

COVID-19 Imaging Center Updates

Status Update: 8/19/20 – New Info on Sites/Services Open and Patient Safety

Update information below on site operations, delays in our scheduling department, Medical Records move, COVID-19 screening process, and how we are handling cases where imaging indicates possible COVID-19.

As public health guidelines continue to change, our practice is adapting quickly and will post **updates on our website as soon as possible** – www.hillmedical.com. **However, our schedulers and sites may be instructed to modify our operations and safeguarding measures before updates are posted online.** Please know while we are committed to being fully focused on providing high-quality, compassionate care during this unprecedented time, our team’s number one goal is the health and safety of our patients, physicians and staff.

Site Operations:

All sites and modalities are open. Some sites have extended hours and weekend hours.

HHIC – Fair Oaks

625 S. Fair Oaks Ave., Suite 180
Pasadena, CA 91105

P: (626) 229-8969

F: (626) 229-8988

M-F 6 a.m. – 10:15 p.m.

Sat. 8 a.m. – 4 p.m. (MRI & X-ray)

HHIC – Glendora

130 W. Route 66, Suite 110
Glendora, CA 91740

P: (626) 914-3384

F: (626) 914-6254

M-F 6 a.m. – 10:30 p.m.

Jim & Eleanor Randall Breast Center

625 S. Fair Oaks Ave., Suite 140
Pasadena, CA 91105

P: (626) 793-6141

F: (626) 796-0172

M-F 6:30 a.m. – 6 p.m.

HHIC-West Covina

1509 W. Cameron, Suite D-100
West Covina, CA 91790

P: (626) 962-3525

F: (626) 962-0032

M-F 6:30 a.m. – 9 p.m.

HHIC-Cordova

751 Cordova Street
Pasadena, CA 91101

P: (626) 577-2424

F: (626) 577-2986

M-F 8 a.m. – 9 p.m.

HHBC-Arcadia

301 N. Huntington Dr.
Arcadia, CA 91007

P: (626) 701-5850

F: (626) 701-5854

M-F 8 a.m. – 5 p.m.

- Scheduling and billing offices are **open Monday-Friday only.**
- **No walk-in appointments** are accepted for any procedure due to COVID-19 pre-screens; please let us know if you need a same-day or next-day appointment, and we will do our best to accommodate.
- For STAT/Urgent cases call the centers before sending patients; every patient must be pre-screened.

Scheduling Delays:

With added COVID-19 precautions and requests for appointments postponed during the spring, our schedulers are catching up as quickly as possible. We apologize for additional hold times and any delays in receiving your patient’s appointment information. **For urgent assistance, please call your Hill Imaging/HHIC physician liaison. If you do not have a physician liaison, please email us to request one at: info@cmbssl.com**

Medical Records & IT Relocation:

Our Medical Records and IT teams are moving from 33 Wheeler Ave., Arcadia, and will be located with our scheduling, billing, and other administrative teams at 223 N. First St., Arcadia. We appreciate your patience as we finalize our transition through the end of August. Request records at: www.hillmedical.com/recordsrequest/

If Imaging Indicates Possible COVID-19 Diagnosis:

We occasionally read imaging studies (typically by CT) that are suspicious for COVID based on imaging features. Because we pre-screen all outpatients at the imaging centers for COVID symptoms/history, these cases are clinically unsuspected and therefore treated as a critical value. **If the radiologist is unable to reach the referring doctor within one hour, the radiologist will attempt to contact the patient directly.**

Safeguarding Measures:

We are committed to the safety and health of our patients, physicians, and staff and are taking extra steps to safeguard our imaging sites during COVID-19:

- **Masks: All patients and visitors are required to wear a mask without exception.** Those without a mask will be provided one at our registration desk. Patients refusing a mask will not be seen.
- **Health Screenings:** During this time all patients will be asked a series of COVID-19 screening questions during the scheduling of their appointment and upon arrival at our centers. Based on the results, patients may be referred to the hospital or their healthcare provider for guidance on where to attain appropriate imaging services.

Patients and visitors cannot be seen at our sites if they have any of the following:

- Fever – ***Patient and visitor temperatures will be taken on site.***
 - Cough ***with*** Fever
 - Abdominal Pain, Diarrhea and/or Vomiting ***with*** a Fever
 - Shortness of Breath ***with*** a Fever
 - Loss of Taste or Smell
- **Supporting Social Distancing:** Waiting room chairs have been relocated to allow greater distance and signage is being added to ensure proper social distancing at registration.
 - **Sanitizers:** Hand sanitizer is available at registration and throughout our centers.
 - **Cleanliness:** In addition to adhering to the California Department of Public Health and Centers for Disease Control's infection-prevention and safety standards, additional time is being allocated between patients to allow the technologists to clean exam rooms and high traffic areas more frequently.
 - **Restricted Visitor Policy:** For everyone's health and safety, patients must limit the number of visitors they bring to their appointment(s) to one person. Visitors will also be screened upon arrival at our centers and must not exhibit any signs or symptoms of illness.
 - **Rescheduling Appointments:** Patients needing to reschedule an appointment can call:
 - Huntington-Hill Imaging Centers – (626) 698-7266
 - Jim and Eleanor Randall Breast Center – (626) 698-7210
 - **COVID-19 Phone Line:** Our hospital partner, Huntington Hospital, has a COVID-19 phone line – (626) 397-3777 with pre-recorded COVID-19 information and guidance.