

# Quality and Training Tips 12/19/2025

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## Washington Radiology Training Tips 12/19/2025

### [Updated Process - Combo Abdomen & Pelvic Ultrasounds:](#)

DC / 19th Street ONLY

- The **Ultrasound Duplex Abdomen/Pelvic TV (278)** exam code can **no longer** be used at the DC / 19th Street center.
- For patients with orders for **both exams**, please schedule as follows (**DC / 19th Street only**):
  - **Male Patients**
    - Ultrasound Abdominal Complete (2)
    - Ultrasound Pelvic Limited (94)
  - **Female Patients**
    - Ultrasound Plevic Non-OB with Transvaginal Doppler (432)
    - Ultrasound Abdominal Complete (2)

[? Abdominal & Pelvic Ultrasound: Scheduling Guide & Exam Codes | Washington Radiology Contact Center](#)

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### [Virtual Colonoscopy Calendar - January Availability:](#)

- The VC Calendar has been added for the **first half of January**.
- Reminder: We can schedule **one VC per location per day**.
  - If the calendar shows "2", this means:
    - **1 appointment at Chevy Chase**
    - **1 appointment at Sterling**

[? Virtual Colonoscopy Calendar | Washington Radiology Contact Center](#)

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### [eRAD Exam Warning:](#)

- When a slot appears yellow in eRAD, please be sure to **fully read and acknowledge** any exam warnings or restrictions before proceeding.
- These alerts are in place to help prevent scheduling errors and rework.



### Updating Urgency Level - A Quick, but Important Step:

- Please be sure to update the **Urgency Level every time an exam is scheduled**, especially during outbound attempts.
- If you are calling a patient because we received an order, the Urgency Level should be updated as follows
  - **1-First Call Completed**
  - **2-Second Call Completed**
  - **3-Third Call Completed**
  - **Order Attached** (if the patient schedules during the call)
- This prevents the patient's number from appearing on the outbound call list **after the exam has already been scheduled**, reducing duplicate work and avoiding patient confusion.

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

### Billing Concerns - Where to Direct Patients:

- Billing concerns for **completed exams** should be directed to **Change Healthcare**.
- The **internal escalation team** should only be contacted **after** the patient has attempted to resolve the issue through the billing phone number first.

### CT Scheduling - Referring Physician Required:

- A **referring physician is required** when scheduling all CT exams.
- If the provider is **not listed in the system**, please add the provider's information to the **Order Notes**:
  - **Name (at minimum)**
  - **Phone number (at minimum)**
  - Address (if available)
  - Fax (if available)
- If a new physician needs to be added to the system, please send the request to Leadership as needed.

### Accuracy Matters - A Quick Read-Back Goes a Long Way:

- We've seen an increase in **typos** that could potentially lead to **HIPAA risks**.
- Please take a moment to **read information back to the caller**, especially:
  - Phone numbers

- Addresses
- Email Addresses
- This small step helps ensure patient information is sent to the **correct person** and **protects patient privacy**.

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