

Situation:

Confusion exists for ordering providers on the SRC campus on what to do when requesting an MRI during “off” hours that need to be performed emergently.

Background:

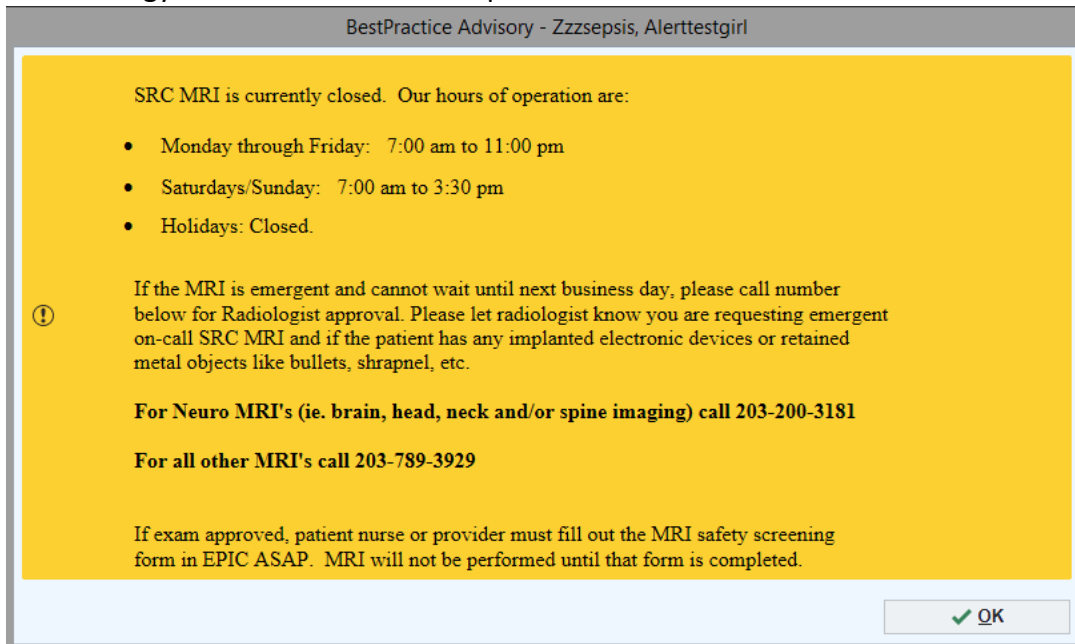
Unlike Smilow MRI, SRC MRI is not staffed with in house technologists 24-7. An on-call tech is available to perform medically emergent MRIs that can't wait until the following business day. Current hours of operations for SRC MRI are Monday-Friday 7am-11pm, and Saturday/Sunday 7am-330pm.

Assessment:

A notification is needed that provides clear instructions to ordering providers on steps to follow when an MRI is needed at SRC during “off” hours.

Recommendation:

1. Create an EPIC notification on steps to follow when an MRI needs to be performed at SRC campus during “off” hours that provides relevant phone number to call for case review by radiology. Notification in EPIC is pasted below.



BestPractice Advisory - Zzzsepsis, Alerttestgirl

SRC MRI is currently closed. Our hours of operation are:

- Monday through Friday: 7:00 am to 11:00 pm
- Saturdays/Sunday: 7:00 am to 3:30 pm
- Holidays: Closed.

ⓘ If the MRI is emergent and cannot wait until next business day, please call number below for Radiologist approval. Please let radiologist know you are requesting emergent on-call SRC MRI and if the patient has any implanted electronic devices or retained metal objects like bullets, shrapnel, etc.

For Neuro MRI's (ie. brain, head, neck and/or spine imaging) call 203-200-3181

For all other MRI's call 203-789-3929

If exam approved, patient nurse or provider must fill out the MRI safety screening form in EPIC ASAP. MRI will not be performed until that form is completed.

✓ OK

2. Provider will call directly to Smilow Neuro Reading Room to review Neuro MRI requests. For all other MRIs, provider will contact SRC ED Radiology Resident. The resident will triage case initially. If case clearly NOT emergent, resident can confirm that provider is OK with case completion during next business day. For all other cases (or if unclear on what to do) resident will take provider information down and notify the on-call fellow/resident for the responsible radiology service to review the case.
3. The radiologist from the supervising service will still be responsible for calling in the MRI tech when a case needs to be performed during “off” hours. The SRC ED radiology resident

can also assist with this. The ordering clinician should never contact the on-call MRI tech. Details on this process are posted on page 80 of the online MRI safety manual and listed below for reference.

Sundays 10pm– Monday 7am and Monday through Friday: 11pm – 7am → Call Smilow MRI Techs for coverage at 203-200-5144

Friday 11pm – Saturday 7am: → Page on-call Tech at 203-412-4230 or 203-412-0603

Saturday 3:30pm – Sunday 7am and Sunday 3:30pm-10pm: → Page on-call Tech at 203-412-4230 or 203-412-0603