

Scripting for Clinicians

If your patient asks for more details on the impact of the iodinated contrast shortage, the following scripts may help provide a framework for conversation based on some expected scenarios:

“Why is my examination being rescheduled?”

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 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’ll have more dye back in stock.

“Are you telling me I cannot have my exam?”

No, you can and should have this exam. Unfortunately, we cannot do it on the date we originally planned. We’re rescheduling it to later this year when we expect to have the dye back in stock. Someone from our scheduling team will find you a new appointment.

“Can I go somewhere else for the exam?”

Yes, I can send the order to a non-Vanderbilt location, but I don’t know if they’re having the same issue with dye shortages. This is a global problem that many places are facing.

“Why are you changing the type of exam I’m getting?”

Even though we talked about you having a CT exam with contrast dye, we can’t do the exam right now. I’m ordering you a different type of exam. It doesn’t use contrast dye and may help us learn about your case.

My Health at Vanderbilt Message

We recommend that you (or member of your clinical team) send impacted patients a message via My Health at Vanderbilt.

If your patient is being rescheduled:

We need to reschedule your upcoming appointment for your CT scan. Our radiologists use contrast dye to help us better see and understand the CT 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 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. This is when we think we’ll have the dye back in stock. Someone from our scheduling team will find you a new appointment.

If you’re changing the type of exam:

We need to cancel your upcoming appointment for your CT scan. Our radiologists use contrast dye to help us better see and understand the CT 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 are low enough that we need to reserve them for patients with emergencies.

I'm ordering you a different type of exam. It doesn't use contrast dye and may help us learn about your case. Someone from our scheduling team will find you an appointment. Based on what we learn from this exam, we may have you come back for a CT exam with contrast dye later this year when we think we'll have more dye back in stock.