

Where do I direct my question?

SGRA Communications Guide

CALL SUPPORT TEAM

Hours: Monday - Thursday = 6 am - 1 am
Friday & Saturday = 6 am - 3 am
Sunday = 6 am - 12 am

Mode: Message via OhMD Call Support thread

After hours /emergent situations: 1-888-545-5551

After hours Radiologist contact: 1-888-545-5551

CLINICAL TEAM

Hours: Monday - Friday = 7 am - 5 pm

Mode: Message via OhMD Clinical thread

Email: Non-emergent communications go to
Clinicalsupport@sgaonline.com

- ✓ Exams not crossing / Priors
- ✓ Read notifications (stat / RR)
- ✓ Physician to Physician calls
- ✓ Critical results / finds
- ✓ Addendum requests
- ✓ Return to Technologist communication
- ✓ Patient ID/ MRN issues
- ✓ Accession # issues
- ✓ Report redistribution

- ✓ Protocol Questions
- ✓ GFR Clearance
- ✓ Radiologist Questions
- ✓ Report Discrepancy
- ✓ Patient scheduling
- ✓ Pregnancy Clearance
- ✓ Diagnostic mammos

