

Memorandum

To: Mary K. Greene, MD.
Anne L. Calkins, MD.
Barbara Wolfson, MD.
Dawn Light, MD.
Mark Warren, DO.
Mark J. Halsted, MD.

From: Elizabeth H. Ey, M.D.

Date: March 18, 2012

Re: Updates



-
- **Reason for Exam field** – We continue to have problems getting the correct information into the Reason for Exam field in PACS. Most recently, the patients referred from PriMed physicians through their EMR (Medicity) have “Pre-Auth;CPT” in the Reason for Exam field. The members of the DC IT team for the Medicity project have been made aware of this problem and are trying to fix it. In the meantime, the techs are to put the correct reason for exam in their tech notes. If you encounter a case without the clinical information in the tech notes, please add the study to the Technical Problems folder after indicating the problem on the first image in PACS. (T-no clinical info in tech notes; shrink the text box to look like T-...)
 -
 - **Riverside Radiology (RRIA) reads** – All of the radiologists are now credentialed at Springfield Regional Medical Center (SRMC). Mark George from RRIA will be in the main department this week Wednesday afternoon and Thursday late morning. He will set up the RRIA account for each radiologist and train you on how to view images and dictate into their PowerScribe. All of your PowerScribe voice files will be downloaded to their system. The radiologist assigned to the 6:30 am-3:30 pm shift will perform the readings for Springfield at the PACS 3 station. The on call radiologist will perform the readings when in the department. There is currently only one station for these readings. The process to follow for the SRMC reads is attached. Nikki will help us keep track of the readings and the volume of studies. That data will be used to justify a discussion regarding additional options for reading the studies rather than a single workstation.
 -
 - **Ultrasound extended hours** – Joanne, Dawn Light and Susan Quinn have worked on a schedule to extend in house US tech coverage. This is in response to a request from the ED physicians. At first, the plan was put on hold until it could be put into new requests for the Operational Budget. Later, I was told that it is going forward as planned without the delay. I am unsure when the extended hours will begin.
 -
 - **Protocols** – It is ESSENTIAL that when a protocol for CT or MR is made by the radiologist, the protocol must match the order from the referring physician. If we put in a protocol for contrast and the referral does not ask for contrast and the study was not pre-authorized for contrast, the insurance company (especially the Medicaid managed care companies such as Molina and Care Source) will deny all payments. Neither the technical nor the professional fee is paid if the billed procedure does not exactly match the pre-authorization code. If a patient unexpectedly needs contrast for appropriate medical care, we have the next business day after completing the study to notify the referring physician and the insurance company that we need a new order and a new authorization number. Beyond 24 hours, all payments will be denied. After payment is denied, we have an opportunity to place a Request for Claim Reconsideration. Sometimes they will reconsider the request. If you encounter an order for a CT or MR study that differs from what you feel should be performed for best patient care, start your Protocol name with “Change to”. For example, “Change to MX 9 Brain MRI without and with IV contrast” then list why you think contrast should be given “follow up enhancing lesion”. Andrea and Darlene check all the protocols we place in Epic. When they see “Change to” they will contact the referring physician’s office for a new order and pre-authorization number based on our recommendation. If the referring physician has a question, they will get the referring physician on the phone for the radiologist to discuss the requested change.
 -
 - **Next radiologist meeting** – Monday, March 26 at **1 pm** in the Radiology Conference Room. Lunch will be available at 12:30. The meeting will last only 30 minutes.

RIVERSIDE RADIOLOGY READ PROCESS

Below is the process for pediatric studies to be read from Springfield Regional Medical Center/Riverside Radiology and Interventional Associates.

1. Riverside Radiology will call 937-641-3393 from 8:30 a.m. to 4:00 p.m. Monday through Friday. After 4:00 p.m. they will call the front office staff at 937-641-3811. Any request before 8:30 a.m. will be called to the same number, 937-641-3811. On Saturday, please call the front office at (937) 641-3811 between the hours of 6:30 a.m. to 3:00 p.m.
2. The person taking the call from Riverside will complete the Riverside Radiology Read request form and place the form in the "Incoming" bin located in the Radiologist Reading Room (Workstation #3). Please notify the 6:30 a.m. shift Radiologist or Call Shift Radiologist (by phone or pager) of any request while the radiologist is in-house. For requests between 11:00 p.m. through 8:30 a.m., please complete the form and leave it in the "incoming" box at Workstation #3.
3. After reading the Riverside exam, the Radiologist will complete the form and place it into the "done" bin. Nikki or Tresa will collect these forms daily and record them into the Excel spreadsheet.

If you have any questions or concerns, please contact Nikki Manns, Tresa Duffy, Peggy Wiggins, Kathy Moore, Joanne Hand, or Dr. Ey