

## DiagnosticSite: A Quality Assessment of Imaging Facilities

# Frequently Asked Questions



**What is DiagnosticSite?** The DiagnosticSite Assessment Program (formerly RadSite) is a medical imaging safety and quality program designed to assess the medical imaging equipment, personnel and policies of facilities that perform diagnostic imaging services. DiagnosticSite administers the assessment on behalf of various health plans and networks.

**Who is DiagnosticSite?** DiagnosticSite is a quality program offered by HealthHelp, a decade-long provider of effective benefit management tools for diagnostic imaging, radiation oncology, and diagnostic cardiology services.

Since 2005, DiagnosticSite has studied and promoted quality-based imaging practices throughout the United States. The DiagnosticSite Assessment Program certifies imaging facilities pursuant to national standards and benchmarks that promote quality, safety and business efficiency practices. DiagnosticSite has certified thousands of imaging facilities housing over 80,000 imaging systems.

**Why assess the safety and quality of imaging services?** DiagnosticSite believes that diagnostic imaging is vitally important in the episode of care, and desires to ensure at least a minimum level of quality and safety for its enrollees. Imaging technology is improving rapidly and becoming more complex. In addition to technological changes, the skills and policies of the personnel performing imaging studies are imperative to maximizing the information gained through imaging. It is important to eliminate/ correct any poor quality or unsafe patient care. This not only improves patient care, but also allows more funding to provide enrollees with better care. This equates to paying for a minimum standard of imaging quality and safety for enrollees, performed on satisfactory equipment and interpreted by qualified physicians.

**Who is required to participate in this assessment?** All physician offices and freestanding facilities that provide imaging services are required to participate in this program. This involves all imaging performed, including CT, MR, PET, radiography, ultrasound, nuclear medicine, fluoroscopy, nuclear cardiology, angiography, DEXA, and mammography.

**What is the DiagnosticSite ADI Hospital Certification program?** Your payer/network may offer this certification program for hospital facilities. This assessment covers Advanced Diagnostic Imaging (ADI) modalities (CT, MR, PET and Nuclear Medicine). The certification application is a shorter assessment especially designed for hospitals.

**How are evaluations made about imaging capabilities?** DiagnosticSite standards of safety and quality pertain to the equipment and personnel used at facilities where radiological services are rendered as well as to basic operational policies, which are based on state law, medical literature, and guidance from an advisory board comprised of imaging experts. The standards employed are designed to ensure a minimum level of patient safety and imaging quality. These standards are based upon applicable state and federal laws/guidelines as well as the medical literature. Regulations may be state and/or modality-specific (e.g. most states require that a radiation safety

officer be appointed when devices which produce x-radiation or a current license is required by law for facilities who use radioisotopes).

**What information will I need to provide?** Imaging Facilities asked to provide information in these areas:



*Imaging Provider Information* contains facility demographics, including location and contact information. Certified facilities are required to provide updates to phone numbers and contact information.



*Imaging Systems and Equipment* covers basic information about each of the imaging devices used at the imaging site..



*Professional Qualifications* asks about the operators of the equipment and the physicians who interpret the results. Each facility is required to submit the expiration date for some licenses as well as Organizational NPI number and ARRT Registries for its technologists.



*Quality & Patient Safety* includes questions about the minimal safety and quality measures that all imaging providers must meet.

**Is it possible to fail this assessment?** Yes. Failure occurs when basic standards of safety and quality are not met.

**What happens if the review of the assessment identifies an area of deficiency?** Usually, exceptions are due to incomplete data. If we do not receive enough information to fully evaluate capabilities, facilities will be notified of the reason for failing to meet standards, and will be given 90 days to submit updated information. DiagnosticSite will work with the site to identify key opportunities for improvement in order to help meet DiagnosticSite standards.

**When do facilities need to submit the assessment information?** Please complete this assessment within 15 days of notification.

**Does this program require extensive documentation?** No. DiagnosticSite performs random desktop audits and we verify some of the assessment information using online resources. We may ask for some documentation. Documents requested are always related to the assessment and can be conveniently uploaded online.

**Does this assessment involve an inspection of the facility?** Yes. The health plan may, at its discretion schedule on-site or desk-top facility audits. The health plan will conduct the number of inspections adequate to assure the integrity of the program. Inspections will include review of all documentation supporting the statements submitted in the assessment. If you are selected to participate in this opportunity, DiagnosticSite will attempt to coordinate our visit at least 48 hours in advance.

**How do facilities participate?** The easiest way to enter information is to do it online. Many features, such as dropdown menus, make the process faster and more accurate than doing it on paper. Please contact our Program Support Team and a customer support professional will be happy to assist you.

**Some sites already have accreditation. Why do they need to fill out another assessment?** This health plan intends to maintain thorough records of imaging capabilities, but sees no need to require the extensive investigations demanded by accreditation procedures. Rather than probing deeply into imaging facilities, this DiagnosticSite Assessment broadly and uniformly covers a wide range of topics which when taken together provides this health plan with an excellent profile of your overall capabilities. Facilities were high standards required for accreditations generally rank high in their market.

**How does DiagnosticSite compare to accreditation programs offered by national organizations?** Many national organizations set high standards for imaging, and require extensive documentation and lengthy evaluations- often including mandated inspections and review of images. DiagnosticSite is designed to ensure a basic level of safety and quality for patients by assembling a set of information about the equipment and procedures performed by each site. Facilities that have accreditation from recognized sources can report the accreditation to satisfy part of the DiagnosticSite Assessment.

**How long is a DiagnosticSite Certification valid?** Starting in 2015, DiagnosticSite Assessment is valid for no more than 2 years, however, we encourage you to login as needed to update your information should you have any changes to your equipment, personnel, or imaging policies. Certified facilities are listed on the *DiagnosticSite Certification Directory* on <https://portal.healthhelp.com/DiagnosticSite>

**Can I contact DiagnosticSite for assistance?** Certainly! If we can do anything to improve your DiagnosticSite certification experience, please feel free to contact our Program Support team with any questions you may have.



**DiagnosticSite Program Support**  
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