



Imaging & Radiology Frequently Asked Questions

How do I get scheduled for an imaging procedure?

Your provider will order a procedure for you, and you can request to have it done at Carson Valley Health. If the provider uses EPIC we can find the order, you can have it faxed to 775.782.1543, or bring it in with you. If you hand deliver your order to our department, we will *not* be able to schedule it at that time. We will enter the order into your chart, and it will go through the normal approval/protocolling process.

Additionally, patients with orders placed by Barton or Renown providers may want to call us at 775.782.1533 to make sure we have the order. Although these are EPIC providers and the orders will be in the patient's chart, the orders are sent to the ordering facility, and we will not see them automatically until the order is corrected to CVH.

Once we receive your order, your insurance will take 1-15 days to authorize. You can call the Imaging department at any time to check on the status of your authorization.

A Billing representative will be in touch with the costs as required by Price Transparency regulations.

You will then be scheduled for your procedure.

Are there any procedures I can schedule myself?

Routine Screening Mammograms can be scheduled on MyChart or by calling Imaging at 775.782.1533. Diagnostic Mammograms or any other breast imaging must be scheduled by calling the Imaging desk.

X-rays do not need to be scheduled. Patients must check in with the Admitting office for any walk-in X-ray. Open Monday – Friday, 7am to 5:30pm, and Saturdays, 8am to 4:30pm.

How can I prepare for my procedure?

An Admitting representative will call you prior to your procedure to pre-register you. They will give you specific instructions for your procedure. If you miss the call, they will leave a voicemail with a call-back number.

During the pre-registration call, the patient will be told where to check in. If the patient owes money, or Admitting needs any demographic or insurance information, the patient will be asked to check in with the front Admitting office. If Admitting does not need to patient to check in with them, they will be informed to check in at the Imaging window at the given check-in time.

If you miss the pre-registration call, you must check-in with Admitting 30 minutes prior to your scheduled procedure.

If you take the pre-registration call you will be told where to check in. In some cases, Admitting will need to collect payment or insurance information prior to your procedure.

What if I'm running late?

We ask patients to call us at 775.782.1533 if they are running late. We will try to accommodate late patients as best we can, but we may have to reschedule.

MRI Preparation

Please arrive 30 minutes prior to your MRI.

You may need to gather any implant cards, hardware, or information to bring with you to the exam (depending on type of implant and/or if we already have the information. You will be notified of this during scheduling). Please wear comfortable clothing with no metal in it. For example: T-shirts, sweatpants, wireless bras. A gown may be provided.

How long will I be in the machine? Most scans take around 30 minutes. Depending on the body part and if contrast is needed, this may increase the exam length.

Do I need to take out any facial or body piercings? Yes, any piercings will need to be removed prior to the scan. Let the schedulers know if you have piercings you *cannot* remove.

The MRI machine is a tube, and some scans may see most of or your entire body entering the machine.

CT Preparation

For any contrast exams, we ask that the patient have nothing to eat and nothing to drink besides water starting 2 hours prior to the exam. If the exam includes contrast, Lab work instructions will be given. We ask that the patient wear comfortable clothing with no metal in it. For example: T-shirts, sweatpants, wireless bras. A gown may be provided, if not.

The CT machine is like a donut. The machine is shallow, and the scans are performed quickly. CT scans should cause little to no discomfort in claustrophobic patients.

Ultrasound Preparation

You will get your specific directions when you are scheduled.

Nuclear Medicine Preparation

Nuclear Medicine exam preparation must be followed closely. Patients may be restricted from taking certain medications prior to the study. All prep given at the time of scheduling.

We ask that the patient wear comfortable clothing with no metal in it. For example: T-shirts, sweatpants, wireless bras. A gown may be provided, if not.

Mammogram Preparation

We ask that patients not wear deodorant, lotion, powders, or perfumes under their arms or around their breasts for the Mammogram appointment.

Patients may be asked to come to the Imaging department to fill out a Release of Information. We will send the ROI to the last place the patient was seen for Mammography or any breast imaging. The Radiologists prefer to have any prior images before the patient is seen so comparisons can be made as soon as the exam is complete.

X-ray Preparation

X-rays do *not* have to be scheduled! Walk-in x-rays can be done at any time within the hours listed above, patients will need to check in with Admitting first. Some orders may be marked 'DX' but are in fact scheduled exams. These include Barium Enema, Barium Swallow Study, Esophagram, UGI, etc.

There is no specific preparation for an x-ray. Please wear clothes with no metal, or a gown will be provided.

Echocardiogram Preparation

No Caffeine and no exercise for at least six (6) hours prior to the scan. This includes no coffee, tea, soda, etc. There are no fasting restrictions for Echocardiogram.