

SECTION:
PATIENT CARE

SUBJECT:
MEDICAL IMAGING

I. **Title**
Radiology Imaging Availability for Walk-In Clinic Patients

II. **Policy**
Statement of Purpose

- To provide outpatient radiology imaging services to walk-in clinic patients based on an urgent need without sending the patient to the Emergency Department to have imaging performed.

Computed Tomography

- Hours of Availability
 - Monday - Friday - 8 a.m. - 6 p.m.
 - Radiology staff can perform walk-in clinic patient CT studies during normal business hours as long as the appropriate insurance authorization has been made and the patient has followed the proper exam preparation needed for the study.
 - Please contact the Radiology Department so that the patient can be added to the schedule and worked in as soon as possible.
 - Please ensure that the insurance authorization number and/or insurance reference number has been obtained prior to requesting the appointment.
 - Lab work may need to be obtained based on the study ordered which may cause a delay in beginning the exam.
 - Saturday - 10 a.m. - 6 p.m.
 - Radiology staff can perform walk-in clinic patient stat/urgent* CT studies if the patient is enrolled in the hospital's Indigent Program or considered self-pay.
 - Please contact the Radiology Department so that the patient can be added to the schedule and worked in as soon as possible.
 - Lab work may need to be obtained based on the study ordered which may cause a delay in beginning the exam.
 - Sunday - 10 a.m. - 2 p.m.
 - Radiology staff can perform walk-in clinic patient stat/urgent* CT studies if the patient is enrolled in the hospital's Indigent Program or considered self-pay.
 - Please contact the Radiology Department so that the patient can be added to the schedule and worked in as soon as possible.
 - Lab work may need to be obtained based on the study ordered which may cause a delay in beginning the exam.
 - For all other non-urgent CT needs, please obtain the proper insurance authorization and the radiology staff shall accommodate the patient for the first available appointment on the following business day.

Ultrasound

- Hours of Availability
 - Monday - Friday - 8 a.m. - 5 p.m.
 - Ultrasound technologists can perform walk-in clinic STAT/URGENT* ultrasounds during normal business hours on Monday - Friday.
 - For stat/urgent* ultrasound needs during normal business hours, please call the Radiology Department so that the patient can be added to the schedule and worked in as soon as possible.
 - Monday - Thursday - 5 p.m. - 6 p.m.
 - After-hour STAT/URGENT* ultrasound needs from the walk-in clinic shall require the provider and/or nurse to contact the ultrasound technologist on-call.
 - Friday 5 p.m. - 6 p.m.
 - Please call the Radiology Department and confirm that the evening shift technologist can perform ultrasound studies.
 - If so, please inform radiology staff of the ultrasound need so that the patient can be added to the schedule and worked in as soon as possible.
 - If the evening shift technologist does not perform ultrasound studies, please contact the ultrasound technologist on-call.
 - No vascular studies are available on the weekend and please reserve this time for absolute stat/urgent* ultrasound studies only.
 - Saturday - 10 a.m. - 6 p.m.
 - Please call the Radiology Department and confirm that the shift technologist can perform ultrasound studies.
 - If so, please inform radiology staff of the ultrasound need so that the patient can be added to the schedule and worked in as soon as possible.
 - No vascular studies are available on the weekend and please reserve this time for absolute stat/urgent* ultrasound studies only.
 - Sunday - 10 a.m. - 2 p.m.
 - Please call the Radiology Department and confirm that the shift technologist can perform ultrasound studies.
 - If so, please inform radiology staff of the ultrasound need so that the patient can be added to the schedule and worked in as soon as possible.
 - No vascular studies are available on the weekend and please reserve this time for absolute stat/urgent* ultrasound studies only.
 - A vascular technologist may not always be the ultrasound technologist on-call as not all of our technologists are trained or registered in the vascular field of study.
 - The ultrasound on-call schedule is located at the Admitting Emergency Department desk or the Emergency Department nurse's station.
 - For all other non-emergent ultrasound needs, the ultrasound staff shall accommodate the patient the during the first available appointment time on the following business day.

X-ray

- Hours of Availability
 - Monday - Friday - 8 a.m. - 6 p.m.
 - Radiology staff can perform walk-in clinic patient x-rays during normal business hours.
 - If an x-ray is needed around the 6 p.m. time frame or after, please inform radiology so staff can expect the patient prior to closing the waiting room doors.
 - Saturday - 10 a.m. - 6 p.m.
 - Radiology staff can perform walk-in clinic patient x-rays during the walk-in clinic hours of 10 a.m. - 6 p.m. If an x-ray is needed around the 6 p.m. time frame or after, please inform radiology so staff can expect the patient prior to closing the waiting room doors.
 - Sunday - 10 a.m. - 2 p.m.
 - Radiology staff can perform walk-in clinic patient x-rays during the walk-in clinic hours of 10 a.m. - 2 p.m. If an x-ray is needed around the 2 p.m. time frame or after, please inform radiology so staff can expect the patient prior to closing the waiting room doors.

STAT/URGENT*

- The walk-in clinic provider shall deem the need of the exam as urgent based on the patient’s condition and not based on the patient’s location, for example, walk-in clinic versus emergency department.
- The patient does not have to be sent to the emergency department to have an exam performed.

Important Notes

- Please note that the weekend technologist is the only technologist working the entire weekend shift.
- The weekend technologist is responsible for performing exams on emergency department patients, inpatients, obstetric patients, as well as outpatients.
- Please be patient with the weekend technologist as he/she works diligently to get walk-in patients done in a timely manner.

Definitions

NA

III. Relevant Federal and State Statutes

NA

IV. Related CMH Documents

NA

V. Dates Approved or Amended

<i>Originated: 06/01/2020</i>	<i>Effective: 06/01/2020</i>
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>

VI. Contact Information

Director of Radiology - extension 7123
 Radiology Department - extension 7441
 Walk-in Clinic Provider - extension 5036
 Walk-in Clinic Nurse - extension 5035
 Walk-in Clinic Nurse - extension 5061