

-----Original Message-----

From: Wisniewski, Holly
Sent: Wednesday, June 24, 2009 11:04 AM
To: Graff, Jeffrey; Del Castillo, Jorge; Ambrosia, Geri
Subject: RE: Radiology Call Coverage

Dr. Graff and Dr. Del Castillo –

In follow up to our meeting, we wanted to quickly highlight the call system changes effective when the University of Chicago affiliation begins. Please find the attached documents for further information regarding the radiology residency program and extended attending coverage.

Changes effective June 30th:

- To assist in filling the void of resident coverage, a teleradiology firm (Virtual Radiology) will cover – Sunday after 8 PM, Monday and Tuesday after 11PM
- They will be providing preliminary attending readings, which will post to Clinical Review – Imaging Results. Additionally, a ticker will appear on your dashboard. The preliminary reading attendings name and phone number will appear on your preliminary report.
- Questions about select x-rays will go to Virtual on the nights in which they are covering, please call the techs and they will facilitate pushing the images to Virtual
 - o Diag Xray @ GB 657-5864
 - o Diag Xray @ EH 570-1592
 - o Diag Xray @ HP 480-2817
- If you would like to speak directly to an attending at Virtual call 866.941.5695 (see attached document for add'l info about Virtual)

As always, if there is ever an issue with a resident, fellow, or Virtual read, a radiologist from NorthShore is available on call.

Please don't hesitate to call with any questions or concerns.

Dr. Meyer, Bobby, Greg and Holly

Holly Wisniewski
Sr. Practice Manager
Department of Radiology
NorthShore University HealthSystem
2650 Ridge Ave., Room G547
Evanston, IL 60201
847.570.2486
847.570.2942 Fax
847.631.8543 Pager
hwisniewski@northshore.org

This transmission may contain information that is privileged, confidential and/or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained herein (including any reliance thereon) is STRICTLY PROHIBITED. If you received this transmission in error, please immediately contact the sender and destroy the material in its entirety, whether in electronic or hard copy format. Thank you. This e-mail and any attachments may contain Protected Health Information ("PHI"). This PHI is for the sole use of the intended recipient. PHI is confidential information that may only be used or disclosed in accordance with federal and state law. You should be aware that there are penalties under federal or state law for the improper use or further disclosure of PHI. If you are not the intended recipient of this e-mail, you may not read, copy, distribute or otherwise use or disclose the information contained in this message.

If you received this message in error, please reply to the sender, indicate that you were not the intended recipient, and confirm that you have deleted the original message. Thank you.

**Department of Radiology
Call Protocol Effective July 1, 2009**

– **Coverage:**

- In the past, coverage was provided in conjunction with the Northwestern residents. Given the affiliation change, our department is supplementing attending and resident coverage with a teleradiology provider. This will be an interim solution until the University of Chicago affiliation is able to provide complete resident coverage, which is anticipated 2011 (ie six residents).
- The current attendings will also be extending their coverage for the institution. Additional attending from 5 – 11 PM, so that there will be 1 Body MD and 1 Neuro MD each night. A full schedule that illustrates when attendings and residents are in house is below.

	Attending Shift Hours	Resident/Fellow Coverage	Virtual
Sunday	8 AM - noon	noon - 8 PM (8 hrs)	8 PM - 8 AM
Monday	8 AM - 5 PM 5 PM - 11 PM – Body 5 PM - 11PM - Neuro		11 PM - 8 AM
Tuesday	8 AM - 5 PM 5 PM - 11 PM – Body 5 PM - 11PM - Neuro		11 PM - 8 AM
Wednesday	8 AM - 5 PM 5 PM - 11 PM - Body	Neuro from 5 - 11PM & All modalities from 11 PM - 8 AM	
Thursday	8 AM - 5 PM 5 PM - 11 PM - Body	Neuro from 5 - 11PM & All modalities from 11 PM - 8 AM	
Friday	8 AM - 5 PM 5 PM - 11 PM - Body 3 PM - 9PM - Neuro	9 PM - 8 AM (11 hrs)	
Saturday	8 AM - noon	8 PM - 8 AM (12hrs) noon - 8 PM (8 hrs)	

– **Teleradiology:**

- Two teleradiology providers were evaluated on expertise of physician staff, quality assurance processes, turnaround time and study rate. The two companies were Virtual Radiologic and NightHawk. While both companies would meet the organization’s needs, **Virtual Radiologic** is the preferred vendor of choice due to its rigorous quality assurance process, physician hiring practice, and subspecialized radiologists.
- **About Virtual Radiologic RIS** (founded in 2001)
 - +1,000 medical facilities, 13% of U.S. hospitals served with 98% retention rate
 - 77%+ MDs are subspecialty fellowship trained - Unique RIS/PACs operation system that allows our images to be routed to the most appropriate MD (example: CT Head sent to available Neurorad rather than a body rad)
 - Headquartered in Minneapolis, MN
 - Joint Commission-Accredited Organization
 - Reported 17 minute Turn Around Time (from time images are received)

Virtual Radiologic Operations Center
Available 24/7/365
To speak with an OC representative, or to connect with a reading radiologist, please call the following number:
Phone: 866-941-5695
Fax: 800-500-1046

– **Process:**

- Virtual Radiologic will only be providing **preliminary attending reads**. A final read will be completed by an attending the following morning. Subspecialized attendings will be available on call via the ballroom attendants as necessary. The ballroom attendants and technicians have been trained in the virtual system.

- Our RIS/PACs team has worked with Virtual Radiologic IT team to ensure seamless/paperless delivery of healthcare. We have implemented an HL7 connection that will enable us to have preliminary reports directly sent to EPIC. The preliminary results will post on their desktop view as well as dashboard.
 - Virtual is aware of our Stroke Protocol and they will also call the referring MD with any critical results. We will be monitoring the turn around time as well as the quality of all studies read by Virtual
 - If you should need to speak to a reading MD at Virtual:
- **Things that will remain unchanged:**
- An attending will be available in person at 7AM 7 days a week. In addition, the ballroom attendant will be able to contact an attending at anytime. There is always a subspecialized attending on call.
 - Neuro and body attendings will be available on weekends from 7AM to Noon
 - There is no change to IR coverage at all
 - Quality review of residents and virtual reads will continue – turn around time, report review, etc.
 - MDs will still call with all critical results.

Virtual Radiologic Operations Center

Available 24/7/365

To speak with an OC representative, or to connect with a reading radiologist, please call the following number:

Phone: 866-941-5695

Fax: 800-500-1046