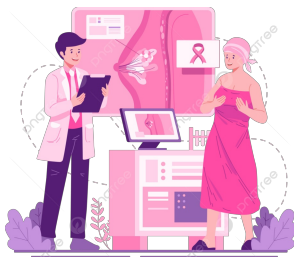


Quality and Training Tips 10/31/2025

Last Modified on 11/04/2025 3:49 pm EST

Washington Radiology Training Tips 10/31/2025

? Patient Requesting Report:

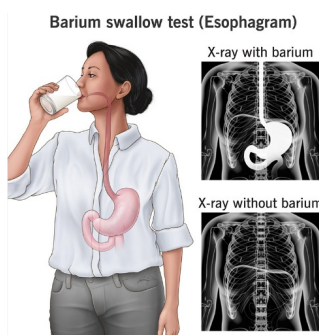


If a patient calls requesting a copy of their report, let's make sure we're guiding them the right way.

- Patients must submit a Medical Release Form (MRF) through our website before Medical Records can process their request.
 - <https://www.washingtonradiology.com/patient-resources/request-records>
- - This applies to all reports and requests, including when a patient hasn't yet received their lay letter for mammograms.
 - Once the MRF is received, the Medical Records team will handle the request appropriately.

? Medical Records Requests | Washington Radiology Contact Center

CT Prep Instructions & Playbook Utilization:



The **Playbook** is your *best resource* for accurate CT prep details -- please double-check before advising patients.

- We've seen cases where patients were told to pick up Barium for exams that don't require it.

- When in doubt, ask before confirming prep instructions.
- **Helpful Tip:** For CT Abdomen/Pelvic exams that focus on the Kidneys/Renal, Barium is **not** required.
- Always confirm exam-specific requirements in the Playbook to ensure accuracy and a smooth patient experience.

| | | | | |
|-----|-----------------------------------|---------------------------------------|--|--|
| 520 | CT Abdomen and Pelvic W/ Contrast | Gallbladder, pancreas, liver, kidneys | | <p>prior to the exam drink only clear liquids. Two hours prior to the exam, drink 1/2 bottle of barium.</p> <p>If reason is due to hematuria, flank pain, to rule out kidney stones, renal prep, pancreas protocol or adrenal gland:</p> <ul style="list-style-type: none"> • NO BARIUM • Clear liquids only for 4 hours |
|-----|-----------------------------------|---------------------------------------|--|--|

| |
|--|
| <p>Barium Protocol</p> <p>Not all exams require Barium - check Prep & Notes!</p> <ul style="list-style-type: none"> • Barium Pickup: <ul style="list-style-type: none"> ◦ Patient must bring written order with them when picking up Barium Contrast prior to exam. |
|--|

? Computed Tomography (CT): Scheduling Guide & Exam Codes | Washington Radiology Contact Center

? "Save as Order" Button Reminder:



Please do not use the Save as Order button unless you are an Admin team member.

- Using this option creates an unscheduled accession, which makes it appear as though we have an order on file when we don't.
- This can cause major confusion for the next team member when assisting the same patient.

? Here's how to properly save patient information instead:

1. From the Patient Search tab, click the dropdown next to [New Patient / New Appointment].
2. Select New Patient



3. On the Patient Tab, capture the following:
 - Full name
 - Gender

- Date of birth
- Address
- Email address
- Preferred language (if other than English)

Patient Search New Patient x

Patient Attachments Extra Data

General Information

Prefix [dropdown] Sex [dropdown] Issuer system MRN 9938856 Active [checkbox]

First [text] DOB [text] MM-dd-yyyy

Last [text] Age [text]

Middle [text] Suffix [dropdown] Birth place [text]

Father's name [text]

☐ Disable Patient Portal

☐ Deceased

Primary Address Preferences

Address 1 [text] Address 2 [text] City [text] State [dropdown] County [dropdown] Zip [text] Country US

Phone (in order of preference)

| Description | Phone | Cell? |
|-------------|--------|-------------------------------------|
| Mobile | [text] | <input checked="" type="checkbox"/> |
| Alternate | [text] | <input type="checkbox"/> |

Email (in order of preference)

| Email |
|--------|
| [text] |

Patient Origin

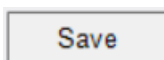
Preferred language [dropdown] Education level [dropdown] Religion [dropdown] Ethnicity [dropdown] Race [dropdown] Sexual orientation [dropdown] Gender identity [dropdown]

Family History

| Relation... | Family History | Age At Diagnosis | Age At D... |
|-------------|----------------|------------------|-------------|
| [text] | [text] | [text] | [text] |

4. Click [Save]

- The system will assign an MRN and save the patient's details without creating an accession.



? Creating a New Patient without Scheduling an Exam | Washington Radiology Contact Center

? Spooky Season Spirit:

October is in full swing, and the call volume might feel a little frightful ??— but your teamwork, attention to detail, and calm professionalism are what keep things boo-tifully on track. ?

Take a breather between calls, keep your pumpkin spice pick-me-up handy, and know that your hard work truly makes a difference for our patients and teams across every location. ??

#ScheduleOneSaveOne

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