

Better Communication = Better Patient Care

One important job for the radiologist is to make the correct imaging findings and determine the likely significance of those findings. However, an equally important task is to clearly communicate these results to the ordering physician verbally or in a written report, and in select cases directly to the patient.

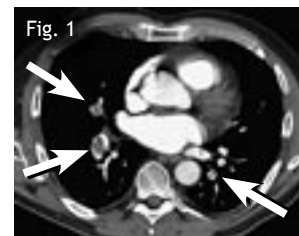
At Swedish Radia, we take pride in our ability to offer succinct and accurate reporting of results in a timely fashion. To this end, we provide "structured" radiology reports so you can find the information you need quickly. For example, a Knee MRI report will be divided into paragraphs entitled "Bones," "Synovium," "Cruciate/Collateral Ligaments," "Meniscus" and "Cartilage." CT and Ultrasound reports are also divided into organ specific sections that do not change each time you order an exam, making for easy comparisons.

All Swedish Radia reports are faxed to you immediately after dictation, typically within two hours for routine imaging and immediately for STAT exams. There is no transcription delay as reports are generated by voice recognition technology. If emergent or unexpected results are found, or if requested to do so on our order form, we will call results to you directly.

You, our referring physicians, can also help us provide better reports by communicating the pertinent clinical information on the radiology request form. The more clinical detail we have, particularly with respect to anatomic location, the more specific we can be in answering the clinical question. Histories should

include both specific signs and symptoms and identify the clinical question. Note that only providing a "rule out" diagnosis is always insufficient.

For example, a 67-year-old male presented to a primary care physician with acute leg pain and swelling. After consultation with the radiologist, a STAT Pulmonary CT Angiogram with Lower Extremity Runoff was performed. Multiple acute pulmonary emboli (Fig. 1) were demonstrated as well as a large acute left DVT (Fig. 2) extending from the calf to groin. Excellent communication between physician and radiologist resulted in the clinical question being answered quickly and effectively, resulting in better patient care.



Dear Colleague:

I'm pleased to send you the latest issue of "Update" from Swedish Radia Imaging Center. Six times a year we will send you information about the benefit of the state-of-the-art technology and expertise we provide. Your questions/comments are welcome. Call (425) 394-1724.

Ben Babusis, M.D., Medical Director



Swedish Radia's New Registration Area Features Enhanced Privacy, Espresso Bar

We are proud to announce that the remodel of our front desk registration area is completed. Patients may enjoy a latte at "The Daily Dose" located near the registration area. Although they may not always have time to grab a coffee before their exam due to our short wait time, they can always get one on the way out!



Need patient information?
Referral forms? Directions?
Call our main number (425) 394-0650.

To schedule a patient at
Swedish Radia Imaging Center,
please call (425) 394-0660.

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Swedish Radia's Survey Results Show Pleased Customers

Each day Swedish Radia Imaging Center serves dozens of patients in need of medical imaging. Physicians refer their patients to Swedish Radia because they know we put their patients first in every situation. Our center is led by specialized physicians and staffed by highly trained patient-focused associates. Due to our expertise in imaging technology, we use only the highest quality imaging equipment.

Swedish Radia can accommodate walk in X-ray. We also can see patients same day for Ultrasound, MRI and CT scans. To offer patients the best service possible, our outpatient reports are usually generated and signed within 40 minutes of exam completion. Medical Director Dr. Ben Babusis will automatically fax the results to the provider's office immediately after reading the exam. It is because of these consistent practices that our patient survey results show extremely satisfied customers. In October, 38 patients voluntarily filled out our survey cards. Results below indicate Swedish Radia provides overall excellent service for physicians and patients.

TOUCH POINTS	Needs Improvement	Average	Above Average	Excellent
Scheduling	0	1	7	30
Check-In	0	0	4	34
Wait Time	1	1	3	33



*Happy Holidays from
Swedish Radia Imaging
Center Staff!*

