

The Scanner



A newsletter for our friends and referring physician offices.

Radiology Ltd.
Jan / Feb 2010

Radiology Ltd. Advancing in Technology with RadVision Reach

RadVision Reach is the latest innovation in technology solutions offered by Radiology Ltd. This program is a powerful and convenient tool designed specifically for you and your offices to aid in better serving your patients.

RadVision Reach uses the latest Web-based technologies to integrate the radiology report with key images to create a single "multi-media" report for our referring providers.

How it Works

Referring providers are notified that a result is available via standard e-mail. A customized Web portal provides quick access to reports. And coming soon, reports **and** images

will be able to be displayed on a standard PDA (personal digital assistant).



Features and Benefits

RadVision Reach is designed to revolutionize communications between Radiology Ltd. and our referring providers. Key features and benefits include:

- ◆ **100% Zero-Install Application.** No plug-ins, helper applications, or heavy downloads.
- ◆ **Customized Web Portal.** Designed

with the look and feel of popular e-mail programs, the portal integrates relevant images and reports for viewing on any device that supports standard Web protocols.

- ◆ **Standard E-mail Proactive Notification.** An email is sent to you when a report and key images are available for your patient and you can adjust how and when that notification email is sent.

RadVision Reach is available now! If you are interested in learning more about this exciting, new program or would like to set up an appointment, please contact us at (520) 901-6635.

Spread the Word! Resources at the Click of a Mouse

Last year, we revamped our website and launched a new identical Spanish website.

An exciting benefit of the Spanish website is that Spanish-speaking patients can access exam information, directions to our offices, and everything found on the English website in their own language. You can also access this information for your patients, print it out and give it to them.

Did you know our websites contain:

- ◆ **A Physicians Resources link** (found at the top of the home page) designed specifically for referring providers that includes

the most up to date samples of scripts, maps and other resources like the Authorization List and Ordering Guide?

- ◆ Written directions to each of our imaging centers?
- ◆ Latest News?
- ◆ Calendar of Events?
- ◆ Exam & Radiologist Information?

Please take time to visit both of our websites at radltd.com and espanol.radltd.com. We welcome your feedback. Please submit any suggestions or comments to us at: pr@radltd.com.

What's New?

Company-wide Implementation of New EMR System

At the beginning of February, we will be implementing a new Electronic Medical Records (EMR) system company-wide. Due to the many internal changes this will cause, we do expect to experience a transitional phase during the first few weeks after the system has been implemented. But, please be assured that we are well prepared for any issues that may arise during that time.

While our transition to a new EMR system should have little affect on you or your office, we feel it is important to alert our referring offices of any new developments that are taking place at Radiology Ltd.

Please feel free to contact your Professional Relations Representative with any questions or concerns you may have.

Calendar of Events



January 1

New Year's Day

(All Radiology Ltd. outpatient facilities will be closed in observance of the holiday)

January 18

Martin Luther King, Jr. Day

February 1

National Freedom Day

February 2

Groundhog Day

February 14

Valentine's Day

February 15

President's Day

February 20-28

Tucson Rodeo Week

Radiology Ltd.

Department of

Professional Relations

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2010 CME Recap



Thank you all who attended our 2010 Continuing Medical Education (CME) Symposium: Enhanced Care with Advanced Imaging last November at La Paloma.

It was a huge success with 113 medical providers in attendance!

A wide variety of imaging topics were discussed and based on a survey given to the attendees, we learned that over 94% felt the information presented was valuable and 87% said they would put what they learned into practice.

Save the Date!

2011 CME Symposium:
Enhanced Care with Advanced Imaging
Saturday, November 6, 2010

What's New?

Courier Changes

Effective in January 2010, the couriers will no longer be on a four-route weekly rotation. Each courier will now be assigned to their own specific route. Please be aware that routine deliveries and delivery times will remain the same.

We would also like to take this time to welcome a new courier to the department, Pablo Mojarro.

Route assignments will be as follows:

- ◆ Artie - Northwest
- ◆ Mike - Central
- ◆ Ron - Rancho Vistoso & Southwest
- ◆ Pablo - Eastside

If you have any questions, please call Robert, Courier Services Supervisor, at (520) 488-7460.

Patient Check-in Kiosks

One of the highlights of 2009 was our implementation of patient self check-in kiosks.

Patient check-in kiosks are an innovative self-service solution that helps streamline the patient check-in process.

The kiosks are more convenient for most patients because it allows them to view and confirm demographic and insurance information, electronically fill out forms, sign consents, and enter medical history information in less time.

We are aware that some patients may not feel comfortable using the kiosks, so our Guest Services Representatives are available to assist them or they can choose to bypass the kiosks and check-in the traditional way with paper forms.

Rad Ltd. Resources

Contact us at (520) 733-4104 or email: supplies@radltd.com if you need any of the following resources for your office:

- ◆ 2010 Calendar
- ◆ Insurance Authorization List
- ◆ Location Maps (Hard Copy)
- ◆ RadVision & RadVision Reach Packet (Benefits & FAQ Sheet w/Request Form)
- ◆ RadVision Reach Quick Reference User Guide
- ◆ RadVision Reach User Training Guide

Coming Soon!

- ◆ Revised PET/CT Scheduling Guide (w/new coverage information)

Your patients' images and reports can be just a few clicks away with our online images and reports programs, RadVision & RadVision Reach. Please contact the RadVision Department at (520)901-6747 for more information or to schedule a brief demo at your office.



Putting a Face With a Name You Know

RadVision Team

Phone: (520) 901-6747 Fax: (520) 545-1726



Pictured from left to right: Vicki & Bridget

"Hello, we are the RadVision Team, the technology division of the Radiology Ltd. Professional Relations Department.

RadVision is Radiology Ltd.'s online images and reports computer program that we offer free of charge to referring providers and their staff.

We are responsible for installing RadVision at your offices as well as making service calls and troubleshooting RadVision related issues. We are also responsible for releasing new features and products, such as RadVision Reach (see front page), and notifying RadVision users of system upgrades.

If you have any questions about RadVision or RadVision Reach, please contact us at (520) 901-6747."

Helpful Tips & Reminders

In order to help us ensure that you receive your reports and images in a timely manner, please notify your Radiology Ltd. PR Representative if:

- Your office moves
- Your phone or fax number changes
- Any any of your providers change locations or leave the practice
- ◆ **Aetna Insurance & RLC:** Aetna insurance is currently not accepted at our Radiology Ltd. - Carondelet (RLC) office. **This does not apply** to any of our other eight facilities and Aetna patients can be referred to those.
- ◆ **Humana Auth:** If you are getting authorizations for Humana patients, please obtain these through National Imaging Associates (NIA) or American Imaging Management (AIM) as specified on the patient's insurance card.
- ◆ **Effective 2/15/2010,** United Healthcare (UHC) will be discontinuing their Premier (Exempt) status for providers ordering radiology studies. For more information, please contact your UHC representative or our Authorization Verification Dept. at (520) 901-6767.