

Frequently Asked Questions

1. What facility does the notification pertain to?

The facility involved is Hope Imaging and Medical Center, Inc., Hoffman Medical Center and/or Hoffman MRI (facility)

2. What is the address for this facility?

This facility is located at 2500 W. Higgins Road, Suite 830, Hoffman Estates, Illinois.

3. Why was the notification sent out regarding this facility?

Hope Imaging and Medical Center/Hoffman Medical Center/Hoffman MRI did not have the requisite accreditation or certification to perform mammography as of October 17, 2019. Upon learning that this facility continued to perform mammography without accreditation or certification, the Illinois Emergency Management Agency (IEMA) ordered a review by the American College of Radiology of the mammograms performed after October 17, 2019. That review indicated that a number of the mammograms were not satisfactory and did not meet the requisite health and safety standards required of mammography images.

4. Is this facility currently accredited or certified? Can they currently perform mammography?

No, this facility is not currently accredited or certified. Without current accreditation and certification a facility can NOT perform mammography services.

5. What is meant by accreditation and certification?

To lawfully perform mammography exams a facility must be accredited and certified. The Illinois Emergency Management Agency certifies all mammography facilities in the State of Illinois except for those facilities exempted by 32 IL. Admin. Code 370.40. To qualify for certification, a facility must first be accredited by an approved accrediting body. In Illinois, the only approved accrediting body is the American College of Radiology.

A listing of all facilities that are certified is available through the FDA at <http://www.fda.gov/findmammography> .

6. What is required to be accredited and certified?

Through the accreditation process the ACR reviews a sample of a facility's mammography images and evaluates them against specific criteria that they have established. A facility is also required to perform routine quality assurance. Personnel

involved in the performance and interpretation of mammography must meet certain education and experience requirements. Accreditation is granted for a 3-year period and must be renewed in order to continue to provide mammography services. Clinical images are reviewed for each accreditation period.

Once a facility has been accredited the facility can then be certified by the state. The certification process involves an annual inspection that includes a thorough review of the entire mammography program conducted at a particular facility. Any items that are not in compliance with applicable regulations are cited and required to be corrected by the facility in a timely fashion. Certification is granted for a 3-year period and must be renewed in order to continue to provide mammography services.

7. What are the dates of concern for mammograms performed at this facility?

If you had a mammogram performed at this facility on or after October 17, 2019, you should consult with your primary care physician for further instruction.

8. Do I need to have my mammogram repeated?

The Agency recommends that you consult with your primary care physician. If you have had a mammogram performed at an Illinois certified facility, not Hope Imaging/Hoffman Medical Center/Hoffman MRI after October 17, 2019, then those results should be used as the basis for further medical care.

9. Does this mean my mammogram results are incorrect?

No, this does not necessarily mean that the results given to you or your health care provider were wrong. However, IEMA recommends that you have a discussion with your health care provider on whether your examination should be re-evaluated or whether you should have a new mammogram.

10. Was my mammogram read by a certified doctor?

Most likely your mammogram was read by a licensed physician however since the facility was NOT accredited and/or certified any personnel requirements were not reviewed.

11. Is there an issue with any other imaging services performed at this facility?

The issue at this facility applies only to mammography. IEMA is not currently aware of issues with other imaging modalities utilizing ionizing radiation (i.e., x-ray, bone density, etc.) at the facility.

12. Do I get a refund for my mammogram?

Financial concerns should be addressed with Hope Imaging, Hoffman Imaging and Medical Center and/or Hoffman MRI.

13. What if I have a different physician since my last mammogram at this facility?

You should consult with your new physician as soon as possible and make him/her aware of this notification and the date of your mammogram performed at Hope Imaging/Hoffman Imaging and Medical Center/Hoffman MRI.

14. What if I need to schedule a repeat mammogram and my health insurance will not pay for it?

For financial assistance you can call the National Cancer Institute's (NCI) information number at 1-800-422-6237. Institute experts can recommend facility near you that provides free or low-cost mammograms. These experts can also answer additional questions about breast health and mammograms.

15. How do I get a copy of my mammogram films and reports at the facility?

Mammography records can be obtained by contacting the facility at (847)278-1119.

16. What if the facility does not have my mammograms (images and/or reports)?

This would be considered a "serious complaint" and can be submitted to the American College of Radiology in writing and include (only written complaints are accepted):

Consumer's name, address and telephone number

Consumer's signature

Name and location of the ACR-accredited facility where the mammogram was performed

Description of the complaint

Consumer complaints may be mailed to:

Director, Breast Imaging Accreditation Program

American College of Radiology

1891 Preston White Drive

Reston, VA 20191-4397

For any other questions, please contact IEMA mammography coordinator, Kim Rogers, at Kimberly.D.Rogers@illinois.gov or by phone at 217-785-9923.