

Quality and Training Tips 05/09/2025

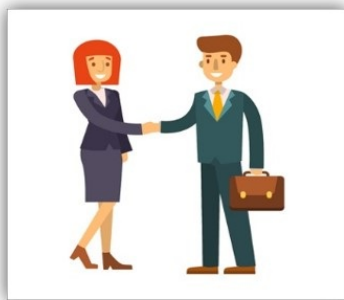
Last Modified on 05/09/2025 11:40 am EDT

Quality and Training Tips!



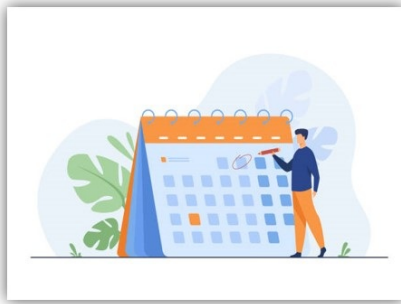
PROGRESSIVE RADIOLOGY/WASHINGTON RADIOLOGY

Please pay attention to and keep in mind that Progressive Radiology and Washington Radiology both have a Germantown and Bethesda location in the same building. Therefore, when patients mention they are getting an x-ray or that they would like to get an x-ray at the Germantown location, please confirm with the patient which Germantown or Bethesda location they are referring to, The Progressive Radiology or Washington Radiology location. This way you can provide the patient with accurate information or transfer them to the correct Center.



Account Executive (AE)

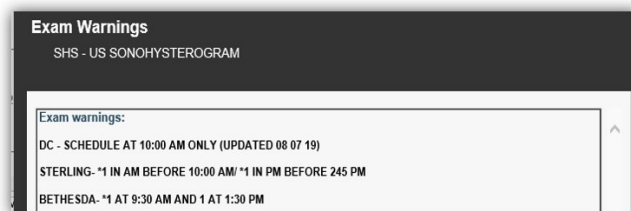
Account Executive contact information should **NOT** be given to patients. If the patient has a complaint or positive feedback regarding their experience, please send an email to Leadership.



SHS EXAMS

When scheduling an SHS exam at the Bethesda location, please do NOT force-book these appointments. The only location that we have to force this appointment onto the schedule is at the K-Street location.

When scheduling and SHS exam, this Exam Warning will appear.



This information will also be reflected on the schedules.

BETH GEN SONO 2 (30 min)	2141K DC SONO ROOM 2 (30) (30 min)
5:15A	7:00A
5:30A	7:15A
5:45A	7:30A
6:00A	7:45A
6:15A	8:00A
6:30A	8:15A
6:45A	8:30A
7:00A	8:45A
7:15A	9:00A
7:30A	9:15A
7:45A	9:30A
8:00A	9:45A
8:15A	10:00A
8:30A	10:15A
8:45A	10:30A
9:00A	10:45A
9:15A	11:00A
9:30A	11:15A
9:45A	11:30A
10:00A	11:45A
10:15A	12:00P
10:30A	12:15P
10:45A	12:30P
11:00A	12:45P
11:15A	1:00P
11:30A	1:15P
11:45A	1:30P
12:00P	1:45P
12:15P	2:00P
12:30P	2:15P
12:45P	2:30P
1:00P	2:45P
1:15P	3:00P
1:30P	3:15P
1:45P	3:30P
2:00P	3:45P
2:15P	4:00P
2:30P	4:15P
2:45P	4:30P
3:00P	4:45P
3:15P	5:00P
	5:15P

When the schedule appears, at the **Bethesda location**, the 9:30am and 1:30pm slots will appear white if it is available to schedule the exam. To schedule, please drag and drop the patient's appointment into the slot. Whereas at the **2141 K-Street location**, the only time slot available for an SHS exam is at 10am. On the schedule, this slot does not appear white. However, there is a note that this slot is reserved only for an SHS exam. Therefore, to schedule an SHS exam, the appointment will have to be forced into this slot.



FHSG EXAMS

This exam is **NOT** performed by female radiologists, but by male radiologists. The tech working with the patient will be a female tech, however the radiologist is also present during the exam.



WRA Merge to eRAD

WRA Merge to eRAD conversion has been rescheduled. Below are the new dates:

- June 11 (Germantown, Bethesda, Sterling, Arlington)
- June 18 (Chevy Chase, Park Potomac)
- June 25 (K-Street, Fairfax)

Please remember when the conversion starts (June 11), you will be scheduling in Merge and eRAD until the conversion is completed.

Important Note: There will be a Merge to eRAD Refresher training coming prior to the conversion dates. Please be on the lookout for those emails.

WorkForce Management – Attendance Line

When you need to call the Attendance Line and you get a busy tone or if the call does not go through, please hang up and call the WFM Command Center at **817-200-3086**. You will be able to speak directly to a live WFM Real Time Analyst. The analyst will have the attendance event processed and update the schedule.

The Command Center hours are Monday-Friday from 7:00 AM to 5:00 PM. The Command Center is not open on Saturdays.

Friendly Reminder: Please remember to save the WFM Command Center number (817-200-3086) on your phone.

PUBLISHED: 05/09/2025
