Quality and Training Tips 08/15/2025

Last Modified on 08/25/2025 5:20 pm EDT

Washington Radiology Training Tips



Thyroid Biopsies in DC

DC has limited availability for thyroid biopsy exams, and it is expected that there will be even less availability in the future. Therefore, please encourage patients to consider scheduling at our other Centers for a sooner appointment.

These are the other locations that the patient can get a sooner appointment at:

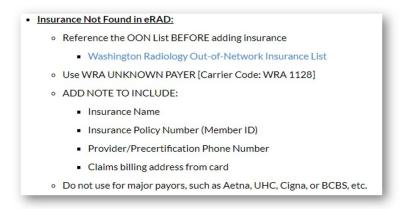
- Bethesda
- · Chevy Chase
- Fairfax
- Sterling



eRAD Reminders

- Insurance
 - Unknown Payer Only use Unknown Payer when the patient's insurance is not listed in eRAD or if they
 do not have their carrier name at the time of scheduling. Do not forget to document the requested
 details in Order Notes.

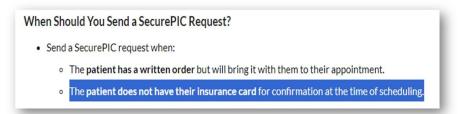
<u>Playbook:</u> https://washington-radiology-contact-center.knowledgeowl.com/help/insurance-tips-and-tricks



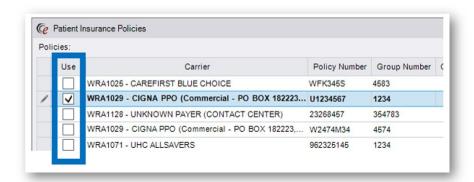
 SecurePic - Please send a SecurePic Link when patients cannot confirm or provide insurance information during the call.



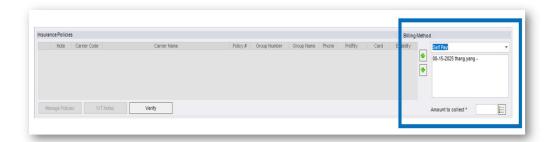
<u>Playbook:</u> https://washington-radiology-contact-center.knowledgeowl.com/help/sending-a-securepic-request-inerad



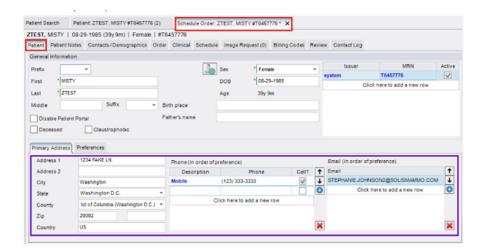
- Carrier Codes Only use codes containing the "WRA" alpha-prefix. If you are not able to find the insurance with the WRA alpha prefix, please use the Unknown Payer code.
- Assign Insurance Always check the box in the "Use" column to assign the patient's insurance to the scheduled exam(s).



- Policy/Group Numbers You do not need to include spaces, dashes, or hyphens when entering the
 policy/group number. Please enter only the letters and numbers.
- Self-Pay Do not enter a self-pay carrier code under "Manage Policies". Instead, change the Billing Method from "Bill to Insurance" to "Self-Pay".



Contact Information - Please remember to update phone numbers and email addresses if it is missing
or if it has changed. This information located in the Patient Tab.



<u>Playbook:</u> https://washington-radiology-contact-center.knowledgeowl.com/help/scheduling-an-existing-patient-single-or-multiple-exams

- Referring Provider If you cannot find the referring physician in eRAD, use UPDATEDREQUIRED
 PHYSICIAN as a placeholder and add the provider's name and phone number (at minimum) to the Order
 Notes.
- If the referring provider is not in the results, try using other search criteria (e.g., phone number, NPI, etc.)
- If you are still unable to locate the provider, use "UPDATEREQUIRED PHYSICIAN" as the placeholder and leave detailed notes regarding the situation under Order Notes.

Playbook:

- https://washington-radiology-contact-center.knowledgeowl.com/help/adding-a-referring-provider-to-an-exam-in-erad
- https://washington-radiology-contact-center.knowledgeowl.com/help/referring-physician-not-found-in-erad

Fluoroscopy Exams

Exam Details - Fluoroscopy

EFFECTIVE 06/02/25 WR WILL NO LONGER OFFER FLUORO EXAMS

 Washington Radiology no longer offers fluoroscopy exams at any location. This includes hysterosalpingogram exam types.

<u>Playbook:</u> https://washington-radiology-contact-center.knowledgeowl.com/help/fluoroscopy---examdetails---codes-and-guidelines

PUBLISHED: 08/25/2025