



CASE STUDY

**RELIABLE AND
ACCURATE TELERADIOLOGY
SERVICES FOR A
CALIFORNIA-BASED
MEDICAL IMAGING FIRM**



CLIENT

The client is a California-based medical imaging firm. Known for quality medical imaging services they specialize in MRI, CT, X-ray and more.



REQUIREMENT

The client wanted to partner with a reliable teleradiology service provider, to decrease their turnaround time and keep it between 12-24 hours. They were seeking to partner with someone with extensive experience in delivering various imaging methods such as X-rays, US, Oncology, MRI, CT etc. Their goal was to get rid of all the backlogs at a quick pace and wanted a consistent back office support to achieve the same. After evaluating our experience they decided to partner with us.

CHALLENGES

While providing our client with the required back office support services, we had to curate and implement a plan to take on the following challenges:



01

To identify bottlenecks to eradicate all backlogs quickly

02

To develop an optimized process to decrease the turnaround time to under 24 hours

03

Get acquainted with the client's PACS system

OUR SOLUTIONS

By carefully analyzing the cliental requirements, we curated a well-defined plan to resolve the potential challenges. The plan went as follows:



We developed a new check-list based work plan to improve compliance and passed every outsourced requirement through a QC team.



We arranged for an exhaustive training session on the client's PACS software to acquaint our team with the clients system



We appointed an exclusive team comprising certified and experienced radiologists to ensure accurate, timely and reliable teleradiology service could be delivered



We re-defined the process flow by identifying bottlenecks and finding effective ways to overcome them.



We incorporated the latest radiology equipment to expedite the imaging and study process and save on time.

THE RESULTS

By partnering with us the client was able to realize definite results. These included:



Decreasing the turnaround time to between

12-24 hours



Realize cost savings by at least

40%



Improve billing efficiency by

50%

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teleradiology
services, contact
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