

# Quality and Training Tips 11/01/2024

Last Modified on 11/04/2024 9:30 am EST

## QUALITY AND TRAINING TIPS!



### Required Scripting:



### Closing Script:

- Let's remember to provide all required information when closing our calls.
- Don't forget to advise patients that are bringing their order to take a picture using their phone. This can help prevent us from cancelling or rescheduling their appointment if they forget to bring their order.
- 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?"
  - "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."
  - "Is there anything else I can assist you with?"
  - "Thank you for calling Washington Radiology, have a great day!"
- This information can be referenced here: [Call Flow - Inbound - Details | Washington Radiology Contact Center](#)

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### Progressive Radiology:



A **Washington Radiology** Company

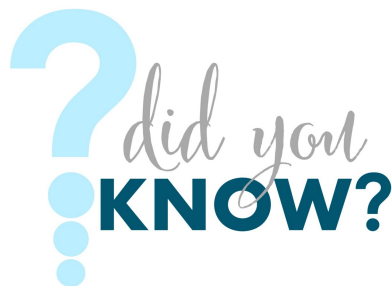
### Progressive Radiology Reminders:

- Washington Radiology acquired Progressive Radiology in April 2024, however, we do not have access to schedule at those locations.
  - Progressive Radiology patients can be seen at a WRA location if they choose to do so, however, they must bring prior related imaging and reports for comparison.
  - Patient's who reach us with the intent to schedule at a Progressive Radiology location must be warm transferred to the location for scheduling as we do not have access to their scheduling system.
  - The Progressive Radiology Bethesda location DOES NOT perform Breast MRI exams.
  - Progressive Radiology no longer accepts Medicaid.
  - All of the above information can be found here: [Legacy Progressive Center Modalities | Washington Radiology Contact Center](#)
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#### [Sterling DEXA Update:](#)



- DEXA with VFA is no longer available in Sterling.
  - This information has been updated on the Sterling job aid: [WR - VA - Sterling | Washington Radiology Contact Center](#)
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#### [Benefits Open Enrollment:](#)



- Open Enrollment Dates: 11/04/2024 to 11/15/2024
- Enrollment is an Active Enrollment, meaning you **MUST** login to ADP and re-enroll in ALL benefits, even if you do not plan on making changes.

- NEW HIRES: Even if you have completed your new hire benefits enrollment, you will want to make sure to complete the 2025 Open Enrollment to secure your benefits for next year.
- If you take no action, your current benefit elections will NOT carry over to the 2025 Plan Year.
- More information can be found here: [Open Enrollment: 11/04 - 11/15 | Solis Playbook](#)
  - An informational webinar has been recorded and will be available to all team members, however, be sure to work with your supervisor to arrange a time that works in the best interest of our patients and business needs.
- Benefits Questions? Contact [benefits@solismammo.com](mailto:benefits@solismammo.com)

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