Quality and Training Tips 08/29/2025
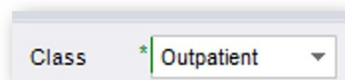
Last Modified on 09/11/2025 6:50 pm EDT

Washington Radiology Training Tips 08/29/2025

Important Update: Scheduling CT Exams-Class

When scheduling CT exams, you do not need to update the Class on the Order Tab. **Please leave the class as Outpatient.** This was causing issues with the pre-authorization process. **This is a temporary change** until the issue is resolved. Please pay attention to your emails for any future updates.

FAIRFAX: Barium

This location is currently out of barium. We will update this information when it is back in stock. In the meantime, please let the patients know there are other locations where they can pick up barium.
Playbook: https://washington-radiology-contact-center.knowledgeowl.com/help/ct-scheduling-guide-exam-codes

**Do not offer Fairfax.

- **Barium Pickup:**
  - Patient **must bring written order** with them when picking up Barium Contrast prior to exam.
  - Pickup Hours: 8:00 AM - 4:30 PM (Mon-Fri)
  - **Available At:**
    - DC K-Street
    - Bethesda
    - Chevy Chase
    - Park Potomac
    - Fairfax
    - Sterling
    - Germantown

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eRAD: ADDING A NEW REFERRING/UPDATE EXISTING REFERRING

Only office staff at the centers are able to make requests to make changes to provider information in eRAD. If a patient advises of a change or provide new referring provider details that cannot be located in eRAD, please follow the steps below.

- Referring Physician is not found in eRAD - follow the Update Physician workflow by using the placeholder, **Updaterequired Physician**.

- Required Order Notes - Changes to existing physicians or physicians who are not found in eRAD should include the following details in the Order Notes.

- The **Center cannot contact a referring provider's office** if their details are not listed in the patient's chart.
- **Include as much detail as possible** about the referring provider in the Order Tab, even if they're not found in eRAD. This includes:
  - Full name
  - Office address
  - Phone and/or fax numbers
  - NPI number (if available)

Add all available information to Order Notes - at minimum we need full provider name and phone number.
Important Note: This is extremely important for exams that require pre-authorization as this cannot be obtained without the physician information in the system.
Playbook: https://washington-radiology-contact-center.knowledgeowl.com/help/referring-physician-not-found-in-erad

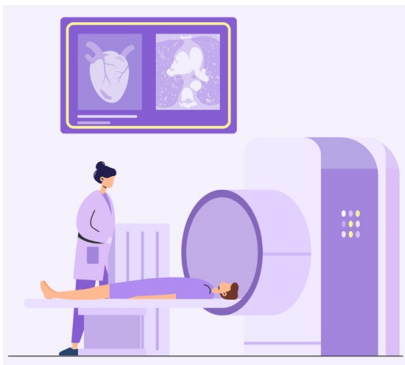## EMAIL TEMPLATE UPDATES - Dr. Allison

Email requests to schedule with Dr. Allison must include the patient MRN and name.

Playbook: https://washington-radiology-contact-center.knowledgeowl.com/help/ultrasound-sonography-merge-exam-type-cleanup

DC-19TH STREET LOCATION: CALCIUM SCORING

Calcium Scorings are not being performed atWR-19th Street location until further notice. Please do not add any to their schedule at this time.

ENTERING NOTES IN eRAD

Continue to add scheduling notes to the Order Notes section in addition to entering the Reason for Order in that field.

- The only information in the **Reason for Order** field should be the reason for the exam. This can be the actual reason, or the ICD-10 code. The Reason for Order should NOT include the exam the patient needs or any other notes.

  - **Reason for Order**

    Reason for order

    06-09-2025 stephanie.johnson2 - ANNUAL/ROUTINE SCREENING MAMMOGRAM

    - Select from the dropdown or free-type if reason is not listed in dropdown options

- In the **Order Notes**, the information should be related to the call/appointment. This includes the name and relation/name of health facility for any 3rd party callers, physician and insurance information not found in eRAD, and any additional information the patient was advised.

  - **Order Notes**

    Order Notes

    06-09-2025 stephanie.johnson2 - PT AWARE OF PREP - ADVISED TO BRING INS CARD, PHOTO ID, AND ORDER

    - Add notes related to the exam
      - "PT AWARE OF PREP - ADVISED TO BRING INS CARD, PHOTO ID, AND ORDER TO EXAM"

Playbook: https://washington-radiology-contact-center.knowledgeowl.com/help/creating-and-scheduling-a--new-patient-in-erad

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