

Beth Israel Lahey MRI: Creating a Body Index Chart For Schedulers

Diandra Drivas Healthcare Studies



Introduction

- Beverly Radiology Associates, a multi-specialty radiology practice serving Boston's North Shore since 1976, offers internships that provide valuable exposure to the administrative operations of a healthcare organization. Interns gain hands-on experience in scheduling, workflow coordination, patient communication, and compliance procedures across both clinical and non-clinical settings, including Beverly Hospital and Lahey Outpatient Center Danvers.

Objective

- The objective of this project was to create a more efficient scheduling process for the radiology department.

Related Literature

- According to Redi Diagnostic Corp, (n.d.), "MRI appointments are important for early, accurate diagnosis, which is beneficial to detect issues allowing for timely treatment and better health outcomes" (p.1).
- "Beverly Hospital's MRI machines are designed to accommodate people of all body types with a wide, open design for comfort and accessibility," However, since there are a limited number of these machines available, it's important to complete any required questionnaires before your appointment to ensure proper scheduling and the best care experience, (Beverly Hospital, n.d).

Materials & Methods

- Interviewed MRI supervisors to identify causes and effects of missed scans, and lastminute cancellations.
- Proposed a new chart system that matches patients to the most suitable MRI scanner based on BMI and height.
- Collected feedback from site supervisors and staff on the proposed chart system and scheduling process.
- Conducted training sessions for all staff to review the new chart system and how to use it effectively.
- Utilized the BMI chart to inform patients of scanner weight and height limitations and guided staff in scheduling appropriate MRI appointments, helping to ensure successful scans.

Guidelines for patient height and weight and which scanner to use

Max table weight: Philips/Mobile 550 lbs,
3T 350 lbs

Exam(s)	Height	Weight	3T	Philips	BH
Toes, feet, ankles, knees, tib/fib	N/A	up to max	Y	Y	Y
Hands, wrists, forearms	< 5' 5"	> 250 lbs	N	Y	Y
Heads, chests, abdomen, pelvis, shoulders	< 5'	> 200 lbs	N	Y	Y
Heads, chests, abdomen, pelvis, shoulders	5' - 5' 5"	> 250 lbs	N	Y	Y
Heads, chests, abdomen, pelvis, shoulders	5'5" - 6'	> 275lbs	N	Y	Y
Heads, chests, abdomen, pelvis, shoulders	<6' 5"	> 300lbs	N	Y	Y

Results

Below is an example of scheduled MRI appointments throughout the day. The use of the patient guideline chart during scheduling led to a noticeable decrease in cancellations. The data highlights the difference in cancellation rates before and after using the chart.

Before				After			
8a	Patient 1	A	C	8a	Patient 1	A	C
8:30a	Patient 2	A	I	8:30a	Patient 2	A	I
9a	Patient 3	A	C	9a	Patient 3	A	C
9:30a	Patient 4	A	C	9:30a	Patient 4	A	C
10a	Patient 5	A	C	10a	Patient 5	A	C
10:30a	Patient 6	A	I	10:30a	Patient 6	A	C
11a	Patient 7	A	I	11a	Patient 7	A	C
11:30a	Patient 8	A	C	11:30a	Patient 8	A	C
12p	Patient 9	A	C	12p	Patient 9	A	C
12:30p	Patient 10	A	C	12:30p	Patient 10	A	C
1p	Patient 11	A	I	1p	Patient 11	A	C
1:30p	Patient 12	A	C	1:30p	Patient 12	A	C
2p	Patient 13	A	I	2p	Patient 13	A	C
2:30	Patient 14	A	C	2:30p	Patient 14	A	C

Conclusion

- Patient appointments are frequently canceled or rescheduled due to a specific MRI machine not being available.

Feedback Received

- Schedulers said that although the chart system is effective, it has decreased the amount of phone calls schedulers were able to make due to implementing this new process.

References

Beverly Hospital. (n.d.). Radiology & imaging services. Beverly Hospital. <https://beverlyhospital.org/services/radiology-imaging>.

REDI Diagnostics Corp. (n.d.). What conditions can an MRI scan diagnose? Retrieved April 16, 2025,

Acknowledgment

LINDA GALLO (Site Supervisor) – MRI Scheduling Supervisor/Client Services Facilitator