

## Patient Talking Points to Schedule an Order

### Background:

As we continue the work to review and act on the backlog of unscheduled radiology orders, it's very likely you will need to engage the patient. Please find below a high-level script and suggested talking points based on some scenarios you may encounter regarding the status of an order when speaking to patients.

Please share with your team and leverage this resource as deemed appropriate.

### Patient Script:

Good morning/afternoon. My name is [first name]. I am calling from Massachusetts General Hospital because you have an order for [name of imaging study] which has not been scheduled. It was ordered by [name of ordering provider] on [order date].

This order was identified during a review of our outstanding radiology orders. You may have had this test done elsewhere, or you and your provider may have decided that this test is no longer needed. Refer to additional talking points based on scenario.

### Talking Points & Action Required by Scenario:

1. If you have not had the test done, I can schedule it for you now.
2. If you have already had the test done, please send (either fax, mail, or scan via Patient Gateway) your imaging/procedure results to [name of ordering provider] office.
  - **Note:** If the procedure was performed outside of MGB, the order should be “Modified to an external (Sched Ext Button) order” using information provided by patient: approximate date, time, and provider name. If the patient is uncertain about information, make a note on the order and message the ordering provider, as needed.
3. If you think the test is no longer needed, we will contact [name of ordering provider].
  - **Note:** Please use Inbasket Messaging to notify provider (i.e., [Smartphrase: .Ptdeclinesorder](#))
4. **If the patient seems upset or asks to discuss the delay in scheduling with someone else:** If you would not mind, I would like to have [name of ordering provider] and Patient Family Relations reach out to you directly. Someone will be in touch. (Scheduler to reach out to Practice Manager, who will escalate)

Please do not hesitate to reach out to us with any questions \*\*\*\*\* (Provide your information)