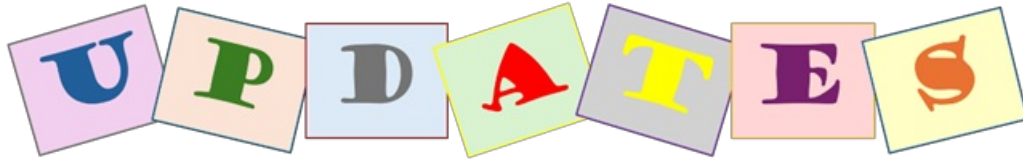


# Quality and Training Tips 08/08/2025

Last Modified on 08/11/2025 1:49 pm EDT

## Quality and Training Tips!



### K STREET TO 19TH STREET RELOCATION: IT'S MOVING TIME!



The K Street location will be closed from 8/11-8/15 for the move. During this time, the center will not be able to be reached. They will re-open at the new location on 8/18.

If you get patients who are looking to schedule at this location during the dates that the center is closed, you may offer our other locations.

**New Address:** 1145 19th Street NW, Suite 200, Washington, DC 20036

**Old Address:** 2141 K Street NW, Washington, DC 20037

**Playbook Job Aid:** <https://washington-radiology-contact-center.knowledgeowl.com/help/wr-dc-washington-19th-street>

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### WALK-IN X-RAY VS. SCHEDULED X-RAY:



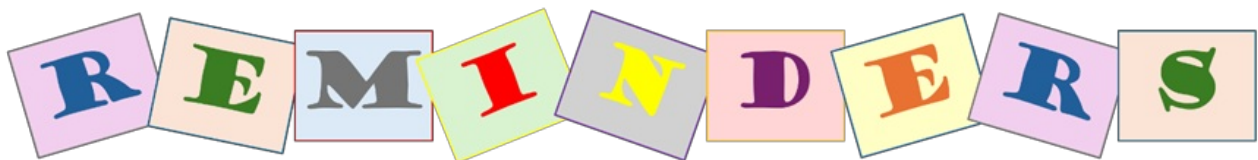
Washington Radiology no longer have "set" hours for walk-in x-ray availability due to staffing challenges. Instead, please check your emails every morning since there is an email sent daily regarding what the walk-in x-ray availability are at each location. Please relay the hours and the locations to patients who are inquiring about getting

an x-ray done. If a patient is insistent on having a scheduled x-ray, this can be done at the Center level. Please still inform the patient regarding the walk-in time frames and encourage them to use it. If the patient is requesting a scheduled x-ray appointment, then, please warm transfer to the center or send an email to Leadership if the center doesn't answer, indicating the patient prefers to have a scheduled exam.

### CHEVY CHASE: DIAGNOSTIC MAMMO SCHEDULING



Chevy Chase has updated their process for scheduling Diagnostic Mammograms and Breast US. Due to the Breast US rooms being blocked, you will now email all requests for Diagnostic Mammogram appointments and Breast US appointments for the Chevy Chase location. This process is the same as what is currently being done for K-Street and Sterling location.



### DIAGNOSTIC MAMMO SCHEDULING REMINDER:

975	Mammogram Callback	See <a href="#">Callback Job Aid</a> If patients screening mammogram was done outside of WR, use the diagnostic mammogram/breast ultrasound exam codes. Only available at locations that offer diagnostic breast imaging.	For best results, do not wear talcum powder, deodorant, lotion or perfume under your arms or on your breasts on the day of your appointment.
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When scheduling callback exams, use the callback exam code. Per the **Breast Imaging: Scheduling Guide & Exam Codes**, the exam code is 975. Please also review the **Callback Job Aid**. This code is only used for patients who completed their screening mammogram at Washington Radiology. If the patient had their screening mammogram outside of Washington Radiology, please follow our scheduling rules for symptomatic patients.

Per the scheduling rules, schedule the following exams based on the patient's age:

- **Breast Ultrasound Only**

- women age 16-29

- **Diagnostic Mammogram and Breast Ultrasound**

- women age 30+
- males age 16+
- Never schedule a diagnostic mammogram without adding the breast ultrasound

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