



EVDI MEDICAL IMAGING FREQUENTLY ASKED QUESTIONS

What are your office locations and office hours?

Chandler

1076 W. Chandler Blvd., Suite 120

Chandler, AZ 85224

Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday and by appointment

Phone: 480.821.9198

Desert Breast Center

1450 S. Dobson Rd., Suite A100

Mesa, AZ 85202

Hours: 7:00 a.m. to 5:00 p.m. Monday through Friday

Phone: 480.456.9008

East Mesa

6424 E. Broadway Rd., Suite 101

Mesa, AZ 85206

Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday and by appointment

Phone: 480.830.0619

Gilbert

665 N. Gilbert Rd., Suite 154

Gilbert, AZ 85234

Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday and by appointment

Phone: 480.507.4500

Ironwood

2080 W. Southern Ave., Suite B-10

Apache Junction, AZ 85220

Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday and by appointment

Phone: 480.288.4100

Tempe

1840 E. Warner Rd., Suite 114

Tempe, AZ 85284

Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday and by appointment

Phone: 480.768.2800

How can I get a copy of my scans?

Call Corporate Medical Records directly and one of our medial records professionals will be happy to assist.

Corporate Medical Records
Phone: 480.921.3284
Hours: 7:00 a.m. to 5:00 p.m. Monday through Friday

Are you open on the weekends?

EVDI is open by appointment on Saturdays for certain exams. Please contact Scheduling at 480.456.9000 for more information.

Do I need an appointment?

Yes. Appointments are required for all visits except X-rays, which are performed on a walk-in basis between 8:00 a.m. and 4:30 p.m. Monday through Friday at our multi-modality centers. X-rays are not offered at our two Desert Breast Centers.

Do I need a written request from my doctor to have radiology procedure?

Yes.

How many physicians do you have and do you serve other facilities?

EVDI has more than 40 highly specialized, board-certified radiologists throughout our seven locations. Our radiologists also provide radiology services at Banner-Desert Medical Center, Banner-Cardon Children's Medical Center, Banner-Baywood Medical Center, Banner Heart Hospital, Mountain Vista Medical Center, Tempe St. Luke's Hospital and St. Luke's Medical Center.

What if I need to reschedule my appointment?

Not a problem. Just call 480.456.9000 and one of our schedulers will be happy to reschedule your appointment for a more convenient time.

What paperwork should I bring with me?

Please bring your order form from your health care provider and your insurance card.

Do I need any special preparation for my exam?

When you schedule your appointment with EVDI, our friendly schedulers will provide you with any preparations you need to make for your exam. For instance, sometimes exams require you not to eat or drink for several hours or to drink water prior to your appointment. If you have

any questions prior to arriving, please feel free to contact our schedulers at 480.456.9000 or you can call the site where you are scheduled directly. Our staff will be happy to answer any questions you have.

Will my insurance cover this exam?

Insurance plans vary, and there is no way for EVDI to know for sure if your insurance plan will cover your exam. The best plan of action is to know the benefits of your specific plan or call your insurance company prior to having the exam.

Can I make payment arrangements on my account?

We do offer payment arrangements. You can let a front desk staff member at the site know at the time of the exam or you can contact our Billing Department at 480.545.9779. Please note that EVDI centers do not accept cash. You can pay with a check or credit card.

Does EVDI accept credit card payments over the phone?

Yes. You can contact our Billing Department at 480.545.9779 to make a credit card payment over the phone. Or you can pay your bill online at www.evdi.com.

Do you accept most types of private insurance?

Yes, we do accept most types of private insurance. If you have a question about your specific plan, you can contact our Billing Department at 480.545.9779, or you can contact your insurance company.

Do you accept private pay patients?

Yes, we do accept private pay patients. Please let a front desk staff member at the site know that you are paying for your exam or you can contact our Billing Department at 480.545.9779 prior to your exam for more information. Please note that EVDI centers do not accept cash. You can pay with a check or credit card.

When will I receive my results?

EVDI will have your results to your doctor or health care provider very quickly, usually within a day or so. However, your provider's office will prioritize your results and follow their procedure for communicating those results to you.

If you are having a screening mammogram, you will receive a letter in the mail approximately 2 weeks after your exam explaining your results. If you are having a diagnostic mammogram, you will receive an explanation of your results from our breast imaging radiologists at the time of your appointment.

Ultrasound Patients

Why is a full bladder needed for gynecological or obstetrical sonograms?

A full bladder displaces the bowel so that pertinent anatomy can be seen during your exam.

Is there any radiation involved with an ultrasound?

No. Ultrasound uses high frequency sound waves to produce images of the body, not radiation.

CT Scan Patients

What is a CT scan?

CT scan is a noninvasive medical exam that helps physicians diagnose and treat medical conditions. It utilizes cross-sectional images of the inside of the body to produce multiple images of the area being studied. These images can be examined on a computer, printed or transferred to CD. CT scans of internal organs, bones, soft tissue and blood vessels provide greater clarity and more detail than regular X-ray exams.

What is the liquid that I have to drink before the exam?

Depending on what your doctor is looking for, you may be asked to drink water or a positive contrast such as barium. Water is to differentiate bowel from internal organs and barium is used to highlight and enhance the stomach and intestine.

Do I have to get an injection?

It depends on what your doctor is looking for and what body part will be examined. When needed, IV contrast is used to highlight blood vessels and enhance internal organs.

How long will the exam last?

Your time on the exam table will be approximately 5-15 minutes. Depending on your specific needs, your actual time in the department may vary. Please allow more time to check in, undress and dress, etc.

Mammography Patients

What is a mammography?

Mammography is a low-energy X-ray examination of the human breast for diagnostic and screening purposes. The goal of mammography is early detection of breast cancer. Mammograms can be performed on both men and women.

Will my mammogram cause me any pain?

Your mammogram may be uncomfortable but should not be to the point of painful. It is important for us to compress the breast because more compression allows us to obtain a clearer image. We ask our patients to alert us immediately if they are feeling severe discomfort.

Do you need to know if I have had a mammogram in the past?

Yes. It's very important that the radiologist review any previous mammograms you have had compared to the most recent exam. This allows the radiologist to see if any changes may be taking place in the breast tissue.

If you're coming in for a mammogram, please bring any images (CD or film) from previous exams not performed at EVDI.

Is there any preparation prior to my mammogram?

Please wear a two-piece outfit. Do not wear any powders, perfumes, deodorants, lotions or sprays on the breast or under the arms.

What does a mammogram feel like?

The breast is slowly compressed between a plastic paddle and a polycarbonate image detector. The paddle is somewhat flexible so it is more of a tight feeling than anything else.

How long does it take?

Screening exams take approximately 15 minutes. Patients with implants take 20-30 minutes due to extra imaging. Diagnostic exams are tailored to each patient so can vary in time from 20-45 minutes. Please allow more time to check in, undress and dress (if needed), etc.

Nuclear Medicine Patients

How long does the test take?

Exam duration can vary depending on exam ordered. On average, a nuclear medicine study will take 45-120 minutes. Some tests are two-part studies, requiring you to leave and return later for imaging.

How much radiation will I be exposed to?

The dose of radiation can vary with each procedure. However, nuclear medicine procedures are among the safest diagnostic imaging exams available. The amount of radiation received from a nuclear medicine scan is comparable to that of many other diagnostic X-ray and CT procedures. If you are concerned, it's best to ask your doctor.

Are there any contraindications to these tests?

If you think you may be pregnant or are breastfeeding, please discuss this with the technologist and/or your physician. For a gastric emptying study, please let the scheduler know if you are allergic to eggs as they are used in the study. That way, we can provide another option.

What will I wear for my test?

Loose fitting clothing with an elastic waist is best. If you are wearing clothing that might not be suitable for the test, you may be asked to change into a gown. If you have any questions prior to arriving, please feel free to contact our schedulers at 480.456.9000 or you can call the site where you are scheduled directly. Our staff will be happy to answer any questions you have.

MRI

What will take place during my MRI procedure?

First, our staff will ask some questions to make sure you are safe to go in the MRI room. We may have you change into a gown depending on the body part being scanned and the clothing you have on. For example, if your pelvis is being scanned and your jeans have a zipper, you will have to wear a gown because we don't want any metal in the scanner. You will then be able to lock your belongings in a locker before going into the MRI room. We will position you on a table that will go into the scanner during the exam. We may also put specialized equipment called a coil around the body part being scanned to improve the images. The body part being scanned must be in the center of the scanner to get the best images, so depending on what exam you are having your head may or may not be in the machine. The MRI machine does make loud noises so we will give you earplugs or a headset that you can listen to a radio station on or you can bring your own music to listen to. During the exam, the technologist will communicate with you. He or she will tell you when to lay still and hold your breath.

How do I prepare for the exam? Can I eat or drink prior to the exam?

When you schedule an appointment with EVDI, our friendly schedulers will provide you with any preparations you need to make for your exam. For an MRI, it is important to wear clothing that is loose fitting and does not contain metal. It may also be cool in the room, so warm clothes, such as sweats, etc., can be appropriate.

If you have any questions prior to arriving, please feel free to contact our schedulers at 480.456.9000 or you can call the site where you are scheduled directly. Our staff will be happy to answer any questions you have.

What happens if I panic?

We try our best to make you comfortable during your MRI exam. Our MRI units have a two-way communication system so you can communicate with the technologist throughout your exam.

So, if you panic and need to get out of the scanner, we can respond quickly. There is also a panic button that you can push if needed. In addition, a family member may go in to the room to help comfort you if needed.

If you know you're claustrophobic, we also offer nurse-supervised sedation, open MRI and MRI goggles so that you can watch a DVD during your exam.

Will my head be in the MRI machine?

This depends on the exam you are having. The body part being scanned must be in the center of the scanner to get the best images, so depending on what exam you are having your head may or may not be in the machine. Generally, if you are having a body part below your pelvis scanned, your head will normally be out of the scanner.

How long will the MRI study take?

Depending on the exam, it may be 15 minutes to as long as 45 minutes. If you are having multiple exams or if you are receiving contrast, it will increase the scan time and the exam may take up to 1½ hours. Please allow more time to check in, undress and dress (if needed), etc.

Media Contact: If journalists would like more information about EVDI Medical Imaging, or would like to request an interview, please contact:

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