

EIP-Going the Extra Mile

A 62 y/o female was referred to EIP-Canton in January 2016 with chronic bilateral ankle pain since November 2015. The patient had no known injury. Prior to her MRI, x-rays were taken of her ankles and both studies came back negative.

Upon arrival at our center, the EIP MRI technologist positioned the patient for her first ankle exam. She performed the first scout (reference) and immediately noticed some issues. As the test progressed, the technologist knew that what she saw on the images warranted a change in exam type from a routine to a STAT radiology read. The technologist completed the exam and proceeded with the second one, only to discover a very similar result. Despite the negative x-ray results, the MRI had revealed bilateral calcaneal fractures.

The patient told the technologist that she didn't have a follow up appointment with the referring physician until January 31st and, without disclosing any information to the patient, the technologist knew that she needed to have the patient seen by her doctor ASAP. The patient left the center and the technologist immediately alerted the radiology group to the STAT case. The radiologist instantly reviewed the case and confirmed the fractures. The MRI technologist proceeded to call the referring office and alerted them to the MRI findings. Unfortunately, the referring doctor was out of the office so the office manager placed a call in to him.

Shortly thereafter, the referring doctor called the MRI center and spoke directly to the technologist. The doctor was in absolute shock that the patient had bilateral fractures and thanked the technologist for being so thorough. He told the technologist that he was heading right back to his office to call the patient so that he could cast her ASAP.

For our technologists, decisions like this are second nature but for many others they are not. This is a great example of how extensive foot and ankle experience and superior follow through set our MRI service apart from the others.