



Improvement in Our Time of Service Collection Processes

With the increase in the number of consumer driven health plans (high deductible), co-pays and/or co-insurance, our patients are expected to share more risk with their health plans. As a result, patients are experiencing an increasing need to have better information to make informed decisions. More specifically, as part of our ongoing patient surveying and feedback process, we have identified the opportunity to better inform our patients as it relates to their out-of-pocket costs for their imaging services.

To address this opportunity, we have implemented the following improvements:

- We will personally contact patients prior to their scheduled exam date and notify them of the estimated amount of out of pocket fees due at the time of their visit. At that time, we will also offer patients the opportunity to make the appropriate financial arrangements prior to their visit.
- We will make an effort to collect 100% patient's out-of-pocket expense at the time of service, therefore reducing the amount in unexpected bills the patient receives.
- We will be verifying eligibility for all modalities including plain film x-rays.

Imaging Healthcare Specialists is committed to providing the highest level of service to our patients and we believe these changes will set the right expectations for our patients and alleviate any additional stress in this changing healthcare environment.

As our partner in healthcare delivery, it is important for your practice to help notify your patients that are needing any imaging services about the potential to have to pay at the time of service (this includes same day add on exams).

What Your Patients Are Saying About Imaging Healthcare Specialists!

Our patients are very important to us and we are always striving to create the best patient experience possible. Along with the newly implemented time of service collecting, we are making other changes in 2013 that will enhance the patient experience. When our patients talk, we listen. Below are comments from some of our valued patients:

"I had a situation that needed immediate evaluation. Between getting an appointment within a half hour, checking in and the technician, everybody was exceptionally helpful, responsive and quick. The technician did a fantastic job during the procedures. I was in pain – her communication, bedside manner and being thorough were greatly appreciated. Thank you to everyone. It's a comfort knowing your services are available." (Tri-City)

"The experience could not have been better. The team of Dr. Buckley and Rebecca was outstanding. They were warm and friendly, very professional and efficient. Both explained the procedure thoroughly so there were no sudden surprises. Top, top professionals." (Hillcrest-Laurel)

"I am extremely satisfied with today's visit. I was running late because I could not find proper directions on MapQuest, so I called to get directions which lead me to Imaging Healthcare.com which was very helpful. I called the staff immediately to tell them I was going to be late today. I appreciate the entire experience and all staff at this facility. Five stars." (Alvarado)



Patients Can Receive Images via Email

If your patient has had an exam at Imaging Healthcare Specialists in the past 12 months, they can request to receive their medical images and/or report via email! All they need to do is go to imaginghealthcare.com/myimages to initiate their request.

Online Order Assistance

Order at imaginghealthcare.com/orders. It's fast. It's easy. It improves your patients' experience!

What's New in PET?

PET/CT had a significant advancement in 2012 with the addition of the Amyloid brain imaging agent that provides earlier detection of Alzheimer's disease than any other available imaging modality and we are proud to announce that Imaging Healthcare Specialists was the first imaging center in San Diego to provide this exam.

If you would like to learn more about Amyloid PET/CT brain imaging, please email us at marketing@imaginghealthcare.com or contact your marketer, as we are pleased to offer educational in-services.



Would your office like a complimentary 2013 calendar?



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A Move Towards the Online Distribution of Images

Imaging Healthcare Specialists has earned an outstanding reputation for providing the highest quality medical imaging technology, highly specialized expertise and exceptional customer service to you and your patients. We pride ourselves on the ability to meet the ever changing needs and requirements of the healthcare community.

Recently, we have noticed a significant growth in the demand for the online distribution of images. As a result we have made several enhancements to accommodate this demand.

We encourage your practice to move towards viewing your patient's images online as it offers several benefits to your clinical practice. Most notably, you will be able to instantly access your patients current and past exam images that were performed at Imaging Healthcare Specialists.

If you are interested in taking advantage of this capability, please visit our website at imaginghealthcare.com, select need access under the Physicians Area tab or email us at draccess@imaginghealthcare.com.