

FAQs

What are radiology unexpected findings?

Findings on imaging that are unexpected or incidental in regard to the clinical indication for the imaging procedures/exams. Reports with an unexpected finding will be designated in the chart with a red exclamation point alert (!) next to it.

What if the finding is urgent or critical?

Unexpected findings that are non-urgent are placed in the unexpected findings work queue for a navigator to document closed-loop communication with provider and patient. **All urgent/critical findings are still communicated immediately to the ordering provider/care team by the radiologist.**

What should providers expect from our unexpected findings navigators?

Providers should expect to receive an internal communication titled “Radiology Unexpected Finding” through the Maestro Care in-basket messaging system. This notification will include the exam, date of exam, unexpected finding, and radiology recommendation.

A reply to this notification is required for confirmation of receipt. If the provider does not reply within a couple of days, the navigator will place a telephone call to the provider’s office with the information. If the provider clearly documents in the chart they have notified the patient regarding the unexpected finding/recommendation, the patient will not be notified by a navigator. If the provider does not specifically document notification of the finding/recommendation to the patient within 3 days, the navigator will call to notify the patient and advise follow-up with appropriate provider.

Can an unexpected findings navigator place a radiology order on behalf of a provider?

Our navigators can place a radiology exam order for you if you reply to them with that request. The navigators can help clarify what orders are needed and facilitate communication with the radiologists.

What should patients expect from our unexpected findings navigators?

Patients will receive the same information from the report that is already available through MyChart. Our knowledgeable navigators can answer basic imaging or radiology scheduling questions, but will not give clinical advice. All clinical questions will be referred back to patient’s clinical care team. If a patient cannot be contacted through telephone or MyChart messaging, a certified letter will be mailed to the address on file.