Communication and Follow-Up

Information sharing for every stakeholder.

eRAD
RadNet Technology Solutions

Any healthcare stakeholder—referring physician, radiologist, technologist, patient—can receive just-in-time messages to ensure smooth and successful patient care.

According to the Institute of Medicine, up to 98,000 patients die each year because of clinical communication failure. eRAD provides advanced communication technology so that no participant in the healthcare system need miss out on important information.

From critical test results to follow-up letters and appointment reminders, eRAD provides the features and architecture to support messages that keep all stakeholders in the loop. Clinicians—referring physicians, radiologists, subspecialists—can receive diagnostic interpretations, lab results, pathology findings or test outcomes and data they need. These can be delivered in the format preferred by the clinician—email, IM, text, phone (with recorded voice for read-back proof). Physician messages can include key images, critical notes and results using Secure Web Services, with read-back verification documented within the system. If acknowledgment is not received, a user-defined escalation protocol triggers, tracking every step and time interval in the process until the communication is completed. "Non-urgent critical findings" can be added to a worklist for follow-up.

All communication activities within the system are tracked to monitor the notification process and can be reported out for compliance purposes.

Patients can receive appointment reminders, follow-up letters, billing notifications, prep instructions or any other communication, also in the format they prefer. A patient could better comply with fasting instructions before an exam thanks to a just-in-time text message. By fostering such cooperation, eRAD technology can save days of rescheduling and revenue adjustment each year, just via patient communication alone.

Disparate systems, multiple sites and remote users are no barriers to communication with eRAD. Simple but sophisticated, eRAD's communication technology gives everyone the information they need to optimize healthcare.

Physician communication.
Clinicians can get their patient data—pathology outcomes, lab results, test findings, critical messages, radiology reports—in the they prefer (IM, email, phone, text). Key images and results can be included in messages.

Patient communication.
Patients can receive contact throughout the cycle of their healthcare appointment—from reminder and prep instruction to follow-up and billing. Any preference is valid: email, regular mail, text, phone, IM.

Contact across multiple sites and systems.
eRAD's focus on securely sharing necessary healthcare information is not dependent on migrating all that data into an eRAD system. eRAD can message clinicians and patients across multiple sites and disparate systems.

"With as many as twenty remote sites sending us studies on a 24/7 basis, our workflow is complex and requires a certain degree of flexibility and the need to customize based on the institution. Not only did we find this capability in eRAD, but it also offered us lots of extra features. In addition to basic remote access, we got integrated report creation, dictation, transcription, speech recognition and distribution tools – which allows us to create and distribute medical reports with embedded key images to our referring physicians and institutions online in a secure manner."

Ray House, M.D.
President
United Radiology Group
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