

Title	Incomplete Examination	Policy #	01-010
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POLICY

All imaging attempts (including incomplete exams) should be documented.

PURPOSE

To establish a process when an exam is started but not completely performed for any reason (typical scenarios include equipment malfunction, claustrophobia, patient motion, patient emergency).

PROCEDURE

Technologist's responsibilities:

1. Technologist completes the exam in RadNet, alerts the radiologist as to why exam was not completed, and submits to the radiologist for interpretation.

Radiologist's responsibilities:

1. The Radiologist will dictate what occurred, why the exam was incomplete, and that (if possible) the patient should return for a complete study.
2. The Radiologist can indicate in the report that this incomplete exam is at "no charge" to the patient.
3. The Radiologist or designate should email the IT/Billing Manager who will notify the Charge Review Associate with the patient's name, MRN, exam and the reason for the credit. The Charge Review Associate will credit the charges (facility and faculty) into the billing system.
4. However, if the exam is complete enough to issue a diagnosis, the radiologist may choose to indicate that this should be a "reduced charge." In this case, the IT/Billing or Charge Review Associate needs to be informed in order to change the billing/CPT code and add a modifier (-52). The IT/Billing or Charge Review Associate will need patient name, MRN, exam. Typically, this scenario rarely occurs.

IT/Billing or Charge Review Associate Responsibilities:

1. Credit the charges (both technical/facility and professional/faculty) into the billing systems.
2. As needed, change the charge to a reduced fee by adding a modifier.

Patient Access Representative's responsibilities:

1. When the patient returns, issue a new accession #.
2. This process is to be followed only if a patient has been exposed to radiation/magnetic field/gamma/ultrasound. If the exam was not started at all, it is still acceptable to cancel it in RadNet, indicating the reason for the cancellation.
3. Also, if a fluoroscopy case is cancelled after the scout KUB film, it is appropriate to cancel the UGI/BE/etc. (documenting the reason for cancellation in RadNet) and charge/dictate the KUB.

Approved by:

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Date

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