

Quality and Training Tips 11/14/2025

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Washington Radiology Training Tips 11/14/2025

Callback Exams at Chevy Chase (CHCH):



We're making an important update to the callback workflow at CHCH to resolve some ongoing overbooking issues since eRAD go-live.

Moving forward, **CHCH ONLY** will schedule:

- A Diagnostic Mammogram **AND**
- a Breast Ultrasound
- Both **back-to-back on the same date, at the same location**
- Using the **appropriate unilateral or bilateral codes** for both exams

All other WR locations should continue using the standard callback exam process.

👉 [Breast Imaging: Scheduling Guide & Exam Codes | Washington Radiology Contact Center](#)

👉 [Callback or Recall | Washington Radiology Contact Center](#)

CT Scheduling at Chevy Chase and Sterling:



- **CHCH** and **STER**: You do **NOT** need to check modality when scheduling CT.
- **DC / 19th Street**: Modality **MUST** be checked.

Scheduling Calcium/Cardiac Scoring with Another Exam:



When scheduling Calcium Scoring on the same day as another exam:

- Create a new **"Order"** from the Schedule tab when adding the Calcium Scoring exam.

A screenshot of a software interface with tabs: Patient, Patient Notes, Contacts / Demographics, Order[A], Clinical, Schedule, and Im. The 'Schedule' tab is selected and highlighted with a red box. Below the tabs, there are two sections: 'Order' and 'Studies'. Under 'Order', there is a dropdown menu with 'A' selected. Under 'Studies', there are two rows: the first row has 'A' in the dropdown and 'Bone Density x' in the text field; the second row has 'A' in the dropdown and 'CT Calcium Scoring x' in the text field. A red box highlights the 'A' dropdown in the second row, and a yellow box highlights the 'New...' button below it.

- Example: If scheduling Bone Density and Calcium Scoring, change the order level from **A** to **B** for the second exam.

A screenshot of the same software interface as before, but now the 'Order[A]' tab is selected. The 'Schedule' tab is still visible. Under the 'Order' section, the first row has 'A' in the dropdown and 'Bone Density x' in the text field. The second row has 'B' in the dropdown and 'CT Calcium Scoring x' in the text field. A red box highlights the 'Schedule' tab. A 'Click h' button is visible at the bottom right.

This ensures:

- Exams can be booked together
- Calcium Scoring **remains billed as Self-Pay**
- Other exam(s) **are billed to insurance**

Use of Resources: Playbook First!



Please continue to rely on the Playbook when scheduling:

- Verify exam availability at each location
- Remember: **If an exam appears in eRAD, it doesn't guarantee we perform that exam at WR**

Rotational CT:



WR **does NOT** perform rotational CT exams.

If a caller needs a rotational CT, transfer them or offer the number to the appropriate **Progressive Radiology** site when possible.

- Hagerstown
- Germantown
- Bethesda

👉 [Legacy Progressive Center Modalities | Washington Radiology Contact Center](#)

Sonohysterogram vs. Hysterosalpingogram:



- WR **DOES** perform **Sonohysterogram** (ultrasound).
 - Follow the ultrasound scheduling rules in the Playbook.
- WR **DOES NOT** perform **Hysterosalpingogram** (fluoroscopy).
 - These were discontinued system-wide in 2024.
- **Quick way to tell the difference:** Ask the patient why the exam was ordered
 - **Sonohysterogram** exams are typically ordered for **intrauterine concerns** (e.g., polyps, abnormal bleeding)
 - **Hysterosalpingogram** exams are typically related to fertility/infertility evaluation

❤️ [Thank You!](#)

Busy season is still in full swing, and we know the call volumes have been intense. Thank you for staying patient, calm, and focused during every interaction. Your commitment directly improves patient care, and we appreciate everything you do. Please remember to take a breath, use your resources, and take care of yourselves - you make a real difference every single day.

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