

Call Flow - Inbound - Details

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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 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 timeframe 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 the Exam Type(s)
- Verbally provide Date and Time of appointment
- Verbally provide the Appointment Location name and offer the Address
- 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.

- Offer Further Assistance
- Example of Approved Closing Statement:
 - "This is to confirm your (EXAM TYPE) appointment on (DATE) at (TIME) at the (CENTER NAME) location; would you like the address to that location? [PROVIDE PREP INSTRUCTIONS FOR EXAMS THAT REQUIRE PREP]. Please arrive 15 minutes early for check-in. Be sure to bring your photo ID, insurance card and physician order with you (IF PATIENT BRINGING ORDER). We do advise you to take a picture of the order using your phone as well. [If the patient asks why, please explain to them; "This allows you to have a copy of it in your phone in case you forget to bring your order to your appointment. Doing so will prevent the need to reschedule or cancel your appointment."] Is there anything I can assist you with? Thank you for calling Washington Radiology, have a great day!"

REMINDERS:

- Enter all required and helpful notes in Merge
- Terminate, Choose Correct Status Code, and Resume in Noble

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