

Quality and Training Tips 10/17/2025

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Washington Radiology Training Tips 10/17/2025

? Consistent Patient Information Collection:



Collecting or confirming complete and accurate patient information is essential at the time of scheduling.

- Always confirm phone number, email, and address.
- This allows our Center teams to reach patients quickly for:
 - Missing or incomplete orders
 - Insurance card updates or clarification
 - Incorrectly scheduled exams that need attention

? Obtain Ordering Provider Information:



This step is especially critical for CT exams as it can delay the pre-authorization process or otherwise hinder the patient's experience.

- Always obtain and enter or confirm the ordering provider's name and where the patient visited that provider at.
- If their provider is not found in eRAD, please follow the Referring Physician Not Found in eRAD job aid.
 - Use the placeholder for the referring provider field
 - Document the referring providers full name, office address, and phone number in the Order Notes field

DC / 19th Street Facility Scheduling:



To support smooth patient flow at our DC/19th Street locations:

- Schedule DEXA and Mammography appointments 1 hour apart to allow time for patient to exit and re-enter the building.



Please Note:

- Calcium Scoring is no longer offered at the DC/19th Street location.
- The CT job aid has been updated to reflect this change.
- Center team members are actively contacting impacted patients to reschedule at alternate locations — you may receive calls related to these updates.

Updating Class and Urgency Level:



It's easy to overlook, but these fields are vital to ensuring patient care isn't delayed.

Why it matters:

- Urgency Level: Communicates the status of the patient's order/referral from their referring physician.
 - If an order-required exam is scheduled, this must be documented to prevent delays or unnecessary patient outreach.
- Class: Indicates whether outside prior related imaging is needed and confirms that this was discussed with

the patient.

Failure to update these fields can cause us to call patients unnecessarily or result in missing information on exam day — both impact patient experience and care quality.

[? Class \(Prior Imaging Status\) in eRAD | Washington Radiology Contact Center](#)

[? Selecting the Correct Urgency Level \(Order Status\) in eRAD | Washington Radiology Contact Center](#)

[? Team Reminder:](#)

The details we capture today prevent confusion and delays tomorrow. Thank you for continuing to deliver the Warm & Welcoming, Caring & Compassionate, Easy & Efficient experience our patients count on every day. [?](#)

[#ScheduleOneSaveOne](#)

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