

FACILITY: Reading Hospital	
MANUAL: Radiology Policies and Procedures	FOLDER: General
TITLE: Technologist Obtaining Outpatient Verbal Reports	DOCUMENT OWNER: All Managers
DOCUMENT ADMINISTRATOR: Administrative Director and Department Chair	KEYWORDS: Specimen, labeling
ORIGINAL DATE: May 2004	REVISION DATE(S): 4/2010, 6/2012, 7/2013,5/1/2017,3/24/21

SCOPE:

Department of Radiology

PURPOSE:

To provide outpatient verbal reports in an efficient and timely manner

POLICY:

DEFINITIONS:

PROCEDURE:

The technologist documents the request for a verbal report in the begin exam navigator for each study ordered.

- Technologist begins the procedure in the electronic medical record.
- Technologist completes begin exam navigator. In the begin exam navigator technologist enters 'YES' to verbal report and enters the extension and technologist's name to be contacted by the Image Library
- Technologist completes end exam navigator; **(be sure documentation is complete, the charge is correct, and images have been viewed in PACS prior to ending the procedure)**

Once the procedures have been ended, the patient's name appears on the Radiologist's Primordial Watchlist with a priority number of 51, indicating the Radiologist should read the images immediately.

- The Radiologist completes a Primordial Note.
- The Image Library calls the appropriate location to let them know the report is available.
- The technologist obtain the report in Chart review or the Primordial note, and call the report to the physician's office (and ask for a readback)
- The technologist completes the Primordial Note: The technologist document the following:
 - the name and title of the person who received the report.
 - the date and time the report was called, the words "Readback obtained", and the tech's initials or user ID.
 - Click on "Communication Completed".

The Technologist monitors a Verbal Tracking list for any study indicating a verbal report which has not been provided within 30 minutes/plain film studies and 60 minutes/specialty studies of ending a procedure. If the study has not been read, the Technologist calls the Image Library staff and they contacts the Radiologist responsible for rendering the verbal report and alert him/her there is a patient on the watchlist that requires a verbal report. If after 40/70 minutes a report is still not rendered, the Technologist calls the Image Library staff and they contact the Radiologist, as well as the Radiologist in charge.

This same process can be used for Image Checks.

Ultrasound Outpatients:

Outpatient verbal reports are called by the Sonographer to the referring physician's office. Complete documentation in Primordial and Edit Notes.

GUIDELINE:

PROVIDER PROTOCOL:

EDUCATION AND TRAINING:

REFERENCES:

COMMITTEE/COUNCIL APPROVALS:

CANCELLATION:

The content of this document supersedes all previous policies/procedures/protocols/guidelines, memoranda, and/or other communications pertaining to this document.

