

Don't Put Off Your Routine Mammogram – Interview Transcripts

Kate Eschbach, MHA, RT(R)(MR)(CT), Director, Medical Imaging & Cardiology, OSF HealthCare

“We are very excited to bring online scheduling as an opportunity for our patients to book their mammo online for screening services. We are offering those services at both the main campus and our Centers for Health just down the street from us. We are really thrilled that they can do this linked to their My Chart and, therefore, the entire process takes a total of five clicks.”

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“As we get closer to our new normal and realizing what that looks like, the importance of self care and preventative health care services is coming back to the front of mind for many of our patients and our community members. As we look towards ‘how do we better serve during that time,’ one of the features that we have brought back online is scheduling online at your convenience.”

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“It is available to all of our current patients. It’s available to any new patients that are in our areas that are wanting to try our services here. They are asked a series of questions at the very beginning and it’s very straightforward, simple ones. They are asking if the appointment is for a screening or an annual mammogram – yes or no. They’re asking if you had a mammogram in the last year – yes or no. And they’re asking if you have any history of breast implants or breast surgeries – yes or no. Those questions then lead you into the next scheduling screen where you get to pick your date and time that best works for you.”

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“On day of service when patients arrive for their screening mammogram, they can expect to see our health care facility kept to the OSF standards following CDC guidelines for cleanliness regarding COVID safety during these current times.”