

Number 5, April 28, 2020

Staggered appointments keep everyone safe in Medical Imaging

RVH's Medical Imaging department procedure has changed to help keep patients and staff safe during the COVID-19 pandemic.

"We're doing our best to keep everybody safe," says Lisa Wherry, Manager, Medical Imaging, noting they also must follow Public Health guidelines.

As a precautionary measure, all appointments must be scheduled ahead of time—there are no walk-ins. This has several benefits:

- list of patients can be given to screeners at the door
- patients can be checked for symptoms beforehand
- patient flow in the small waiting room can be staggered to maintain physical distancing.

"We understand that patients are seeing their doctors for urgent issues and we continue to perform resulting requests," assures Wherry.

All imaging requests should be faxed or electronically submitted whenever possible to decrease exposure (rather than patients and staff handling paper forms).

CT (computed tomography, CAT) scans, Ultrasound or Echocardiogram as well as

X-ray and ECG requests will be scheduled according to urgency. If the physician determines a case to be an urgent procedure that will immediately affect care, it will be arranged for a same-day appointment.



Medical Imaging studies are being protocolled as:

- P1 – Today / Immediate
- P2 – 74 hrs / Urgent
- P3 – Within 2 weeks

Ultrasounds for pregnancy are still being performed. However, the strict no visitor policy applies and only the patient may attend the appointment (no spouse/partner, or children). This is a region-wide policy.

"We will provide images free of charge when possible for expectant mothers to share with their significant other," notes Wherry.

Meanwhile, planning is taking place to deal with any backlog of medical imaging needs as soon as confirmation is received from Public Health experts that it is safe to begin opening full services again.