

Access Center Scripting

Scheduling Staff Scripting

Please use the scripting below to help guide your conversations with patients based on some expected scenarios. You can also refer to the FAQs to help answer common questions you may be asked.

If you are rescheduling a patient's original appointment:

Our radiologists use contrast dye to help us better see and understand the CT scan images we take of your body. The supplies of this dye have been affected by supply chain issues related to COVID-19 lockdowns in China. Right now, our supplies of this dye are low enough that we need to reserve them for patients with emergencies. This means we need to reschedule your exam to later this year when we think we're getting the dye back in stock.

If you are scheduling a different type of exam for the patient:

We need to cancel your upcoming appointment with us to get a CT scan. Our radiologists use contrast dye to help us better see and understand the CT scan images we take of your body. The supplies of this dye have been affected by supply chain issues related to COVID-19 lockdowns in China. Right now, our supplies of this dye are low enough that we need to reserve them for patients with emergencies.

Your doctor ordered you a different type of exam that doesn't require contrast dye and may be helpful in providing the information we needed for your case. Depending on the information we get from this exam, we may have you come back for a CT exam with contrast dye later this year when we have that back in stock.