Quality and Training Tips 11/14/2025

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Washington Radiology Training Tips11/14/2025

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.

- Freast Imaging: Scheduling Guide & Exam Codes | Washington Radiology Contact Center
- **Callback or Recall | Washington Radiology Contact Center**

CT Scheduling at Chevy Chase and Sterling:



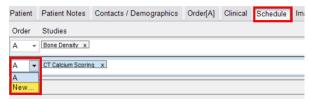
- CHCH and STER: You do NOT need to check modality when scheduling CT.
- DC / 19th Street: Modality MUST be checked.

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.



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



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 tot he 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

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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