



THE AMERICAN REGISTRY
OF RADIOLOGIC
TECHNOLOGISTS®

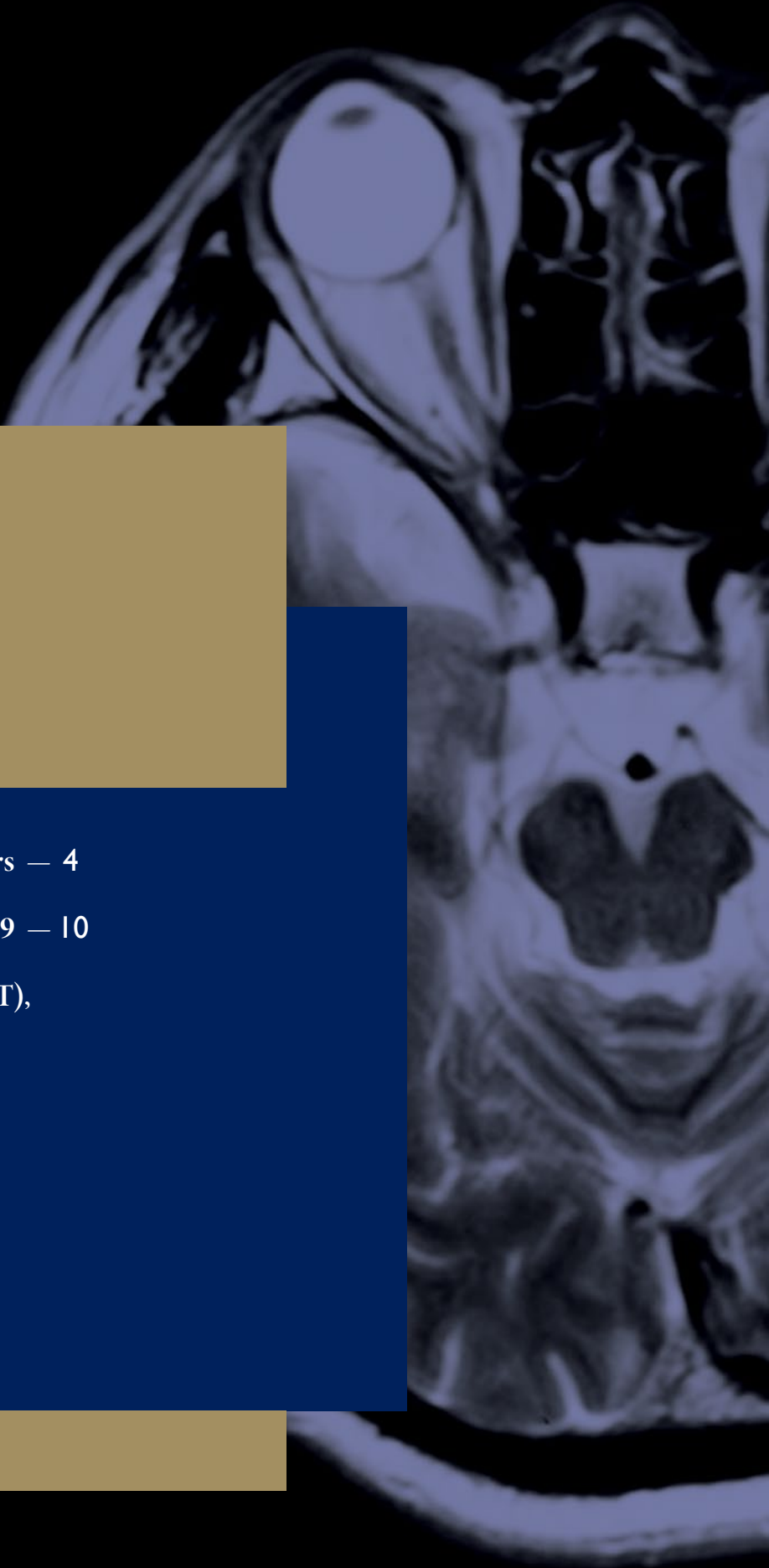
STORIES

A PUBLICATION FOR
REGISTERED TECHNOLOGISTS

Meet Our *I Am the Gold Standard* Winners — 4

What R.T.s Are Learning From COVID-19 — 10

Bailey Dinkel, R.T.(R)(M)(CT)(N)(ARRT),
Earns Fourth ARRT Credential — 12





Learning Through COVID-19 and Beyond

A Message From Jerry Reid, Ph.D., ARRT Chief Executive Officer

Welcome to this annual edition of *Stories: A Publication for Registered Technologists*.

Although COVID-19 has caused much disruption in our country, the work of Registered Technologists (R.T.s) across the nation inspires. Thank you for all you're doing.

I'm struck during the pandemic of how learning stays at the forefront of R.T.s' professional lives. In this publication, you'll meet a variety of lifelong learners — from Bailey Dinkel, R.T.(R)(M)(CT)(N)(ARRT), who just joined the 1% of R.T.s who hold four or more ARRT credentials, to our three *I Am the Gold Standard* winners, to R.T.s who share lessons from COVID-19.

I AM THE GOLD STANDARD AWARD WINNERS

Congratulations to this year's winners: Rachael Matula, B.S.R.T., R.T.(R)(T)(ARRT), of Ohio; Samantha Skubish, M.S., R.T.(R)(T)(ARRT), of New York; and Robert A. Souza Jr., R.T.(R)(CV)(ARRT), of California. Their stories are those of distinction.

Nominations are open for the next *I Am the Gold Standard* awards. You'll find details on Page 3 about how to nominate yourself or others.

I hope that reading about your colleagues, and considering your own commitment to your work, strengthens your pride in being part of the radiologic technology profession.

Stay safe.

P.S. As we shape the future of *Stories: A Publication for Registered Technologists*, we want to hear from you.

Please take our online reader survey at [SurveyMonkey.com/r/Stories2020](https://www.surveymonkey.com/r/Stories2020)

NOMINATIONS ARE OPEN



I Am The Gold Standard

We're looking for R.T.s who exemplify the Gold Standard traits of our profession, just as the *I Am the Gold Standard* winners featured in this publication do. Anyone credentialed by ARRT in any of its disciplines of medical imaging, interventional procedures, or radiation therapy is eligible to apply.

To be considered for *I Am the Gold Standard*, nominees must be in good standing with ARRT at the time of the nomination and the award. We're looking in particular for people who haven't received recognition from other national organizations. *I Am the Gold Standard* winners will demonstrate above-average performance in one or more of the following areas:

QUALITY AND SAFETY

They've led or significantly contributed to research that measurably improves patient care.

PATIENT EXPERIENCE

They've consistently provided stellar patient experiences that exceed expectations, and/or they've led patient experience efforts that resulted in measurable improvements.

ADVOCATING FOR THE PROFESSION

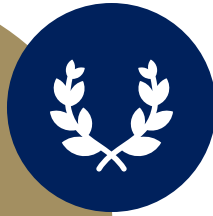
They've shown a substantial commitment to the profession by leading a volunteer effort or by achieving significant accomplishments while volunteering.

Nominate yourself or someone else for this prestigious award. Three winners will receive airfare, hotel, and conference registration for a national society conference (continental U.S.) of their choice. There's currently no time limit to redeem the prize.

Visit [IAmTheGoldStandard.com](https://www.IAmTheGoldStandard.com) and make your nomination by March 30, 2021.

Table of Contents

- 4 *I Am the Gold Standard* Winners
 - 4 RACHAEL MATULA
 - 6 SAMANTHA SKUBISH
 - 8 ROBERT A. SOUZA JR.
- 10 Lessons Learned From COVID-19
- 12 Caring for Patients, Advancing Her Career
- 13 ARRT to Expand Online Services for R.T.s When Message Center Launches
- 14 News & Notes



I AM THE GOLD STANDARD

A New Form of Care

Rachael Matula Helps R.T.s Get to Know Their Patients

When an oldies rock 'n' roll fan walks into the Stefanie Spielman Comprehensive Breast Center for radiation treatment and hears the Drifters crooning *Under the Boardwalk*, it's not a coincidence. It's a result of the persistent, thoughtful focus on patients that earned Lead Radiation Therapist Rachael Matula, B.S.R.T., (R)(T)(ARRT), a 2020 *I Am the Gold Standard* award.

Matula has worked for the Spielman Center and other areas of The Ohio State University Comprehensive Cancer Center for 15 years. Back in 2013, while heading up her unit council, Matula was challenged to improve patient satisfaction scores. Her team's idea? A *Getting to Know You* form.

PROVIDING PERSONALIZED CARE

Matula's radiation oncology department launched the form later that year, offering it during early consultation appointments. The form asks patients: What do you prefer to be called? Do you have kids, grandkids, and/or pets? What are your hobbies? What's your favorite music? What should we know about you to provide the best care?

Staff scan the replies into patients' charts, where R.T.s can review them. That makes it easier to spark friendly conversations when people return for treatment.

"Some patients are surprised that we actually read them," Matula notes. "We'll say, 'Oh, I read that you have a dog. What kind of dog do you have?'" The answer to the music question comes into play—literally—when patients hear their preferred artist or genre wafting from the treatment room.

In tandem with the new forms, Matula's team produced a *Getting to Know Us* binder for the changing lounge. The booklet shares fun facts about the center's R.T.s. Matula's page features photos of her family and her beloved Cleveland Browns.

"Patients say, 'Oh, I see you have a son that might be my son's age' or 'I'm a huge Browns fan,'" she reports. "It gives them a way to break the ice."

REWARDING RESULTS

After rolling out *Getting to Know You*, Matula's department received twice as many patient satisfaction surveys as it had the prior year—and higher scores, to boot. Matula believes the positive feedback shows the myriad benefits of cultivating human connections.

"Maybe talking about a patient's dog lessens their anxiety," she says. "Then, if they're more comfortable and less tense, the treatment setup goes more smoothly, our team is more efficient, and we get the patient off the table in a more timely manner."

Perhaps the most telling evidence of the *Getting to Know You* form's value came with this year's onset of the COVID-19 pandemic. To minimize person-to-person contact, the center temporarily suspended use of the tool.

"I noticed immediately that those replies were no longer in the patients' charts," says Chief Radiation Therapist Tina LaPaglia, B.S.R.T., (R)(T)(ARRT), Matula's supervisor. Most glaringly absent were responses that revealed crucial concerns—about feeling claustrophobic, for example, or receiving the tiny tattoo marks needed to ensure proper positioning during treatment. Many patients would never raise those topics in verbal conversations.

"Some people are afraid to tell you that they're afraid," LaPaglia explains. "The form gave me that little extra bit of insight. I miss it every day. It's become part of our culture."

It's also, LaPaglia adds, become a way to help other staff forge the kind of rapport that comes naturally to Matula. She's known for laughing with patients in the hallway—and for crying with them during celebrations at the completion of their treatment. She remembers details about people's lives, asks how their family members are doing, and is even quick with a compliment if someone arrives with a new haircut.

"Most people's husbands don't even notice when they get a haircut," LaPaglia chuckles. "Rachael is so deeply invested in her patients. That form helps us get a peek into her world. She's teaching us some of her tricks."

"She's always coming up with great ideas. Physicians and dosimetrists love working with her, and she's been inspirational for a lot of her co-workers. Rachael makes us all better at our jobs."

DAVID ROESENER, M.S., DABR

EDUCATION AND INSPIRATION

"Rachael really shines in educating colleagues," says Ohio State Medical Physicist David Roesener, M.S., DABR, who works closely with radiation oncology staff to ensure therapy equipment serves treatment needs. Roesener nominated Matula for her *Gold Standard* award after the two collaborated on a 2019 American Society of Radiologic Technologists (ASRT) Radiation Therapy Conference presentation about using surface guided radiation therapy for prone breast positioning.

At the Spielman Center, Matula frequently teaches employees and visiting professionals about treatment techniques. In addition, because her facility is part of a teaching hospital, she routinely educates radiation therapy, nursing, and medical students. In 2012, she was named a clinical instructor of the year.

"Rachael has her hands in pretty much anything that comes up in the department," Roesener says. "She's always coming up with great ideas. Physicians and dosimetrists love working with her, and she's been inspirational for a lot of her co-workers. Rachael makes us all better at our jobs." 🙌

Rachael Matula

B.S.R.T., (R)(T)(ARRT)

Lead Radiation Therapist

Stefanie Spielman Comprehensive Breast Center — The Ohio State University Comprehensive Cancer Center, Columbus, Ohio

"We have a responsibility to meet the individual needs of each patient," says Rachael Matula.

She bonds, personally, with the people she treats, which helps her address the physical, social, emotional, and spiritual aspects of their care. Matula also stresses the importance of taking patient satisfaction surveys seriously.

"We want to know what we're doing right and what we can do better," she says.



I AM THE GOLD STANDARD

Well-Rounded Leader

Samantha Skubish's Skills Check All the Gold Standard Boxes

Quality and Safety? Patient Experience? Advocate for the Profession? As Maria Dimopoulos, M.B.A., R.T.(T)(ARRT), filled out her *I Am the Gold Standard* award nomination form, she could opt to honor her nominee's accomplishments in any of those categories. The choice, she decided, was easy.

She picked all three.

EXCELLING IN A MULTIFACETED ROLE

That's because Dimopoulos, Program Director of the Mount Sinai Health System's Center for Radiation Therapy Education at Stony Brook University, was spotlighting her supervisor, Samantha Skubish, M.S., R.T.(R)(T)(ARRT). As System Chief Technical Director for Mount Sinai's Radiation Oncology department, Skubish oversees more than 40 radiation therapists across three New York clinical treatment campuses. She also heads up an academic program that offers a four-year bachelor's degree through Stony Brook, followed by a clinical year at Mount Sinai.

"Samantha juggles management and operations and clinical care and school and research, but her leadership style seems effortless," Dimopoulos says. "She is laser-focused on patient experience and safety, and she leads her staff with incredible grace and determination."

Samantha Skubish

M.S., R.T.(R)(T)(ARRT)

System Chief Technical Director,
Radiation Oncology

Mount Sinai Health System,
New York, New York

Samantha Skubish believes that the intimate, integral role of radiation therapists provides them with unique opportunities—and obligations—to help improve medical care. "We see our patients every day for treatment," she says. "We have a lot to contribute to our profession."

SAFETY FIRST

In 2019, Skubish sharpened her department's focus on patient safety. She spent portions of each monthly staff meeting poring through the recently updated *Safety Is No Accident* framework from the American Society for Radiation Oncology, which provides guidance for safe and effective treatment standards. As Skubish led her team through the publication, section by section, she emphasized that everyone within the organization has the authority—and responsibility—to express patient safety concerns.

"Once we hit that button to beam on treatment for our patients, we can't take it back," Skubish declares. "So, I often say, 'If you have a feeling in your gut—you just aren't sure, and you don't even know why—don't move forward. Just raise the red flag.' It's important that everyone feels empowered to speak up. It should be part of the culture in any institution."

INCLUSIVE CARE

Skubish believes a health care organization's culture ought to also include a commitment to fostering positive experiences for everyone who receives treatment there. That principle is apparent in her work to serve LGBTQ patients.

"Here in New York City, we treat a very diverse population," Skubish notes. Sparked by an ongoing inclusion initiative at Mount Sinai, she recently amended her department's intake forms and electronic medical record system to ensure that fields asking for gender offer more options than just "male" and "female." She's also ensured that staff can direct patients to changing rooms that correspond with their gender identities. And she's brought in supportive clinic signage, along with pins staff can wear that display a rainbow flag and an "All Are Welcome" message. "It's part of providing an affirmative care environment for all of our patients," she says.

PROFESSIONAL DEVELOPMENT

Last year, Skubish co-authored a *Radiation Therapist* journal article about transgender patient care. Her collaborators were members of her Mount Sinai staff. The effort was one of many Skubish has undertaken to advance her profession—and encourage others to do the same.

Skubish has presented at ASRT Radiation Therapy Conferences, she's involved with the Radiation Oncology Safety Stakeholders Initiative, and she's attended the RTi3 Radiation Therapy Conference in Canada. In early 2020, she founded, with Dimopoulos, the Radiation Therapy Association of New York State (RTANYS), whose mission is to provide members with continuing education, networking, and leadership opportunities.

Work on launching the new organization began before COVID-19 arrived in the U.S. When the pandemic hit New York hard, Skubish saw radiation therapists throughout the state share information and work together at unprecedented levels. Going forward, she thinks RTANYS can help build on that momentum. "The network of people we have here is strong," she says, "and now we have a formalized group that can really enhance the profession."

At Mount Sinai, Skubish diligently supports her students by conducting resume writing workshops and one-on-one coaching sessions in job interview skills.

"We want our students to feel 100 percent comfortable and confident walking into an interview," she says. "That's part of being fully prepared for the professional world."

Skubish's staff enjoys a similar level of support.

"Sam really notices the talent that she has within her team," says her supervisor, Kimberly Smith, M.P.H.A., Administrative Vice Chair for Radiation Oncology. "She allows individuals to shine within their roles and take on projects that may move them forward."

Dimopoulos can attest to that. She wasn't in a leadership position four years ago when Skubish hired her to help create Mount Sinai's radiation therapy academic program.

"Sam saw my potential," Dimopoulos says. "She sees the potential in all of her staff. That's what makes her such a good leader. Her energy, confidence, compassion, and empathy make you want to be better. She's not in front of you, pulling you along. She's behind you, pushing you. I'm starting my Ph.D. in two weeks because of her." 🙌



I AM THE GOLD STANDARD

Idea Man

Robert A. Souza Jr. Gets Creative in the Cath Lab

Robert A. Souza Jr., R.T.(R)(CV)(ARRT), has a penchant for innovation that dates back to his childhood. He recalls watching his father try to attach wooden trim to a staircase. Every time the hammer hit a nail, it bent. The 8-year-old apprentice offered a suggestion: Pre-drill a small hole, then pound a nail into that. It worked like a charm.

“I got approval from my dad,” Souza says. “As a kid, you’re always looking for approval.”

ALWAYS INNOVATING

As a young man, Souza spent a decade in the U.S. Air Force, where he participated—repeatedly—in a suggestion program that promised cash rewards for ideas that saved the military some money. The program never accepted one of Souza’s ideas while he served. But a few months after he left, he got an unexpected check in the mail. It turned out that a solution he’d devised (involving Velcro, a brass fitting, and—again—drilling a hole) had prevented expensive X-ray positioning devices from falling and shattering on the ground.

While in the Air Force, Souza steered his career toward the medical field. He stuck to that path afterward, eventually landing at O’Connor Hospital in San Jose, California, where he’s now a Lead Cardiovascular Interventional Technologist. In that role, he continually comes up with creative solutions—often on the fly—to problems and challenges that arise on the job.

For example, he describes the time a large, combative patient was difficult to hold down during treatment for a heart attack. The incident prompted Souza to assemble a set of straps and a quick-release clip that could, in similar circumstances, quickly and safely secure a patient’s arms and legs. On another occasion, a cardiologist was having trouble accessing a blocked coronary artery side branch. Souza suggested that an inserted balloon could act as a bumper, which would deflect the doctor’s angioplasty guidewire to the desired site.

“If we’re stuck doing something that’s not working,” Souza explains, “I always say, ‘Let’s just try something different.’”

Robert A. Souza Jr.

R.T.(R)(CV)(ARRT)

Lead Cardiovascular Interventional Technologist

O’Connor Hospital, San Jose, California

Robert Souza’s fascination with medical intervention began when he was a teenager. He heard a doctor explain how blowing up a balloon inside Souza’s grandfather’s heart had saved his life. “I thought that was pretty cool,” Souza recalls. “I wanted to be a part of that. The seed was planted.”

“Physicians have a great deal of confidence in Rob. They’ll schedule procedures around when they can work with him. They know that if they get into a situation where a patient becomes unstable, he’s the guy they want by their side. He’s just that good.”

TERESA STEPHENSON, B.S.N., R.N., C.C.R.N.

DEVELOPING DEVICES

Several years ago, Souza suspected some of his ideas would be useful to others in his field. With help from a next-door neighbor—who happened to be a patent attorney—he connected with TZ Medical, a medical device firm founded by a fellow military veteran. The company now sells 17 products that stemmed from Souza’s proposals. They’re in use at hospitals and clinics throughout the U.S. and in several other countries.

Among those items is the Comfort Halo. Its flexible tubing holds a sterile anesthesia drape off a patient’s face during conscious sedation for procedures such as port placements and pacemaker implantations. The device alleviates anxiety among patients prone to claustrophobia, while maintaining unobstructed views of the procedure site for medical personnel.

This year, TZ Medical saw a surge in demand for the Comfort Halo, receiving two unusually large orders from California and New Jersey on a single day. It turned out that facilities were using the product to shield medical workers from respiratory droplets while intubating patients who’d contracted COVID-19.

When Souza heard about it, he says, “I actually started crying. Just to know that my product was preventing my own people—health care workers—from possibly being infected was very humbling.”

PROTECTING PEOPLE

Souza’s commitment to his colleagues’ safety is nothing new, reports his supervisor, Interim Manager of Cardiac Services Teresa Stephenson, B.S.N., R.N., C.C.R.N.

“He’s constantly looking around the room to make sure everybody’s receiving the lowest achievable radiation dose, even with something as simple as having the right length of leg shielding at the procedure table,” she says. “He does that for every case.”

He’s also attuned to the comfort of the people on the table, notes O’Connor’s Cardiac Catheterization Laboratory Medical Director Mehrdad Rezaee, M.D., Ph.D., who nominated Souza for his 2020 *I Am the Gold Standard* award.

“Rob has genuine interest in every patient who comes through the cath lab,” Rezaee says. “He’s always personalizing their preparation to accommodate for their comfort. This attention to detail is very effective in decreasing our patients’ stress levels, and it allows for more tolerable procedures.”

Souza’s blend of ingenuity and razor-sharp focus on the comfort and safety of those around him helps explain why Rezaee and others routinely make a point of pairing up with the award-winning R.T.

“Physicians have a great deal of confidence in Rob,” Stephenson confirms. “They’ll schedule procedures around when they can work with him. They know that if they get into a situation where a patient becomes unstable, he’s the guy they want by their side. He’s just that good.”

Lessons Learned FROM COVID-19

Supreme challenges can be great teachers. Following are lessons shared by R.T.s during the COVID-19 pandemic.

“The desire to help others must remain the foundation upon which we perform our daily routines. COVID-19 has proven to be the catalyst to remind ourselves that empathy is very much a part of our jobs. This pandemic has affected everyone in many ways. It’s imperative we remember this and not allow our personal feelings to affect our job performances. Patients and co-workers are often dealing with stress factors unbeknownst to us.

“As someone who lost a parent to this dreadful virus, I know firsthand how personal situations might affect our behaviors in unexpected ways, positively and negatively. In short, COVID-19 is a harsh refresher course in understanding the behaviors of others, whether good or bad. Most importantly, I’ve been vigilant in not allowing those behaviors to affect my job performance or attitude.”

TINA HEISS
MSRS, R.T.(R)(M)(CT)(ARRT), RDMS, RVT
Perinatal Sonographer/Compliance Officer
OB•GYN Associates of Shreveport
Shreveport, Louisiana



“I realized what my profession would be when, at 15, I visited my uncle, an R.T., at work. My professional journey has included being a Staff Interventional Technologist, Technical Director, Instructor, Publisher, Lecturer, Continuing Education Sponsor, and Item Writer for ARRT.

“Yet no matter how experienced one is, I’ve learned during COVID-19 we’re all rookies and are learning case to case. Practice personal hygiene. Wear your mask, gown, head cover, and eye protection. Force yourself to continually follow the same steps, so they become second nature and you don’t endanger yourself or others. Finally, I’ve learned we must embrace this ‘new norm’ because it may change how we deliver future services. And that could be a good thing as we’ve learned from past public health crises.”



ROBERTO JUAN TELLERIA
R.T.(R)(CV)(CT)(ARRT)
Interventional Technologist IV
Baptist Hospital of South Florida
Miami, Florida

“I’ve worked as a clinician and educator of future professionals. One graduate told me, ‘This pandemic allowed us to develop an even bigger sense of unity. We all have a role to play no matter what color scrubs we wear or profession we have.’

“Another told of patients ‘putting their hand into yours, looking into your eyes, and putting their whole life and trust into what you’re going to do for them. And I squeeze their hand and let them know I’m there for them.’ I’ve learned again this is one powerful profession.”

MARY ELLEN NEWTON
M.S., R.T.(R)(M)(ARRT)
Program Director
Saint Francis School of Radiography
Oak Brook, Illinois



“I’ve been an R.T. for a year now, and work in a hospital setting. I’ve learned that every department must work together to save lives. We must help each other and pause. I pause when I’m with my patients. They’re alone in this and going through the unknown just like we are. Sometimes holding someone’s hand for two extra minutes to listen to whatever they need to say can make the difference in how they feel mentally. That’s a big part of healing. I’m so proud to be an R.T. during this time.”

ASHLEY NICOLE HIGHAM
R.T.(R)(ARRT)
Radiologic Technologist
Highpoint Health
Lawrenceburg, Indiana



“I had a unique position during the coronavirus pandemic, observing two different departments during this chaotic time. I learned we must work as a team to keep patients and our fellow staff members safe. Communication is crucial in an environment that’s changing daily. As new information came out about the coronavirus and precaution measures changed, the teams able to keep the lines of communication open navigated those changes effectively.”

TAYLOR STEENBURGEN
R.T.(N)(ARRT)
Nuclear Medicine Technologist I
Kaiser Permanente
South Sacramento Medical Center
Sacramento, California



“I’ve lost two former co-workers to COVID-19, so I take this pandemic very seriously. I work with cancer patients with compromised immune systems. I’m extremely cautious not to put them at higher risk. I’d never want to harm them with COVID-19.

“I learned very quickly to stay home, except for going to work and getting necessities. I’ve learned to focus even more attention on my patients because they and their family cannot be together. I want to make my patients’ experience as comfortable as possible and show them I’m here for them.”

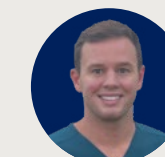


TANYA BROWN
R.T.(R)(ARRT)
Imaging/Interventional Radiography Technologist
Cancer Treatment Centers of America
Comprehensive Care and Research Center
Phoenix, Arizona

“The desire to help others must remain the foundation upon which we perform our daily routines.”

TINA HEISS,
MSRS, R.T.(R)(M)(CT)(ARRT), RDMS, RVT

“Having that game face on when helping a patient who has COVID-19 is one important thing I’ve learned during the pandemic. Having a game face means I’m displaying confidence and poise as a professional. That’s important for the patient and me. It’s kept me safer and more focused than ever. We’re still doing our job how we’ve always done it, but with extra personal protective equipment (PPE) of course. Beneath that PPE, I want patients to know I care greatly and am doing my job with the utmost care and professionalism.”



JACOB INMAN
R.T.(R)(CT)(CI)(VI)(ARRT)
CT Technologist
Helen Keller Hospital
Sheffield, Alabama

Caring for Patients, Advancing Her Career

Two Reasons Bailey Dinkel, R.T.(R)(M)(CT)(N)(ARRT), Has Earned Four ARRT Credentials

Bailey Dinkel recently passed her ARRT exam in Nuclear Medicine—a feat that puts her among the top 1% of Registered Technologists. Only 3,347 of more than 345,000 R.T.s hold four or more ARRT credentials.

“Understanding multiple modalities is extremely beneficial,” Dinkel says. “I can help ease patients’ worries and clear up any confusion when they ask about other tests they might be having.”

In addition to having a bachelor of science degree in medical diagnostic imaging and being licensed by Kansas, Dinkel has ARRT credentials in Radiography, Mammography, Computed Tomography (CT), and Nuclear Medicine Technology.



MULTIPLE MODALITIES BROUGHT CAREER OPTIONS

Dinkel’s aunt inspired her to pursue a career in imaging services. “She’s a well-established technologist who has had many career opportunities,” Dinkel recalls. “She started in radiology and then moved into sonography. I followed her into the field of radiology, and that transpired into other modalities.”

While completing a radiography program at Fort Hays State University in Hays, Kansas, Dinkel had her first chance to expand her knowledge. “We were offered a summer mammography class that would help us earn our bachelor’s degree,” Dinkel recalls. “It also enabled me to sit for the ARRT Mammography exam when I graduated.”

Her first job enabled her to work in mammography—and offered her cross-training in CT.

“Having CT is almost a must in western Kansas,” she says, “because many smaller hospitals need people with multiple skills.”

She adds that CT has to date been her favorite discipline. “I’ve enjoyed the challenge of working with people coming through the ER in critical condition,” she says. “I feel as if I’ve helped them during their weakest times.”

A CHANCE TO SERVE IN HER HOMETOWN

After earning her CT credential, Dinkel thought she had completed her training. Then her employer offered her a chance to cross-train in nuclear medicine. Although she didn’t hold a credential in that field, the experience helped her take her next career step.

Dinkel ultimately wanted to return to her hometown and raise her family there. She joined Hays Medical Center, part of the University of Kansas Health System, where she worked a variety of full-time and on-call positions that involved rotating schedules and weekends.

To find a full-time position with regular hours, however, she had to earn her ARRT credential in Nuclear Medicine. Dinkel found an online educational program at Pitt Community College and did her clinical training at Hays. The result: full-time work that enables her to spend more time with her husband and two children while serving people in her community.

Overall, she says, she’s proud of the effort she’s put into her education.

“The path hasn’t always been easy, but it’s been worth it,” she says. “I tell the students that they’re in charge of their lives and their careers. If you study hard and take your clinical time seriously, you’ll go far.” ●

ARRT to Expand Online Services for R.T.s When Message Center Launches






ARRT continues to expand our online services by embarking on a major new online initiative: Message Center. The goals of Message Center are to make it easier for R.T.s and other account users to communicate with ARRT and for ARRT to communicate with them on subjects such as obtaining ARRT credentials, maintaining them, and conducting business with ARRT.

FIRST PHASE

We’re developing Message Center in several phases. The first, in fall 2020, will introduce basic messaging functions. We’ll replace the current Message Us feature in online ARRT accounts with a new user interface. When users access Message Center through their online ARRT accounts, they’ll be able to compose and send messages to ARRT, view sent messages, and read ARRT’s responses. The ability for R.T.s to reply to messages will go live in the second phase.

ADDITIONAL PHASES

Over the next year, ARRT developers will add more features to Message Center. Benefits of the completed Message Center will include:

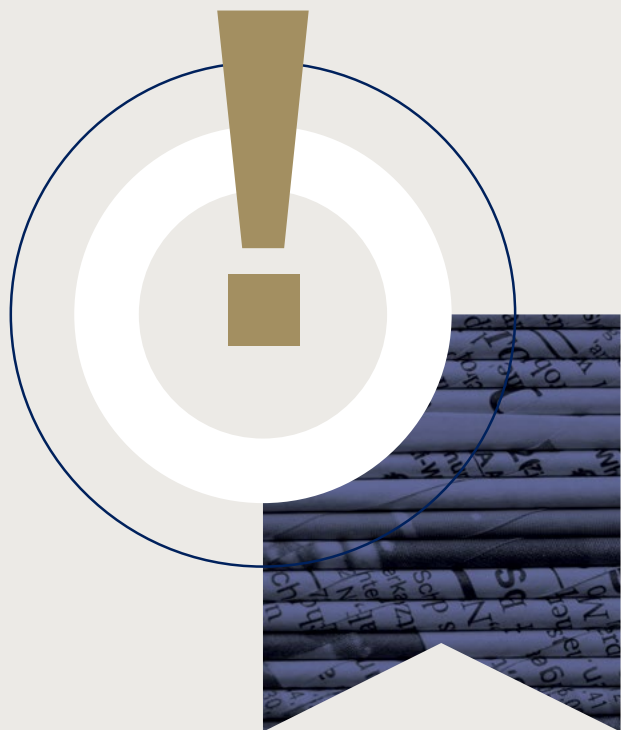
-  **SECURITY**
Communication will be much more secure because confidential information will be housed in one highly secure location rather than sent to individual emails that can be compromised.
-  **MESSAGE THREAD**
Users will be able to access a message thread showing communications on a specific topic. They won’t have to keep track of multiple emails in a discussion.
-  **MULTIPLE PLATFORMS**
Message Center will be available on multiple platforms, including desktop and mobile devices (such as smartphones or tablets). The user experience on these will evolve as Message Center is further developed.
-  **LESS MAIL**
Information sent through the U.S. Postal Service from ARRT to R.T.s will decrease as Message Center becomes a central communications hub for R.T.s and ARRT.
-  **TEXT NOTIFICATIONS**
Ultimately, users will be able to choose text notifications of messages in Message Center.



Using Message Center will be very important to maintain ARRT certification and registration. In 2021, we’ll send all R.T.s a user agreement. The agreement will establish Message Center as the vehicle for which official ARRT business is communicated with each R.T. It also means R.T.s will agree to read the messages when they’re alerted to them.

ARRT will provide future updates as Message Center continues to progress.

News and Notes



ARRT Joins the LinkedIn Community

If you're a member of LinkedIn, you can now follow ARRT on our LinkedIn page. (If you're not a member, you can join and then search for The American Registry of Radiologic Technologists.)

LinkedIn is a great place to share professional information with other R.T.s. We'll use our page to feature R.T.s and post news about ARRT. We'll also ask for your input about topics—such as how you're coping with the COVID-19 pandemic. Hope to see you there!

Stay up to date at [ARRT.org](https://www.arrrt.org)

ARRT to Stop Issuing Paper Credential Cards

Here's How to Verify Someone's Credentials

ARRT will stop issuing paper credential cards on Dec. 31, 2020—after we've sent the final paper credential cards to all R.T.s during the renewal process. The change makes it more difficult for people who aren't R.T.s to represent themselves as such, and it helps us continue progressing toward our goal of moving from paper-based to electronic communications.

HOW TO CONFIRM YOUR RENEWAL

After you renew, your ARRT online account will show your updated status within a few days. Or check our Verify Credentials online directory. We update it daily, listing R.T.s who are certified and registered. We don't display credentials of people who recently took examinations until the score reports are final.

HOW TO VERIFY SOMEONE'S CREDENTIALS

Use our Verify Credentials directory on the ARRT website. The directory allows employers, patients, and others to determine whether someone is certified and registered by ARRT—and in what disciplines. While some R.T.s opt out of the online directory, a new online service option at the Verify Credentials page is faxed verification on ARRT letterhead. All R.T.s are included in this option.

The process is quick and easy. It also helps ensure that only R.T.s present themselves as such.

If you need a printed copy:

- Download the information from the Verify Credentials online directory.
- Or use the request form to request an email or a faxed verification.

Although you can request a fax verification on ARRT letterhead through the Verify Credentials section of our website, we no longer accept those requests by phone.

ARRT Adds Primary Eligibility Pathway for Vascular Sonography

Vascular Sonography Candidates Can Earn Free ARRT Credential May 26 - June 15, 2021

In spring 2021, ARRT will introduce a primary eligibility pathway for students who want to obtain ARRT certification and registration in Vascular Sonography. We'll continue offering the postprimary eligibility pathway in Vascular Sonography as well.

In addition, from **May 26, 2021 through June 15, 2021**, we'll offer qualified candidates in Vascular Sonography an opportunity to apply for ARRT certification and registration (which includes the examination administration) at no cost. Usually the application fee is \$200. The opportunity exists whether you're using the primary or postprimary eligibility pathway.

ARRT has offered certification and registration in Vascular Sonography since 2001. ARRT's credential is recognized by the Intersocietal Accreditation Commission, the American College of Radiology, Medicare, and third-party payors.

When ARRT introduced its credential in 2001, most vascular sonographers learned their profession from on-the-job training. Now, many complete a formal educational program. With our primary eligibility pathway, students can earn an ARRT Vascular Sonography credential immediately after completing their education. Candidates using the primary eligibility pathway must meet our education, ethics, and examination requirements. See [ARRT.org](https://www.arrrt.org) for more details.

ARRT Trustees Take on New Roles

ARRT's Board of Trustees elected a new President, Vice-President, and Secretary/Treasurer at the January 2020 Board meeting. The Trustees took on their new roles at the end of the July 2020 meeting. Their terms run through the conclusion of next year's annual meeting.

Elizabeth (Liz) Romero, M.S., R.T.(N)(CT)(ARRT), PET, FSNMMI-TS, will serve as President of the ARRT Board. Romero, formerly Vice President of the ARRT Board, is Director of Research and Business Development at PharmaLogic Holdings. She's been a member of the ARRT Board since 2014. Romero succeeds **Lisa Bartenhagen, M.S., R.T.(R)(T)(ARRT)**, as President. Bartenhagen will continue to serve on the Board.

Paul A. Larson, M.D., FACR, will take on the role of Board Vice-President. A noted Radiologist, Larson practiced at Radiology Associates of the Fox Valley in Wisconsin for more than 30 years. He was appointed to the ARRT Board of Trustees in 2014, and he is a past President of the Board.

Travis Prowant, M.S.H.S., R.R.A., R.T.(R)(CV)(CT)(ARRT), FASRT, will serve as Secretary/Treasurer of the Board. A Radiologist Assistant at Virginia Commonwealth University Health System, he has wide-ranging experience in medical imaging. He joined the ARRT Board of Trustees in 2016. He succeeds **Barbara J. Smith, M.S., R.T.(R)(QM)(ARRT), FASRT, FAEIRS**, as Secretary/Treasurer. She will continue to serve as a Trustee.

Albert Blumberg, M.D., FACR, a retired Radiation Oncologist, concluded his term on the ARRT Board of Trustees on July 31. Joining the Board is **Candice Johnstone, M.D., M.P.H.**, Medical Director of Radiation Oncology at Alyce and Elmore Kraemer Cancer Center, St. Joseph's Hospital, in West Bend, Wisconsin, and Associate Professor of Radiation Oncology at the Medical College of Wisconsin in Milwaukee.

Attention Program Directors

If you'd like copies of this publication for your students, please send the quantity and your address to communications@arrrt.org.

Story Ideas?

Please share them at communications@arrrt.org.



THE AMERICAN REGISTRY
OF RADIOLOGIC
TECHNOLOGISTS®

STORIES

A PUBLICATION FOR REGISTERED TECHNOLOGISTS

1255 Northland Drive, St. Paul, MN 55120
651.687.0048 | ARRT.org

© 2020 The American Registry of Radiologic Technologists. All Rights Reserved.