## Quality and Training Tips 09/19/2025

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# Washington Radiology Training Tips 09/19/2025

#### Winchester

- A job aid has been added to the Playbook.
- Reminder: This is a former Progressive Radiology location now rebranded as a Solis Mammography site.
- Exams for this location will be handled by you rockstars please do not transfer calls back to the Solis
  queue.
- We are only scheduling breast exams for this location at this time.
  - Warm transfer all other exam requests to the Center for assistance.
  - If the Center does not answer, please use the *Unable to Make Contact with Center* email template and forward to Leadership.

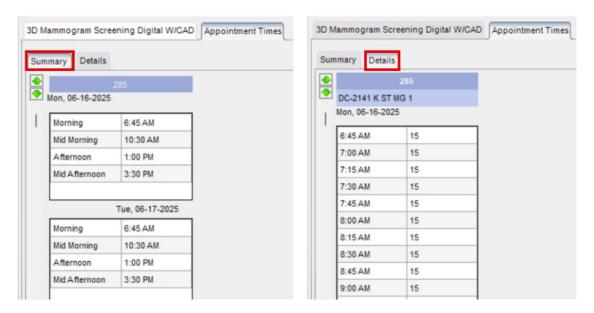
2 Solis - VA - Winchester | Washington Radiology Contact Center

#### **DC-19th Street**

• Still unable to perform X-ray or calcium scoring exams.

#### **Scheduling Reminder**

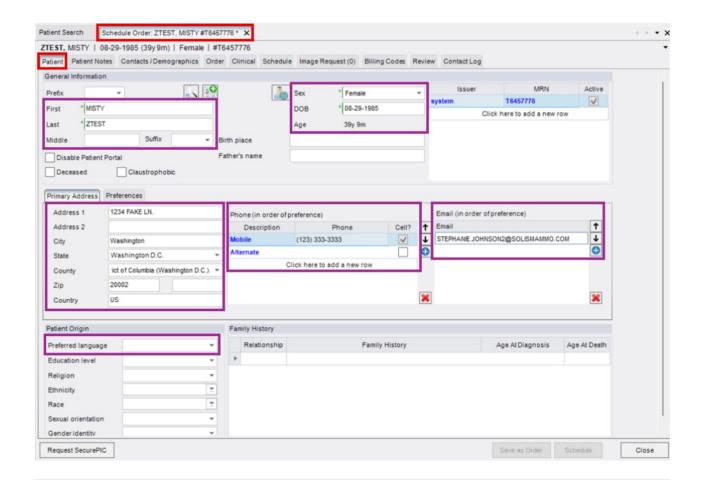
- When scheduling, always click the Details tab to see all available times.
- Do not rely on the Summary tab alone some schedules are not being filled to their potential because of this.



2 Scheduling an Existing Patient (Single or Multiple Exams) | Washington Radiology Contact Center

### **Patient Information**

- Please be sure to complete the Patient tab (address, phone number, email, etc.).
- Missing information causes disruptions at the center level when staff cannot reach patients:
  - Clarifying exam details
  - Following up on missing orders or priors
  - Sending results
- Let's not delay patient care fill in those fields!



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