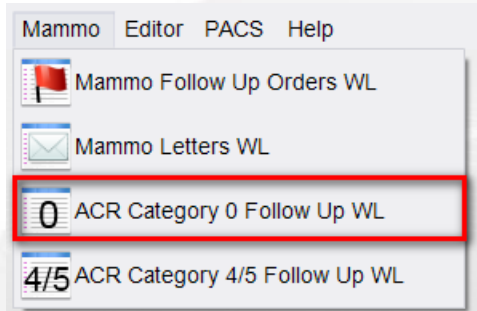# Managing BIRAD 0 Cases

All cases designated as BI-RADS 0 (additional imaging required) will be listed on the ACR Category 0 Follow Up WL under the Mammo Menu.
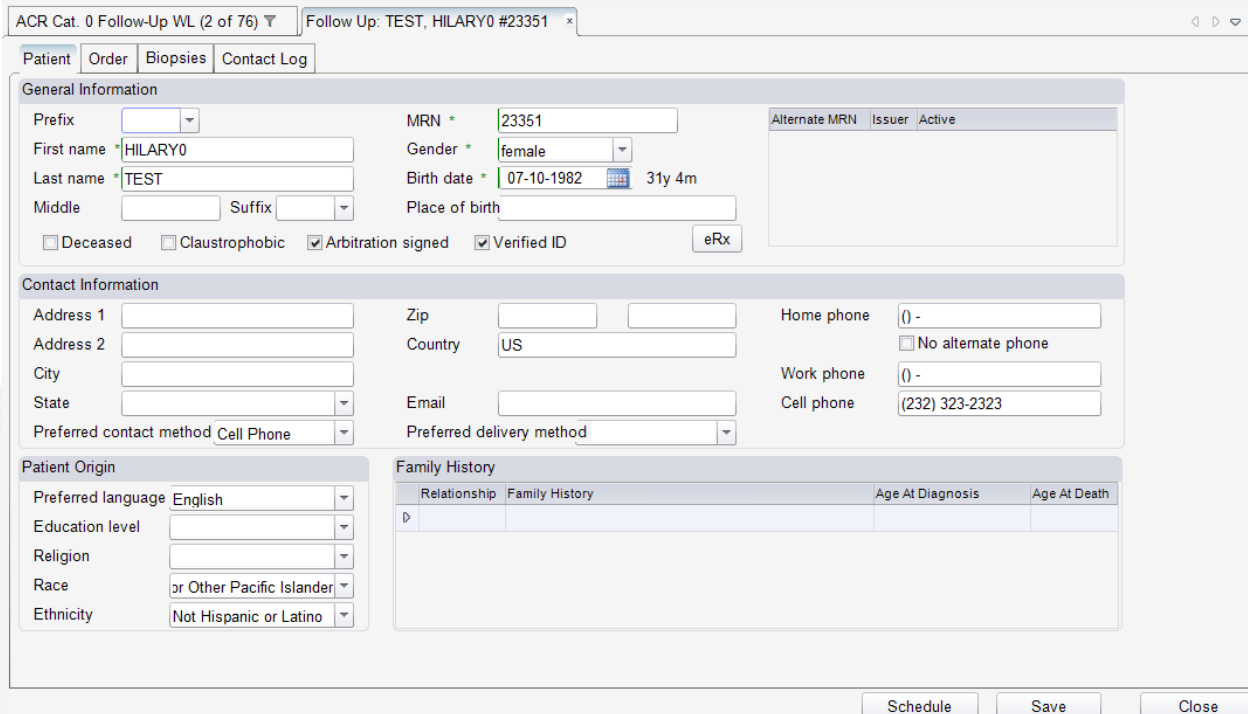


This will show all cases with a BIRAD of 0



Click the Follow-Up button to:

- Enter the appropriate exam(s) and notes needed to schedule the additional imaging
- Track attempts to reach the patient and record contact with the patient or referring physician
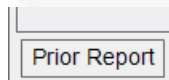- Schedule the appointment

The Follow-Up page displays like this:



Before doing anything else, right click on the Follow Up tab and select Patient Folder to see if the follow-up imaging was already scheduled.

- If the Follow-Up is scheduled, close the Patient Folder and return to the Follow-Up tab. Go to the Contact Log and Add a Contact with type: Mammo F/U Scheduled (more info about using the Contact Log can be found later in this document).

- If the Follow-Up still needs to be Scheduled close the Patient Folder tab to return to the Follow Up tab and follow the steps below.

To enter the recommended exam(s) and add notes for the additional imaging to be scheduled, or to actually schedule the patient's follow-up exam, click the Schedule button at the bottom of the page.

- Note that while it appears similar to the view when opening the Follow Up tab, there are more options in the sub-tabs across the top, an option to Save as Order, and a button to view the Prior Report. The new tab is labeled "Schedule Order."

- Now click on the Order Tab. The reason for the additional imaging should be entered in the box labeled "Reason for Exam." Click the Prior Report button to view the report. Scroll to the bottom and find the reason that the patient is returning for additional imaging. If desired, you can highlight the text in the report, and right-click Copy. Then right-click in the Reason for Exam field and choose paste. You can simply type the Reason if you prefer.
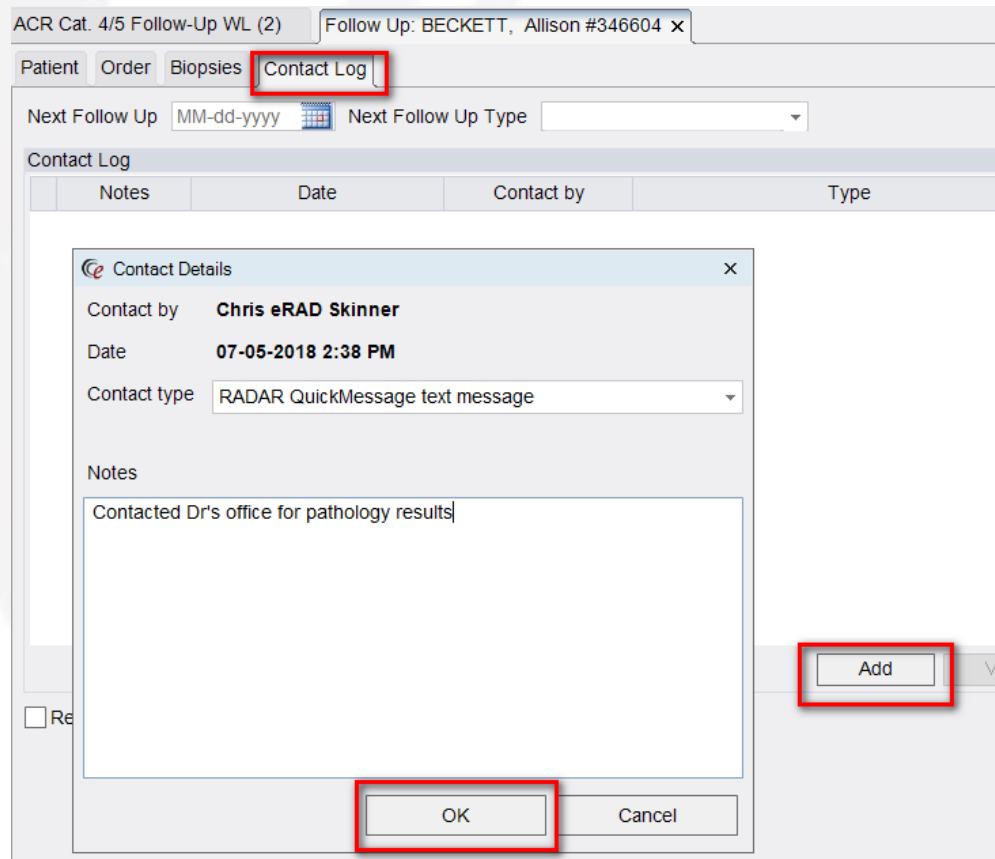
*ℰ* Next, click on the Schedule tab.  Here is where you will replace the listed exam (which will likely say "Breast Imaging to Be Determined") with the correct exam based on the radiologist's report.  Remember that any Mammogram and Ultrasound combinations should be scheduled as a combined exam, along with an US Breast Hold Code, as illustrated in the example below.  Since this is a BI-RADS 0 case, use the option that says CALLBACK in the procedure description to make it obvious to the technologist/radiologist that this is a Callback study.  Choose the laterality if needed (if a bilateral exam is chosen, the laterality will default to Bilateral).  There are options for **US Unilateral Breast Hold Code** and **US Bilateral Breast Hold Code**.  Click on the Paperclip icon if you need to scan any documents.

Now you can click on the Patient tab to get the patient's phone number and attempt to reach them for scheduling.  Schedule the appointment or click Save as Order.

After clicking Save as Order or Scheduling the patient, the "Schedule Order" tab will automatically close and you will be back at your Follow Up tab.

Record any notes regarding contact (or attempted contact) with the patient or referring physician by clicking on the Contact Log on the Follow Up tab.
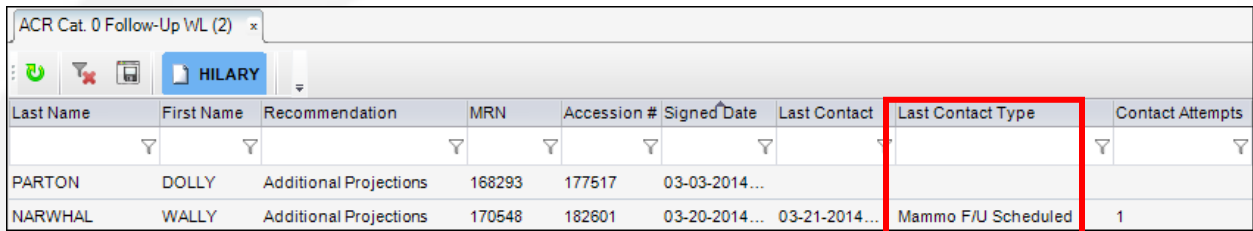
*ℰ* Please note: currently, entries from the Contact Log *on the Follow Up tab* are not visible on the Contact Log for the *future* MA/US exam.   They are two separate Contact Logs.

In order to easily see on the ACR Category 0 WL that a case you are following has been scheduled, you can create a Contact Log entry with the Contact Type of "Mammo F/U Scheduled." If you did not reach the patient you can document your effort by choosing "Called Patient-1st Attempt."
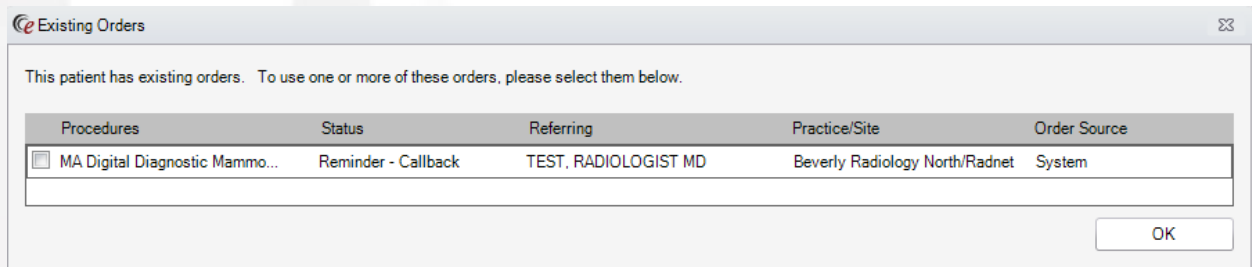
The last Contact Type is a column that is visible on your worklist, so you can quickly see which exams are already scheduled if you utilize the Contact Log in this way. You can also see the number of Contact Attempts and the last date of contact. These Contact Types are a powerful tool to help you know, without opening each case, which ones are most important to work on.



Please be aware that the patient's exam will **_not_** appear on the Orders to Schedule WL and it is the Mammo Tracking Department's responsibility to continue contacting the patient until they are scheduled (or until your designated # of attempts and waiting period have elapsed). Even after the exam is scheduled, the case will remain on the ACR Category 0 WL until the report has been signed by the radiologist, so that the Mammo Tracking Department can continue to monitor the case until the additional imaging is completed.

- Even though the patient is not on the Orders to Schedule WL, if the patient calls and speaks to a scheduler, the scheduler will be presented with the exam that has been prepared by the Mammo Tracking Department and can use it to schedule the patient's exam.



- Remember, you can always check to see whether a Callback has been scheduled or performed by right-clicking the patient's entry on the BI-RADS 0 List, and choosing the Patient Folder option.

- The Patient Folder will list any exams associated with the patient, regardless of the status of the exam. Look for your Diagnostic Mammo and/or Ultrasound case and find the column that says "Status." Here are some common statuses that you may see:

  - **Reminder - Callback** – means that the patient has not yet scheduled the exam. The exam is not on the Orders to Schedule WL, but if a scheduler receives a call from the patient, they will be presented with the order to schedule the Reminder - Callback for the patient, with any adjustments and notes that have been made by the

Mammo Tracking team. (Remember the procedure will be listed as "Breast Imaging to be Determined" until it has been updated.)

- **Ordered** – means that the patient has not yet scheduled the exam but it is visible on the Orders to Schedule WL. This status usually does not occur for sites where the Mammo Tracking department is responsible for contacting the patient. For the workflow described in this document, the case is worked from the ACR Category 0 Follow Up WL, not Orders to Schedule.

- **Scheduled** – means that the exam has been scheduled and you will find the scheduled date/time listed in the corresponding column.

- **Exam Done** – means that the additional imaging has been performed but the Radiologist has not yet read the exam.

- **Signed** – means that the radiologist has dictated and signed the report for the additional imaging.
    - At this point, the exam should automatically drop from your ACR Category 0 WL, but if it does not, you should resolve it manually (after checking the report). If a biopsy is recommended, the case will now be on your ACR Category 4/5 WL (see Job Aid).

- Please note that if a Scheduler ignored the pop-up asking them if they wanted to use the Reminder - Callback, then there could be two exams in the Patient Folder: the "Reminder-Callback" exam that was prepared by the Mammo Tracking team and the separate "Scheduled" exam created by the scheduler. When this happens, the "Reminder-Callback" exam is now a duplicate and can be cancelled by right-clicking and choosing "Cancel Order." When this happens, the patient will not automatically drop off of the ACR Category 0 WL and you will have to manually resolve the case. To manually resolve, follow the same steps used when a case needs to be resolved without additional imaging (see next bullet point).

If the case is to be resolved without the additional imaging being performed, due to the patient or referring physician choosing an alternate course of action or if you have not been able to schedule the patient after your designated number of attempts, enter an appropriate Contact Log entry and then check the Resolved checkbox on the Contact Log tab. Choose the corresponding reason on the pop-up window. This will cause the patient to drop off of the ACR Category 0 WL. All documented contact attempts will be recorded for future reference and can be accessed by opening the BI-RADS 0 exam and clicking the Contact Log tab.