

## Nuclear Medicine Rebounds from Dose Shortage

Our Nuclear Medicine department is pleased that the Molybdenum-99 shortage has ended, and that our exam capabilities have been fully restored. Many nuclear medicine imaging procedures use a critical—but scarce—medical isotope known as Molybdenum-99. Over the past year and a half, physicians and patients alike had to cope with a severe isotope shortage due to an extended and unanticipated shutdown at that Chalk River reactor in Canada.

Chalk River operations resumed in August.

Nuclear Medicine is valuable in determining if many organs, such as kidneys, lungs, stomach are functioning properly. It can be used to determine a patient's blood volume, vitamin absorption and bone density. These tests can show the precise location and extent of disease for many cancers and heart conditions.

## Thank You for Your Valuable Feedback



Thank you to all area clinicians and medical office staff who completed our 2010 survey. Responses are being reviewed and results will be provided to you in the coming weeks.

This annual survey is very valuable to determining how Olympic Radiology can best serve you and your patients. Results are analyzed and new programs and tools designed based on your feedback. In our 2009 surveys, you told us that **quality** is your

most important factor in determining where to refer a patient for imaging. As a result, we implemented a **patient satisfaction survey** process to insure that our staff was providing exceptional service. Results were quite positive, as 99% of patients ranked the overall quality of care they received as "excellent". **Radiologist qualifications** are also important to referring offices, so we made sure staff and patients were aware of the education and training of our physicians through our **"Meet the Physicians" and "Your Radiologist" programs.**

**Patient choice** in where to refer increased signifi-

cantly in 2009 according to your responses. Olympic Radiology developed tools to help practices inform patients. In addition to the patient surveys, we created our **"Your MRI" brochures**, and provided education materials for offices regarding our **billing and payment options** for uninsured patients, or patients who may be putting off testing because of cost concerns.

As always, we will continue to work with you to develop ways to make our relationships even stronger. Your feedback is very valuable in shaping this process.

For a list of survey prize drawing winners, see page 2.

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# Insurance & Billing Tools for Radiology

We understand that knowing which exams require pre-authorization and how to obtain that for your patients can sometimes be a difficult, tedious process. Many insurance carriers require the referring office to obtain pre-authorization for exams, but we are here to help in anyway we can. You may contact our billing department at (360) 415-7280 with any questions.

**Olympic Radiology Pre-Authorization Update**  
Tax Identification information and pre-authorization procedures for common carriers as of 11/11/2010  
 OLYMPIC RADIOLOGY TAX ID: 911951036 OLYMPIC RADIOLOGY NPI: 1295970226

Plan	Contact	MRI	MRA	CT	US	XRAY	NM	PET
Aetna*	IMED SOLUTIONS) 888-693-3011	yes	yes	yes	no	no	no	yes
APWU	IMED SOLUTIONS) 888-679-8317	yes	yes	yes	no	no	no	yes
CIPWV	800-440-1551	aka head, chest, neck, pelvis & spine	yes	CT/ANGIO/label	no	no	no	yes
Cigna	800-544-6222 Cigna MA, 866-214-1703	yes	yes	yes	no	no	no	yes
DSWS		no	no	no	no	no	no	yes
GEHA	IMED SOLUTIONS) 888-679-8317	yes	yes	yes	no	no	no	yes
Great West	888-653-3200 or number on card	yes	yes	yes	no	no	no	yes
Group Health		yes	yes	yes	no	no	no	yes
Health Net	888-822-7001	yes	yes	yes	no	no	no	yes
KPS	see online form to KPS Med Services	no	yes	no	no	no	no	yes
Lifesave of OR		yes	yes	yes	no	no	no	yes

(Continued on reverse)

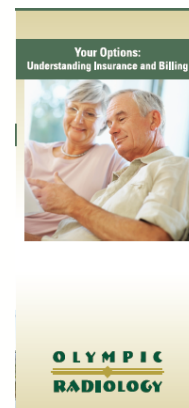
\*Some Aetna plans require an secondary. Aetna/Medicare does not require an authorization.  
 NOTE: This is a brief list of the most common carriers that require pre-authorization. Patient should verify with their plan.  
 For questions or assistance, please contact the billing department 415-7280 (phone) 479-8327 (fax)

**OLYMPIC RADIOLOGY**  
2000 Main Avenue • Bremerton, WA 98310 • 360-479-8327

Our **Insurance Pre-Authorization chart** is a resource that we designed to help guide you through the process. The chart includes common carriers, which exams do or do not require pre-authorization, and how to obtain the authorization from the carrier. Information was last updated in November 2010 and is now double sided to include more carriers.

Please contact Allyson at (360) 479-6555 or allyson@olympicradiology.com for the latest copy.

Insurance and billing options can also be quite confusing for patients. Olympic Radiology has developed a new tool for your offices to share with them; a brochure entitled **“Your Options: Understanding Insurance and Billing”**. “Your Options” educates patients on pre-authorization, provides a list of contracted carriers and networks, and informs of discounts for the uninsured (including our sliding scale based on income). “Your Options” brochures are available to all practices free of charge. Please contact Allyson at (360) 479-6555 or allyson@olympicradiology.com to arrange delivery of copies to your office.



## Survey Prize Drawing Winners

Congratulations to the following who were winners in our survey raffle. Over 80 surveys were submitted, and 10 winners were chosen at random from respondents who included contact information.

- Dr. Michael Benoit; Karrie Carlson – Olympic Internal Medicine; Dr. Katherine Hebard – Kitsap OB/Gyn; Shelly McKibbin – Harrison Oncology; Dr. Michael Steele – Olympic Internal Medicine; Elizabeth – Kitsap Pulmonary and Sleep Medicine; Monica Duchemin – NK ENT; Patty – Madrona Family Medicine; Dr. Francee Taylor—Eaglesweep Internal Medicine; Haylee Thoresen – Peninsula Pain Clinic**

# A Letter from the Radiologists

BEST WISHES FOR THE HOLIDAYS AND THE COMING YEAR



**James Rohlfing, MD**

*Serving Kitsap County  
for 18 years*

As 2010 comes to a close, we wish to express our appreciation to all area clinicians and medical staff who have trusted us to care for their patients.



**Bradley Brown, MD**

*Serving Kitsap County  
for 14 years*

2011 will bring some exciting developments for Olympic Radiology. Our second location will open in Poulsbo this spring. Residents of North Kitsap, Bainbridge Island, and the Olympic Peninsula will now have more convenient access to high quality diagnostic imaging. Our services in Poulsbo will include PET/CT, CT, MRI, Ultrasound, and X-Ray. We look forward to bringing the quality the community has come to expect from Olympic Radiology to the area.



**Steven Bell, MD**

*Serving Kitsap County  
for 14 years*

We are thankful for the relationships we have made over the years and look forward to working with you in the new year and for many years to come. Our warmest thoughts and best wishes for a happy Holiday Season and a prosperous New Year.

Sincerely,

The Physicians of Olympic Radiology

## Holiday Health and Safety Tips

The holidays are a time to celebrate, give thanks, and reflect. They are also a time to pay special attention to your health. Give the gift of health and safety to yourself and others by following these holiday tips from the CDC. To read more, and to hear *The 12 Ways to Health* holiday song, go to <http://www.cdc.gov/family/holiday>

### **Wash your hands often.**

Keeping hands clean is one of the most important steps you can take to avoid getting sick and spreading germs to others.

### **Stay warm.**

Cold temperatures can cause serious health problems, especially in infants and older adults.

### **Manage stress.**

The holidays don't need to take a toll on your health. Keep a check on over-commitment and over-spending.

### **Travel safely.**

Whether you're traveling across town or around the world, help ensure your trip is safe.

### **Be smoke-free.**

Avoid smoking and breathing other people's smoke.

### **Get check-ups and vaccinations.**

Exams and screenings can help find problems before they start.

### **Watch the kids.**

Children are at high risk for injuries that can lead to death or disability. Keep a watchful eye on your kids when they're eating and playing.

### **Prevent injuries.**

Injuries can occur anywhere and some often occur around the holidays.

### **Handle and prepare food safely.**

As you prepare holiday meals, keep you and your family safe from food-related illness.

### **Eat healthy, and be active.**

With balance and moderation, you can enjoy the holidays the healthy way.



# OLYMPIC RADIOLOGY

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Questions? Contact Allyson Metters  
(360) 479-6555  
allyson@olympicradiology.com

The Center of Excellence for Medical Imaging  
in the West Puget Sound

Visit us at [www.OlympicRadiology.com](http://www.OlympicRadiology.com)

 <http://twitter.com/OlympicRad>



## Olympic Radiology's American Board of Radiology Certified Physicians



**Steven Bell, MD**

Vascular & Interventional Fellowship

*Serving Kitsap County for over 14 years*

### Specialties:

Musculoskeletal  
Body Imaging  
Angiography and Interventional Radiology

### Education:

#### Doctor of Medicine

University of Wisconsin

#### Internship

UC Irvine Med. Center, General Surgery

#### Residency

Loma Linda University Medical Center,  
Diagnostic Radiology

#### Fellowship

Loma Linda University Medical Center,  
Angiography and Interventional Radiology



**Bradley Brown, MD**

Body Imaging & Ultrasound Fellowship

*Serving Kitsap County for over 14 years*

### Specialties:

Ultrasound  
Body Imaging  
Musculoskeletal

### Education:

#### Doctor of Medicine

University of South Carolina

#### Internship

LDS Hospital, Utah, Transitional

#### Residency

UC Davis Medical Center,  
Diagnostic Radiology

#### Fellowship

UC Davis Medical Center,  
Ultrasound with Intervention



**James Rohlfing, MD**

Neuroradiology Fellowship

*Serving Kitsap County for over 18 years*

### Specialties:

Neuroradiology (Subspecialty Certification American  
Board of Radiology)  
Body Imaging  
Musculoskeletal

### Education:

#### Doctor of Medicine

University of Washington

#### Internship

University of Utah, Internal Medicine

#### Residency

University of Utah,  
Diagnostic Radiology

#### Fellowship

University of Washington,  
Neuroradiology