

Callback or Recall

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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:

- Internal Callback Exam (patients screening mammogram was done at WRA)
 - Schedule exam type 975 - Mammogram Callback
 - Except at Chevy Chase, instead schedule a diagnostic mammogram and breast ultrasound. Must be scheduled back-to-back with diagnostic mammogram first. **(NEW 11/06/25)**
 - List Appointment Reason as "Callback"
Note: If patient or physician is requesting sooner appointment, please review other locations to offer sooner availability. If needed, please send an email to Leadership to determine if patient can be worked in sooner.
- External Callback Exam (patients screening mammogram was NOT done at WRA)
 - Schedule exam type as a diagnostic mammogram (bilateral or unilateral depending on order)
 - List the Appointment Reason as "Other Appointment Reason", then in the Other field, notate "Outside Callback"

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