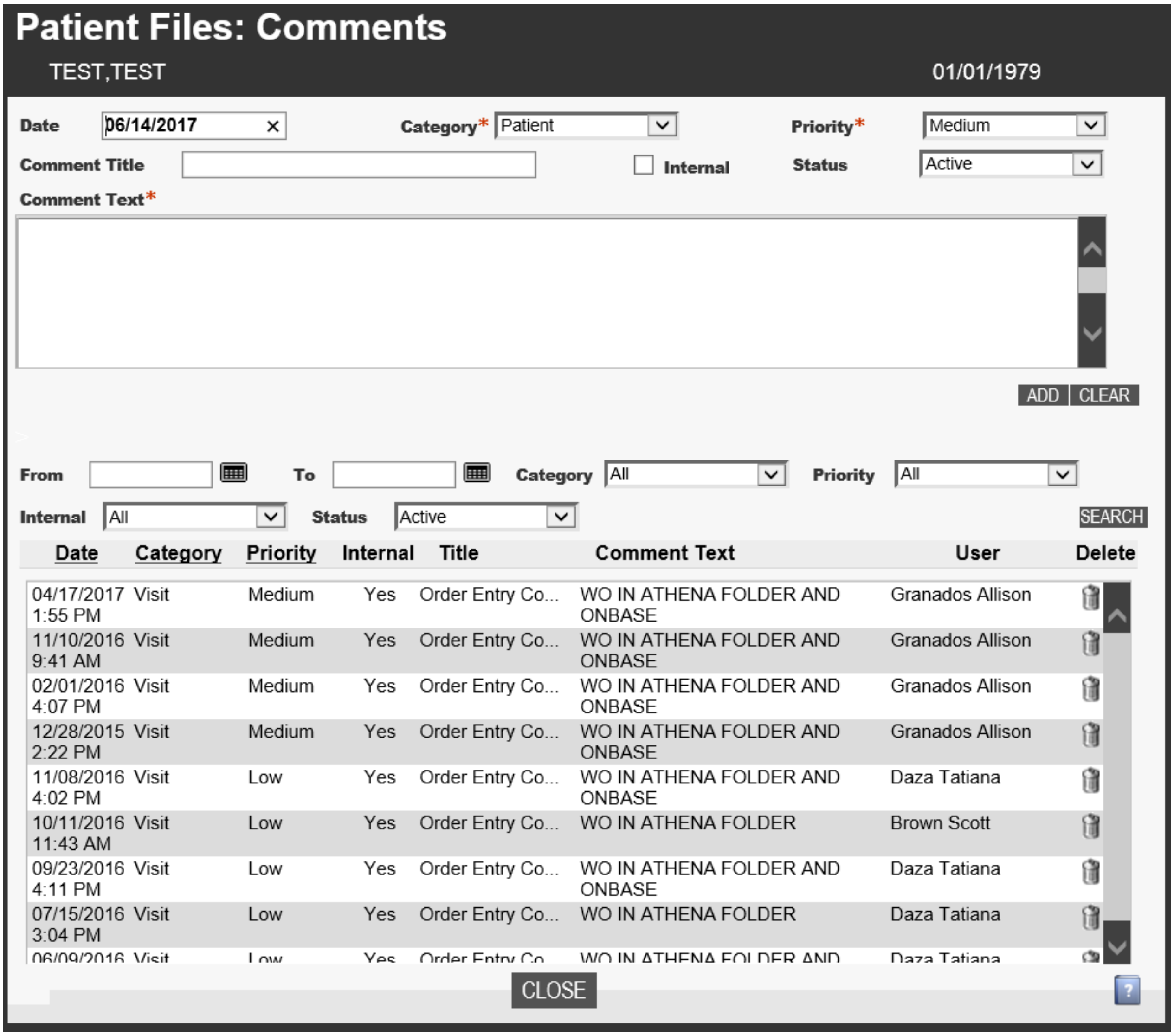
Selected Exams

Exam Code	Description	Duration	Type	
MASP	MAMMO SCREENING WITH PRIORS	5-15	Single Visit	D

25. Click “find”



26. Comment box displays if comments are available



Patient Files: Comments

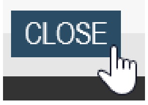
TEST,TEST 01/01/1979

Date 06/14/2017
Category* Patient
Priority* Medium
Comment Title
☐ Internal
Status Active
Comment Text*

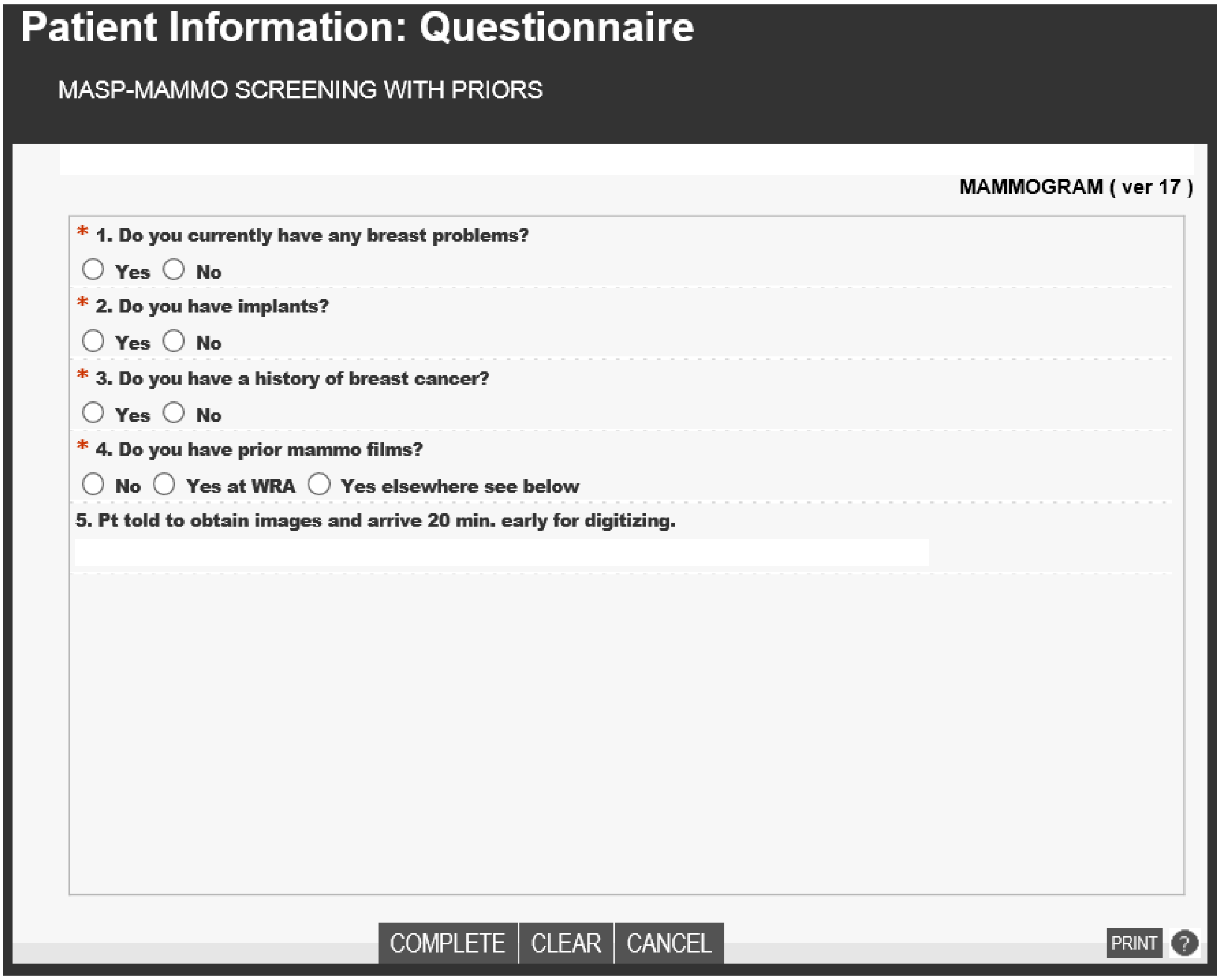
From
To
Category All
Priority All
Internal All
Status Active

Date	Category	Priority	Internal	Title	Comment Text	User	Delete
04/17/2017 1:55 PM	Visit	Medium	Yes	Order Entry Co...	WO IN ATHENA FOLDER AND ONBASE	Granados Allison	
11/10/2016 9:41 AM	Visit	Medium	Yes	Order Entry Co...	WO IN ATHENA FOLDER AND ONBASE	Granados Allison	
02/01/2016 4:07 PM	Visit	Medium	Yes	Order Entry Co...	WO IN ATHENA FOLDER AND ONBASE	Granados Allison	
12/28/2015 2:22 PM	Visit	Medium	Yes	Order Entry Co...	WO IN ATHENA FOLDER AND ONBASE	Granados Allison	
11/08/2016 4:02 PM	Visit	Low	Yes	Order Entry Co...	WO IN ATHENA FOLDER AND ONBASE	Daza Tatiana	
10/11/2016 11:43 AM	Visit	Low	Yes	Order Entry Co...	WO IN ATHENA FOLDER	Brown Scott	
09/23/2016 4:11 PM	Visit	Low	Yes	Order Entry Co...	WO IN ATHENA FOLDER AND ONBASE	Daza Tatiana	
07/15/2016 3:04 PM	Visit	Low	Yes	Order Entry Co...	WO IN ATHENA FOLDER	Daza Tatiana	
06/09/2016	Visit	Low	Yes	Order Entry Co...	WO IN ATHENA FOLDER AND	Daza Tatiana	

27. Click “Close”



28. Questionnaire displays



Patient Information: Questionnaire

MASP-MAMMO SCREENING WITH PRIORS

MAMMOGRAM (ver 17)

* 1. Do you currently have any breast problems?

○ Yes ○ No

* 2. Do you have implants?

○ Yes ○ No

* 3. Do you have a history of breast cancer?

○ Yes ○ No

* 4. Do you have prior mammo films?

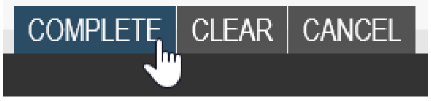
○ No ○ Yes at WRA ○ Yes elsewhere see below

5. Pt told to obtain images and arrive 20 min. early for digitizing.

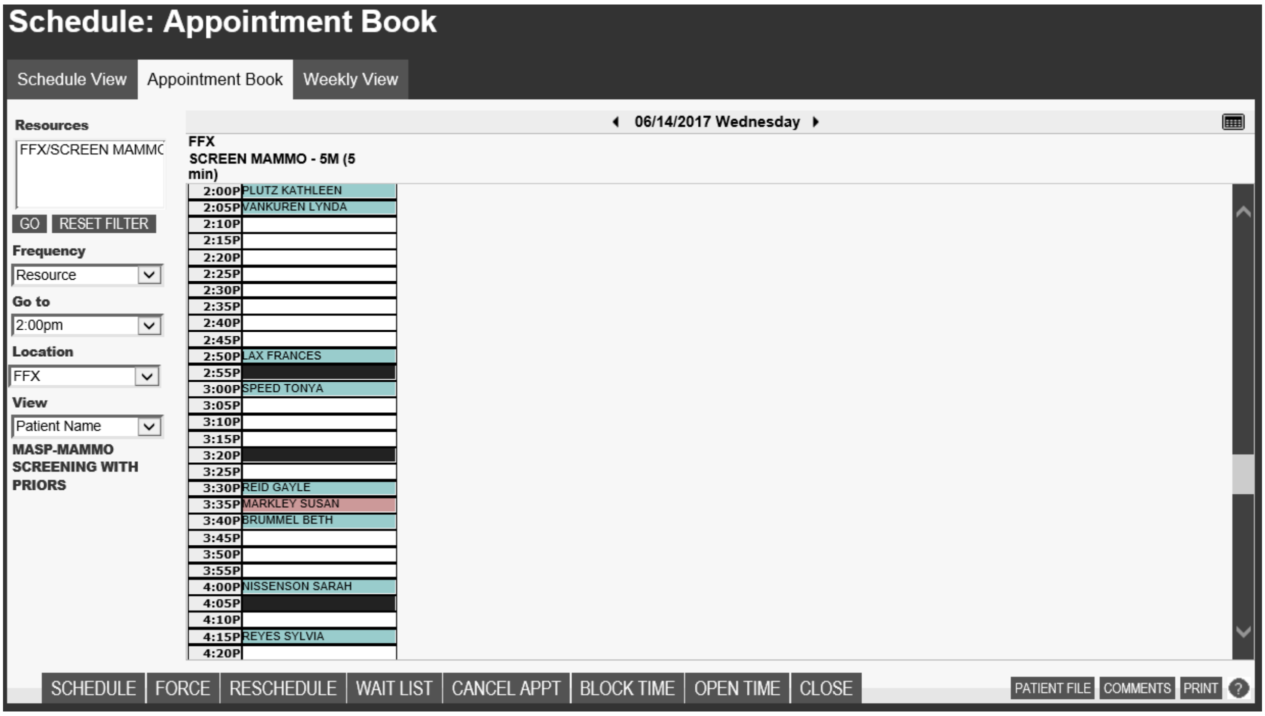
COMPLETE
CLEAR
CANCEL
PRINT
?

29. Complete Questionnaire

30. Click “complete”


COMPLETE
CLEAR
CANCEL

31. Schedule: Appointment Book displays


Schedule: Appointment Book
Schedule View
Appointment Book
Weekly View
GO
RESET FILTER
06/14/2017 Wednesday
SCHEDULE
FORCE
RESCHEDULE
WAIT LIST
CANCEL APPT
BLOCK TIME
OPEN TIME
CLOSE
PATIENT FILE
COMMENTS
PRINT

Resources
FFX/SCREEN MAMMO

Frequency
Resource

Go to
2:00pm

Location
FFX

View
Patient Name

MASP-MAMMO SCREENING WITH PRIORS

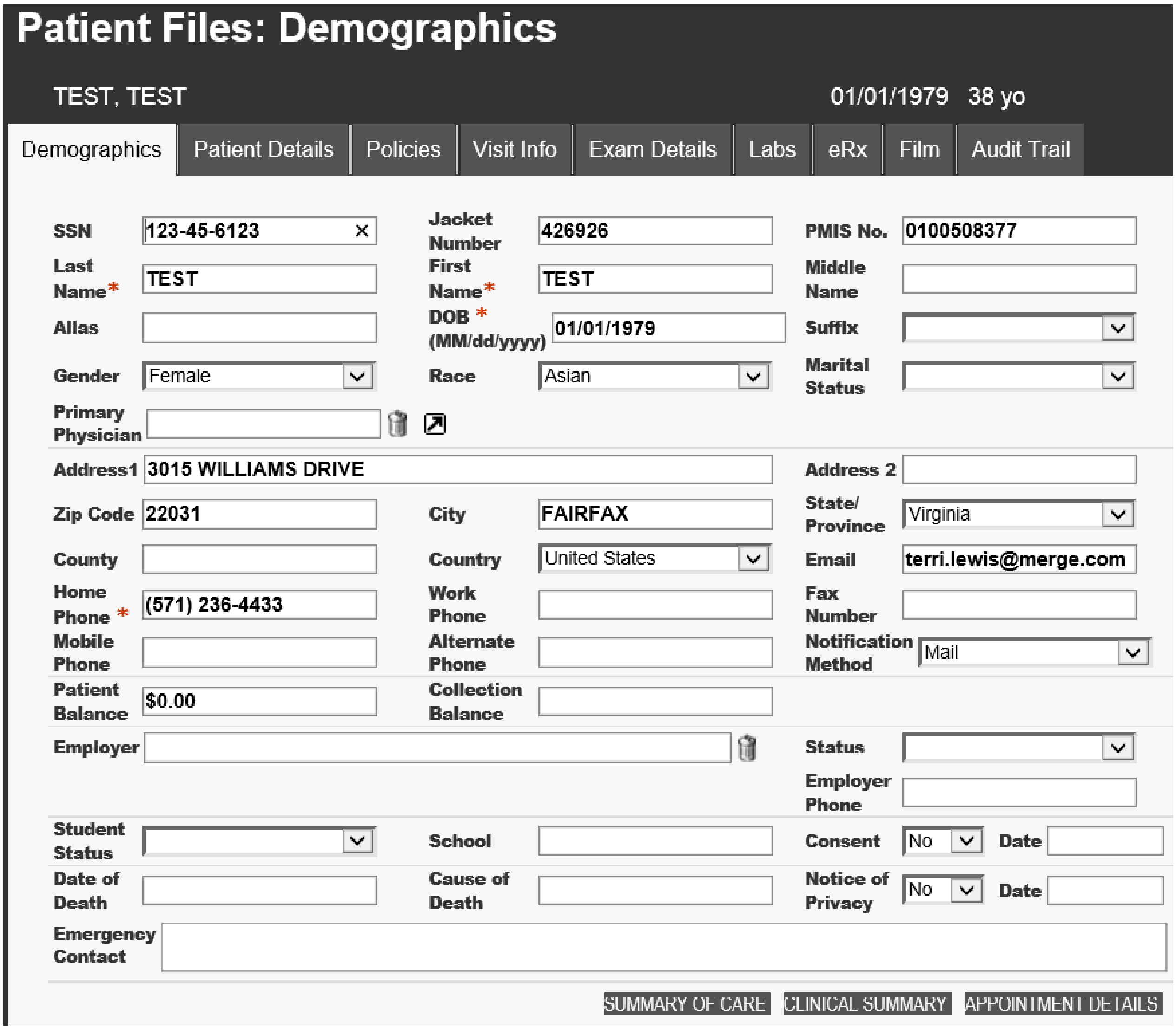
	FFX SCREEN MAMMO - 5M (5 min)
2:00P	PLUTZ KATHLEEN
2:05P	VANKUREN LYNDA
2:10P	
2:15P	
2:20P	
2:25P	
2:30P	
2:35P	
2:40P	
2:45P	
2:50P	LAX FRANCES
2:55P	■
3:00P	SPEED TONYA
3:05P	
3:10P	
3:15P	
3:20P	■
3:25P	
3:30P	REID GAYLE
3:35P	MARKLEY SUSAN
3:40P	BRUMMEL BETH
3:45P	
3:50P	
3:55P	
4:00P	NISSENSON SARAH
4:05P	■
4:10P	
4:15P	REYES SYLVIA
4:20P	

32. Select Available Time Slot

33. White: Available time slots

34. Double click white slot to schedule exam

35. Automatically displays Patient File: Demographics



Patient Files: Demographics

TEST, TEST 01/01/1979 38 yo

Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
eRx
Film
Audit Trail

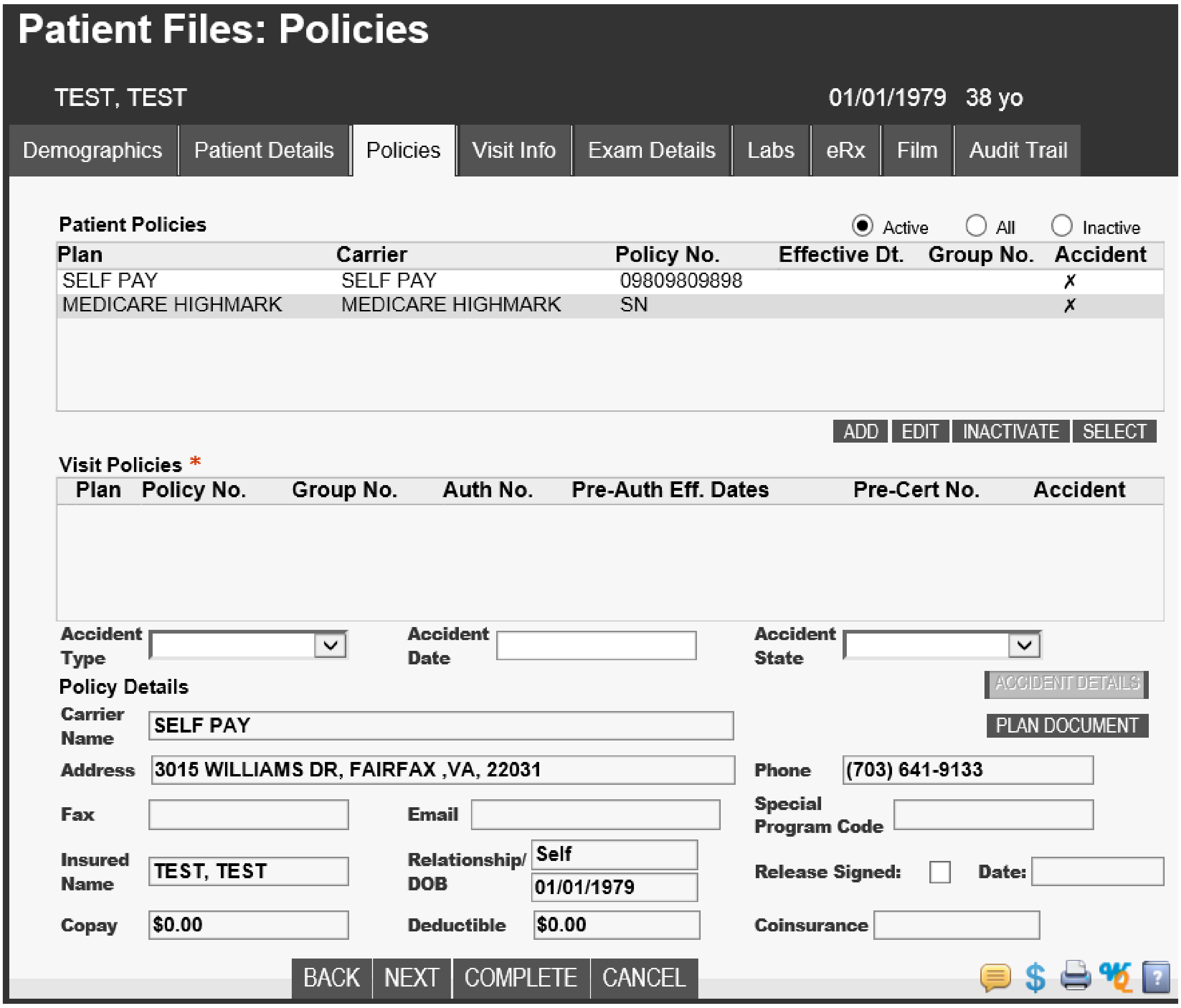
SSN	123-45-6123	Jacket Number	426926	PMIS No.	0100508377		
Last Name*	TEST	First Name*	TEST	Middle Name			
Alias		DOB * (MM/dd/yyyy)	01/01/1979	Suffix			
Gender	Female	Race	Asian	Marital Status			
Primary Physician							
Address1	3015 WILLIAMS DRIVE			Address 2			
Zip Code	22031	City	FAIRFAX	State/ Province	Virginia		
County		Country	United States	Email	terri.lewis@merge.com		
Home Phone *	(571) 236-4433	Work Phone		Fax Number			
Mobile Phone		Alternate Phone		Notification Method	Mail		
Patient Balance	$0.00	Collection Balance					
Employer				Status			
				Employer Phone			
Student Status		School		Consent	No	Date	
Date of Death		Cause of Death		Notice of Privacy	No	Date	
Emergency Contact							

SUMMARY OF CARE
CLINICAL SUMMARY
APPOINTMENT DETAILS

36. Verify and update patient demographics if necessary

37. Skip Patient Details Tab

38. Click on Policies Tab


Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
eRx
Film
Audit Trail
ADD
EDIT
INACTIVATE
SELECT
ACCIDENT DETAILS
PLAN DOCUMENT
BACK
NEXT
COMPLETE
CANCEL

Patient Files: Policies

TEST, TEST 01/01/1979 38 yo

Patient Policies ● Active ○ All ○ Inactive

Plan	Carrier	Policy No.	Effective Dt.	Group No.	Accident
SELF PAY	SELF PAY	09809809898			✗
MEDICARE HIGHMARK	MEDICARE HIGHMARK	SN			✗

Visit Policies *

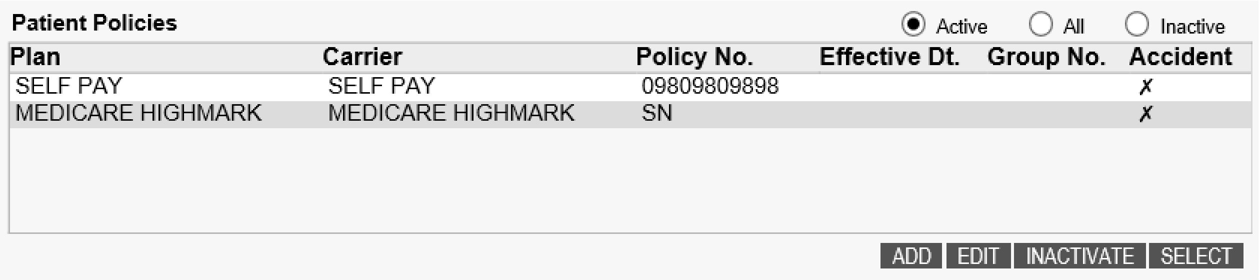
Plan	Policy No.	Group No.	Auth No.	Pre-Auth Eff. Dates	Pre-Cert No.	Accident

Accident Type:
Accident Date:
Accident State:

Policy Details

Carrier Name: SELF PAY
Address: 3015 WILLIAMS DR, FAIRFAX ,VA, 22031
Phone: (703) 641-9133
Fax:
Email:
Special Program Code:
Insured Name: TEST, TEST
Relationship/ DOB: Self / 01/01/1979
Release Signed: ☐ Date:
Copay: $0.00
Deductible: $0.00
Coinsurance:

39. Verify Patient Policies

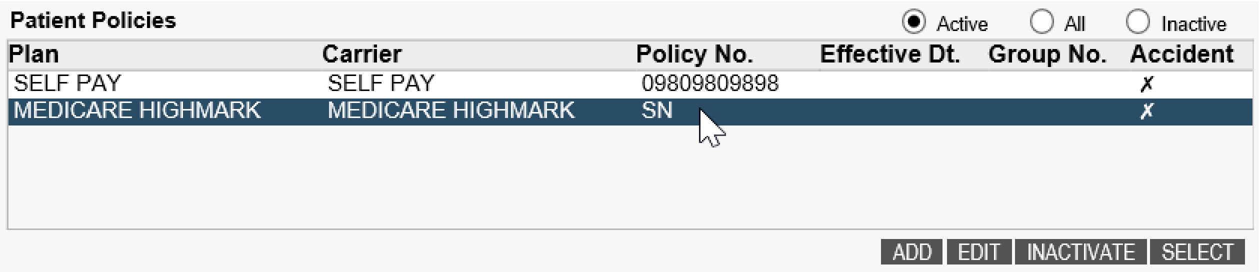

ADD
EDIT
INACTIVATE
SELECT

Patient Policies ● Active ○ All ○ Inactive

Plan	Carrier	Policy No.	Effective Dt.	Group No.	Accident
SELF PAY	SELF PAY	09809809898			✗
MEDICARE HIGHMARK	MEDICARE HIGHMARK	SN			✗

40. Select Patient Policies already loaded into Merge:

41. Click on policy to keep

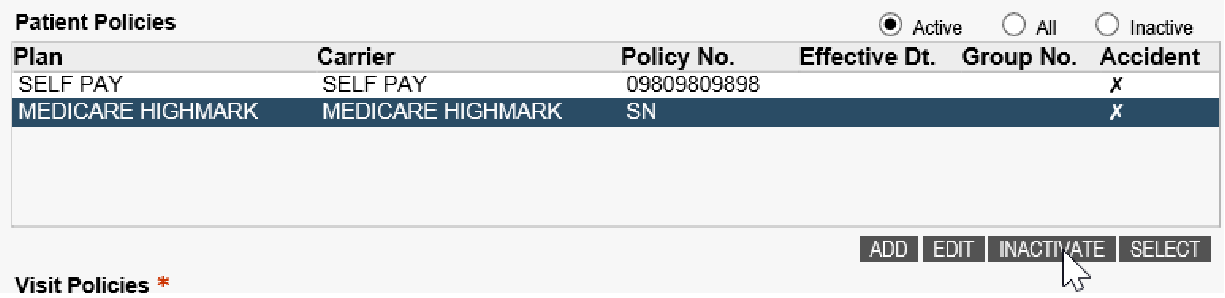

ADD
EDIT
INACTIVATE
SELECT

Patient Policies ● Active ○ All ○ Inactive

Plan	Carrier	Policy No.	Effective Dt.	Group No.	Accident
SELF PAY	SELF PAY	09809809898			✗
MEDICARE HIGHMARK	MEDICARE HIGHMARK	SN			✗

42. Click “Add”

43. To Remove Patient Policy:
- Click on Policy you want to remove



Patient Policies

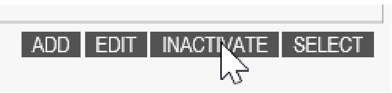
● Active ○ All ○ Inactive

Plan	Carrier	Policy No.	Effective Dt.	Group No.	Accident
SELF PAY	SELF PAY	09809809898			✗
MEDICARE HIGHMARK	MEDICARE HIGHMARK	SN			✗

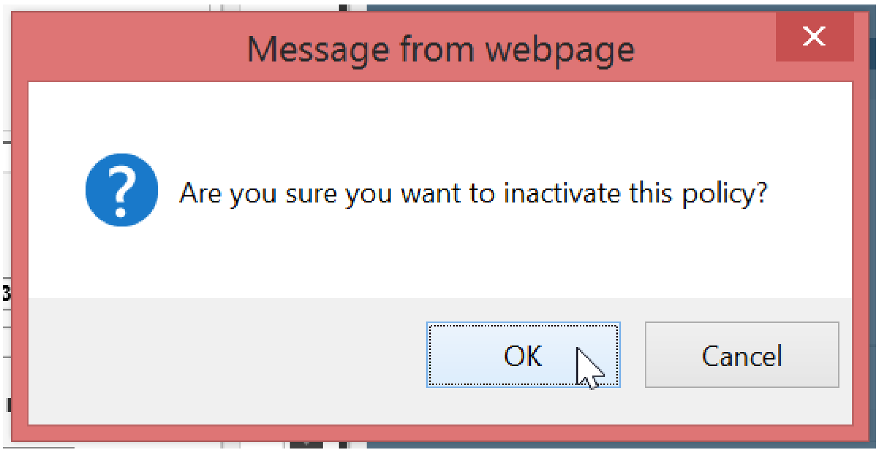
ADD
EDIT
INACTIVATE
SELECT

Visit Policies *

- Click “Inactivate”


ADD
EDIT
INACTIVATE
SELECT

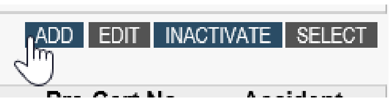
- Click “OK”


Message from webpage

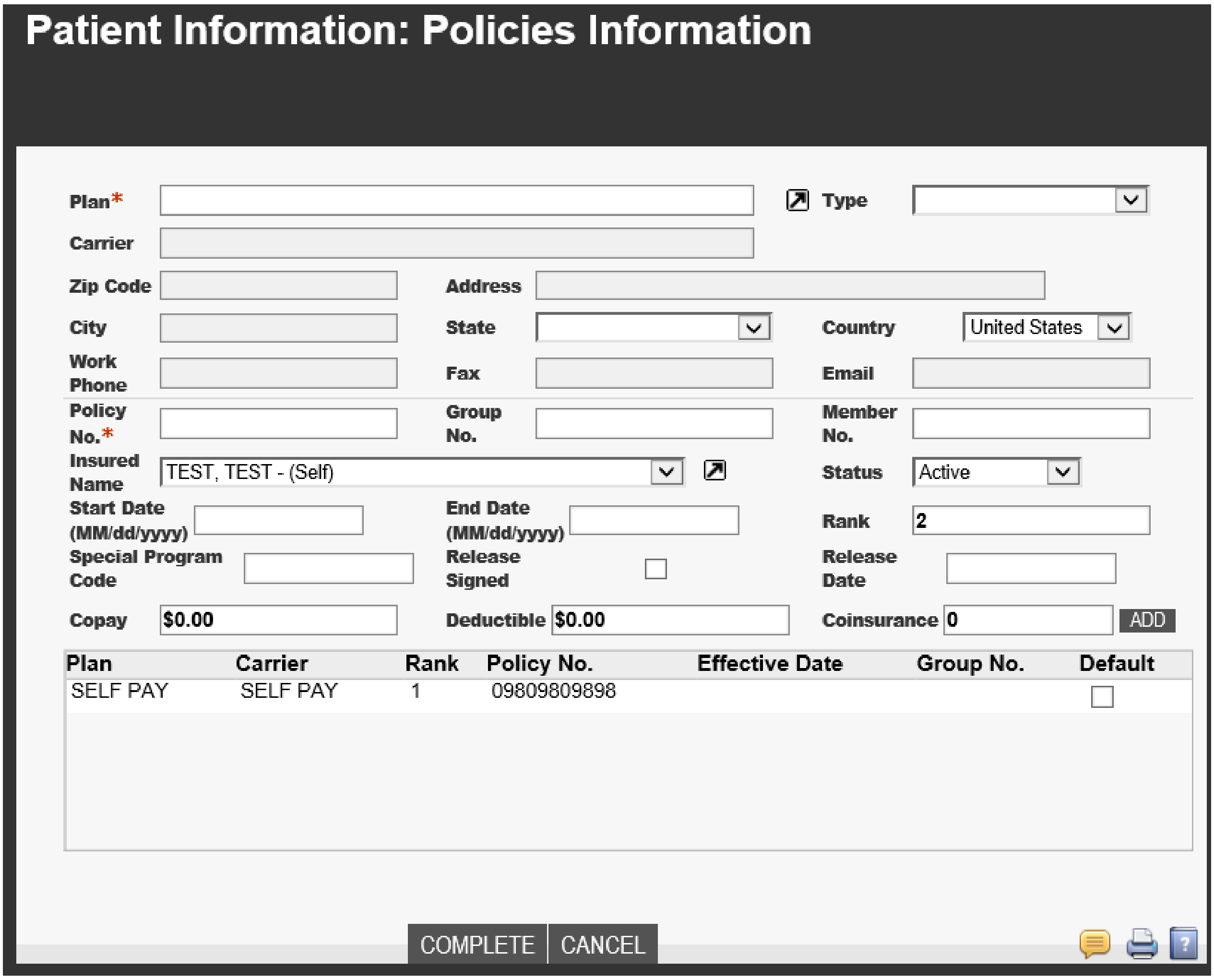
Are you sure you want to inactivate this policy?

OK
Cancel

44. To Add Patient Policies: (New)
- Click “Add”


ADD
EDIT
INACTIVATE
SELECT

- Patient Information: Patient Policies Appears


Plan*
Type
Carrier
Zip Code
Address
City
State
Work Phone
Fax
Email
Policy No.*
Group No.
Member No.
Start Date (MM/dd/yyyy)
End Date (MM/dd/yyyy)
Special Program Code
Release Signed ☐
Release Date
ADD
COMPLETE
CANCEL

Patient Information: Policies Information

Country: United States

Insured Name: TEST, TEST - (Self)

Status: Active

Rank: 2

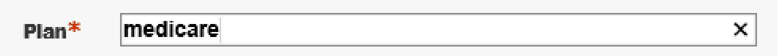
Copay: $0.00

Deductible: $0.00

Coinsurance: 0

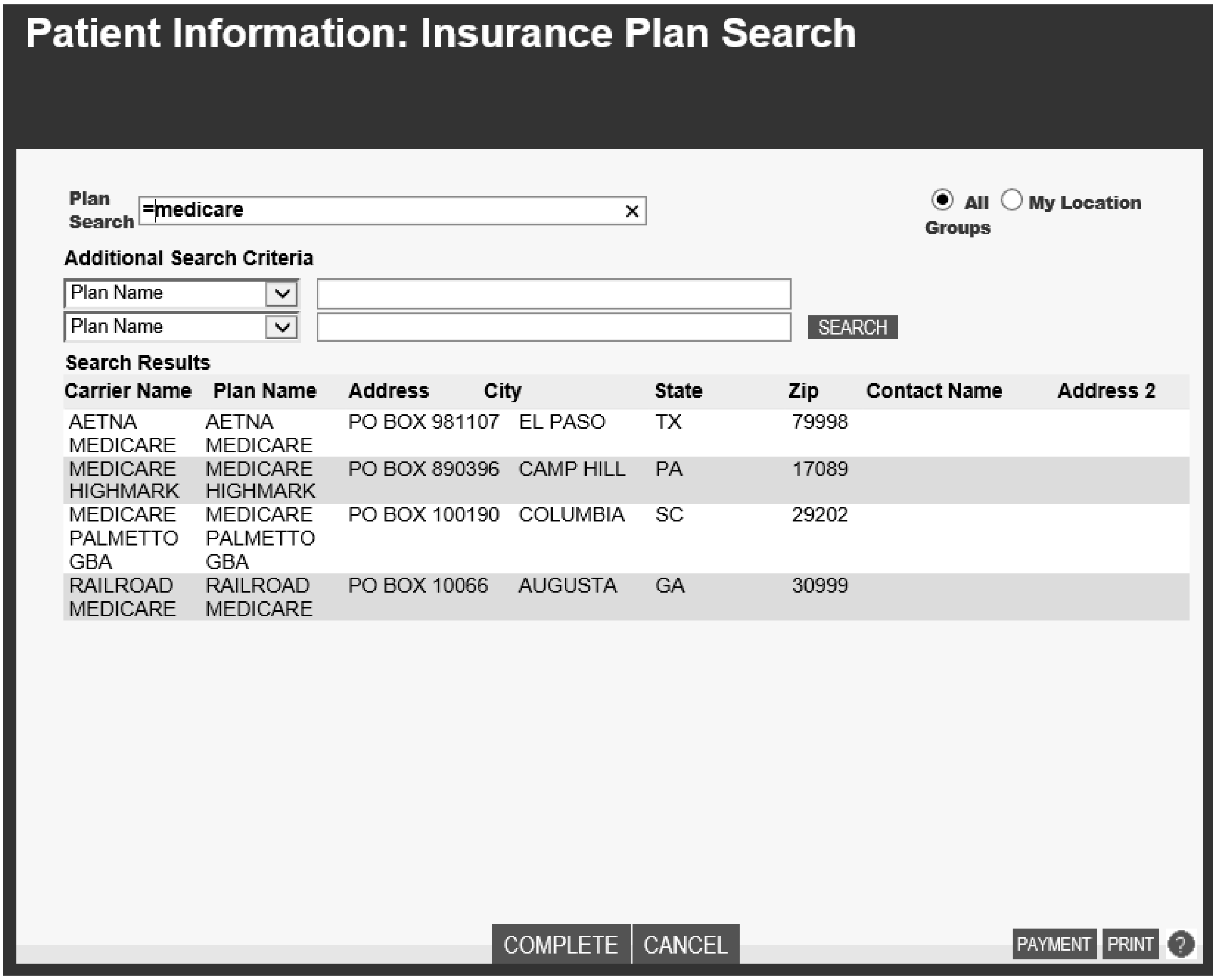
Plan	Carrier	Rank	Policy No.	Effective Date	Group No.	Default
SELF PAY	SELF PAY	1	09809809898			☐

- Fill out Plan (Patients Insurance Company/Plan)



Plan*: medicare

- Click "Enter" to search
- Search matches appear


Patient Information: Insurance Plan Search
SEARCH
COMPLETE
CANCEL
PAYMENT
PRINT
?

Plan Search =medicare ✕

● **All Groups** ○ **My Location**

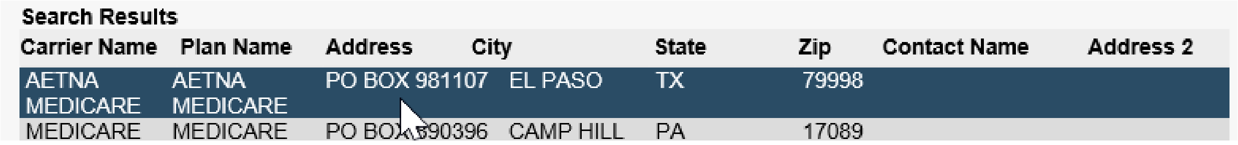
Additional Search Criteria

Plan Name
Plan Name

Search Results

Carrier Name	Plan Name	Address	City	State	Zip	Contact Name	Address 2
AETNA MEDICARE	AETNA MEDICARE	PO BOX 981107	EL PASO	TX	79998		
MEDICARE HIGHMARK	MEDICARE HIGHMARK	PO BOX 890396	CAMP HILL	PA	17089		
MEDICARE PALMETTO GBA	MEDICARE PALMETTO GBA	PO BOX 100190	COLUMBIA	SC	29202		
RAILROAD MEDICARE	RAILROAD MEDICARE	PO BOX 10066	AUGUSTA	GA	30999		

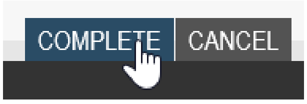
- Click on correct plan



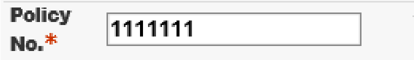
Search Results

Carrier Name	Plan Name	Address	City	State	Zip	Contact Name	Address 2
AETNA MEDICARE	AETNA MEDICARE	PO BOX 981107	EL PASO	TX	79998		
MEDICARE	MEDICARE	PO BOX 890396	CAMP HILL	PA	17089		

- Click "Complete"


COMPLETE
CANCEL

45. Enter Policy Number (From Patients Card)



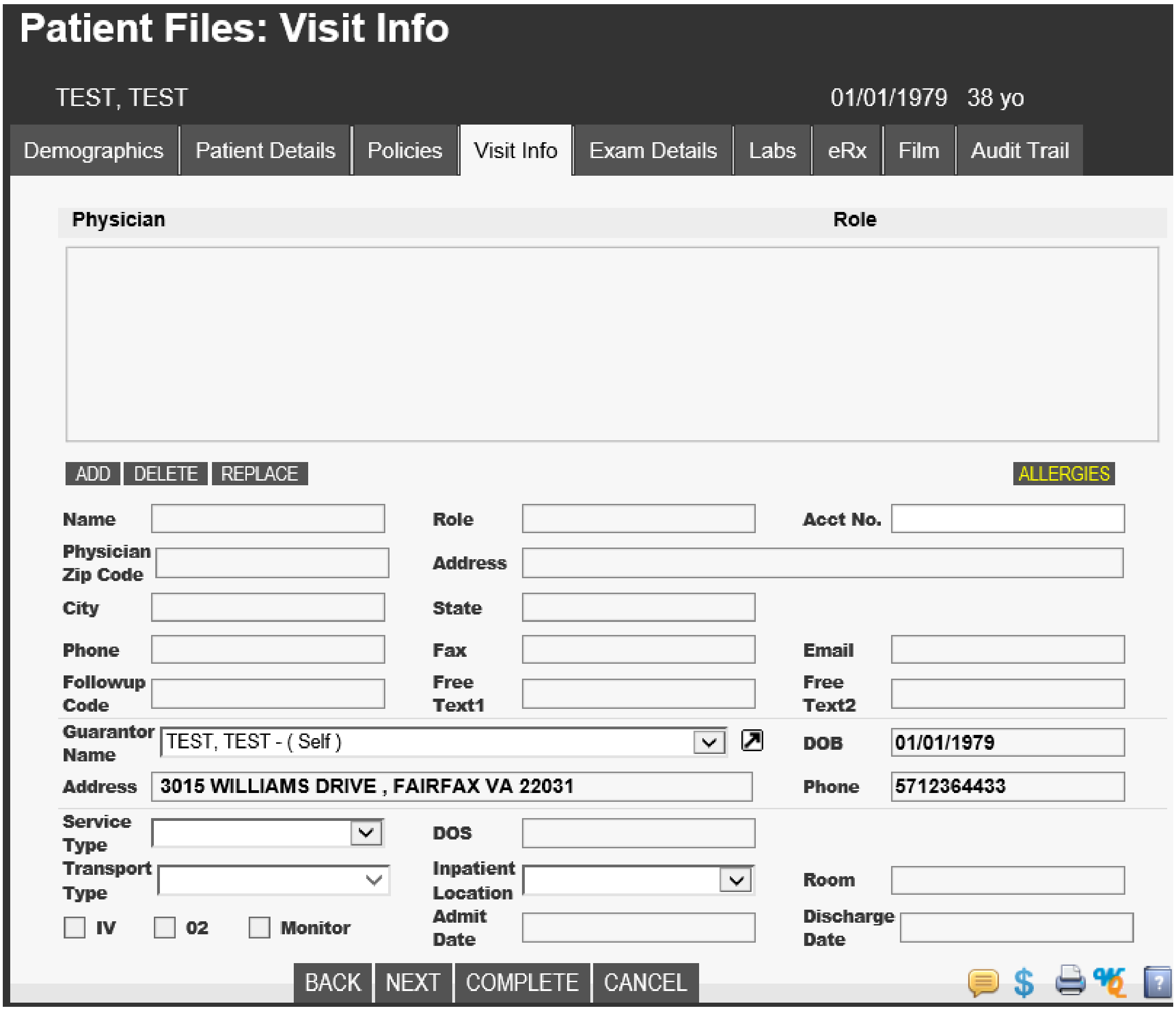
Policy No.* 1111111

46. Enter Group Number (From Patients Card) if available

47. Click "Complete"

48. To Add, Follow previous steps.

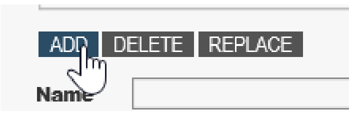
49. Visit info


Patient Files: Visit Info
Demographics
Patient Details
Policies
Visit Info
Exam Details
Labs
eRx
Film
Audit Trail
Physician
Role
ADD
DELETE
REPLACE
ALLERGIES
Name
Role
Acct No.
Physician Zip Code
Address
City
State
Phone
Fax
Email
Followup Code
Free Text1
Free Text2
Service Type
DOS
Transport Type
Inpatient Location
Room
☐ IV
☐ 02
☐ Monitor
Admit Date
Discharge Date
BACK
NEXT
COMPLETE
CANCEL

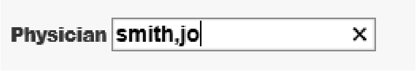
TEST, TEST 01/01/1979 38 yo

Guarantor Name: TEST, TEST - (Self)
DOB: 01/01/1979
Address: 3015 WILLIAMS DRIVE , FAIRFAX VA 22031
Phone: 5712364433

50. Add physician by clicking “Add” (Required)

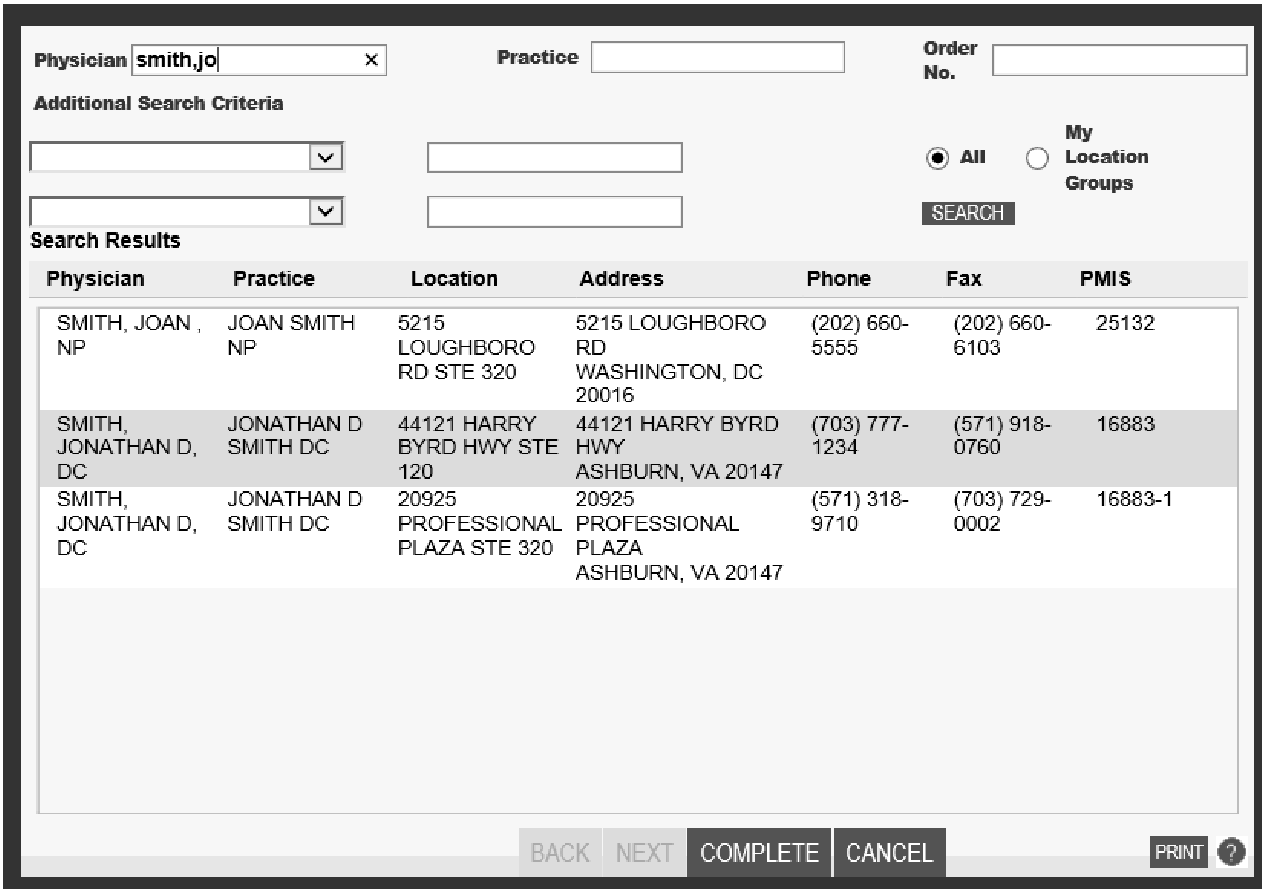

ADD
DELETE
REPLACE
Name

51. Fill in physician’s name (partial is fine)



Physician: smith,jo

52. Click “Enter” to search
    - Matches to search appear



Physician smith,jo

Practice

Order No.

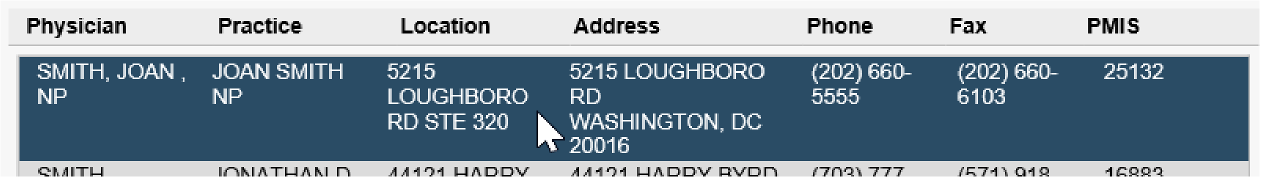
Additional Search Criteria

● All ○ My Location Groups

Search Results

Physician	Practice	Location	Address	Phone	Fax	PMIS
SMITH, JOAN , NP	JOAN SMITH NP	5215 LOUGHBORO RD STE 320	5215 LOUGHBORO RD WASHINGTON, DC 20016	(202) 660-5555	(202) 660-6103	25132
SMITH, JONATHAN D, DC	JONATHAN D SMITH DC	44121 HARRY BYRD HWY STE 120	44121 HARRY BYRD HWY ASHBURN, VA 20147	(703) 777-1234	(571) 918-0760	16883
SMITH, JONATHAN D, DC	JONATHAN D SMITH DC	20925 PROFESSIONAL PLAZA STE 320	20925 PROFESSIONAL PLAZA ASHBURN, VA 20147	(571) 318-9710	(703) 729-0002	16883-1

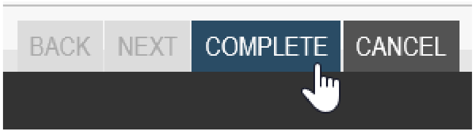
53. Click on correct physician



Physician	Practice	Location	Address	Phone	Fax	PMIS
SMITH, JOAN , NP	JOAN SMITH NP	5215 LOUGHBORO RD STE 320	5215 LOUGHBORO RD WASHINGTON, DC 20016	(202) 660-5555	(202) 660-6103	25132

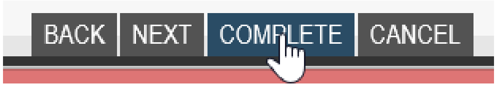
54. If physician is not listed, search for and select “Unknown Physician”

55. Click “Complete” to select physician

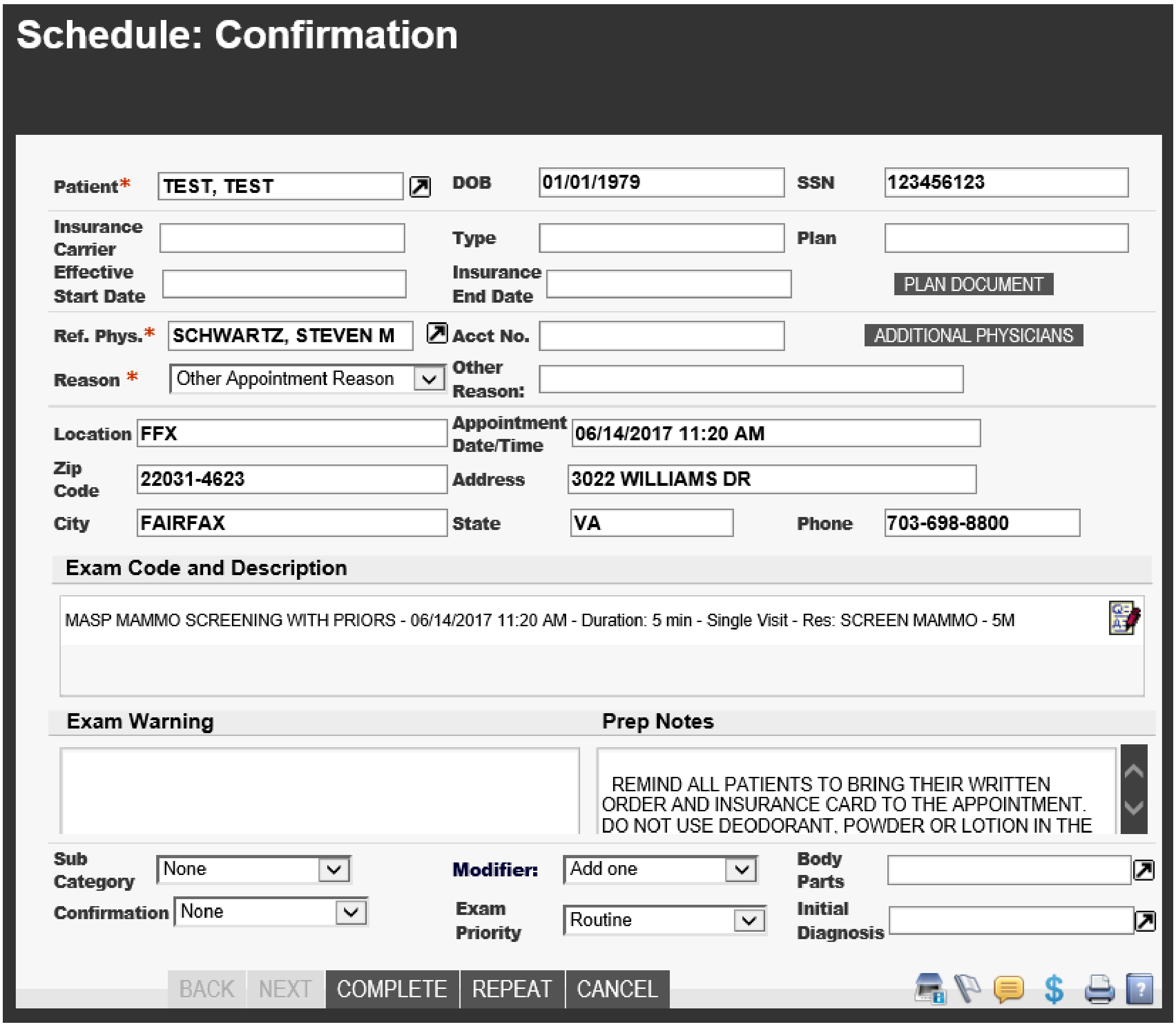


56. Physician’s name will be listed on the Visit Info tab

57. Click “Complete” to finish patient information while scheduling



58. Displays Schedule: Confirmation screen



Schedule: Confirmation

Patient* TEST, TEST
DOB 01/01/1979
SSN 123456123
Insurance Carrier
Type
Plan
Effective Start Date
Insurance End Date
Ref. Phys.* SCHWARTZ, STEVEN M
Acct No.
Reason * Other Appointment Reason
Other Reason:
Location FFX
Appointment Date/Time 06/14/2017 11:20 AM
Zip Code 22031-4623
Address 3022 WILLIAMS DR
City FAIRFAX
State VA
Phone 703-698-8800

Exam Code and Description

MASP MAMMO SCREENING WITH PRIORS - 06/14/2017 11:20 AM - Duration: 5 min - Single Visit - Res: SCREEN MAMMO - 5M

Exam Warning

Prep Notes

REMIND ALL PATIENTS TO BRING THEIR WRITTEN ORDER AND INSURANCE CARD TO THE APPOINTMENT. DO NOT USE DEODORANT, POWDER OR LOTION IN THE

Sub Category None
Modifier: Add one
Body Parts
Confirmation None
Exam Priority Routine
Initial Diagnosis

59. View patient information

60. View and provide verbally location information

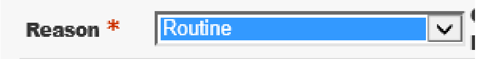
61. View and provide verbally exam scheduled, date, and time

62. View and provide prep instruction (Note: If nothing displays or if scheduling multiple exams, provide prep in playbook related to scheduled appointments.)

Patient Paperwork

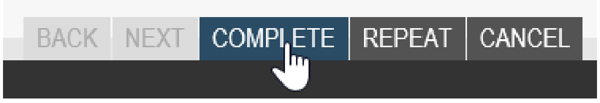
- *"Please log onto our website www.washingtonradiology.com and print out the patient forms and have them complete before coming in as this will save you time at registration."*
- *New Patients need to complete both Patient Information and Patient History forms.*
- *Returning paitents - only need to fill out the History form.*

63. On Schedule Confirmation Screen, Select Reason
    - Reason for Screening Mammogram: Routine

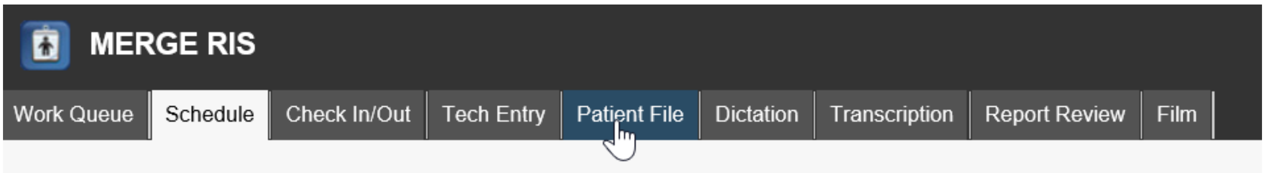


Reason * Routine

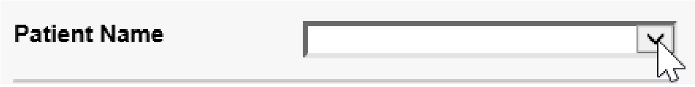
64. Click “Complete” to finish scheduling appointment

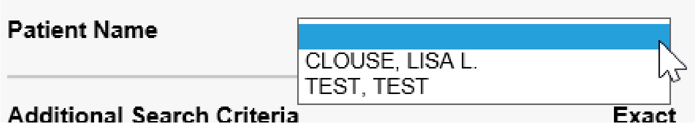

BACK
NEXT
COMPLETE
REPEAT
CANCEL

65. To verify patient is scheduled correctly:
- Click patient file tab in Merge RIS

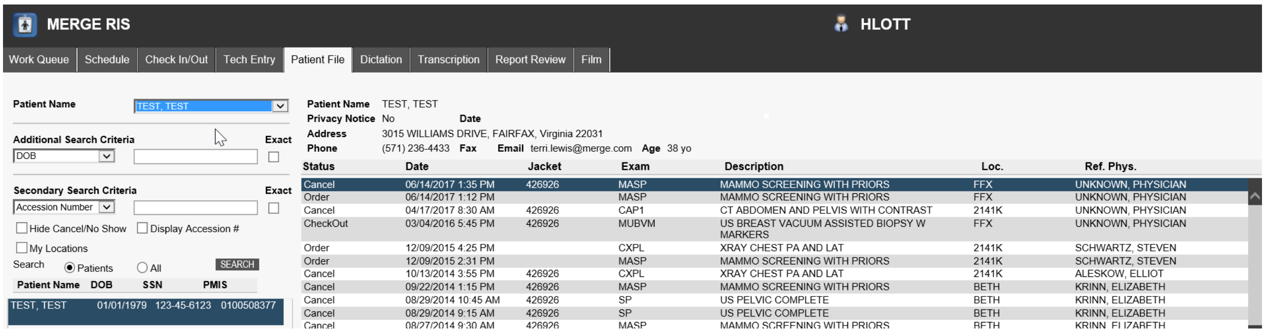

MERGE RIS
Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film

- Click Patient Name drop down to select the last patient worked on


Patient Name


Patient Name
CLOUSE, LISA L.
TEST, TEST
Additional Search Criteria
Exact

- Verify through patient history that exam was scheduled


MERGE RIS
HLOTT
Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film
Additional Search Criteria
Exact
Secondary Search Criteria
Exact
SEARCH

Patient Name TEST, TEST

DOB ☐

Accession Number ☐

☐ Hide Cancel/No Show ☐ Display Accession #

☐ My Locations

Search ● Patients ○ All

Patient Name	DOB	SSN	PMIS
TEST, TEST	01/01/1979	123-45-6123	0100508377

Patient Name TEST, TEST
Privacy Notice No Date
Address 3015 WILLIAMS DRIVE, FAIRFAX, Virginia 22031
Phone (571) 236-4433 Fax Email terri.lewis@merge.com Age 38 yo

Status	Date	Jacket	Exam	Description	Loc.	Ref. Phys.
Cancel	06/14/2017 1:35 PM	426926	MASP	MAMMO SCREENING WITH PRIORS	FFX	UNKNOWN, PHYSICIAN
Order	06/14/2017 1:12 PM		MASP	MAMMO SCREENING WITH PRIORS	FFX	UNKNOWN, PHYSICIAN
Cancel	04/17/2017 8:30 AM	426926	CAP1	CT ABDOMEN AND PELVIS WITH CONTRAST	2141K	UNKNOWN, PHYSICIAN
CheckOut	03/04/2016 5:45 PM	426926	MUBVM	US BREAST VACUUM ASSISTED BIOPSY W MARKERS	FFX	UNKNOWN, PHYSICIAN
Order	12/09/2015 4:25 PM		CXPL	XRAY CHEST PA AND LAT	2141K	SCHWARTZ, STEVEN
Order	12/09/2015 2:31 PM		MASP	MAMMO SCREENING WITH PRIORS	2141K	SCHWARTZ, STEVEN
Cancel	10/13/2014 3:55 PM	426926	CXPL	XRAY CHEST PA AND LAT	2141K	ALESKOW, ELLIOT
Cancel	09/22/2014 1:15 PM	426926	MASP	MAMMO SCREENING WITH PRIORS	BETH	KRINN, ELIZABETH
Cancel	08/29/2014 10:45 AM	426926	SP	US PELVIC COMPLETE	BETH	KRINN, ELIZABETH
Cancel	08/29/2014 9:15 AM	426926	SP	US PELVIC COMPLETE	BETH	KRINN, ELIZABETH
Cancel	08/27/2014 9:30 AM	426926	MASP	MAMMO SCREENING WITH PRIORS	BETH	KRINN, ELIZABETH

EDITED: 08/26/2019

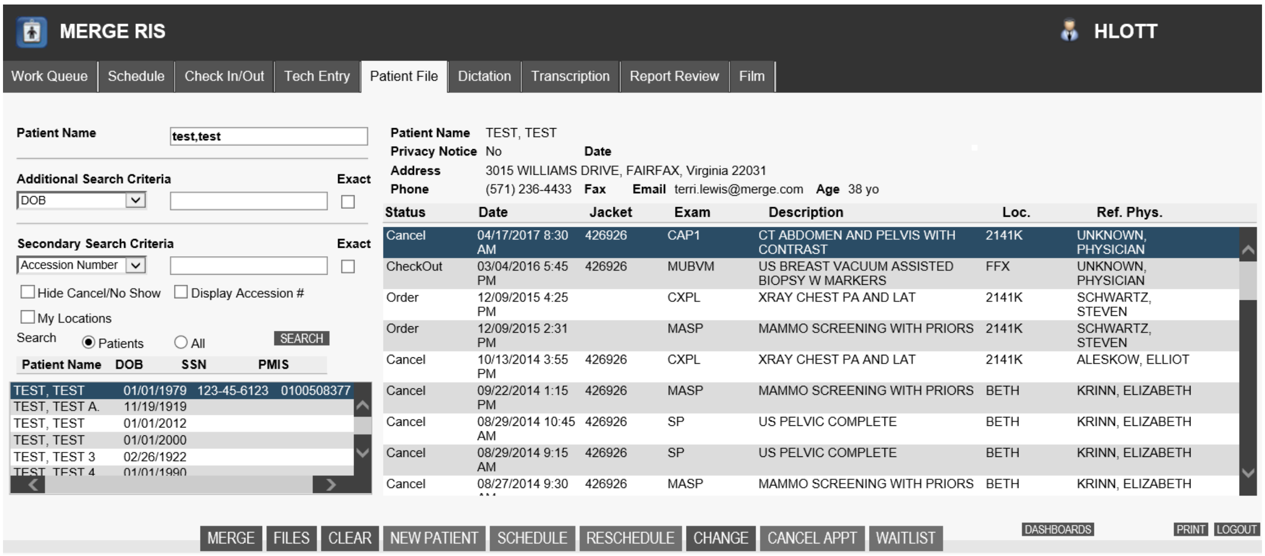
Merge - Schedule Order

Last Modified on 11/22/2019 3:27 pm EST

Merge - Schedule Order

The purpose of this document is to provide instructions for scheduling an ordered exam through the Merge RIS system.

1. If there is an order in the patient file, we should use it to schedule the exam.


MERGE RIS
HLOTT
Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film
SEARCH
MERGE
FILES
CLEAR
NEW PATIENT
SCHEDULE
RESCHEDULE
CHANGE
CANCEL APPT
WAITLIST
DASHBOARDS
PRINT
LOGOUT

Patient Name test,test

Additional Search Criteria DOB **Exact** ☐

Secondary Search Criteria Accession Number **Exact** ☐

☐ Hide Cancel/No Show ☐ Display Accession #

☐ My Locations

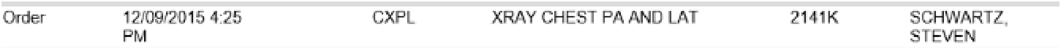
Search ● Patients ○ All

Patient Name	DOB	SSN	PMIS
TEST, TEST	01/01/1979	123-45-6123	0100508377
TEST, TEST A.	11/19/1919		
TEST, TEST	01/01/2012		
TEST, TEST	01/01/2000		
TEST, TEST 3	02/26/1922		
TEST, TEST 4	01/01/1990		

Patient Name TEST, TEST
Privacy Notice No **Date**
Address 3015 WILLIAMS DRIVE, FAIRFAX, Virginia 22031
Phone (571) 236-4433 **Fax** **Email** terri.lewis@merge.com **Age** 38 yo

Status	Date	Jacket	Exam	Description	Loc.	Ref. Phys.
Cancel	04/17/2017 8:30 AM	426926	CAP1	CT ABDOMEN AND PELVIS WITH CONTRAST	2141K	UNKNOWN, PHYSICIAN
CheckOut	03/04/2016 5:45 PM	426926	MUBVM	US BREAST VACUUM ASSISTED BIOPSY W MARKERS	FFX	UNKNOWN, PHYSICIAN
Order	12/09/2015 4:25 PM		CXPL	XRAY CHEST PA AND LAT	2141K	SCHWARTZ, STEVEN
Order	12/09/2015 2:31 PM		MASP	MAMMO SCREENING WITH PRIORS	2141K	SCHWARTZ, STEVEN
Cancel	10/13/2014 3:55 PM	426926	CXPL	XRAY CHEST PA AND LAT	2141K	ALESKOW, ELLIOT
Cancel	09/22/2014 1:15 PM	426926	MASP	MAMMO SCREENING WITH PRIORS	BETH	KRINN, ELIZABETH
Cancel	08/29/2014 10:45 AM	426926	SP	US PELVIC COMPLETE	BETH	KRINN, ELIZABETH
Cancel	08/29/2014 9:15 AM	426926	SP	US PELVIC COMPLETE	BETH	KRINN, ELIZABETH
Cancel	08/27/2014 9:30	426926	MASP	MAMMO SCREENING WITH PRIORS	BETH	KRINN, ELIZABETH

2. To schedule, click on the ordered exam



Order	12/09/2015 4:25 PM	CXPL	XRAY CHEST PA AND LAT	2141K	SCHWARTZ, STEVEN

3. Click "Schedule"

4. Follow normal scheduling processes

5. After completing scheduling, make sure to add the "Electronic Orders" flag following the process of How to Add Flag in Merge.

UPDATED: 11/22/2019

Merge - Exam Type Cleanup

Last Modified on 05/01/2020 12:52 pm EDT

Merge - Exam Type Cleanup

Breast Exam Types and Codes are being updated and consolidated down to a smaller list of options. The goal is to create efficiency and accuracy along with reducing the number of options available when scheduling.

GO LIVE DATE – 05/04/2020!

Screening Mammograms

New Options:

- Mammo 3D Screening & Breast US – 3D M ASPBU
- Mammo 3D Screening – 3D MASP
- Mammo Screening (2D) – MASP

NOTE: All options that contained "Implants", "With Priors" and "Without Priors" have been removed.

Diagnostic Mammograms

New Options:

- Mammo 3D Diagnostic Bilateral – 3D M ADP
- Mammo Diagnostic Bilateral (2D) – MADP
- Mammo 3D Diagnostic Unilateral – 3D M UNP
- Mammo Diagnostic Unilateral (2D) – MUNP

NOTE: All options that contained "Implants", "With Priors" and "Without Priors" have been removed.

Callbacks

New Options:

- Mammo Callback (2D or 3D) – MCB
- Mammo Technical Callback – MTCB
    - SCHEDULED BY CENTER ONLY!!!

NOTE: All options that contained "3D" have been removed.

EDITED: 05/01/2020

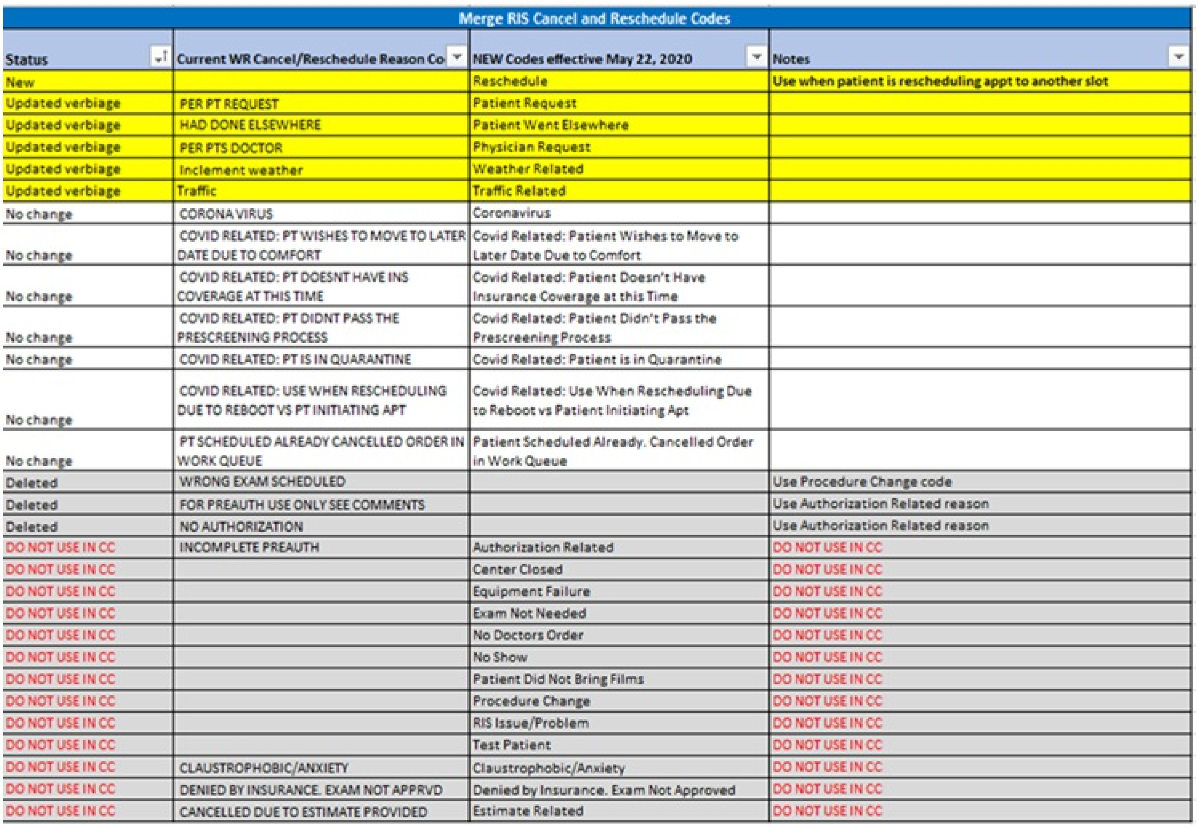
Merge - Cancellation and Reschedule Codes

Last Modified on 05/21/2020 3:48 pm EDT

Merge - Cancellation and Reschedule Codes

Selecting the correct Cancellation/Reschedule Reason in Merge ensures that we accurately track specific reasons for patients when cancelling or rescheduling their exam with Washington Radiology.

- Effective 5/22/2020



Merge RIS Cancel and Reschedule Codes

Status	Current WR Cancel/Reschedule Reason Co	NEW Codes effective May 22, 2020	Notes
New		Reschedule	Use when patient is rescheduling appt to another slot
Updated verbiage	PER PT REQUEST	Patient Request	
Updated verbiage	HAD DONE ELSEWHERE	Patient Went Elsewhere	
Updated verbiage	PER PTS DOCTOR	Physician Request	
Updated verbiage	Inclement weather	Weather Related	
Updated verbiage	Traffic	Traffic Related	
No change	CORONA VIRUS	Coronavirus	
No change	COVID RELATED: PT WISHES TO MOVE TO LATER DATE DUE TO COMFORT	Covid Related: Patient Wishes to Move to Later Date Due to Comfort	
No change	COVID RELATED: PT DOESNT HAVE INS COVERAGE AT THIS TIME	Covid Related: Patient Doesn't Have Insurance Coverage at this Time	
No change	COVID RELATED: PT DIDNT PASS THE PRESCREENING PROCESS	Covid Related: Patient Didn't Pass the Prescreening Process	
No change	COVID RELATED: PT IS IN QUARANTINE	Covid Related: Patient is in Quarantine	
No change	COVID RELATED: USE WHEN RESCHEDULING DUE TO REBOOT VS PT INITIATING APT	Covid Related: Use When Rescheduling Due to Reboot vs Patient Initiating Apt	
No change	PT SCHEDULED ALREADY CANCELLED ORDER IN WORK QUEUE	Patient Scheduled Already. Cancelled Order in Work Queue	
Deleted	WRONG EXAM SCHEDULED		Use Procedure Change code
Deleted	FOR PREAUTH USE ONLY SEE COMMENTS		Use Authorization Related reason
Deleted	NO AUTHORIZATION		Use Authorization Related reason
DO NOT USE IN CC	INCOMPLETE PREAUTH	Authorization Related	DO NOT USE IN CC
DO NOT USE IN CC		Center Closed	DO NOT USE IN CC
DO NOT USE IN CC		Equipment Failure	DO NOT USE IN CC
DO NOT USE IN CC		Exam Not Needed	DO NOT USE IN CC
DO NOT USE IN CC		No Doctors Order	DO NOT USE IN CC
DO NOT USE IN CC		No Show	DO NOT USE IN CC
DO NOT USE IN CC		Patient Did Not Bring Films	DO NOT USE IN CC
DO NOT USE IN CC		Procedure Change	DO NOT USE IN CC
DO NOT USE IN CC		RIS Issue/Problem	DO NOT USE IN CC
DO NOT USE IN CC		Test Patient	DO NOT USE IN CC
DO NOT USE IN CC	CLAUSTROPHOBIC/ANXIETY	Claustrophobic/Anxiety	DO NOT USE IN CC
DO NOT USE IN CC	DENIED BY INSURANCE. EXAM NOT APPRVD	Denied by Insurance. Exam Not Approved	DO NOT USE IN CC
DO NOT USE IN CC	CANCELLED DUE TO ESTIMATE PROVIDED	Estimate Related	DO NOT USE IN CC

EDITED: 05/21/2020

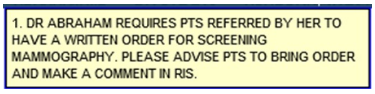
Physician Requires Order for Screening

Last Modified on 01/22/2020 2:03 pm EST

Physician Requires Order for Screening

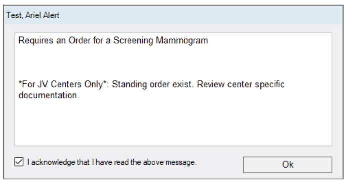
Note: Washington Radiology/Solis Mammography does not require an order for a screening mammogram. There are physician's who require patients to have an order for screening prior to having their exam done with Washington Radiology/Solis Mammography. If an alert appears, please follow the process outlined below.

Alert in Merge:



1. DR ABRAHAM REQUIRES PTS REFERRED BY HER TO HAVE A WRITTEN ORDER FOR SCREENING MAMMOGRAPHY. PLEASE ADVISE PTS TO BRING ORDER AND MAKE A COMMENT IN RIS.

Alert in eRAD:



Test, Ariel Alert

Requires an Order for a Screening Mammogram

For JV Centers Only: Standing order exist. Review center specific documentation.

☑ I acknowledge that I have read the above message.

1. Confirm if an order is on file for Screening Mammogram.

2. If the order is already on file, proceed with scheduling. No additional steps necessary.

3. If the order is not on file, but the patient has the order, please advise the patient to bring the order to their exam. Also, add a note that patient is bringing order with them.

4. If the order is not on file, and the patient does not have the order, provide the script below.
   - Script: "Your physician's preference is to have an order for this exam. Please call them directly to get the order before your appointment."

UPDATED: 08/27/2019

Patient Late Process

Last Modified on 08/29/2019 10:02 am EDT

Patient Late Process

Follow the below process when a patient calls the Contact Center and advises they are running late to their appointment.

1. Pull up patient in Merge

2. Confirm location the exam is scheduled at as well as the appointment time

3. If the patient is running less than 15 minutes late:
    - Make notes in Merge
    - Advise patient that it is ok to continue to appointment

3. If the patient is running more than 15 minutes late:
    - Transfer the caller to the Main Line using Noble transfer options

UPDATED: 08/27/2019

DNC Process

Last Modified on 08/27/2019 7:18 pm EDT

WASHINGTON
RADIOLOGY

DNC (Do Not Contact) Process

Follow the below process when a patient requests for us not to contact them due to being deceased, moving out of state, etc.

1. Pull up patient in Merge

2. Confirm that we should DNC the patient for a valid reason (Deceased, Moving out of State, Upset and Requests us to Not Contact Them, etc.)

3. Update the Demographics as follows:
    - Address 1: List "DNC" and the reason (Ex: DNC Deceased)
    - Address 2: Copy what is in the 1st address field and move/add it to address field 2
    - Phone: [blank] (delete all phone numbers completely from Merge)
    - Email: [blank] (delete email address completely from Merge)

Note: Once a patient requests to be DNC, there will be no additional calls, emails, letters, etc. sent to the patients information.

If requested by patient, we can always add their information back into the system.

UPDATED: 08/27/2019

Multiple MRNs

Last Modified on 08/27/2019 7:20 pm EDT

Multiple MRNs Merge Process

Follow the below process when a patient has more than 1 MRNs that need to be merged together.

1. Pull up patient MRNsn Merge

2. Fill out the email template (See Email Template Job Aid)

3. Email completed template to All_WR_CC_Leadership@washingtonradiology.com

UPDATED: 08/27/2019

Adding or Updating Physician Information

Last Modified on 08/27/2019 7:27 pm EDT

Adding or Updating Physician Information Process

Follow the below process when a physician needs to be added into Merge or the infromation listed in Merge needs to be updated.

1. Pull up physician in Merge

2. Fill out the email template (See Email Template Job Aid)

3. Email completed template to All_WR_CC_Leadership@washingtonradiology.com

UPDATED: 08/27/2019

Call Flow - Inbound - Checklist

Last Modified on 04/09/2021 2:45 pm EDT

WASHINGTON
RADIOLOGY

Call Flow - Inbound - Checklist

Follow the below process when handling inbound calls.

1. Use Approved Opening Statement

   Note: Listed in Noble
2. Verify and Update Patient Demographics
3. Confirm if Patient has Order and Ask "What is listed on the order?"

   Note: Advise caller to bring order to their exam.
4. Review Patient History and Previous Reports
5. Validate Questions and Choose Appropriate Exam Types
6. Discuss if Prior Films are Required
7. Choose Location, Date, and Time
8. Provide Closing Confirmation:
   - Appointment Location Information
   - All Prep Instructions
   - Approved Closing Statement

REMINDERS:

- Enter all required notes in Merge
- Terminate, Choose Correct Status Code, and Resume in Noble

EDITED: 04/09/2021

Call Flow - Inbound - Details

Last Modified on 04/09/2021 2:44 pm EDT

Call Flow - Inbound - Details

Follow the below process when handling inbound calls.

1. Use Approved Opening Statement:
    - "Thank you for calling Washington Radiology. This is [agent name]. How may I assist you?"
2. Verify and Update Patient Demographics [HIPAA]

    Note: Before creating a new MRN, search by DOB, Name, and Phone Number in Merge.
    - First and Last Name (Check all options for hyphenated names)
    - DOB
    - Confirm no changes to contact information
        - Home Address
        - Email Address (request if not on file)
        - Phone Number(s)
    - Additional:
        - Insurance Information
            - Carrier name, Policy number, Group number
        - Referring Physician
        - Verify address (at minimum a portion of address)
3. Confirm if Patient has Order and Ask "What is listed on the order?"

    Note: Advise caller to bring order to their exam.
    - Reminder: Pay attention to physician alerts. If physician requires an order for screening mammogram, advise caller of script.
        - "Your physician's preference is to have an order for this exam. Please call them directly to get the order before your appointment."
4. Review Patient History and Previous Reports
    - If there is an Ordered Exam in profile, do not create an additional accession. Schedule the Order
    - If exam is already scheduled, reschedule instead of creating additional accession
    - Screening Mammograms should be 1 full year after last screening mammogram date
    - Confirm recommendation on last reports.
5. Validate Questions and Choose Appropriate Exam Types
    - Be sure to confirm each appropriate question with caller listed on questionnaire
    - Note: Do not select an answer that is not verbally confirmed with caller
    - Select all appropriate exam types based on appropriate probing questions as well as listed on the physician order

6. Discuss if Prior Films are Required
    - Note: It is solely the patients responsibility to obtain the outside films and images for all exams and bring them to their appointment. [Excluding screening mammogram.] See Outside Films Job Aid.
7. Choose Location, Date, and Time
    - If scheduling multiple exams, please note the order of exam and required time-frame between exams. See Scheduling Multiple Exams Job Aid.
    - If adding on an exam to the same day, see Same Day Add On Job Aid.
    - If patient or physician would like an earlier date/time that is not available, call center for assistance.
    - Do not force an exam into a time slot.
    - Only use open white slots. If needed, call center for approval.
8. Provide Closing Confirmation:
    - Verbally offer Appointment Location Address
    - Verbally provide Date and Time of appointment
    - All Prep Instructions (must provide on initial schedule, ok to offer on reschedule)
      Note: If prep is not displayed in Merge, confirm within the playbook what should be provided to the patient. It is important to provide prep instructions for every exam scheduled.
    - Approved Closing Statement
        - "Is there anything I can assist you with?" ... "Thank you!"

REMINDERS:

- Enter all required and helpful notes in Merge
- Terminate, Choose Correct Status Code, and Resume in Noble

EDITED: 04/09/2021

Onbase - Login and Access Files

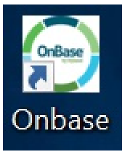
Last Modified on 08/29/2019 9:53 am EDT

SOLIS Mammography WASHINGTON RADIOLOGY

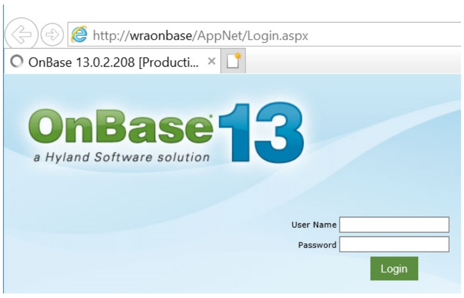
OnBase - Login and Access Files

The purpose of this document is to provide instructions for accessing and using the Onbase System.

1. To login, click on icon for OnBase


OnBase
Onbase

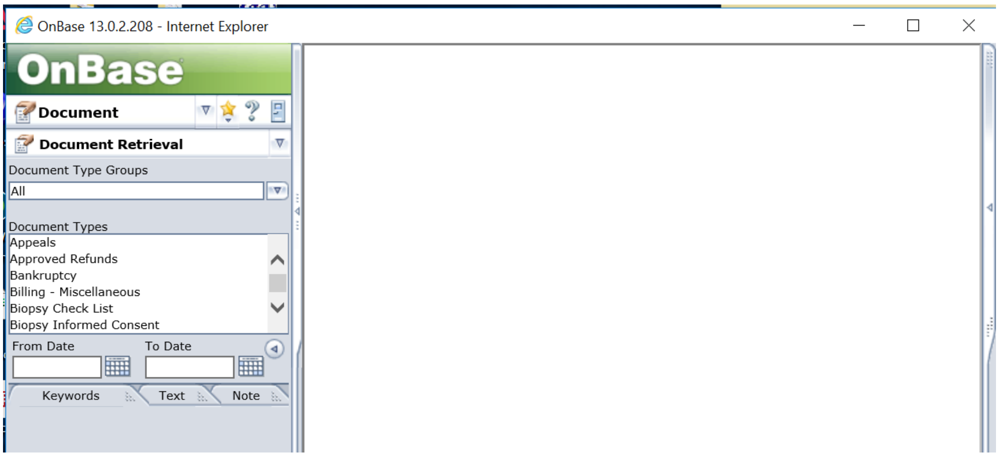
2. Login using personalized UserName and Password


http://wraonbase/AppNet/Login.aspx

OnBase 13.0.2.208 [Producti...

OnBase 13
a Hyland Software solution
User Name
Password
Login

3. OnBase Opens

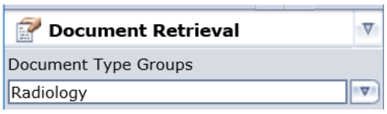

OnBase 13.0.2.208 - Internet Explorer

Document Type Groups: All

Document Types
Appeals
Approved Refunds
Bankruptcy
Billing - Miscellaneous
Biopsy Check List
Biopsy Informed Consent

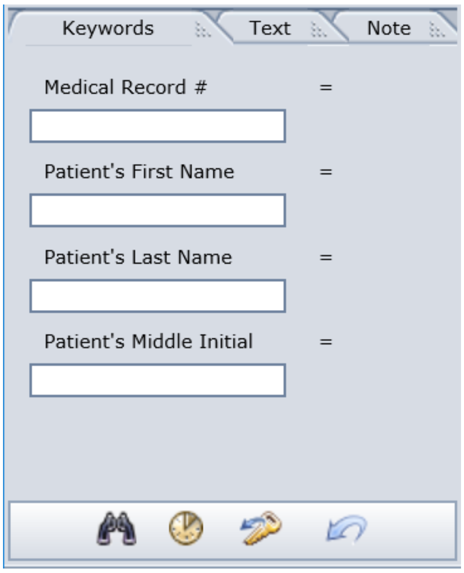
OnBase
Document
Document Retrieval
From Date
To Date
Keywords
Text
Note

4. Change "Document Type Groups" to "Radiology"


Document Retrieval

Document Type Groups: Radiology

5. At this point, you can search for patient documents using MRN or Name


Keywords
Text
Note
Medical Record #
=
Patient's First Name
=
Patient's Last Name
=
Patient's Middle Initial
=

6. To search, click the binoculars at the bottom

UPDATED: 08/29/2019

Required Verification

Last Modified on 02/05/2021 11:35 am EST

WASHINGTON
RADIOLOGY

Required Verification Via Phone

TWO ITEMS must be verified BEFORE providing information!

Each item counts as 1:

- First and Last Name
- Date of Birth
- Phone Number
- Address
- Email Address

If any information is missing from the patient file, ask for missing information and update accordingly.

If more than 1 MRN matches information provided, ask additional verification to confirm correct jacket number (MRN) is selected.

It is necessary to verify 2 demographic items (Full Name & DOB) prior to providing information or scheduling. Remaining contact information (address, phone number and email) can be confirmed at any time during the call. Order of verification is determined by call flow.

Confirming HIPAA is necessary when anyone other than the patient is calling for additional information beyond scheduling. Authorized individuals will be listed on the Patient Information Sheet (PIS) located in OnBase. Every time a patient is seen, they complete a new PIS. **Please be sure to check all PIS forms within the last 12 months before releasing information to anyone other than the patient, insurance carrier or physicians office.**

CALL FLOW EXAMPLES:

Call Flow Example #1 (All Demographics):

- Opening statement
- Ask for patient's DOB
- Ask for patient's full name
- Pull up MRN (confirm additional information if more than 1 MRN match)
- Confirm verbally:
  - Do you have any changes to your phone number, address, or email address?
- Make any changes necessary

Call Flow Example #2 (Missing Email Address): ***

- Opening statement
- Ask for patient's DOB
- Ask for patient's full name
- Pull up MRN (confirm additional information if more than 1 MRN match)
- Confirm verbally:
    - Do you have any changes to your phone number and address?
    - I see that we do not have an email address listed for you, can we add this information for you?
- Make any changes necessary

***Missing demographics information does not need to be added when a physician is calling to schedule. If a physician's office is requesting to update contact information for a patient we may do so, as long as the they are listed as a referring provider for patient. Be sure to document who provided the updated information.

Note: This documentation is related to verifying of demographics only. Other verification is required related to orders, insurance, referring physician, etc.

EDITED: 02/05/2021

Call Flow - Inbound - Checklist - Spanish

Last Modified on 04/02/2020 4:13 pm EDT

Call Flow - Inbound - Details

Follow the below process when handling inbound calls.

1. Use Approved Opening Statement

   "Gracias por llamar a Washington Radiology. Mi nombre es ____. Como le puedo asistir?”

2. Verify and Update Patient Demographics [HIPAA]

   Note: Before creating a new MRN, search by DOB, Name, and Phone Number in Merge.

   - Nombre y apellido (First and last name)

   - Fecha de nacimiento (Date of birth)

   - Direccion de casa (Home address)

   - Direccion de correo electronico (Email address)

   - Numero de telefono (Phone number)

   Additional:

   - Informacion del Seguro (Insurance Information)

   - Medico referente (Referring Physician)

3. Confirm if patient has Written Order and ask, "Que dice la orden de su medico?"

   Note: Advise caller to bring order to their exam.

   - Reminder: Pay attention to physician alerts. If physician requires an order for screening mammogram, advise caller of script.

   - "La preferencia de su medico es tener una orden para este examen. Llamelos directamente para obtener el pedido escrito antes de su cita.”

4. Review Patient History and Previous Reports

   - If there is an Ordered Exam in profile, do not create an additional accession. Schedule the Order

   - If exam is already scheduled, reschedule instead of creating additional accession

   - Screening Mammograms should be 1 full year after last screening mammogram date

   - Confirm recommendation on last reports

5. Validate Questions and Choose Appropriate Exam Types

   - Be sure to confirm each appropriate question with caller listed on questionnaire

   - Note: Do not select an answer that is not verbally confirmed with caller

   - Select all appropriate exam types based on appropriate probing questions as well as listed on the physician order

6. Discuss if Prior Films are Required

   Note: It is solely the patient's responsibility to obtain the outside films and images for all exams and bring them to their appointment. [Excluding screening mammogram.] See Outside Films Job Aid.

7. Choose Location, Date, and Time

   - If scheduling multiple exams, please note the order of exam and required time-frame between exams. See Scheduling Multiple Exams Job Aid.

   - If adding on an exam to the same day, see Same Day Add-On Job Aid.

   - If patient or physician would like an earlier date/time that is not available, call center for assistance.

   - Do not force an exam into a time slot.

   - Only use open white slots. If needed, call center for approval.

8. Provide Closing Confirmation:

   - Verbally provide Appointment Location Address

   - Verbally provide Date and Time of appointment

   - All Prep Instructions

   Note: If prep is not displayed in Merge, confirm within the playbook what should be provided to the patient. It is important to provide prep instructions for every exam scheduled.

   - Approved Closing Statement

   ”Hay algo mas con que le puedo ayudar?" ... "Gracias por llamar a Washington Radiology. Tenga un buen dia."

   - Due to Coronavirus (COVID-19) Verbally advise caller of the following script when scheduling/rescheduling any appointment

   "Le pedimos que llame con anticipacion y analice la necesidad de reprogramar su cita si se presenta con sintomas de enfermedad de las vias respiratorias inferiores (como tos, falta de aliento o fiebre) antes de su cita"

REMINDERS:

- Enter all required and helpful notes in RIS
- Terminate, Choose Correct Status Code, and Resume in Noble

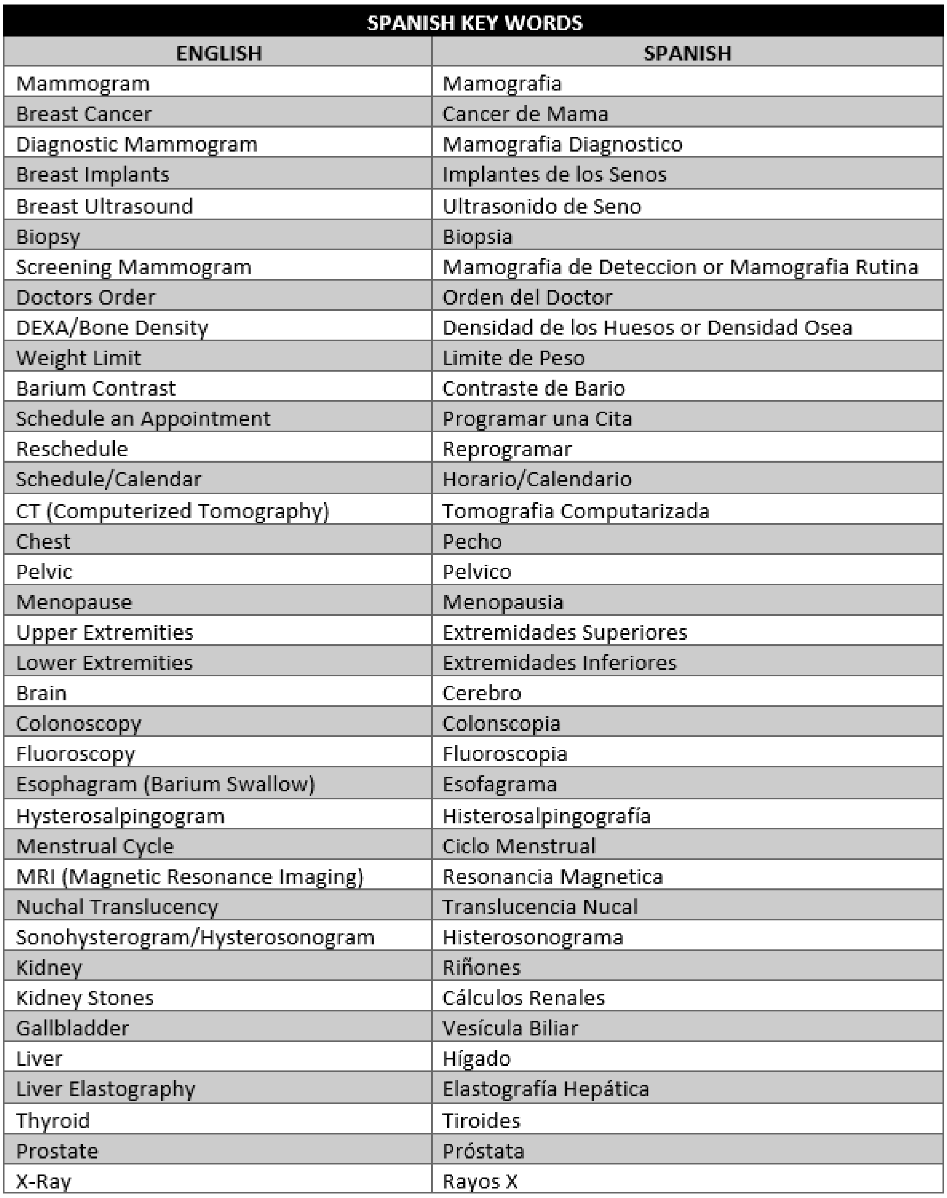
EDITED: 04/02/2020

Key Words in Spanish

Last Modified on 04/02/2020 4:51 pm EDT

WASHINGTON
RADIOLOGY

Key Words in Spanish



SPANISH KEY WORDS

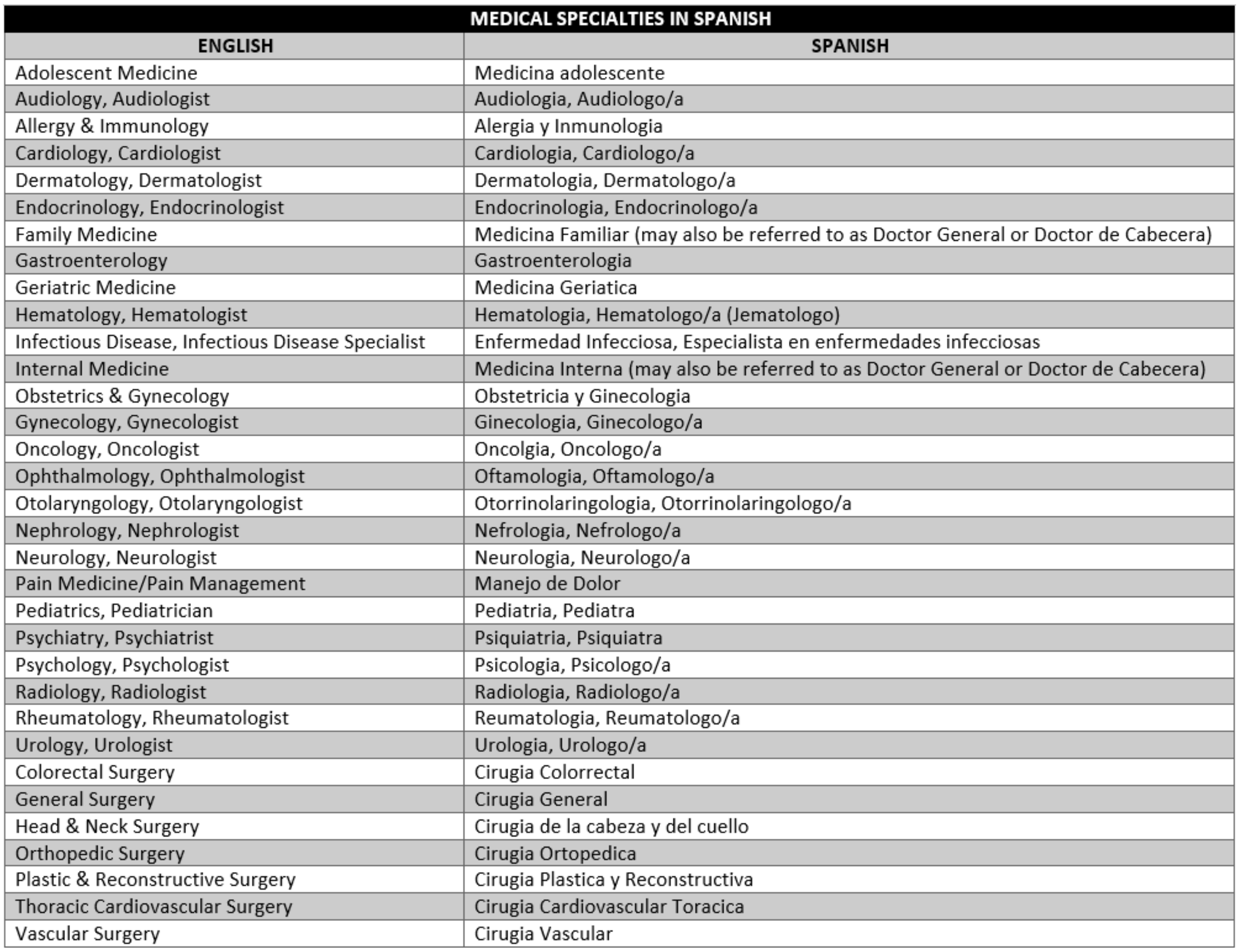
ENGLISH	SPANISH
Mammogram	Mamografia
Breast Cancer	Cancer de Mama
Diagnostic Mammogram	Mamografia Diagnostico
Breast Implants	Implantes de los Senos
Breast Ultrasound	Ultrasonido de Seno
Biopsy	Biopsia
Screening Mammogram	Mamografia de Deteccion or Mamografia Rutina
Doctors Order	Orden del Doctor
DEXA/Bone Density	Densidad de los Huesos or Densidad Osea
Weight Limit	Limite de Peso
Barium Contrast	Contraste de Bario
Schedule an Appointment	Programar una Cita
Reschedule	Reprogramar
Schedule/Calendar	Horario/Calendario
CT (Computerized Tomography)	Tomografia Computarizada
Chest	Pecho
Pelvic	Pelvico
Menopause	Menopausia
Upper Extremities	Extremidades Superiores
Lower Extremities	Extremidades Inferiores
Brain	Cerebro
Colonoscopy	Colonscopia
Fluoroscopy	Fluoroscopia
Esophagram (Barium Swallow)	Esofagrama
Hysterosalpingogram	Histerosalpingografía
Menstrual Cycle	Ciclo Menstrual
MRI (Magnetic Resonance Imaging)	Resonancia Magnetica
Nuchal Translucency	Translucencia Nucal
Sonohysterogram/Hysterosonogram	Histerosonograma
Kidney	Riñones
Kidney Stones	Cálculos Renales
Gallbladder	Vesícula Biliar
Liver	Hígado
Liver Elastography	Elastografía Hepática
Thyroid	Tiroides
Prostate	Próstata
X-Ray	Rayos X

EDITED: 04/02/2020

Medical Specialties in Spanish

Last Modified on 04/02/2020 4:47 pm EDT

Medical Specialties in Spanish



MEDICAL SPECIALTIES IN SPANISH	
ENGLISH	**SPANISH**
Adolescent Medicine	Medicina adolescente
Audiology, Audiologist	Audiologia, Audiologo/a
Allergy & Immunology	Alergia y Inmunologia
Cardiology, Cardiologist	Cardiologia, Cardiologo/a
Dermatology, Dermatologist	Dermatologia, Dermatologo/a
Endocrinology, Endocrinologist	Endocrinologia, Endocrinologo/a
Family Medicine	Medicina Familiar (may also be referred to as Doctor General or Doctor de Cabecera)
Gastroenterology	Gastroenterologia
Geriatric Medicine	Medicina Geriatica
Hematology, Hematologist	Hematologia, Hematologo/a (Jematologo)
Infectious Disease, Infectious Disease Specialist	Enfermedad Infecciosa, Especialista en enfermedades infecciosas
Internal Medicine	Medicina Interna (may also be referred to as Doctor General or Doctor de Cabecera)
Obstetrics & Gynecology	Obstetricia y Ginecologia
Gynecology, Gynecologist	Ginecologia, Ginecologo/a
Oncology, Oncologist	Oncolgia, Oncologo/a
Ophthalmology, Ophthalmologist	Oftamologia, Oftamologo/a
Otolaryngology, Otolaryngologist	Otorrinolaringologia, Otorrinolaringologo/a
Nephrology, Nephrologist	Nefrologia, Nefrologo/a
Neurology, Neurologist	Neurologia, Neurologo/a
Pain Medicine/Pain Management	Manejo de Dolor
Pediatrics, Pediatrician	Pediatria, Pediatra
Psychiatry, Psychiatrist	Psiquiatria, Psiquiatra
Psychology, Psychologist	Psicologia, Psicologo/a
Radiology, Radiologist	Radiologia, Radiologo/a
Rheumatology, Rheumatologist	Reumatologia, Reumatologo/a
Urology, Urologist	Urologia, Urologo/a
Colorectal Surgery	Cirugia Colorrectal
General Surgery	Cirugia General
Head & Neck Surgery	Cirugia de la cabeza y del cuello
Orthopedic Surgery	Cirugia Ortopedica
Plastic & Reconstructive Surgery	Cirugia Plastica y Reconstructiva
Thoracic Cardiovascular Surgery	Cirugia Cardiovascular Toracica
Vascular Surgery	Cirugia Vascular

EDITED: 04/02/2020

Work Queue - Orders View

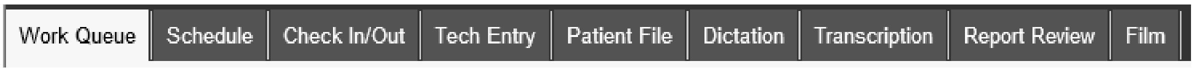
Last Modified on 08/19/2019 5:22 pm EDT

SOLIS Mammography WASHINGTON RADIOLOGY

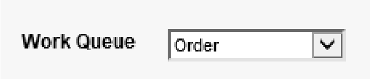
Work Queue - Orders View

How to access and filter the Work Queue in Merge to access Orders to associate.

1. In Merge, click on the "Work Queue" tab

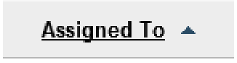

Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film

2. Select "Order" from the drop down for Work Queue

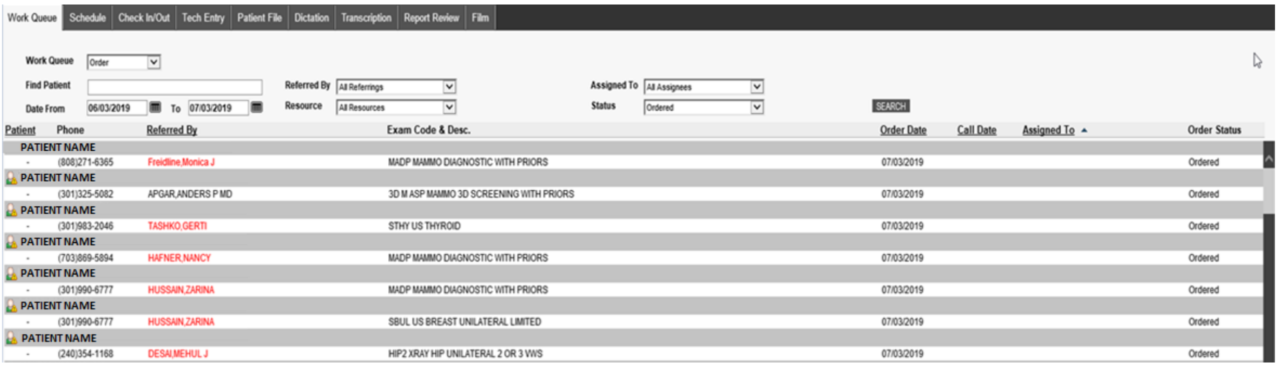


Work Queue Order

3. Filter sorting of "Assigned To" column to show blank on top (arrow pointing up)


Assigned To ▲

These steps allow the orders that need to be associated, to list at the top.


Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film
SEARCH

Work Queue: Order
Find Patient:
Date From: 06/03/2019 To: 07/03/2019
Referred By: All Referrings
Resource: All Resources
Assigned To: All Assignees
Status: Ordered

Patient	Phone	Referred By	Exam Code & Desc.	Order Date	Call Date	Assigned To ▲	Order Status
PATIENT NAME							
-	(808)271-6365	Freidline,Monica J	MADP MAMMO DIAGNOSTIC WITH PRIORS	07/03/2019			Ordered
PATIENT NAME							
-	(301)325-5082	APGAR,ANDERS P MD	3D M ASP MAMMO 3D SCREENING WITH PRIORS	07/03/2019			Ordered
PATIENT NAME							
-	(301)983-2046	TASHKO,GERTI	STHY US THYROID	07/03/2019			Ordered
PATIENT NAME							
-	(703)869-5894	HAFNER,NANCY	MADP MAMMO DIAGNOSTIC WITH PRIORS	07/03/2019			Ordered
PATIENT NAME							
-	(301)990-6777	HUSSAIN,ZARINA	MADP MAMMO DIAGNOSTIC WITH PRIORS	07/03/2019			Ordered
PATIENT NAME							
-	(301)990-6777	HUSSAIN,ZARINA	SBUL US BREAST UNILATERAL LIMITED	07/03/2019			Ordered
PATIENT NAME							
-	(240)354-1168	DESAI,MEHUL J	HIP2 XRAY HIP UNILATERAL 2 OR 3 VWS	07/03/2019			Ordered

Updated: 07/03/2019

Work Queue - Associating Orders

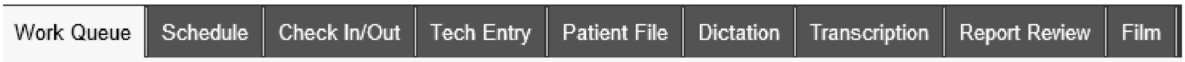
Last Modified on 11/12/2019 1:47 pm EST

SOLIS Mammography WASHINGTON RADIOLOGY

Work Queue - Associating

How to associate orders within the Order Work Queue in Merge to an actual patient or MRN.

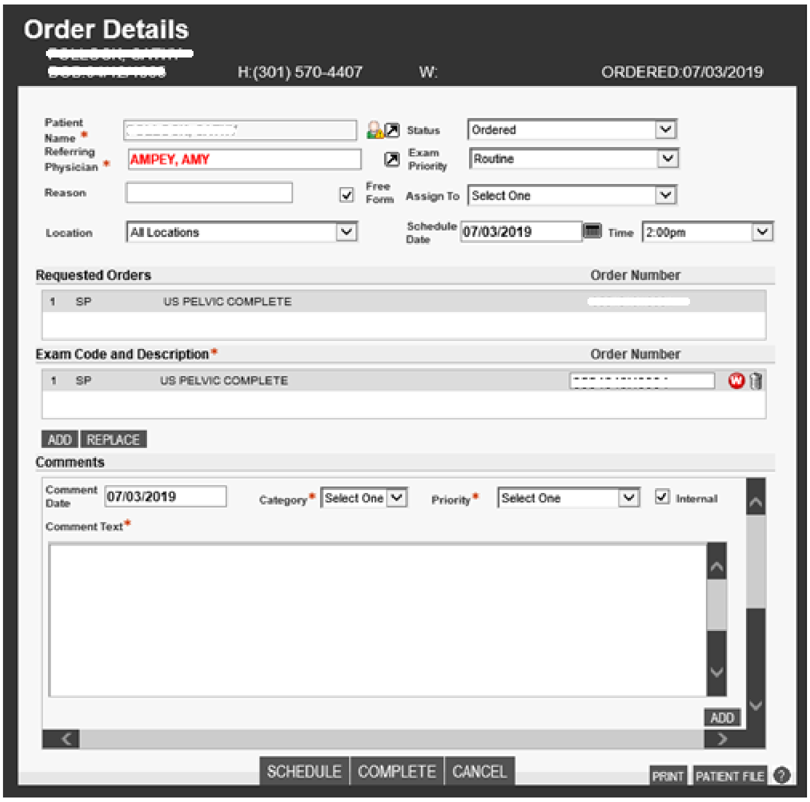
1. In Merge, click on the "Work Queue" tab


Work Queue
Schedule
Check In/Out
Tech Entry
Patient File
Dictation
Transcription
Report Review
Film

2. See "Unresolved Patient Icon"

3. Double click on patient to work

4. Order Details screen will open



Order Details

[redacted]

[redacted] H:(301) 570-4407 W: ORDERED:07/03/2019

Patient Name * [redacted]

Status: Ordered

Referring Physician *: AMPEY, AMY

Exam Priority: Routine

Reason:

☑ Free Form

Assign To: Select One

Location: All Locations

Schedule Date: 07/03/2019

Time: 2:00pm

Requested Orders			Order Number
1	SP	US PELVIC COMPLETE	[redacted]

Exam Code and Description*			Order Number
1	SP	US PELVIC COMPLETE	[redacted]

Comments

Comment Date: 07/03/2019

Category*: Select One

Priority*: Select One

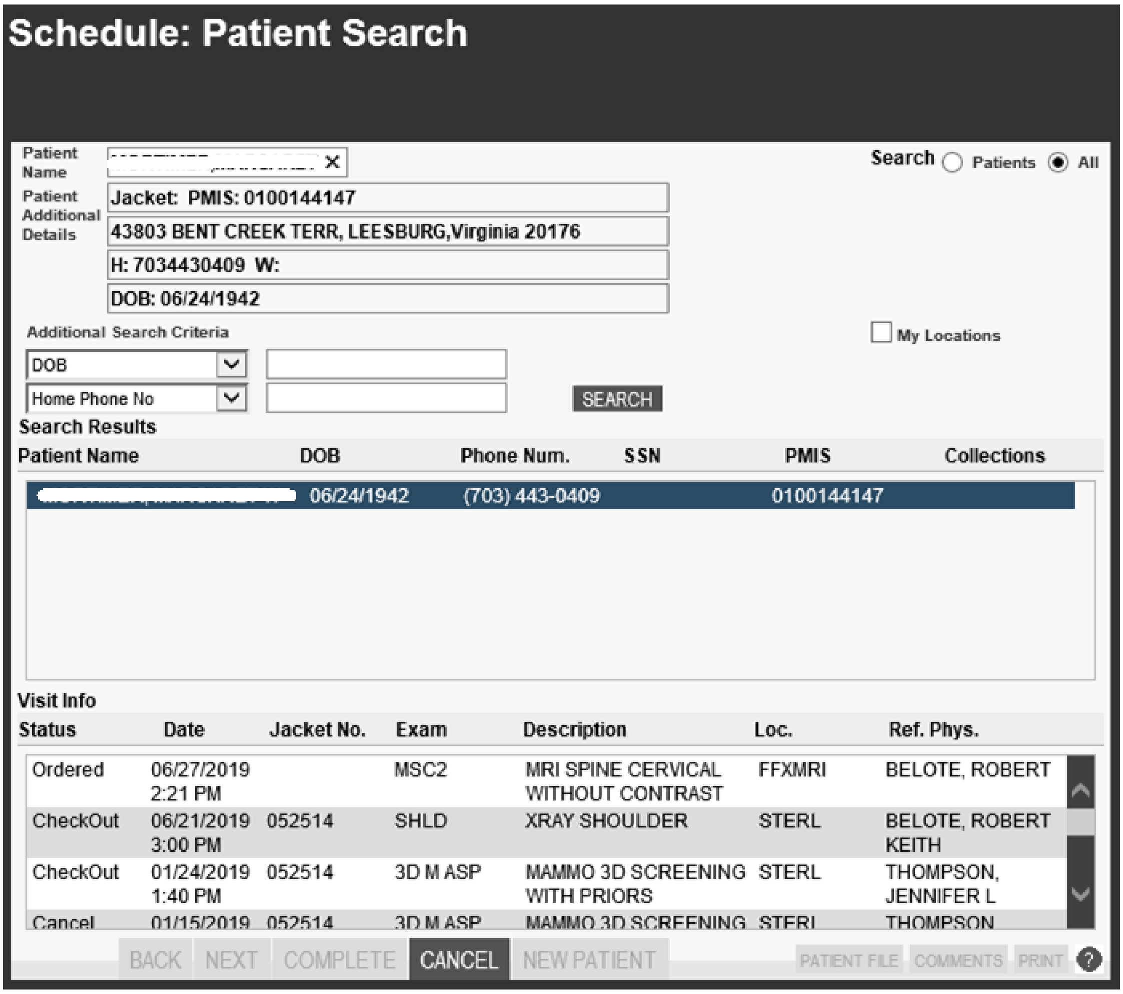
☑ Internal

Comment Text*

ADD
REPLACE
ADD
SCHEDULE
COMPLETE
CANCEL
PRINT
PATIENT FILE

5. Click on arrow next to "Unresolved Patient Icon"

6. The "Schedule: Patient Search" screen will appear
   - Review to select correct MRN or create a New Patient



Schedule: Patient Search

Patient Name [redacted]

Patient Additional Details
Jacket: PMIS: 0100144147
43803 BENT CREEK TERR, LEESBURG,Virginia 20176
H: 7034430409 W:
DOB: 06/24/1942

Search ○ Patients ● All

☐ My Locations

Additional Search Criteria
DOB
Home Phone No

Search Results

Patient Name	DOB	Phone Num.	SSN	PMIS	Collections
[redacted]	06/24/1942	(703) 443-0409		0100144147	

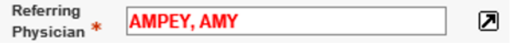
Visit Info

Status	Date	Jacket No.	Exam	Description	Loc.	Ref. Phys.
Ordered	06/27/2019 2:21 PM		MSC2	MRI SPINE CERVICAL WITHOUT CONTRAST	FFXMRI	BELOTE, ROBERT
CheckOut	06/21/2019 3:00 PM	052514	SHLD	XRAY SHOULDER	STERL	BELOTE, ROBERT KEITH
CheckOut	01/24/2019 1:40 PM	052514	3D M ASP	MAMMO 3D SCREENING WITH PRIORS	STERL	THOMPSON, JENNIFER L
Cancel	01/15/2019	052514	3D M ASP	MAMMO 3D SCREENING	STERL	THOMPSON

7. Click "Complete"

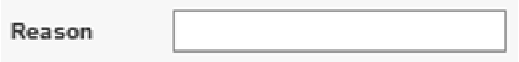
On the Order Details screen:

8. Update Referring Physician by Clicking on the arrow next to the physician's name
    - Review and select correct physician



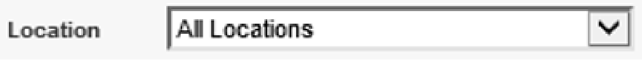
Referring Physician * AMPEY, AMY

9. Fill in the reason for the exam
    - Screening Mammogram - Reason: Routine
    - All other exam types - Reason: Located on the electronic order



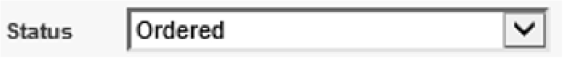
Reason

10. Update the Location to "All Locations"



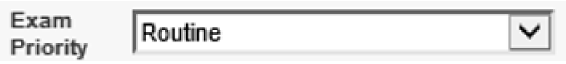
Location All Locations

11. Status should remain "Ordered"



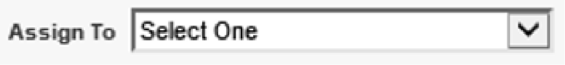
Status Ordered

12. Exam Priority should remain "Routine"



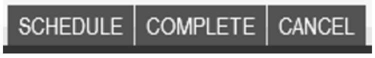
Exam Priority Routine

13. Assign to should be updated to "Electronic Order" or "Athena" depending on where the order is held



Assign To Select One

14. Click "Complete"



SCHEDULE
COMPLETE
CANCEL

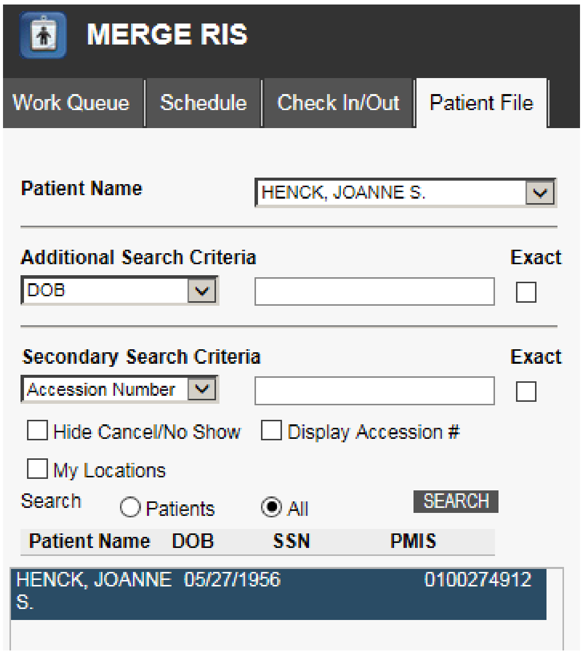
Updated: 07/18/2019

Merge - Adding Order - Administrative Task

Last Modified on 11/12/2019 1:48 pm EST

Merge - Adding Order

1. Pull up patient in Merge RIS in Patient File tab



MERGE RIS

Work Queue | Schedule | Check In/Out | Patient File

Patient Name HENCK, JOANNE S.

Additional Search Criteria DOB **Exact** ☐

Secondary Search Criteria Accession Number **Exact** ☐

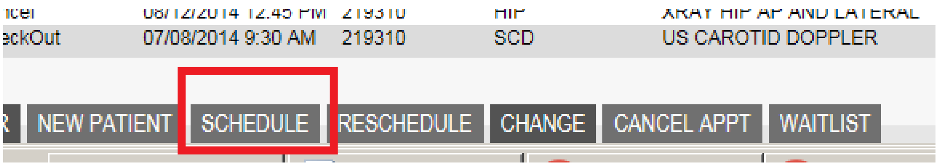
☐ Hide Cancel/No Show ☐ Display Accession #

☐ My Locations

Search ○ Patients ● All SEARCH

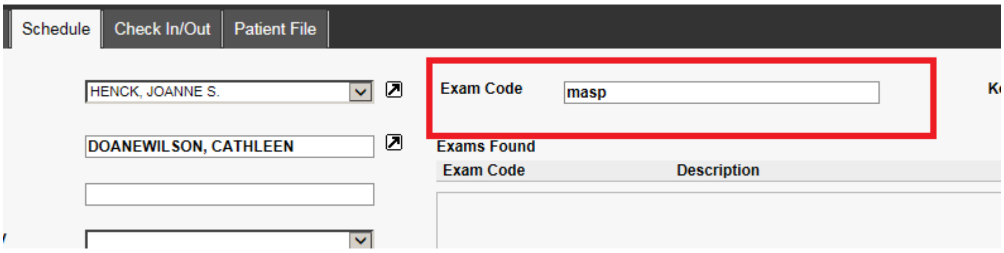
Patient Name	DOB	SSN	PMIS
HENCK, JOANNE S.	05/27/1956		0100274912

2. Click on Schedule button at the bottom of the page.



ncel	08/12/2014 12:45 PM	219310	HIP	XRAY HIP AP AND LATERAL
eckOut	07/08/2014 9:30 AM	219310	SCD	US CAROTID DOPPLER

3. Type exam needed into exam code field


Schedule
Check In/Out
Patient File

HENCK, JOANNE S.

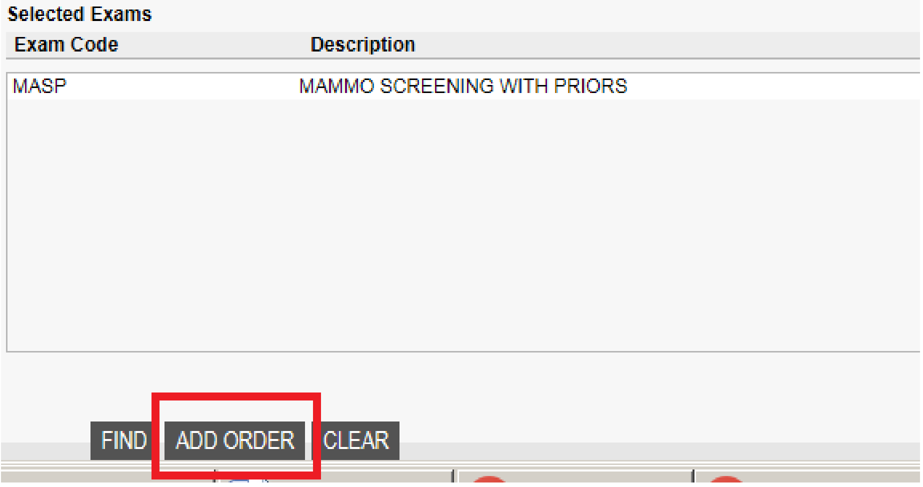
DOANEWILSON, CATHLEEN

Exam Code masp

Exams Found

Exam Code	Description

4. Click on box at the bottom of the page that says ADD ORDER

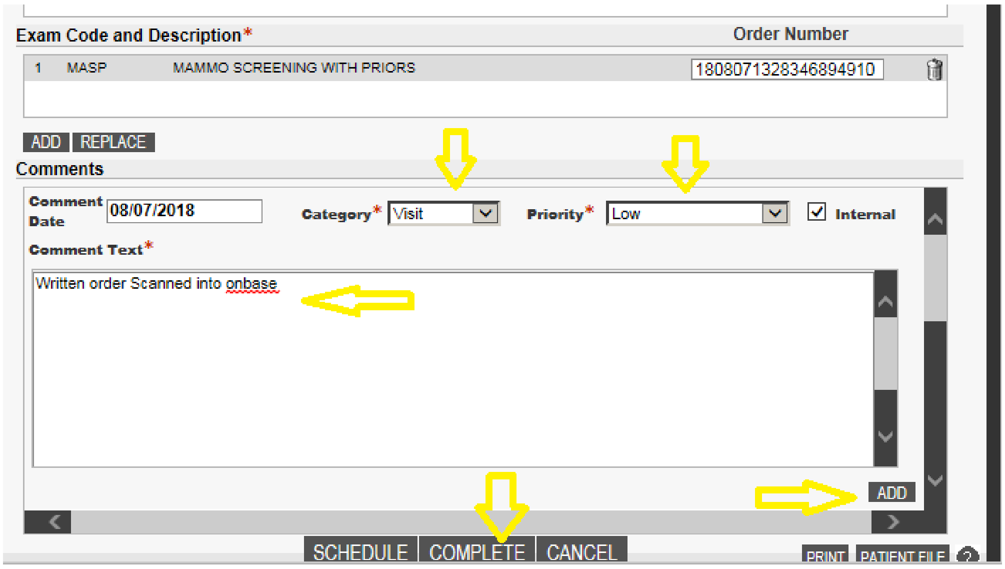


Selected Exams

Exam Code	Description
MASP	MAMMO SCREENING WITH PRIORS

FIND
ADD ORDER
CLEAR

5. In the comment field select :
   - Category: VISIT
   - Priority: LOW
   - Add a comment “Written order scanned into ONBASE."
   - Click Add
   - Click Complete



Exam Code and Description*			Order Number
1	MASP	MAMMO SCREENING WITH PRIORS	1808071328346894910

Comments

Comment Date 08/07/2018

Category* Visit

Priority* Low

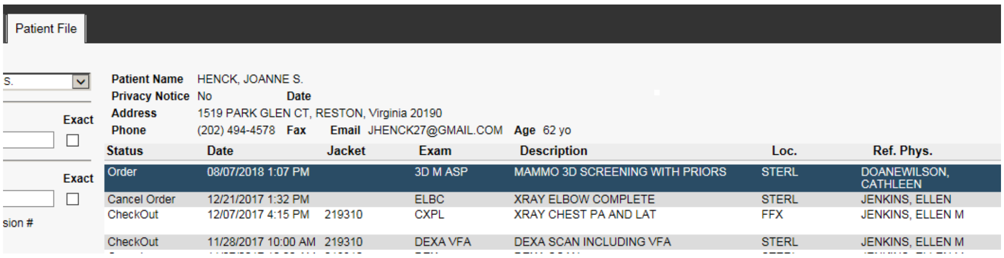
☑ Internal

Comment Text*

Written order Scanned into onbase

ADD
REPLACE
ADD
SCHEDULE
COMPLETE
CANCEL
PRINT
PATIENT FILE

6. Order will now be seen in Work Queue and in the Patient File Tabs



Patient Name HENCK, JOANNE S.
Privacy Notice No **Date**
Address 1519 PARK GLEN CT, RESTON, Virginia 20190
Phone (202) 494-4578 **Fax** **Email** JHENCK27@GMAIL.COM **Age** 62 yo

Status	Date	Jacket	Exam	Description	Loc.	Ref. Phys.
Order	08/07/2018 1:07 PM		3D M ASP	MAMMO 3D SCREENING WITH PRIORS	STERL	DOANEWILSON, CATHLEEN
Cancel Order	12/21/2017 1:32 PM		ELBC	XRAY ELBOW COMPLETE	STERL	JENKINS, ELLEN
CheckOut	12/07/2017 4:15 PM	219310	CXPL	XRAY CHEST PA AND LAT	FFX	JENKINS, ELLEN M
CheckOut	11/28/2017 10:00 AM	219310	DEXA VFA	DEXA SCAN INCLUDING VFA	STERL	JENKINS, ELLEN M

EDITED: 07/10/2019

Online Requests

Last Modified on 01/20/2020 11:48 am EST

Working Online Requests

How to handle online requests once received in the Contact Center.

1. All Online Requests for Screening Mammograms are sent to Scheduling@WashingtonRadiology.com

2. Review the Online Appointment Request (Sample Below) in the Scheduling Folder in Outlook.

3. Call EVERY patient that we receive an online request for
    - WR CC Agents - Handle Screening Mammos

Other situations to look for:
- Note: Do NOT call if exam is already scheduled
- Review History to research things like; Screening Requested but history shows otherwise
- Appointment time and/or date not available
- Location requested not available

4. Attempt to schedule the request prior to calling the patient. Depending on the outcome, depends on the voicemail script to use (see next step).

5. Once on the phone with with the patient, Schedule the exam according to the request/discussion

6. If contact is not made with patient, Please follow the steps below

***Agent is able to leave a voicemail:

- Leave a Voicemail requesting callback:

Voicemail Script when No Callback is Necessary (Generic): "Hello, This message is for [patient name]. My name is [agent name] calling from Washington Radiology; in regards to the appointment request you submitted online. You should receive an email in the next 2 business days with your appointment details. Please review the email for further information. Thank you!"

Voicemail Script when Callback is Necessary (Issue): "Hello, This message is for [patient name]. My name is [agent name] calling from Washington Radiology; in regards to the appointment request you submitted online. Please call us back regarding this appointment at 703-280-9800. Thank you!"

- Schedule as close to Online Request as possible
- Add a comment/note in Merge stating specifically what is missing and/or why a voicemail was left
    - Example: Online Request Voicemail Left - Physician requires an order for screening mammogram.
- Move online request into the "Completed - Scheduled" Folder

***No voicemail available:

- Schedule as close to Online Request as possible
- Move online request into the "Completed - Scheduled" Folder

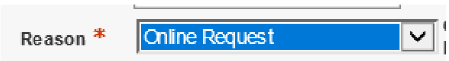
***No answer & issue with time slot, exam type, location, etc. preventing scheduling according to Online Request:

- Move online request into the "Attempted" Folder

7. Add notes in Merge detailing the situation. (Notes need to be detailed enough for when the patient returns a call, it is clear what needs to be done)

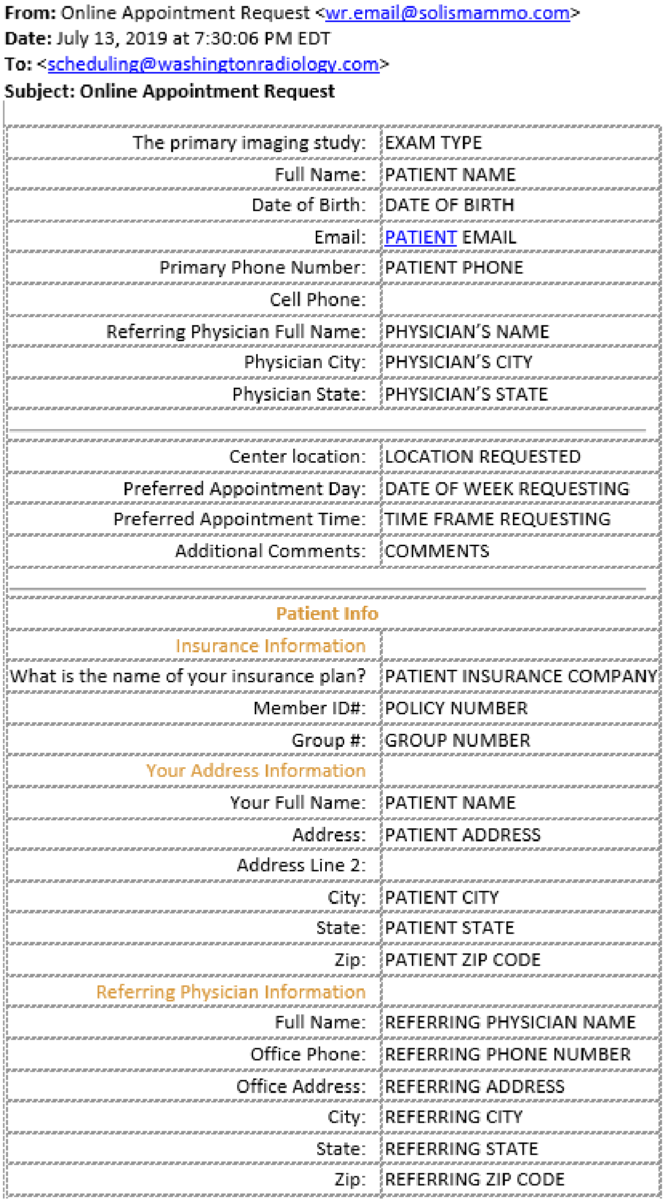
8. After scheduling is complete, move the request to the appropriate outlook folder.
   - Complete - Appointment was able to be scheduled
   - Attempted - Called patient and attempted to schedule

9. For ALL Scheduled Appointments from an Online Request
   - Make sure to update the email address from what is on the Online Request
   - On the Schedule:Confirmation screen, make sure to change the Reason : "Online Request"



Reason * Online Request

   - NOTE: If this step is missed, patient will not receive a confirmation email.



From: Online Appointment Request <wr.email@solismammo.com>
Date: July 13, 2019 at 7:30:06 PM EDT
To: <scheduling@washingtonradiology.com>
Subject: Online Appointment Request

The primary imaging study:	EXAM TYPE
Full Name:	PATIENT NAME
Date of Birth:	DATE OF BIRTH
Email:	PATIENT EMAIL
Primary Phone Number:	PATIENT PHONE
Cell Phone:	
Referring Physician Full Name:	PHYSICIAN'S NAME
Physician City:	PHYSICIAN'S CITY
Physician State:	PHYSICIAN'S STATE
Center location:	LOCATION REQUESTED
Preferred Appointment Day:	DATE OF WEEK REQUESTING
Preferred Appointment Time:	TIME FRAME REQUESTING
Additional Comments:	COMMENTS
Patient Info	
Insurance Information	
What is the name of your insurance plan?	PATIENT INSURANCE COMPANY
Member ID#:	POLICY NUMBER
Group #:	GROUP NUMBER
Your Address Information	
Your Full Name:	PATIENT NAME
Address:	PATIENT ADDRESS
Address Line 2:	
City:	PATIENT CITY
State:	PATIENT STATE
Zip:	PATIENT ZIP CODE
Referring Physician Information	
Full Name:	REFERRING PHYSICIAN NAME
Office Phone:	REFERRING PHONE NUMBER
Office Address:	REFERRING ADDRESS
City:	REFERRING CITY
State:	REFERRING STATE
Zip:	REFERRING ZIP CODE

Updated: 01/20/2020

Biopsy or MRI Order Contact List

Last Modified on 11/16/2021 10:03 am EST

Biopsy or MRI Contact Order List

Codes, Description, Location Rules, Prep and Additional Rules

Purpose: When an order or request is received for an MRI, Needle Localization, and or Biopsy, please email the order to respective contact listed below. Include everyone on the list for the associated center.

WR Centers	**MRI** Distribution List
DC- K ST	DCMRI
Chevy Chase, MD	MRI Chevy Chase
Potomac, MD	MRI Park Potomac
Fairfax, VA	Fairfax MRI

WR Centers	**Biopsy** Contact
DC- K ST	Danielle Ijeomah, Jalina Russell, Donna Batchelder
Chevy Chase, MD	Chevy Chase Biopsy
Potomac, MD	Gicela Hazell, Debbie Hullen
Bethesda, MD	Debbie Hullen
Fairfax, VA	Andrea Kellenberger & Heather Lawson
Sterling, VA	Shannon Logan, Laura Baez

- Email Format:
    - TO: Everyone Listed for Center Requested
    - CC: Supervisor
    - SUBJECT: “Biopsy Order” or “MRI Order” and [ENCRYPT] email
    - BODY INCLUDE:
        - Patient Name
        - MRN (Jacket Number)
        - Date of Birth
        - Reason for the email
            - Example: Received order for MRI. Please call patient to schedule exam. Thank you!

AFTER SENDING EMAIL:

- Note where email was sent to

EDITED: 11/16/2021

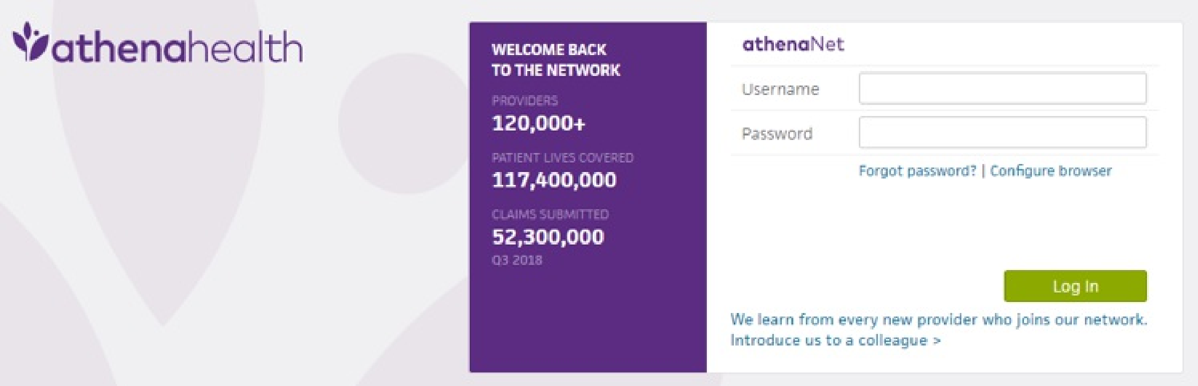
Athena - Adding Order - Administrative Task

Last Modified on 12/13/2019 2:21 pm EST

Athena - Adding Order

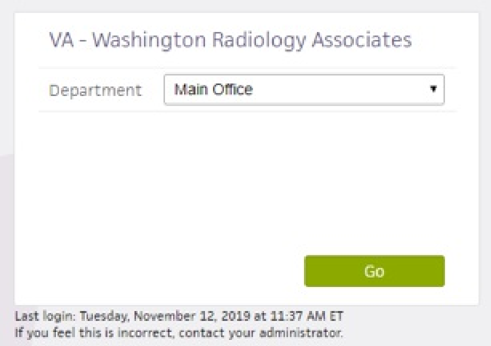
NOTE: This process is for all exams the Contact Center handles.
For orders for all other exam types (MRI, Biopsy, etc.), send via email to their contact personnel based on the exam type.

1. Log into Athena
    - athenahealth.com
    - Click on "Login"


athenahealth
WELCOME BACK TO THE NETWORK
PROVIDERS
120,000+
PATIENT LIVES COVERED
117,400,000
CLAIMS SUBMITTED
52,300,000
Q3 2018
athenaNet
Username
Password
Forgot password? | Configure browser
Log In

We learn from every new provider who joins our network. Introduce us to a colleague >

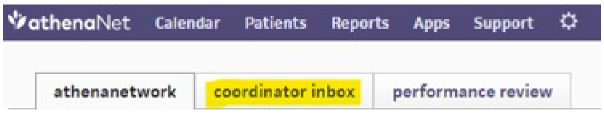
   - Enter Username and Password
   - Click "Login"


VA - Washington Radiology Associates
Department
Main Office
Go

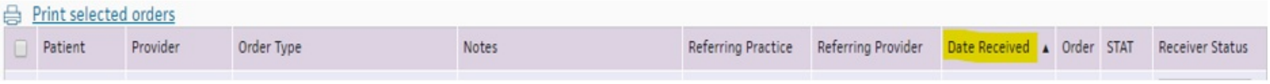
Last login: Tuesday, November 12, 2019 at 11:37 AM ET
If you feel this is incorrect, contact your administrator.

   - Confirm Department is set to "Main Office"
   - Click on "Ok"

2. Once logged in, click on the tab for "Coordinator Inbox"


athenaNet
Calendar
Patients
Reports
Apps
Support
athenanetwork
coordinator inbox
performance review

3. Filter List by
    - Enter Start and End Date
    - Receiver Status: Select "New"
    - Click "Filter"
    - Organize by "Date Received" and confirm arrow is pointing up



4. Pull up the order to work by clicking on the link to view order

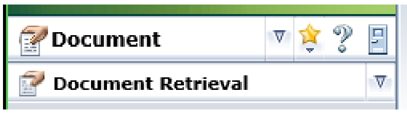
5. Save the PDF File
    - Right Click on the Order
    - Click "Save"
    - Save file in the Athena Orders folder
    - Name the file: LASTNAME, FIRST NAME
        - Note: If there are duplicates, put a number after the first name. Example: TEST, JAMIE 2

6. Pull up patient in Merge
    - Using the Athena Order, pull up the correct patient in Merge
    - Verify and update all demographics in Merge based on information on Athena Order

7. Determine Next Steps by reviewing patient file/history including reports
    - If exam is already scheduled, do not create an ordered exam
    - If exam has not been scheduled, create an ordered exam in Merge

8. Creating Ordered exam in Merge
    - Follow process for creating order in Merge
    - On the Order Details Screen:
        - Referring Physician - Confirm from the Athena Order
        - Reason - Confirm on the Athena Order
        - Location - Set to "All"
        - Status - Set to "Ordered"
        - Exam Priority - Set to "Routine"
        - Assign To - Set to "Athena"
        - DELETE the Order Number in Merge and input the number from Athena Portal that is labeled "Order Type"
        - Add Comment: "ATHENA ORDER IN ATHENA FOLDER AND ONBASE"
            - Comment Information: Category - Visit & Priority - Medium
    - Click "Complete" to save ordered exam in Merge
    - Review patient file to confirm order has been created for patient

9. Load the Order to Onbase for Existing Patient
    - Open Onbase
    - Change "Document Retrieval" to "Import Document" by clicking the arrow to the right



    - Path File: Click on "Browse" and select the order from the saved file in the drive
    - Document Type Group: Radiology
    - Document Type: Written Order
    - Document Date: [Confirm it shows today's date]
    - Order #:
        - If the exam is already scheduled, input the accession number (located on the exam details tab in Merge)
        - If the exam is not yet scheduled and in Ordered status, input the patients LASTNAME,FIRSTNAME
    - Medical Record #: Patient's Jacket Number
    - Patient's Last Name: Patient's Last Name

- Patient's First Name: Patient's First Name
- Patient's Middle Initial: Patient's Middle Initial
- Date of Birth: Patient's Date of Birth
- Examination Date:
    - If the exam is already scheduled, input the date the appointment is scheduled for
    - If the exam is in order status, delete the date listed
- Click "Import"

10. Load the Order to Onbase for New Patient
    - Document Type Group: Radiology
    - Document Type: Written Order
    - Document Date: [Confirm it shows today's date]
    - Order #: Input the patients LASTNAME,FIRSTNAME
    - Medical Record #: Input the patients LASTNAME,FIRSTNAME
    - Patient's Last Name: Patient's Last Name
    - Patient's First Name: Patient's First Name
    - Patient's Middle Initial: Patient's Middle Initial
    - Date of Birth: Patient's Date of Birth
    - Examination Date:
        - If the exam is already scheduled, input the date the appointment is scheduled for
        - If the exam is in order status, delete the date listed
    - Click "Import"

11. Update Receiver Status in Athena Portal
    - For the Order worked, update the Receiver Status based on the outcome:
    - Exam Already Scheduled - Change to "Completed"
    - Exam Ordered - Change to "Completed"
    - Exam is Already Completed - Change to "Completed"
    - Exam is not performed by WR - Change Status to "Canceled"

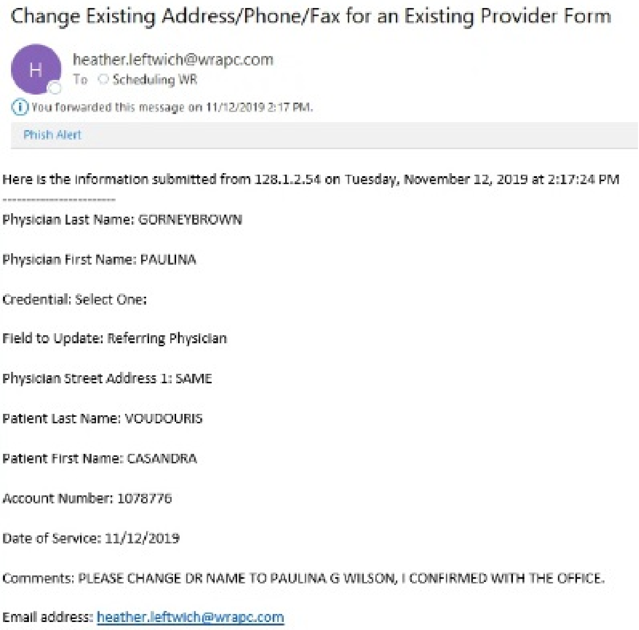
Updated as of: 12/13/2019

Merge - Updating Physicians - Administrative Task

Last Modified on 03/10/2020 12:25 pm EDT

Merge - Updating Physicians

Once a change request has been received, follow the below steps to make the changes within Merge Admin.



Change Existing Address/Phone/Fax for an Existing Provider Form

heather.leftwich@wrapc.com

To Scheduling WR

You forwarded this message on 11/12/2019 2:17 PM.

Phish Alert

Here is the information submitted from 128.1.2.54 on Tuesday, November 12, 2019 at 2:17:24 PM

Physician Last Name: GORNEYBROWN

Physician First Name: PAULINA

Credential: Select One:

Field to Update: Referring Physician

Physician Street Address 1: SAME

Patient Last Name: VOUDOURIS

Patient First Name: CASANDRA

Account Number: 1078776

Date of Service: 11/12/2019

Comments: PLEASE CHANGE DR NAME TO PAULINA G WILSON, I CONFIRMED WITH THE OFFICE.

Email address: heather.leftwich@wrapc.com

1. Log into Merge

2. Launch Admin Portion of Merge

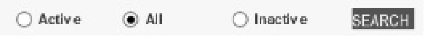
3. In the list (left side), scroll to the Physicians section

BOTH PHYSICIAN AND PHYSICIAN PRACTICES MUST BE UPDATED

PHYSICIAN PRACTICES:

16. Click on "Physician Practices" from far left column

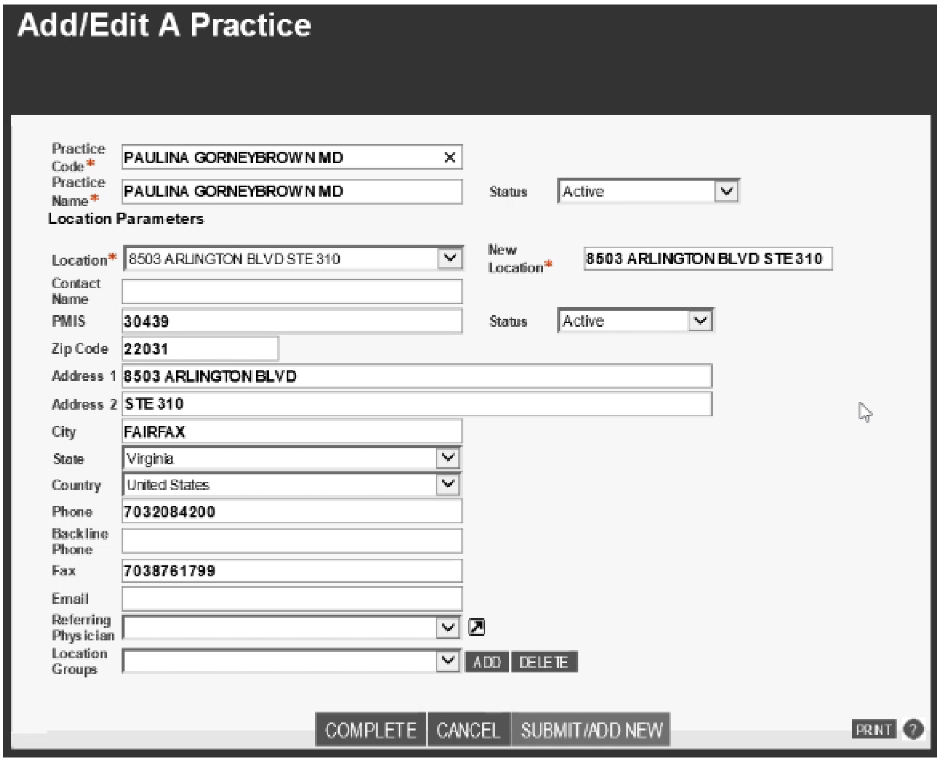
17. Before searching, confirm that the radio button for "All" is selected



○ Active ● All ○ Inactive

18. Enter the Updated Physician Name to search in Practice Code Field. [firstname%lastname]

19. Double click on the correct practice and the Add/Edit a Practice screen will appear



Add/Edit A Practice

Practice Code*: PAULINA GORNEYBROWN MD

Practice Name*: PAULINA GORNEYBROWN MD

Status: Active

Location Parameters

Location*: 8503 ARLINGTON BLVD STE 310

New Location*: 8503 ARLINGTON BLVD STE 310

Contact Name:

PMIS: 30439

Status: Active

Zip Code: 22031

Address 1: 8503 ARLINGTON BLVD

Address 2: STE 310

City: FAIRFAX

State: Virginia

Country: United States

Phone: 7032084200

Backline Phone:

Fax: 7038761799

Email:

Referring Physician:

Location Groups:

20. Any changes that were made in the Physician category need to be updated in this screen as well

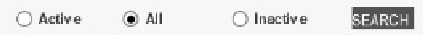
21. Click "Complete"

22. If there is an MRN listed in the change request, review the patient file to confirm the change is shown on their appointment.

PHYSICIAN: - CONFIRM THE UPDATES MOVED OVER CORRECTLY AND UPDATE FAX MANUALLY!

4. Click on "Physician"

5. Before searching, confirm that the radio button for "All" is selected



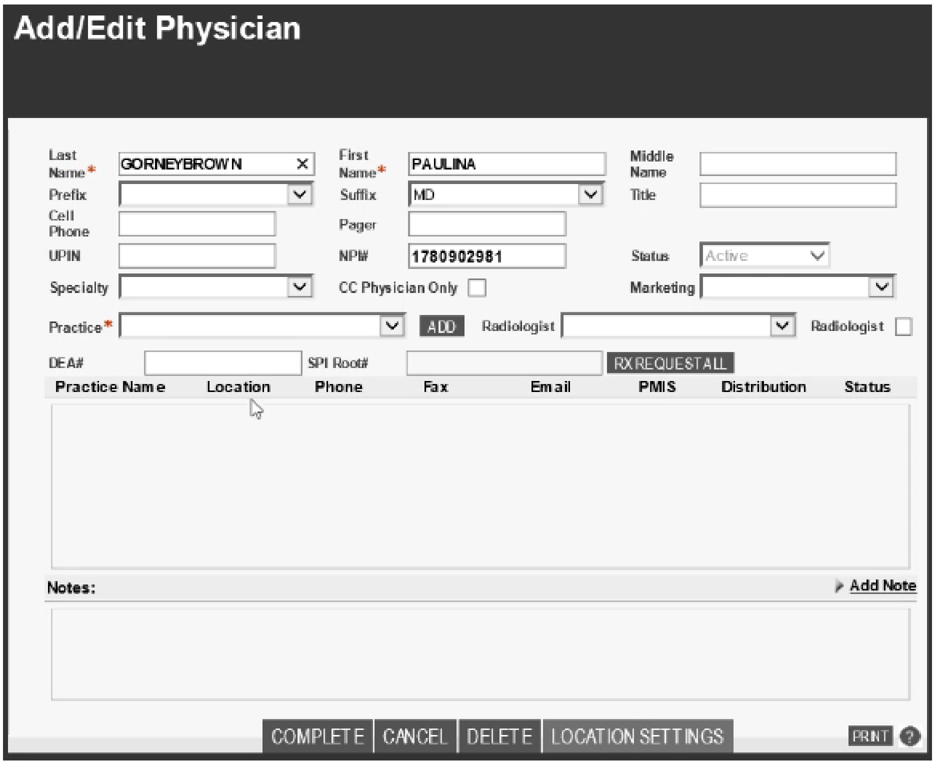
○ Active ● All ○ Inactive

6. Search in the field titled "Physician" by name. [lastname,firstname]

7. Click enter or "search"

8. Select the physician from the list displayed by double clicking on the row

9. Add/Edit screen will appear


ADD
RX REQUEST ALL
Add Note
COMPLETE
CANCEL
DELETE
LOCATION SETTINGS
PRINT

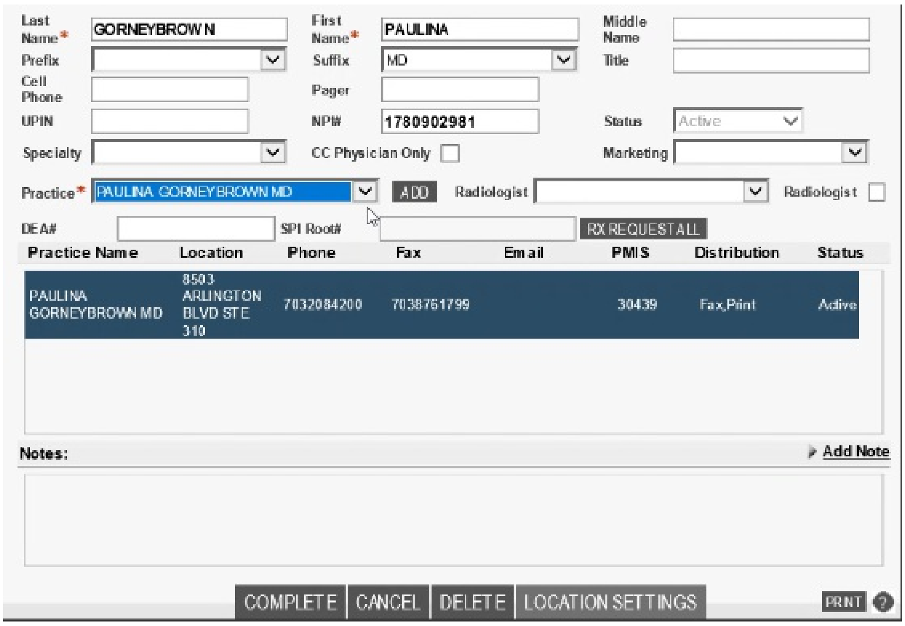
Add/Edit Physician

Last Name* GORNEYBROWN
First Name* PAULINA
Middle Name
Prefix
Suffix MD
Title
Cell Phone
Pager
UPIN
NPI# 1780902981
Status Active
Specialty
CC Physician Only ☐
Marketing
Practice*
Radiologist
Radiologist ☐
DEA#
SPI Root#

Practice Name	Location	Phone	Fax	Email	PMIS	Distribution	Status

Notes:

10. Under the "Practice" field, select the correct physician name


ADD
RX REQUEST ALL
Add Note
COMPLETE
CANCEL
DELETE
LOCATION SETTINGS
PRINT

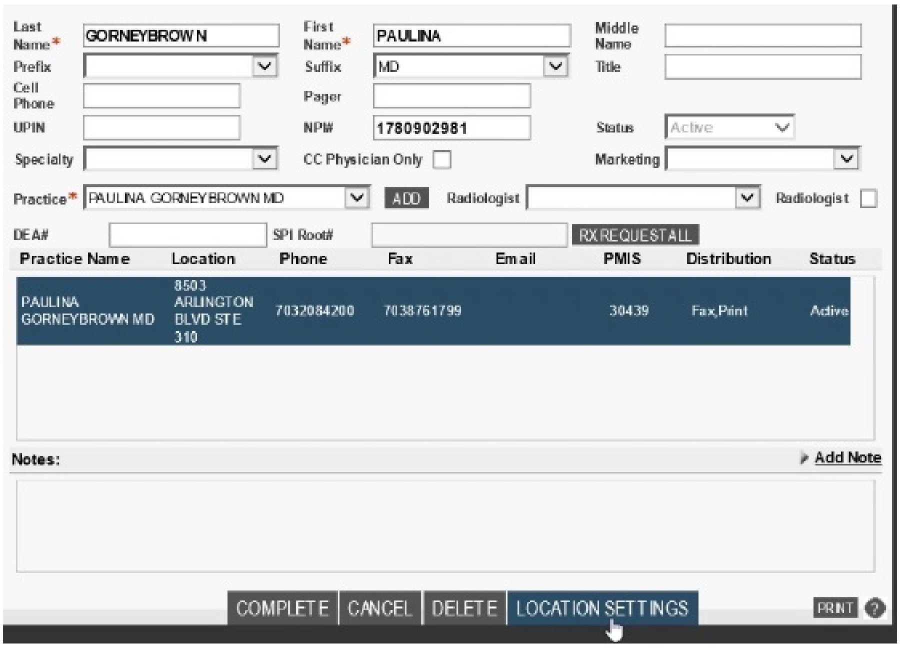
Last Name* GORNEYBROWN
First Name* PAULINA
Middle Name
Prefix
Suffix MD
Title
Cell Phone
Pager
UPIN
NPI# 1780902981
Status Active
Specialty
CC Physician Only ☐
Marketing
Practice* PAULINA GORNEYBROWN MD
Radiologist
Radiologist ☐
DEA#
SPI Root#

Practice Name	Location	Phone	Fax	Email	PMIS	Distribution	Status
PAULINA GORNEYBROWN MD	8503 ARLINGTON BLVD STE 310	7032084200	7038761799		30439	Fax,Print	Active

Notes:

11. Make sure that the correct physician listed is selected in blue under "Practice Name"
    - Note: If you are updating the physician name, you do not need to follow steps 12-14 skip to 15

12. Click on "Location Settings"



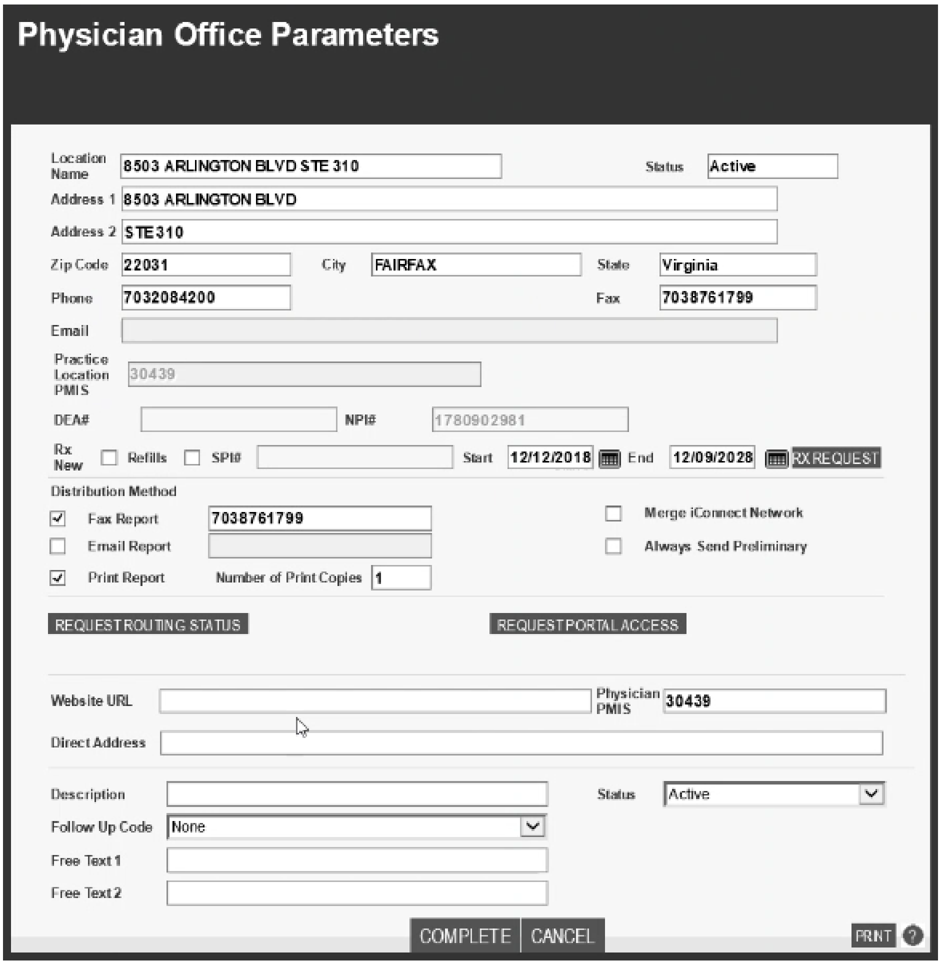
Last Name* GORNEYBROWN
First Name* PAULINA
Middle Name
Prefix
Suffix MD
Title
Cell Phone
Pager
UPIN
NPI# 1780902981
Status Active
Specialty
CC Physician Only ☐
Marketing
Practice* PAULINA GORNEYBROWN MD
Radiologist
Radiologist ☐
DEA#
SPI Root#

Practice Name	Location	Phone	Fax	Email	PMIS	Distribution	Status
PAULINA GORNEYBROWN MD	8503 ARLINGTON BLVD STE 310	7032084200	7038761799		30439	Fax,Print	Active

Notes:

ADD
RX REQUEST ALL
Add Note
COMPLETE
CANCEL
DELETE
LOCATION SETTINGS
PRINT

13. The Physician Office Parameters screen will appear
    - Note: This is where you will modify phone number, address, fax, distribution method preferences, etc.



Physician Office Parameters

Location Name 8503 ARLINGTON BLVD STE 310
Status Active
Address 1 8503 ARLINGTON BLVD
Address 2 STE 310
Zip Code 22031
City FAIRFAX
State Virginia
Phone 7032084200
Fax 7038761799
Email
Practice Location PMIS 30439
DEA#
NPI# 1780902981
Rx New ☐ Refills ☐ SPI#
Start 12/12/2018
End 12/09/2028
Distribution Method
☑ Fax Report 7038761799
☐ Email Report
☑ Print Report Number of Print Copies 1
☐ Merge iConnect Network
☐ Always Send Preliminary
Website URL
Physician PMIS 30439
Direct Address
Description
Status Active
Follow Up Code None
Free Text 1
Free Text 2

RX REQUEST
REQUEST ROUTING STATUS
REQUEST PORTAL ACCESS
COMPLETE
CANCEL
PRINT

14. Click on "Complete"

15. On the "Add/Edit Physician" Screen, click "Complete"

Updated: 11/12/2019

Merge - Adding New Physician - Administrative Task

Last Modified on 12/26/2019 4:47 pm EST

Merge - Adding New Physician

Once an add request has been received, follow the below steps to add the Physician within Merge Admin.

1. Prior to adding physician into merge, validate the NPI
    - https://npiregistry.cms.hhs.gov/registry/

2. Prior to adding physician into merge, pull up the ERP Doctor Additions list within the Public Drive
    - Note: To find the ERP Doctor Additions list, go to Business Office (i:), Scheduling Folder, and select ERP Doctor Additions

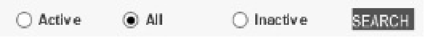
3. Log into Merge

4. Launch Admin Portion of Merge

5. In the list (left side), scroll to the Physicians section

6. Click on "Physician"

7. Before searching, confirm that the radio button for "All" is selected



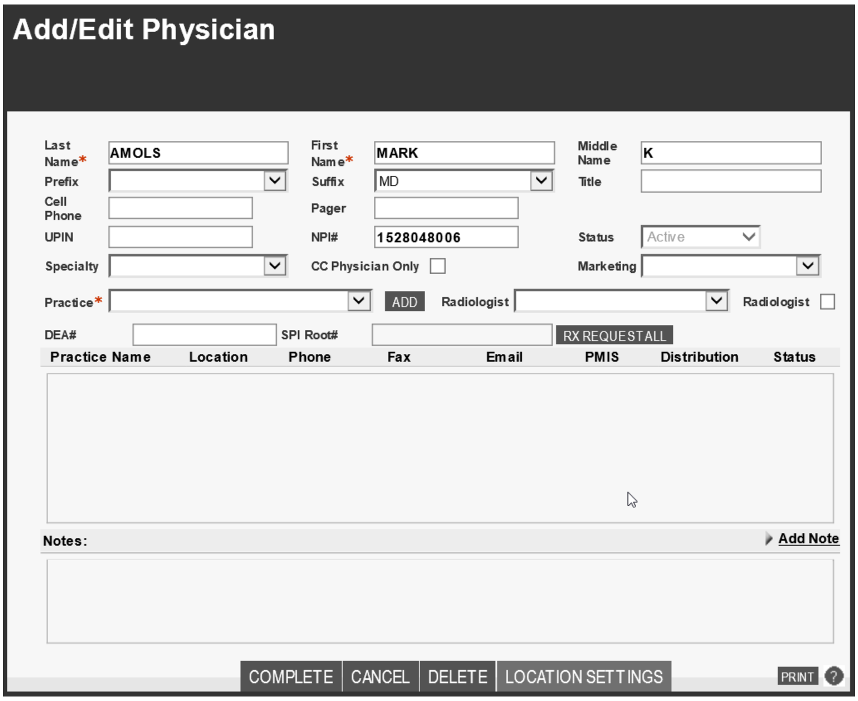
○ Active ● All ○ Inactive SEARCH

8. Search in the field titled "Physician" by name. [lastname,firstname]

9. If nothing comes up, search by only a few letters of the first and last name to confirm there is not a profile created already.

10. If no matches appear, click "Add" at the bottom of the Admin screen

11. Enter the Doctors information into the Add/Edit Physician Screen
    - First Name and Last Name
    - Middle Initial (If Provided)
    - NPI Number pulled from the NPI Registry Website
        - Note: LAST RESORT, use default NPI # of 1215985437
    - Select the correct Suffix
    - Enter the Specialty (Note: Review the NPI Registry. It should be listed on the website)


Add/Edit Physician
Prefix
Title
Cell Phone
Pager
UPIN
Specialty
CC Physician Only ☐
Marketing
Practice*
ADD
Radiologist
Radiologist ☐
DEA#
SPI Root#
RX REQUEST ALL
Practice Name
Location
Phone
Fax
Email
PMIS
Distribution
Status
Notes:
Add Note
COMPLETE
CANCEL
DELETE
LOCATION SETTINGS
PRINT
?

Last Name* AMOLS
First Name* MARK
Middle Name K
Suffix MD
NPI# 1528048006
Status Active

13. On the "Add/Edit Physician" screen, next to the "Practice" field, click the "Add" button

14. On the next screen that appears (Physician Practice Search), click "Add" button

15. On the "Add/Edit a Practice" screen, complete the following information:
- Enter the physician's name identically in the fields named "Practice Code" and "Practice Name"
    - Example: William H Smith MD
- Enter the physician address (Street number, street name, and suite name only. Do not enter city, state, or zip)
- Using the ERP Doctors Additions spreadsheet, fild the next available number and enter it in the PMIS Field
- Complete filling out Address 1, Address 2 (if applicable), Zip Code, Phone, and Fax (if available)

16. Once complete, click "Complete"

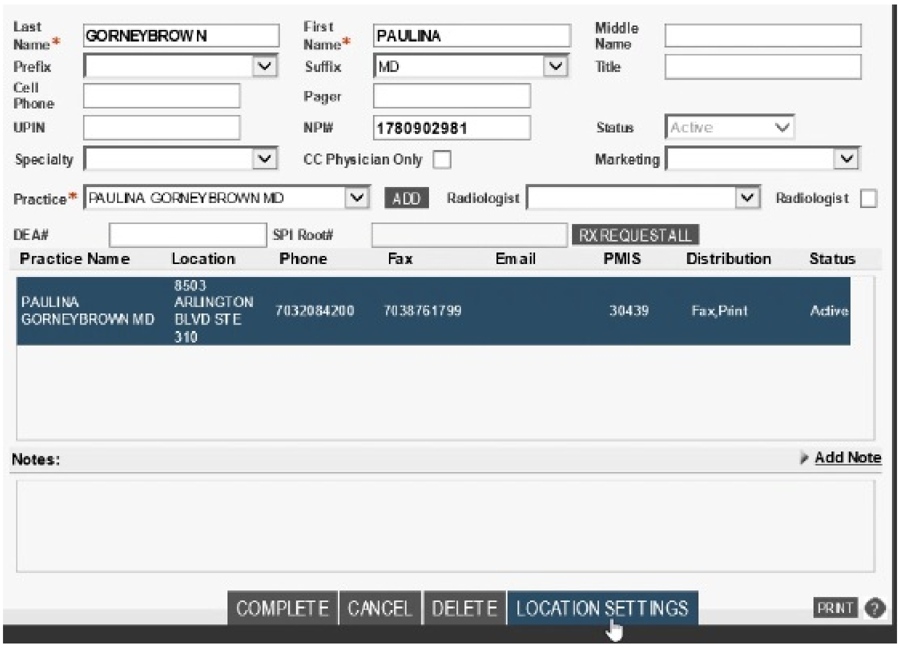
16. On the "Physician Practice Search" screen, double click on the address that was just added

17. The "Add/Edit Physician" screen will appear

18. Under the "Practice" dropdown, click on the physician's name

19. Make sure that the correct physician listed is selected in blue under "Practice Name"

20. Click on "Location Settings"



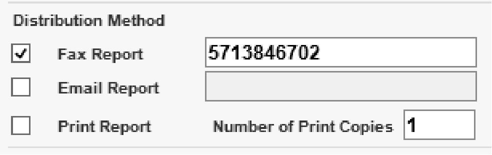
Last Name* GORNEYBROWN
First Name* PAULINA
Middle Name
Prefix
Suffix MD
Title
Cell Phone
Pager
UPIN
NPI# 1780902981
Status Active
Specialty
CC Physician Only ☐
Marketing
Practice* PAULINA GORNEYBROWN MD
Radiologist
Radiologist ☐
DEA#
SPI Root#

Practice Name	Location	Phone	Fax	Email	PMIS	Distribution	Status
PAULINA GORNEYBROWN MD	8503 ARLINGTON BLVD STE 310	7032084200	7038761799		30439	Fax,Print	Active

Notes:

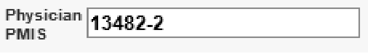
21. The Physician Office Parameters screen will appear

22. Update the Distribution Method
  - Check the box for Fax Report if receiving reports via fax. If fax, enter the fax number without dashes.
  - Check the box for Print Report if receiving reports via mail. Note: Enter a 1 in the Number of Print Copies box.
  - Note: Both options (fax and print) can be selected for the same physician.



Distribution Method
☑ Fax Report 5713846702
☐ Email Report
☐ Print Report Number of Print Copies 1

23. Update the Physician PMIS field to include the correct PMIS number from the ERP Doctors Additions list



Physician PMIS 13482-2

24. Click on "Complete"

25. On the "Add/Edit Physician" Screen, click "Complete"

26. If there is an MRN listed in the change request, review the patient file to confirm the change is shown on their appointment.

Updated: 11/12/2019

Admin Daily Goals and Prioritization

Last Modified on 10/08/2020 2:11 pm EDT

Reminder of the daily WR Admin goals:

Orders:

General expected service level goal is 24 hours from the time the order comes in to when it is processed.

- Electronic Orders - Our goal is to complete 130 orders processed in a full day (7.5 hrs) per person. This comes out to about 17 orders an hour. This is a good goal to strive for as you are working on processing these orders.
- Athena Orders - Our goal is to complete 50 orders processed in a full day (7.5 hrs) per person. This comes out to about 7 orders an hour. This is a good goal to strive for as you are working on processing these orders.
- Emailed and Faxed Orders – While the amount of orders received via email or fax will fluctuate daily, the processing time should average around 5 minutes per order. This includes saving in orders received folder, scanning into Onbase, and updating the account in Merge.

Online Requests:

- The average online requests that should be processed in a day is 60. This number comes out to an average of processing 8 online requests per hour. This will allow us to help maintain our promise to the patients of a 24 hour turnaround time.

Physicians:

- The average physician request should take a maximum of 10 minutes. We understand some requests may require additional research. This should be done within 4 hours of receipt of the request.

Duplicates:

- The average duplicate account request should take a maximum of 10 minutes. We understand some requests may require additional research. This should be done as soon as possible. Turnaround expectation is to be completed within 24 hours of receipt.

Understand these are not set goals. They are goals to strive for and can change at any time to fit the business needs. We will continue to rotate tasks throughout the admin team and will begin incorporating the additional agents who are trained in admin work.

Updated 10/8/2020

Call Transfer Guidelines

Last Modified on 08/27/2019 12:13 pm EDT

WASHINGTON
RADIOLOGY

Call Transfer Guidelines

Note:

- Please keep in mind our "One Call Resolution" philosophy. Transferring calls should be the absolute exception, not the rule.

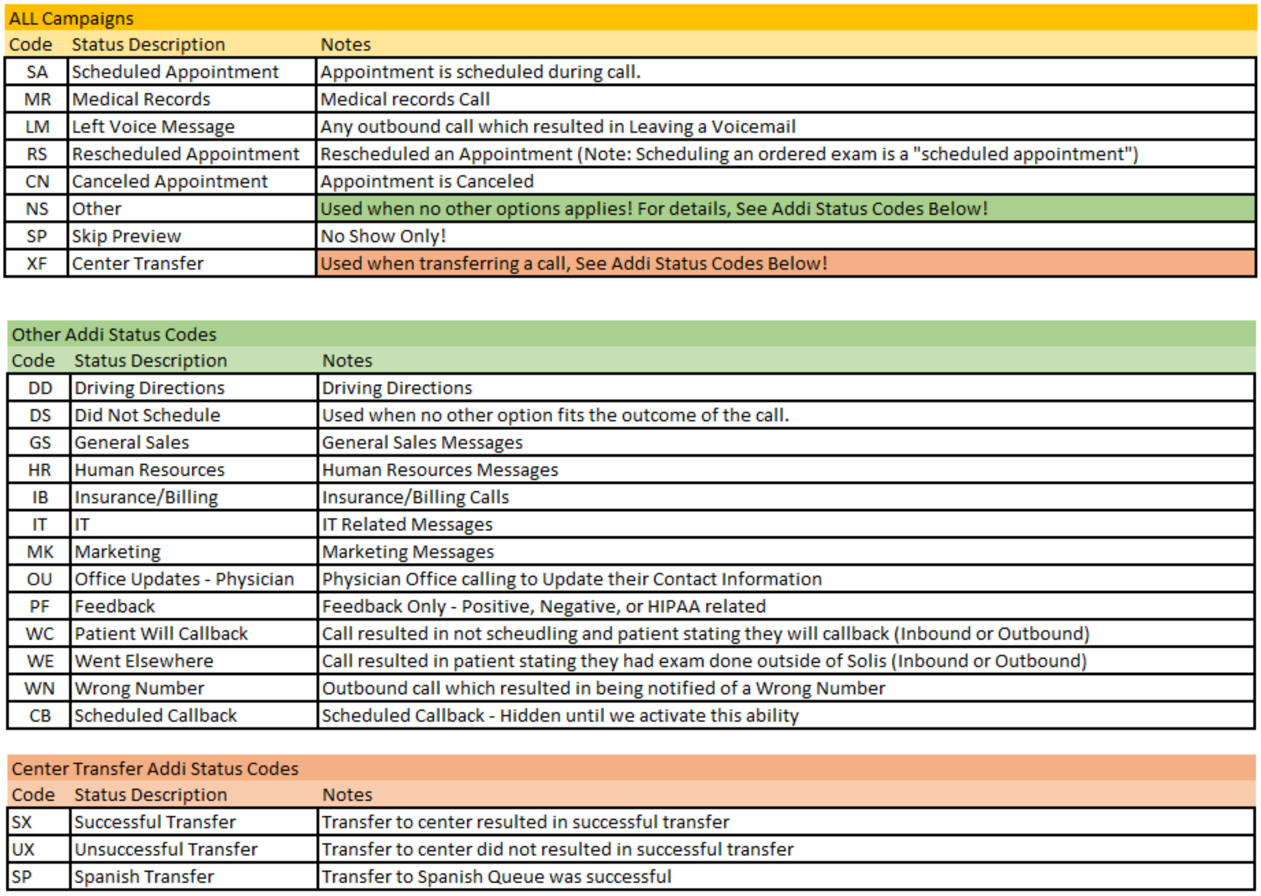
What do I do:

- Prior to transferring the call, the patient will be informed that he or she will be transferred to the clinical office staff to discuss further
    - Note: Agent will not many any guarantees to the ability to work in appointments
- Calls should be transferred to a Center Director or Supervisor. If they are not available, the medical assistant should take the calls without complaint.
- When transferring calls to the clinical office, the call should always be announced. [Warm Transfer]
    - Note: All calls will be accepted by the clinical office even if there is no possibility of working the patient into the schedule. When a patient cannot be accommodated, it is the clinical office's responsibility to inform the patient, not the scheduling department.
- Agents will always introduce themselves to the person answering the call and explain the nature of the call.

EDITED: 08/15/2019

Status Codes

Last Modified on 11/11/2020 3:14 pm EST



ALL Campaigns

Code	Status Description	Notes
SA	Scheduled Appointment	Appointment is scheduled during call.
MR	Medical Records	Medical records Call
LM	Left Voice Message	Any outbound call which resulted in Leaving a Voicemail
RS	Rescheduled Appointment	Rescheduled an Appointment (Note: Scheduling an ordered exam is a "scheduled appointment")
CN	Canceled Appointment	Appointment is Canceled
NS	Other	Used when no other options applies! For details, See Addi Status Codes Below!
SP	Skip Preview	No Show Only!
XF	Center Transfer	Used when transferring a call, See Addi Status Codes Below!

Other Addi Status Codes

Code	Status Description	Notes
DD	Driving Directions	Driving Directions
DS	Did Not Schedule	Used when no other option fits the outcome of the call.
GS	General Sales	General Sales Messages
HR	Human Resources	Human Resources Messages
IB	Insurance/Billing	Insurance/Billing Calls
IT	IT	IT Related Messages
MK	Marketing	Marketing Messages
OU	Office Updates - Physician	Physician Office calling to Update their Contact Information
PF	Feedback	Feedback Only - Positive, Negative, or HIPAA related
WC	Patient Will Callback	Call resulted in not scheudling and patient stating they will callback (Inbound or Outbound)
WE	Went Elsewhere	Call resulted in patient stating they had exam done outside of Solis (Inbound or Outbound)
WN	Wrong Number	Outbound call which resulted in being notified of a Wrong Number
CB	Scheduled Callback	Scheduled Callback - Hidden until we activate this ability

Center Transfer Addi Status Codes

Code	Status Description	Notes
SX	Successful Transfer	Transfer to center resulted in successful transfer
UX	Unsuccessful Transfer	Transfer to center did not resulted in successful transfer
SP	Spanish Transfer	Transfer to Spanish Queue was successful

EDITED: 11/11/2020

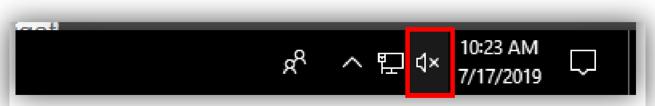
Noble Headset Issues

Last Modified on 11/11/2020 1:44 pm EST

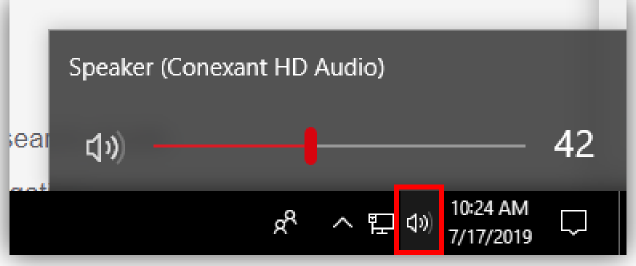
Noble - Headset Issues

Below is a possible solution to fix your headset if you begin to experience that you and the caller cannot hear each other. Typically, call will be connected but there will be no response from caller and this will happen on consecutive calls.

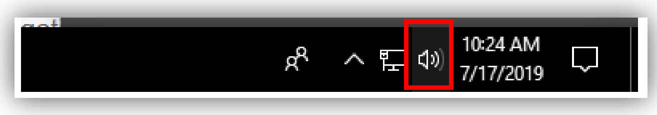
- When you use the mute button on your Plantronics headset it can mute the volume settings on your computer. This may cause you and the caller to no longer be able to hear each other.
- Before reporting that you cannot hear the patient or that they cannot hear you, check the speaker icon on the bottom right of your screen
  - If there is an "x" next to the speaker icon, that means it is muted



  - Click the speaker icon to unmute and adjust the volume up or down



- If there is not an "x" next to the speaker icon and volume is turned up, please let your supervisor know right away



NOTE: Remember, before you report the problem, check the speaker icon

EDITED: 7/17/2019

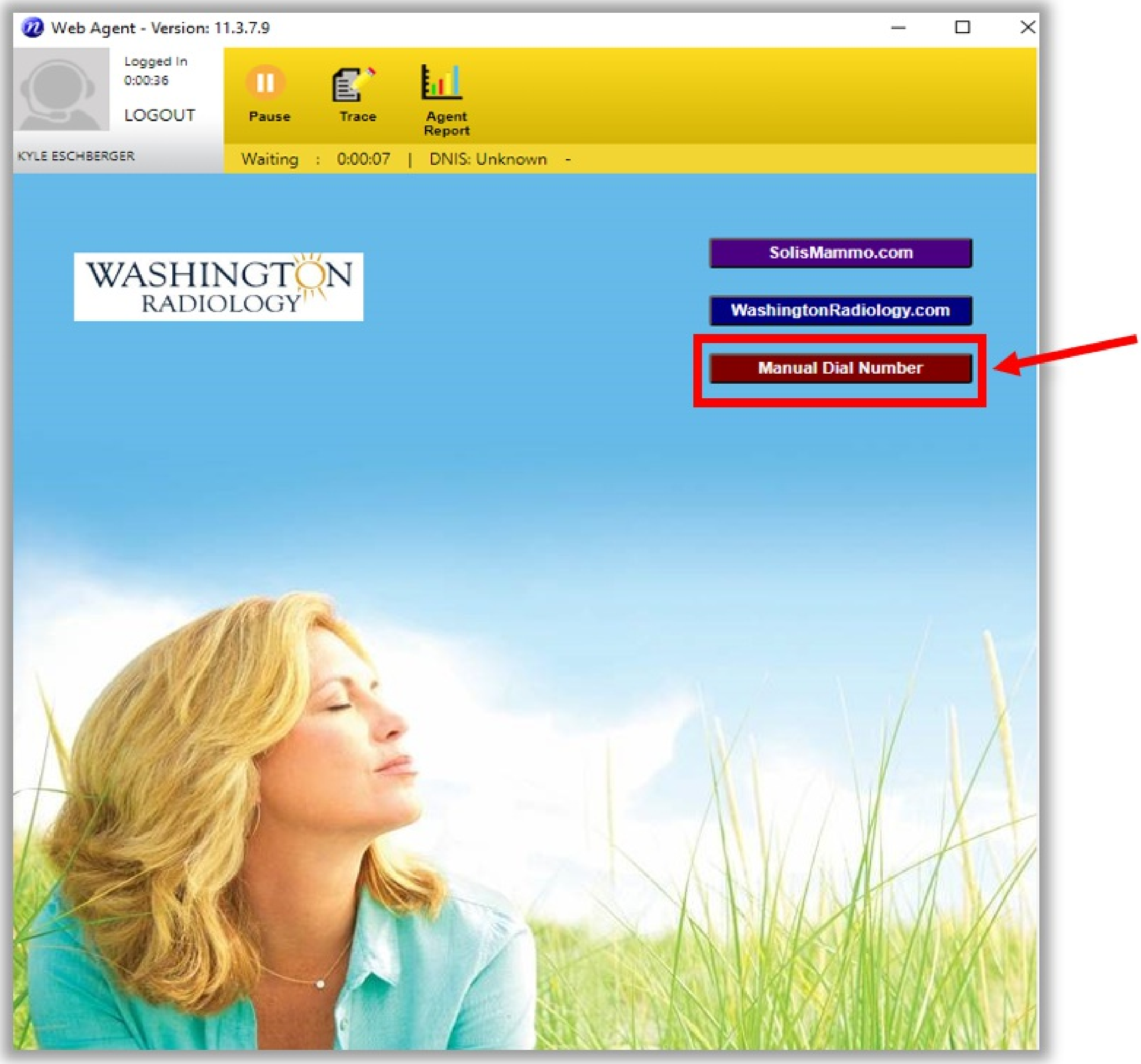
Manual Dial

Last Modified on 11/11/2020 3:30 pm EST

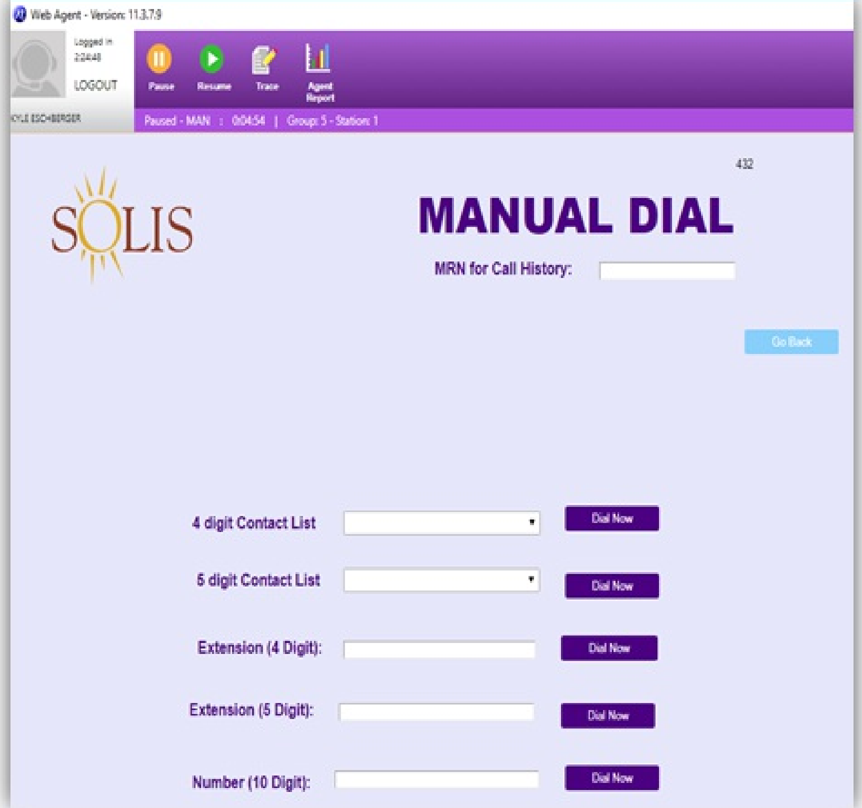
Contact Center
Noble Systems
Manual Dial

Manually Dialing a phone number in the Noble System is easily completed from the "In Between Call" screen.

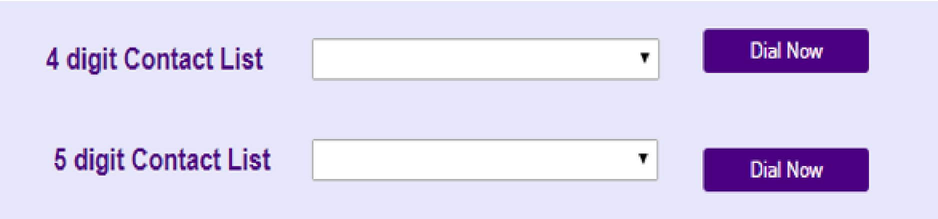
1. From the In Between Call screen, click "Manual Dial"


Web Agent - Version: 11.3.7.9
Logged In
0:00:36
LOGOUT
Pause
Trace
Agent Report
KYLE ESCHBERGER
Waiting : 0:00:07 | DNIS: Unknown -
WASHINGTON RADIOLOGY
SolisMammo.com
WashingtonRadiology.com
Manual Dial Number

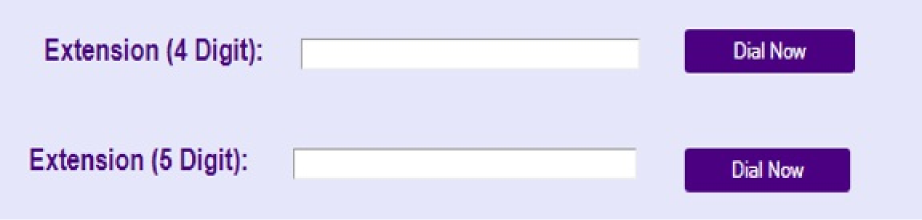
The Manual Dial screen will open


Web Agent - Version: 11.3.7.9
Logged in
2:24:48
LOGOUT
KYLE ESCHBERGER
Pause
Resume
Trace
Agent Report
Paused - MAN : 0:04:54 | Group: 5 - Station: 1
432
SOLIS
MANUAL DIAL
MRN for Call History:
Go Back
4 digit Contact List
Dial Now
5 digit Contact List
Dial Now
Extension (4 Digit):
Dial Now
Extension (5 Digit):
Dial Now
Number (10 Digit):
Dial Now

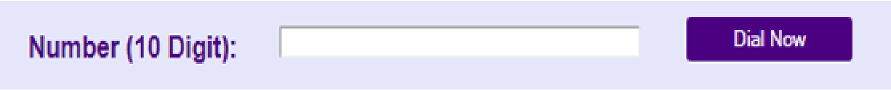
1. On the Manual Dial screen, there are 3 different ways to make outbound calls:
    1. Contact List – List of extensions for centers
        1. Use the drop down to select the number


4 digit Contact List
Dial Now
5 digit Contact List
Dial Now

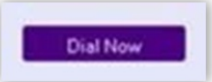
    2. Extension (4 digit or 5-digit) – Extensions only
        1. Dial a 4-digit or 5-digit extension directly


Extension (4 Digit):
Dial Now
Extension (5 Digit):
Dial Now

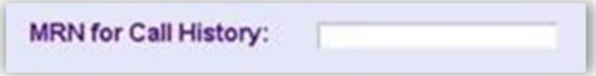
    3. Number (10 digit) – Enter a full 10-digit number
        1. No dashes needed
        2. Some numbers require entering a 1 first


Number (10 Digit):
Dial Now

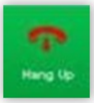
1. After entering number selection, click on “Dial Now” next to option



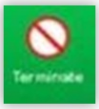
2. Enter MRN for Call History Log


MRN for Call History:

3. Hang Up



4. Terminate –



5. Select Status Code
6. Returns to In Between Call screen
7. Verify returned to “Waiting”

Edited: 11/11/2020

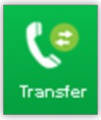
Transfers - Noble

Last Modified on 11/11/2020 3:38 pm EST

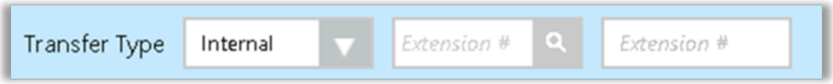
Contact Center
Noble Systems
Transfers

To call a supervisor or to transfer the caller in Noble System, use the transfer button on the campaign screen toolbar.

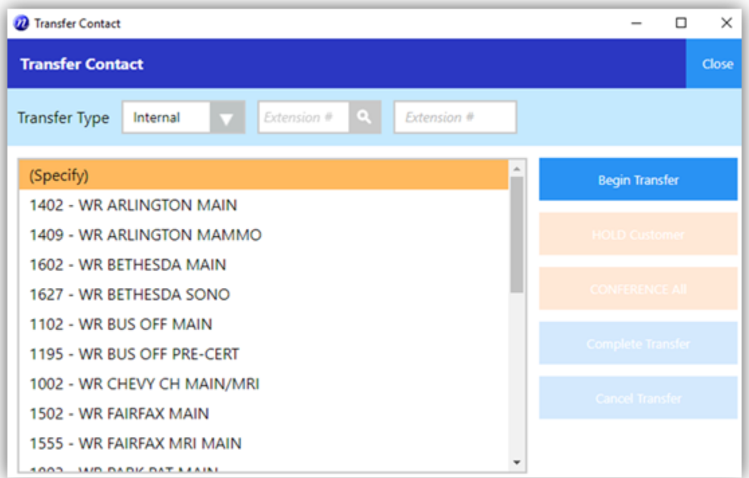
1. On any campaign screen, click “Transfer” on the toolbar



2. The Transfer Contact screen opens:
    1. Transfer Contact Screen Toolbar

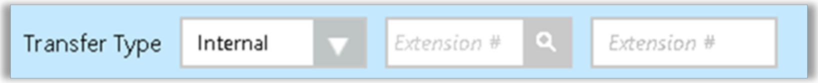

Transfer Type
Internal
Extension #
Extension #

        1. Transfer Type: Defaults to Internal
    2. 2nd Box: Search Contact List
        1. Search Matches display below


Transfer Contact
Transfer Contact
Close
Transfer Type
Internal
Extension #
Extension #
Begin Transfer
HOLD Customer
CONFERENCE All
Complete Transfer
Cancel Transfer

(Specify)
1402 - WR ARLINGTON MAIN
1409 - WR ARLINGTON MAMMO
1602 - WR BETHESDA MAIN
1627 - WR BETHESDA SONO
1102 - WR BUS OFF MAIN
1195 - WR BUS OFF PRE-CERT
1002 - WR CHEVY CH MAIN/MRI
1502 - WR FAIRFAX MAIN
1555 - WR FAIRFAX MRI MAIN

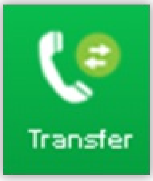
   3. 3rd Box: Direct Input 4 digit extension


Transfer Type
Internal
Extension #
Extension #

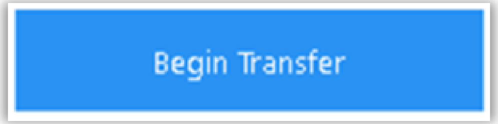
1. How to transfer a caller:

   Note: Transferring is also how you call supervisor or center while placing caller on hold.

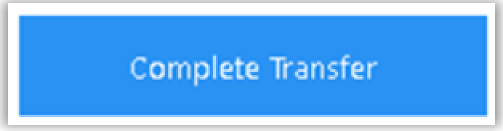
   1. Click “Transfer”



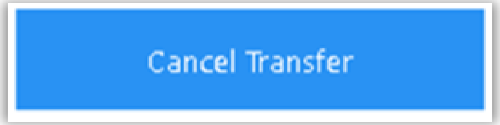
   2. Determine who to call/transfer caller to
   3. Click “Begin Transfer”
      1. Caller will be placed on hold, call will connect


Begin Transfer

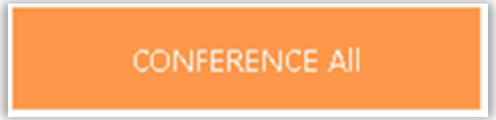
   4. To complete transfer (release caller to 3rd party), click "Complete Transfer"


Complete Transfer

5. To cancel transfer (bring caller back on the line and drop 3rd party), click “Cancel Transfer”


Cancel Transfer

6. To confernce all 3 lines together, click "Conference all"


CONFERENCE All

EDITED: 11/11/2020

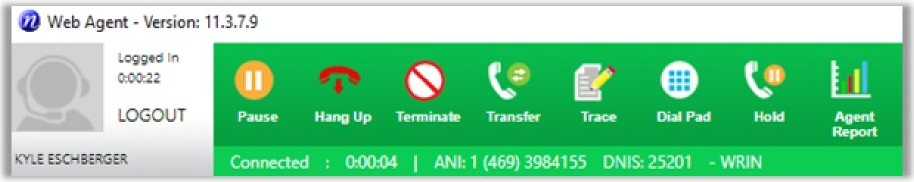
Tool Bar - Noble

Last Modified on 11/11/2020 3:58 pm EST

WASHINGTON RADIOLOGY

Contact Center
Noble Systems
New MRN

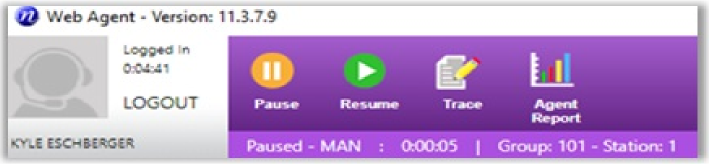
Composer within the Noble Systems is where the agents answer and handle calls/contacts.
Below is the agent toolbar and how each


Web Agent - Version: 11.3.7.9
LOGOUT
Pause
Hang Up
Terminate
Transfer
Trace
Dial Pad
Hold
Agent Report

Logged In 0:00:22

KYLE ESCHBERGER

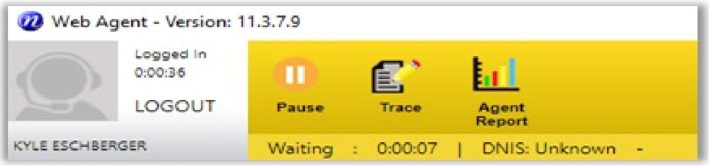
Connected : 0:00:04 | ANI: 1 (469) 3984155 DNIS: 25201 - WRIN


Web Agent - Version: 11.3.7.9
LOGOUT
Pause
Resume
Trace
Agent Report

Logged In 0:04:41

KYLE ESCHBERGER

Paused - MAN : 0:00:05 | Group: 101 - Station: 1


Web Agent - Version: 11.3.7.9
LOGOUT
Pause
Trace
Agent Report

Logged In 0:00:36

KYLE ESCHBERGER

Waiting : 0:00:07 | DNIS: Unknown -

PURPLE – Paused

YELLOW – Waiting

GREEN – Connected

ORANGE – After Call Work

RED – De-Assigned

1. Picture of Agent
2. Name of Agent
3. Logout – Click to Logout of Noble Composer
4. Pause – Gives a list of Pause Codes

5. Hang Up – Hang Up Active Call
6. Terminate – Terminate to Disposition Call
7. Transfer – Transfer Caller
8. Trace – Log when having IT Issues
9. Dial Pad – Used to Dial (Can also use keyboard)
10. Agent Report – Daily Report on Agent
11. Resume – Places you back in active Status

EDITED: 11/11/2020

Pause Types - Noble

Last Modified on 11/11/2020 4:01 pm EST

WASHINGTON
RADIOLOGY

Contact Center
Noble Systems
Pause Types

When pausing work in Noble Systems, agents must use appropriate pause types.
Pause Codes: DND Codes

PAUSE CODES HIGHLIGHTED IN GREEN CAN BE USED BY AGENTS AS DESCRIPTION INDICATES BELOW
PAUSE CODES WITH AN *ASTERISK* MUST BE APPROVED BY A MEMBER OF THE LEADERSHIP TEAM PRIOR TO USING

1. BRK – Break 1
    a. Scheduled 15-minute break
2. BRK2 – Break 2
    a. Scheduled 15-minute break
3. *COA – Coaching
    a. Receiving feedback from QAA or Contact Center Leadership
4. *FAX - Fax
    a. Faxing multiple reports to a physician
        - If more than 5, agent must send request to Medical Records
5. *HR – Human Resources
    a. Scheduled meeting with HR
6. LNC – Lunch 30
    a. Scheduled 30-minute lunch
7. *LNC – Lunch 60
    a. Scheduled 60-minute lunch
8. *MAN – Manual Dial
    a. Used when manually dialing outbound calls
9. *MTG – Meeting
    a. Attending any type of meeting whether one on one or in a group
10. *RTRN – Refresher Training
    a. Attending monthly refresher training
11. *TEC – Technical

   a. **Experiencing technical difficulties and is unable to work**
      - **Must immediately speak with leadership and have a ticket submitted**

12. ***TMTG – Team Meeting**
13. ***TRN – Training**
    a. **Attending required training such as HIPAA, Compliance, etc.**

14. ***UNS – Unscheduled**
    a. **Quick "unscheduled" break such as restroom break or coffee break**
       - **To be used sparingly!**

15. ***VIS – Visitor**
    a. **Visitor is y-cording with agent**

16. **TGEN – System Generic**
    a. **Initial Login Status**

EDITED: 11/11/2020

WR Sales Events - AE

Last Modified on 07/26/2021 10:15 am EDT

NO CURRENT EVENTS

Updated: 07/26/2021

Overall Account Executive AE Team Assignments

Last Modified on 12/08/2021 12:05 pm EST

WASHINGTON
RADIOLOGY

Account Executive Center Assignments

AE Center Assignments 07-2021.xlsx 📎

EDITED: 07/26/2021

Voicemail Scripting

Last Modified on 03/26/2020 11:10 am EDT

SOLIS Mammography

Voicemail Script

Voicemail Script – Outbound Orders

- Hi! This message is for _______. My name is ________ calling from Washington Radiology. We received an order from your physician. Please contact us at your earliest convenience at 703-280-9800. Thank you! Have a great day!

Voicemail Script – Outbound Overdue

- Hello. This message is for _______. My name is ________ calling from Washington Radiology. This is a courtesy call for an annual appointment reminder . Please contact us at your earliest convenience at 703-280-9800. Thank you! Have a great day!

General Voicemail Script

- Hi! This message is for _______. My name is ________ calling from Washington Radiology. Please contact us at your earliest convenience at 703-280-9800. Thank you! Have a great day!

Edited: 5/24/2017

Overdue Spreadsheet Rules

Last Modified on 11/20/2019 2:58 pm EST

Overdue Spreadsheet Rules

- **RIS:**
    - Do NOT call if patient has been seen within the last year
    - Do NOT call if there is an order pending from the same month we are working.
        - Example: Today is 05/15/2017. Order pending from 05/10/2017.
    - Do NOT call if patient is already scheduled
    - Do NOT call if patient was called within the last week
    - Do NOT call if DNC or Deceased is in the address field
    - Do NOT call if patient is under 40 or over 90 years old
    - Do NOT call male patients
    - Do NOT call if notes state patient went elsewhere
    - Do NOT call if records were transferred to outside facility

- **Calling:**
    - Dial cell phone and home phone only!
        - Do NOT dial emergency contact or work number

- **Spreadsheet:**
    - Do NOT alter spreadsheet
        - Do NOT rename spreadsheet!
        - Do NOT delete columns or rows
        - Do NOT add colors to cells
        - Do NOT reorganize listed
        - Do NOT filter columns

If you accidently delete or alter a spreadsheet, STOP and get Manager or Supervisor involved asap!

- Do NOT add your own notes in columns
    - Use dropdown to select approved notes
    - If needed, use Comments column
        - Limit the amount of notes added
        - Abbreviate if necessary
- Get supervisor assistance if spreadsheet is not correct or needs to be updated

Edited: 5/24/2017

Outbound Orders Rules

Last Modified on 01/15/2020 5:05 pm EST

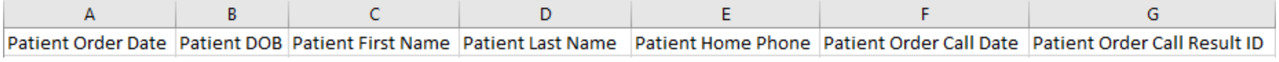
Outbound Orders Rules

- **IMPORTANT:**
    - DO ALL RESEARCH BEFORE MAKING ANY CALL!
    - In history: (Examples, but not limited to list below)
        - Is patient already scheduled for the exam?
        - Has patient had the exam recently?
        - How old is the patient?
        - What is the reason for the order?
        - Is there more than 1 order for the exact same exam?
        - What does the last report say?
        - READ ALL NOTES in Merge!
    - ALWAYS schedule from the work order queue!

- **Do NOT call on orders for:**
    - Biopsy
    - MRI
    - Dr. Allison Patients/Orders
    - Instead, Send an email to the Contact Person on MRI or Biopsy Contact Job Aid.
        - Email Template:
            - Subject: [encrypt] Electronic Order Received
            - Body of email:
                - Patient Name:
                - MRN:
                - DOB:
                - Exam:

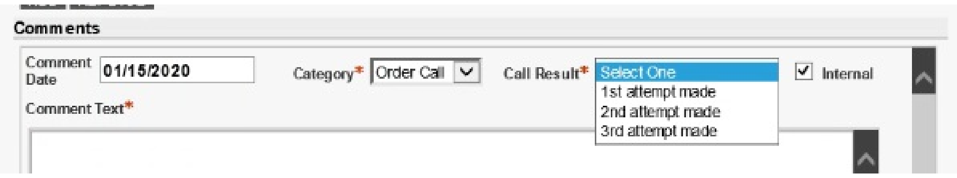
- **Reading Excel:**
    - Columns A-E are provided on the spreadsheet and include patient information (DO NOT MAKE CHANGES!)
    - Column F & G - Only columns to make changes to/Update

        - Column F - Update to include the date and time that call is made [Ex: 11/22/2020 12:30]
        - Column G - Update to the appropriate status:
            - First Call Completed
            - Second Call Completed
            - Third Call Completed



A	B	C	D	E	F	G
Patient Order Date	Patient DOB	Patient First Name	Patient Last Name	Patient Home Phone	Patient Order Call Date	Patient Order Call Result ID

- **Updating Priority in Merge:**
    - Double click on the order in the Work Order Queue
    - Under "Comments" update the "Call Result" drop down to match the appropriate situation
    - In the "Comment Text" box, enter notes related to the situation
        - Example: Left voicemail to schedule exam - hshirley
    - Click "Add" to add the note and save the updated call result
    - Click "Complete" to close out of the order



Comments

Comment Date: 01/15/2020

Category*: Order Call

Call Result*: Select One

1st attempt made

2nd attempt made

3rd attempt made

☑ Internal

Comment Text*

- **Priority BEFORE scheduling appointment:**
    - No Priority - Order Received - Has not been called
    - First Call Completed - Patient has been called once
    - Second Call Completed - Patient has been called twice
    - Third Call Completed - Will not be called on again
        - Patient has been called 3 times
        - Got an updated phone number and new number does not work
        - Wrong phone # or no phone number

- **All Orders [Excluding X-Ray, Dr. Allison Patients/Orders, MRI, or Biopsy] Call Flow:**
    - Call Patient
        - If answer:
            - Advise: "Hello! My name is _____ with Washington Radiology. Is [patient name] available?
                - Yes: "We have received an order from your physician to schedule an exam. Would now be a good time for you to schedule?"
                    - Follow call flow for outbound calls to schedule
                - No: "Please have [patient name] call us back at 703-280-9800."

        - If no answer:
            - Leave voicemail if available
                - Script:"Hi! This message is for ______. My name is _____ calling from Washington Radiology. We received an order from your physician. Please contact us at your earliest convenience at 703-280-9800. Thank you! Have a great day!"
            - Move priority to the next priority in line in both Merge and notate in Column G on spreadsheet.

- **X-Ray Orders Call Flow:**
    - Call Patient
        - If answer:
            - Advise "We received an order for an x-ray but that we do not set appointments for this exam."
            - Confirm location and advise the patient they can walk in for the exam.
            - Move priority to 3rd Call Completed in both Merge and notate in Column G on spreadsheet
        - If no answer:
            - Leave voicemail if available
                - Script:"Hi! This message is for ______. My name is _____ calling from Washington Radiology. We received an order from your physician. Please contact us at your earliest convenience at 703-280-9800. Thank you! Have a great day!"
            - Move priority to 3rd Call Completed in both Merge and notate in Column G on spreadsheet.

- **Pelvic and Transvaginal Ultrasound Orders:**
    - Two separate orders received
        - Schedule/Call order for Pelvic Transabdominal
        - Move Pelvic Transvaginal to 3rd Call Completed in both Merge and notate in Column G on spreadsheet.
            - Do NOT call on Transvaginal order unless it is the only order received

- **When to Cancel Orders:**
    - If exam was completed at WR or another facility
    - Patient doesn't want exam done and did not have it done elsewhere
    - Patient does not want agent to callback at all (DNC)
    - Patient has more than 1 order for the same exam, cancel all but 1 (Leave most recent active)

- **Spreadsheet Priority:**
    - 0 call/Blank : FIRST priority of the day!
        - If you do not finish the list, give back to supervisor/manager
        - Do NOT continue on the list the following day. (Communicate with supervisory/manager)

    - 1st or 2nd Calls : Second Priority of the day!
        - If you do not finish the list, complete the next day.
        - Reply to the email at the end of the day and give status of the orders
            - Completed or # of patients left on the list
            - Name of last patient called

- **Spreadsheet Rules:**
    - Do NOT add your own notes in the columns
    - Get supervisor assistance if spreadsheet is not correct or needs to be updated

Updated: 01/15/2020

January 2020 Monthly Training - Powerpoint

Last Modified on 02/03/2020 9:17 am EST

WASHINGTON
RADIOLOGY

Contact Center

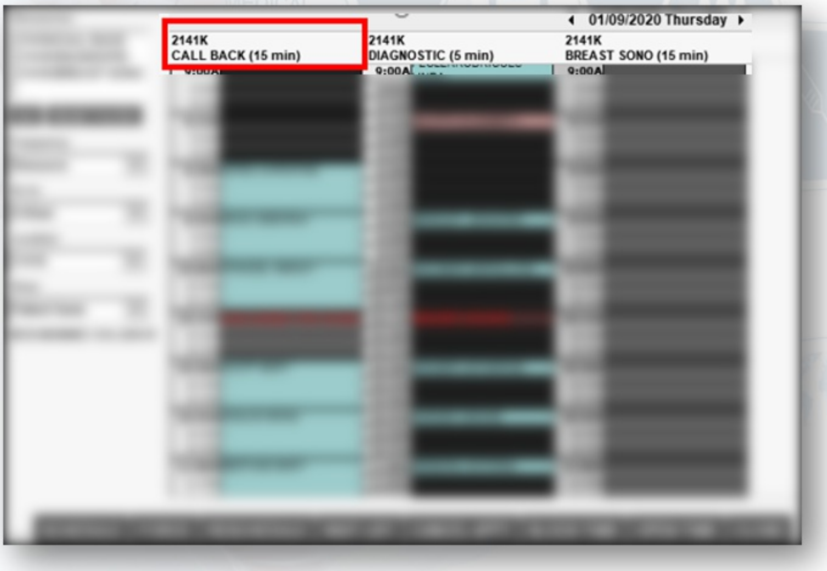
Monthly Training

January 2020

CALLBACKS

Scheduling Callback Appointments

- Screening mammo showed possible abnormalities and additional testing is needed
- Only scheduled at certain locations
- Callbacks are made by clinical team members
- Exam type is MCB – Callback
- Schedule in "Callback" room ONLY


01/09/2020 Thursday
2141K
CALL BACK (15 min)
2141K
DIAGNOSTIC (5 min)
2141K
BREAST SONO (15 min)
9:00A
9:00A
9:00A

WASHINGTON
RADIOLOGY

Medical Terminology

Mammo Techs:

- Licensed technician
- Positions patient during mammogram to obtain images
- Adjusts settings depending on density
- Concentrates on areas with abnormal appearance
- Performs mammograms and most breast ultrasounds

Radiologists:

- Doctor trained to interpret images
- Interprets mammogram and ultrasound imaging
- Sometimes performs breast ultrasounds
- Consults all patients after a diagnostic mammogram and/or breast ultrasound

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RADIOLOGY

Order:
- Physician instructions for the treatment of patients under their care

Referral:
- May be needed for services from a practitioner or specialist other than your PCP if you want the services to be covered

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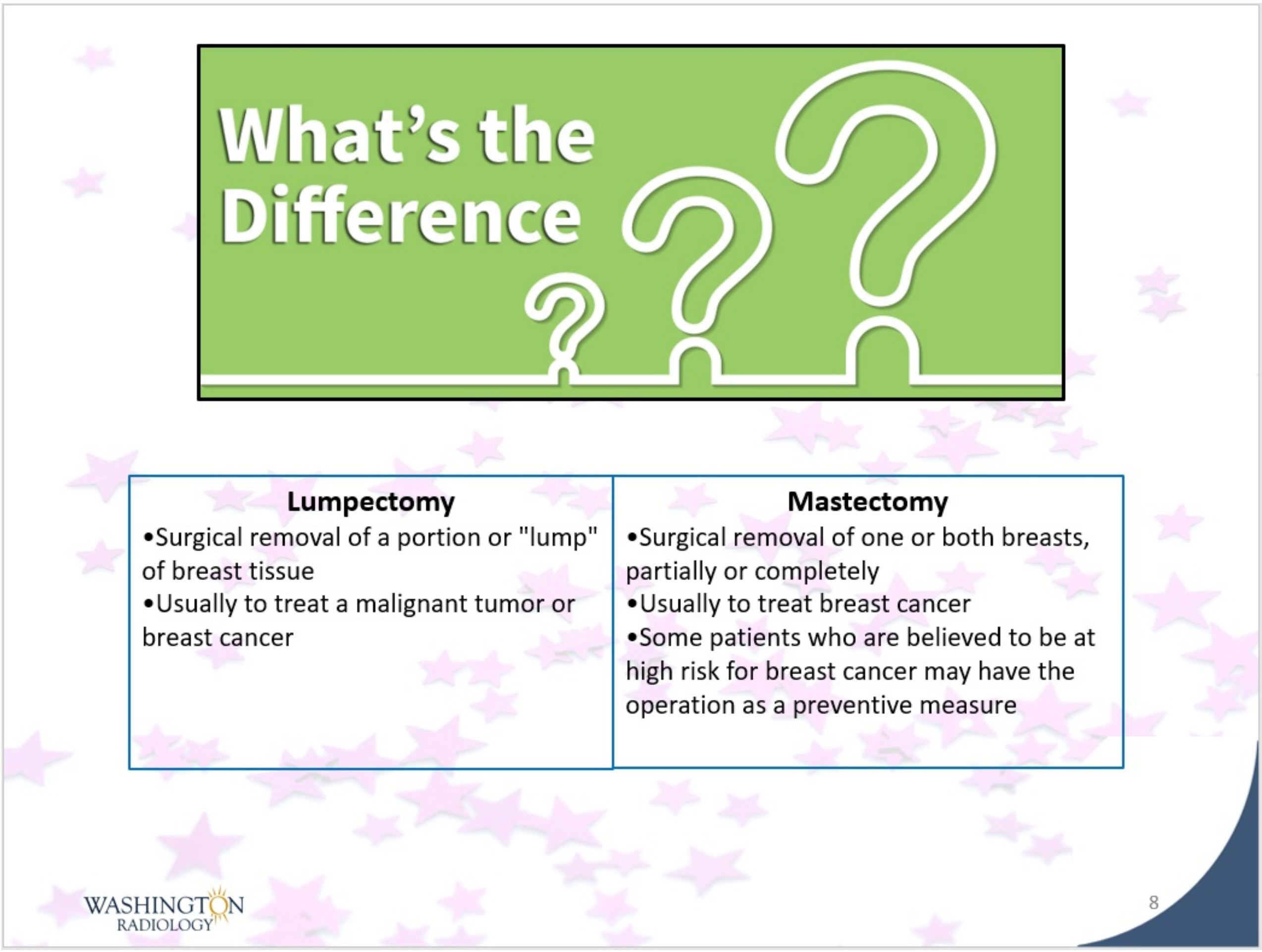
DON'T WORRY - YOUR PATIENTS' ELECTRONIC RECORDS WILL BE SAFE ACROSS YOUR NETWORK. I'M USING AN ENCRYPTION BASED ON DOCTOR HANDWRITING LEGIBILITY.

Benign:
- Not harmful or malignant
- Does not threaten health or life, especially not becoming cancerous

Malignant:
- The presence of cancerous cells that can spread in the body or invade and destroy tissue

Tomosynthesis:
- Advanced mammography that takes multiple images of the breast tissue
- Images are sent to a computer that combines them into a 3-D image of the entire breast.



What's the Difference

Lumpectomy	Mastectomy
•Surgical removal of a portion or "lump" of breast tissue •Usually to treat a malignant tumor or breast cancer	•Surgical removal of one or both breasts, partially or completely •Usually to treat breast cancer •Some patients who are believed to be at high risk for breast cancer may have the operation as a preventive measure

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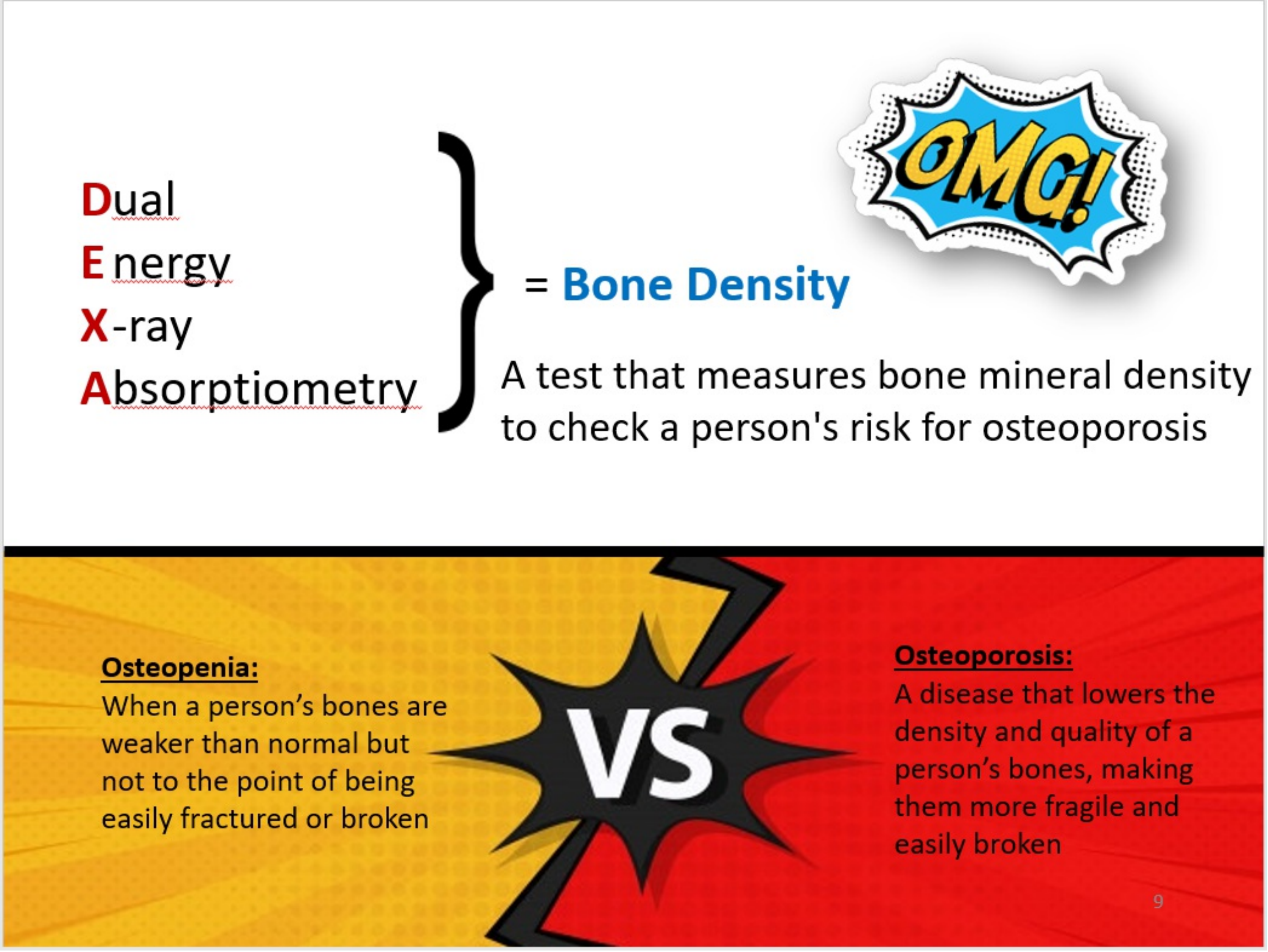


Dual
E nergy
X-ray
Absorptiometry

= **Bone Density**

A test that measures bone mineral density to check a person's risk for osteoporosis

Osteopenia:
When a person's bones are weaker than normal but not to the point of being easily fractured or broken

Osteoporosis:
A disease that lowers the density and quality of a person's bones, making them more fragile and easily broken

EDITED: 01/20/2020

Merge - Exam Type Cleanup Powerpoint

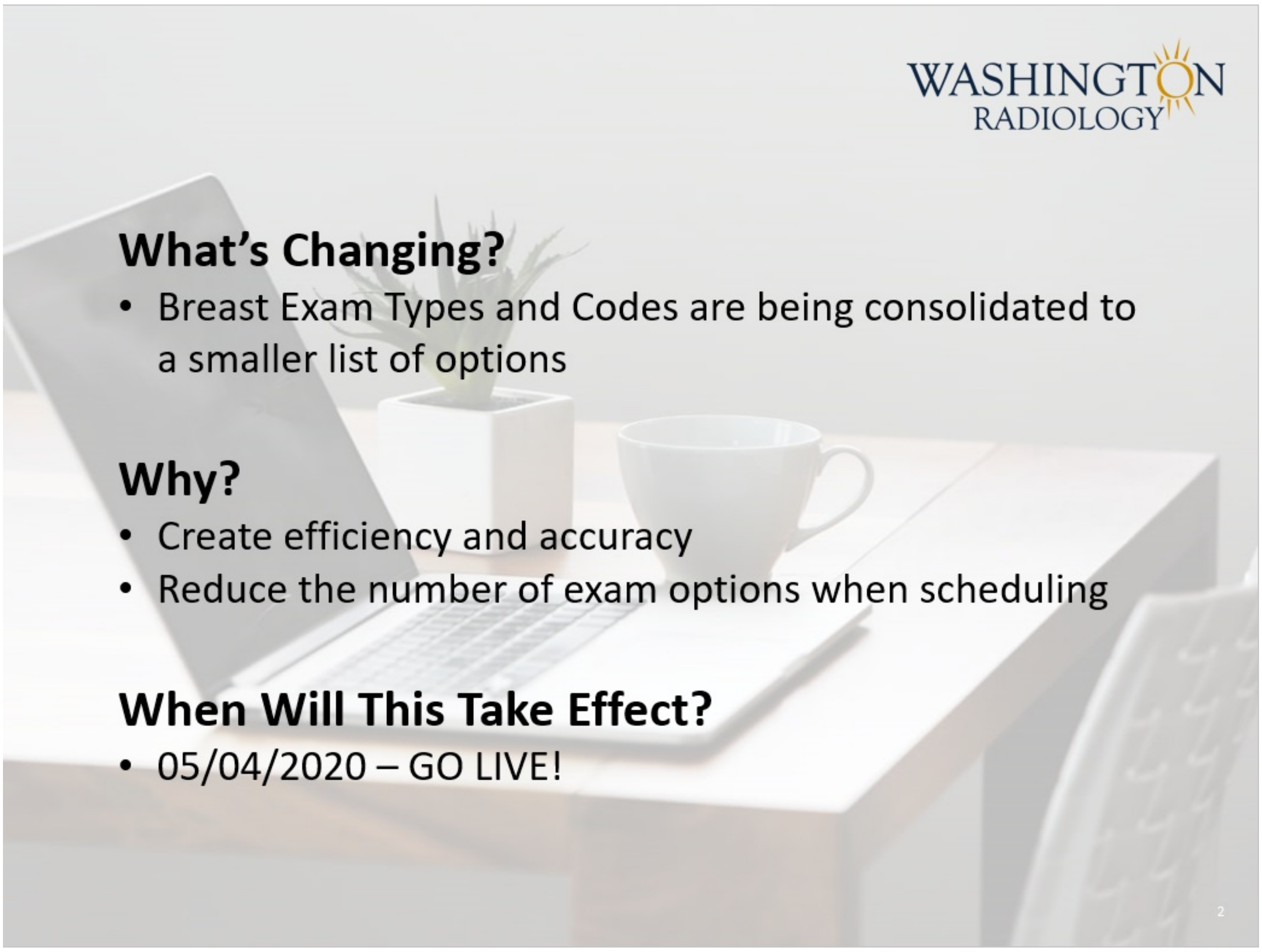
Last Modified on 05/01/2020 12:57 pm EDT

WASHINGTON
RADIOLOGY

Merge

Exam Type Cleanup

May 2020



WASHINGTON RADIOLOGY

What’s Changing?

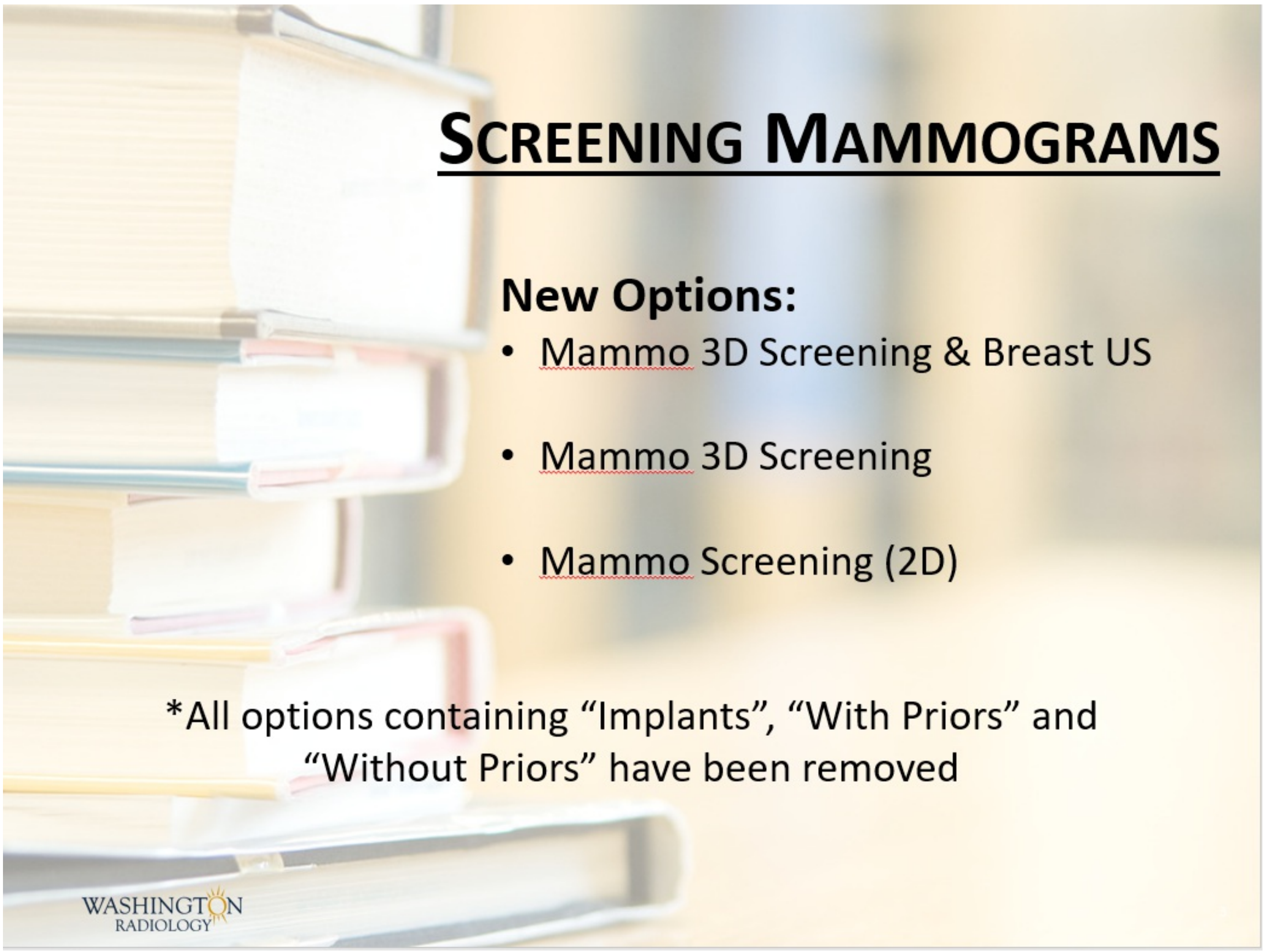
- Breast Exam Types and Codes are being consolidated to a smaller list of options

Why?

- Create efficiency and accuracy
- Reduce the number of exam options when scheduling

When Will This Take Effect?

- 05/04/2020 – GO LIVE!



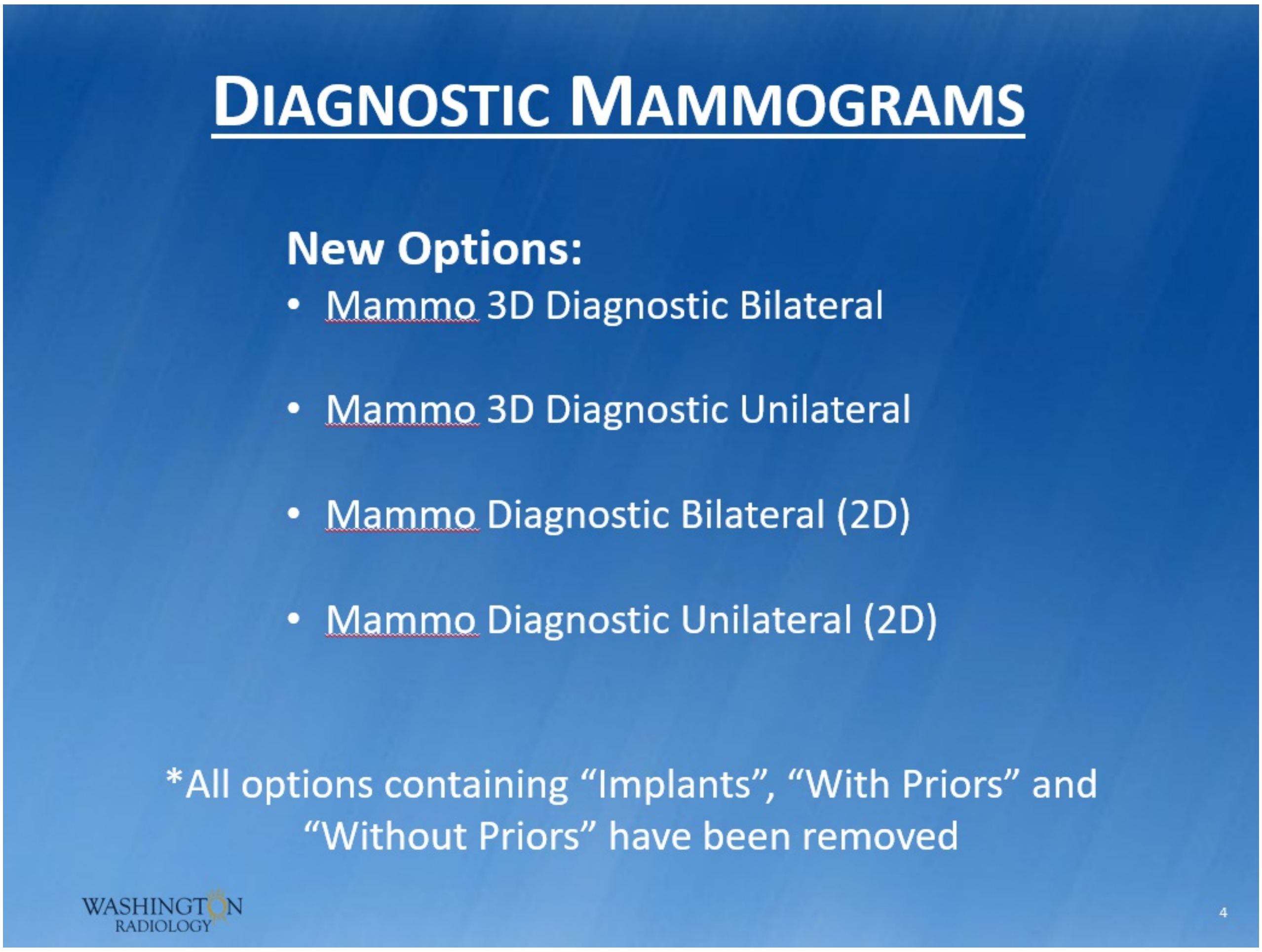
SCREENING MAMMOGRAMS

New Options:

- Mammo 3D Screening & Breast US
- Mammo 3D Screening
- Mammo Screening (2D)

*All options containing “Implants”, “With Priors” and “Without Priors” have been removed

WASHINGTON RADIOLOGY



DIAGNOSTIC MAMMOGRAMS

New Options:

- Mammo 3D Diagnostic Bilateral
- Mammo 3D Diagnostic Unilateral
- Mammo Diagnostic Bilateral (2D)
- Mammo Diagnostic Unilateral (2D)

*All options containing “Implants”, “With Priors” and “Without Priors” have been removed

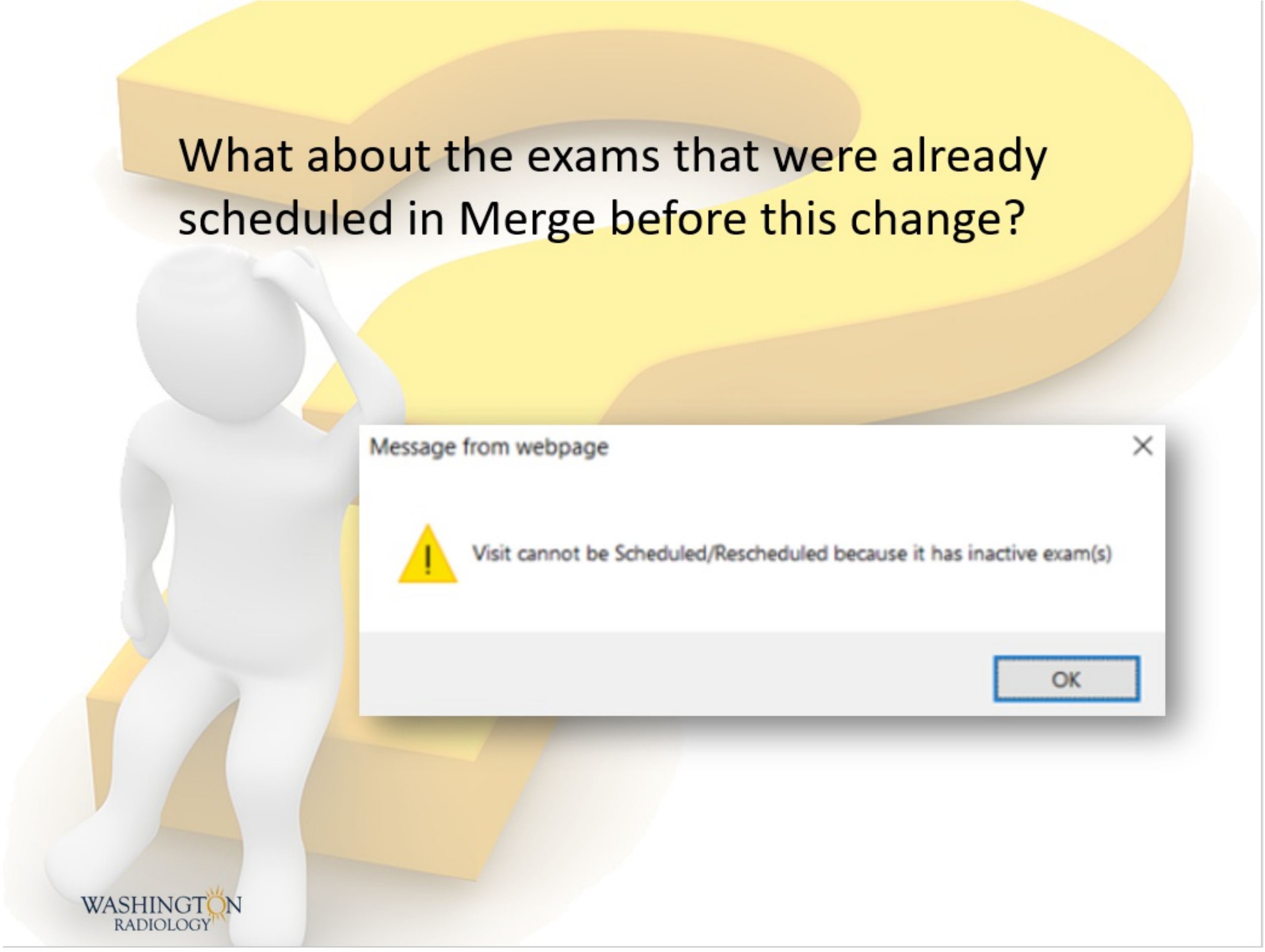
CALLBACKS

New Options:

- Mammo Callback (2D or 3D)
- Mammo Technical Callback
  - Scheduled by Center ONLY!

*All options containing “3D” have been removed

BUT WAIT! THERE'S MORE!



What about the exams that were already scheduled in Merge before this change?

Message from webpage

Visit cannot be Scheduled/Rescheduled because it has inactive exam(s)