

SCREENING AND DIAGNOSTIC MAMMOGRAM SCHEDULING **GUIDELINES**

GENERAL INFORMATION FOR SCHEDULING STAFF

1. Elm- M-F 8:00AM – 4:30PM, Gateway M-F 8AM – 4:00PM, and Carlsbad- M-W- F 7:30AM – 12:00 noon/ Tuesday & Thursday -12:30 pm – 4:00PM
2. Schedule screening mammograms in 15-minute intervals and diagnostic mammograms in 20 minute intervals.

SCHEDULING EXAMS

- **Answer the phone by 2nd ring (polite, professional, accommodating demeanor with a smile)**

“Thank you for calling Valley Radiology, [provide your name] speaking, how may I help you today?”

“Please give me a few seconds to find your records in our system”

- **Carefully review the order and any accompanying notes**

Screening mammograms should only be scheduled for patients who have not had a mammo in the last 12 months.

If Screening Mammogram, no order is needed, we do need the referring provider name in order to send report to. ***See notes at bottom of list of referring that require an order***

If Diagnostic – Must have order, if exam is for mass or lump or focal pain, need order for Ultrasound as well.

When scheduling diagnostic mammograms and breast US exams then try to schedule them back to back to minimize wait times for patients at the clinic. If patient is under 35, can just have order for Ultrasound. No diagnostic mammogram needed unless referring physician insists.

Men need order for diagnostic mammogram and ultrasound.

“before I can make your appointment, I need to ask you a few exam related questions”

OPENING QUESTIONS:

1. What is the best phone number that you can be reached?
2. What is your email address?

3. Where was your last mammogram performed (if not by Valley Radiology)?
4. Do you have breast implants? If yes, schedule as Mammogram with Augmentation
5. Are you currently experiencing any breast issues? If so, what are they?

“Thank you for answering those questions, I now need to ask for your insurance information”

- **Carefully input insurance information**
- **Proceed to book the exam**

Scheduling tip 1: Be mindful of the patient’s insurance/authorization lead time and depending on whether we need to obtain outside images/reports, schedule the exam with enough days out to allow authorization staff to obtain the necessary authorization and to arrange to get the necessary images/reports.

Scheduling tip 2: Be aware where the open MG slots are in the system and try to book the patient at the less impacted VRC offices

“Here is what I have available for you, [name the facility/city and appointment time], can I go ahead and book that appointment for you?”

- **After a couple of attempts in trying to direct the patient to the less impacted VRC MG sites, if the patient insists on a particular VRC facility then go ahead and offer an open slot day/time for that facility.**
- **Proceed to review procedure preparation with patient**

PROCEDURE PREPS

No powder, deodorant, perfumes, or lotions under the arms or around the breast area the day of the exam.

- **Ask patient if they have any pertinent prior exams, if so generate a medical records request**
- **Encourage patient to go to Radiologyinfo.org to learn more about their procedure. It is also available in Spanish.**

WRAP UP

“Please allow me to summarize your appointment”

“I have booked an appointment for you on [name the day] [month] at [time] at our [name of VRC facility] in [name City]”

Example: I have booked an appointment for on Wednesday September 15 at 9am at our Gateway facility in Poway”

“Please visit our website www.valleyrad.com for address and directions and phone number to the facility, otherwise, I can give you that information now”

“Finally please keep the following in mind

1. Arrive 15 minutes prior to your exam time to allow for registration. To save time, you can go on our website www.valleyrad.com to print out the necessary registration forms and fill them out ahead of time.
2. Don't forget to Bring photo identification and insurance card(s). Our staff will not be able to perform your procedure without these identification cards.
3. Depending on your insurance, you may have a copayment and/or co-insurance at the time of your service. Please be prepared to pay the necessary amount. We accept cash, checks and credit cards.
4. One or two days before your appointment another VRC staff member should be calling you to remind you of your appointment and he/she should also have information on the exact amount of payment that is due at the time of service.

“Are there are any questions or concerns I can answer for you?”

“Thank you so much for calling Valley Radiology”

REFERENCE DOCUMENTS

1. **INSURANCE/AUTHORIZATION MATRIX**
2. **VRC FACILITY ADDRESSES/MAIN PHONE NUMBERS**
3. **VRC CAPITATION CONTRACT SUMMARY SHEET FOR SCMG INLAND, GRAYBILL ESCONDIDO AND GRAYBILL COASTAL**
- 4.

***** This is a list of referring providers that require and order on file before scheduling. *****

Klein, Douglas

Bradshaw, Kay

Fleming, Maureen

Vishtell, L

Christie, P

LAvedier, L

Miller, Jean

Greb, David