

# Frequently Asked Questions

## ➤ How or when will I get my results?

You will receive your results from your doctor and your doctor will receive the results in 48 to 72 hours.

## ➤ Why is it necessary to give copies of my insurance card and driver's license on every visit?

This is for your benefit as we need to verify it is your using your own information and that the information we have is correct.

## ➤ Why can't I wear lotions or deodorant for my mammogram?

The lotions, deodorants and powders may have ingredients in them that may show up on a mammogram and they could mimic abnormal pathology in the breast. So it is better to have bare skin.

## ➤ I gave my insurance information over the phone to the scheduler why is it necessary to give the actual cards at my check in time?

This is for your benefit to make sure the information is correct and we have the correct billing address on the back of the insurance cards.

## ➤ How much will my insurance cover?

In an era of managed care, our office staff cannot possibly know the terms of your individual policy.

## ➤ Why do you need my prior mammogram films from another facility?

We need your films because in mammography we are always looking for stability over time and it is only in comparing back to prior films that we can notice any changes in your films.

## ➤ How come technicians will not give me my results or findings?

The radiologists are the only ones qualified to read the exams and send the results to your doctor. The technicians are not able to do this.

## ➤ Can I get a copy of my results?

Yes, we can mail your results to you. If you want to come in and pick them up you will need a photo ID with you.