

# Call Flow - Inbound - Checklist - Spanish

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## 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

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