



CUSTOMER SERVICE CENTER

Frequently Asked Questions

Q. What is the Hopkins Customer Service Center (CSC)?

A. *The Customer Service Center replaces the Radiology film library and serves physicians and patients with the management of diagnostic radiology images.*

Q. What are the hours?

A. *The Customer Service Center is open 24 hours everyday with staff on-site to serve you.*

Q. Where is the Customer Service Center located?

A. *The CSC is located adjacent to the Nelson/Harvey elevators in the Main Hospital's basement.*

Q. How can I contact the CSC?

A. *The contact number is 443-287-7378 (R-SERV). The website is http://www.rad.jhmi.edu/patient_care.htm*

Q. I have had studies performed at an outside hospital or facility and my doctor wants the images to be electronically stored at Hopkins. What do I do?

A. *Your doctor will need to complete a request to the Customer Service Center and then you may bring your outside studies to the Center. The outside studies will be placed on the Hopkins Archive so that the images will be available to Hopkins doctors.*

Q. Who will see my studies?

A. *The images will be available to the physicians involved with your care at Hopkins. In addition, a Hopkins radiologist will review your study and give an official report which will become part of your medical record at Hopkins.*

Q. Must there be an official interpretation of my outside study by a Hopkins radiologist?

A. *Yes, for the images to be stored on the Hopkins archive there must be an official interpretation. This is done to ensure full attention to the details of your study and to improve accuracy. The images and report will be available for review by your physician 24/7.*

Q. Is there a charge for this service?

A. *Yes, the charge is needed to offset necessary interpretation, staffing, and equipment expenses incurred to provide this service. The fee is reduced from our usual interpretation charge. The fee typically ranges from \$13-\$133 depending upon the complexity of the exam. Some insurers do pay for this service and we will try to collect from your insurer first. However, if we are not paid by your insurer, the cost may be your responsibility.*

Q. Do I have an alternative to using the Customer Service Center?

A. *Yes, you may give your outside images to your physician. However, the images will not be stored in the Hopkins Archive and will not receive an official report of review by a Hopkins radiologist.*

Q. What do I do if I want copies of my imaging exams performed at Hopkins?

A. *The Customer Service Center will make copies for you. One set of CDs with your images is free. If you want more than one set of images, there will be a charge of \$5.00 per set.*

Q. What if I want a copy of my study on film?

A. *We are moving away from using film at Hopkins. We can still copy your exam on film but there will be a cost of \$5.00 per sheet of film.*

Q. What if my physician wants a copy of my exam?

A. *We will provide your physician with a copy without charge.*