

Hospital Partnership

Results

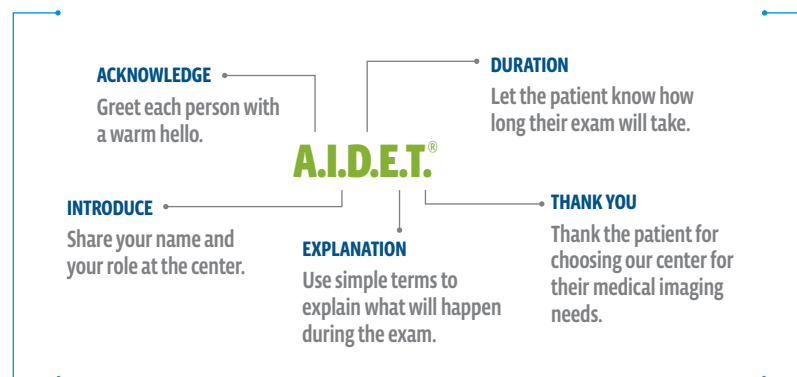
Patient satisfaction of radiology related services increased to an overall site score of

99%

within a year—showing an increase of 8% overall.

As a hospital system with multiple provider locations, it was important for this hospital partner to role model what “best-in-class” looks like to its employed physicians and the community.

That’s why how we interact and treat each patient is just as important as the quality of care each patient receives. We tailor the patient experience to meet the unique needs of each individual. Our underlying philosophy is simple: how we communicate with patients, referring providers and with each other is fundamental to building trust and satisfaction. Trust and satisfaction result in long-term loyalty which ultimately drives volume.



Partnering with a hospital system who already has a strong reputation in the community for high quality clinical care was a welcomed opportunity for the Alliance RAD360 team. We evaluated the current center performance and benchmarked the center against both local and national outpatient imaging centers. In

Alliance Radiology has received Avatar International’s Exemplary Service “Exceeding Patient Expectations” National Award every year since 2007.

just under a year, we were able to increase overall patient satisfaction to an overall site score of 99%—showing an increase of 8% total. Together, we have created a market reputation that now includes patient satisfaction in addition to quality. Areas identified as opportunities for improvement included scheduling, site aesthetics and professionalism of staff at their outpatient

imaging centers. Alliance Radiology continuously reinforces the importance of patient satisfaction through embedding a culture of respectful and effective communication in all team members.

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Contact us today to discuss reaching the full potential of your radiology service line or outpatient imaging center.

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