

Suggested Scripting

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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 703-280-9800. 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 703-280-9800. 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.)?”
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COVID-19 Related Questions

- **I am experiencing symptoms of COVID-19, what should I do?**
 - “We recommend that you reach out to your primary care physician to discuss your symptoms. If your appointment is within the next 30 days, we can reschedule for a date at least one month out. If your appointment is more than 30 days out, there is no need to reschedule at this time.”
 - **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.”
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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:

- “We do require an order for this type of exam. We ask that you reach out to your referring physician and either bring the order with you to your exam or, have your physician send the order directly to us. 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.”

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, policy number/member ID and group number?”

Questions pertaining to Financial Aid/Affordability

If scheduling a screening mammogram:

- “We offer the Washington Radiology 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.”

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!”
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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?”
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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
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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.”
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Dead Air – Long Hold

- “I’m going to place you on a brief silent hold if you don’t mind while I research that.”
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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 patients - only need to fill out the History form.*

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