



Requesting Images After a Bonnie's Bus Visit

For the convenience of our community partners and to ensure accuracy when requesting films, we have three options for you to use. For each of these options we need the following information for each patient:

- Patient's Name
- Date of Birth
- Date of service
- Exact name of facility, department, contact name, phone number, and mailing address where films are to be sent
- Your name, address, email, phone and fax

The options are:

1. **Email:** We have a dedicated email address for Bonnie's Bus film requests. Send an email message to bonniebus4@wvumedicine.org and include the above information.
2. **Fax:** We have a dedicated fax line for Bonnie's Bus film requests. Please send a fax on your letterhead to 304-598-6362 and include the above information for each patient.
3. **Phone:** For phone requests please call **Health Information Management (H.I.M.) at 304-598-4110** between the hours of 9:00 a.m. and 5:00 p.m. Have the above information ready and be sure to say that the images you are requesting are from Bonnie's Bus so a consent form will not be necessary.

- Please share this information with any staff who are involved with scheduling women for follow-up.
- Please request the images before scheduling the woman for her follow-up appointment. Allow at least 5 business days for the images to arrive at the facility where the patient is receiving her diagnostic mammogram/ultrasound.
- If you request that the images go to your office for patient pick up, please allow extra time, so that the patient will have time to pick up her images before her follow-up appointment.
- Please call 304-293-2370 or 877-286-2272 if you have not received mammogram results within 30 days of the bus visit.
- If you need additional assistance, please contact the Program Director at 304-293-2370 or WVUH BB Liaison at 304-293-1717.