

Dedicated Alliance Radiology Customer Care Team Delivers Top-Notch Service

Results

99%
Of customers are contacted within one hour of referral receipt.

98%
Of calls are answered within 3 rings.

<1%
Abandoned call rate.

Scheduling, prior authorization and billing professionals at Alliance Radiology know what good looks like. Our Customer Care team understands the importance of customer service to your referring community and patients. Our dedicated team of professionals will serve as a virtual extension of your office—creating a seamless, customer-focused experience. Our sophisticated systems allow the patient to be scheduled for an exam at the most convenient place and time within your network. And, we promptly answer the phone within 3 rings (less than 10 seconds) which lends itself to a less than 1% abandoned call rate.¹

In addition to scheduling, our customer care team uses their expert knowledge to assist referring providers with timely and accurate prior authorizations. We then follow the patient through their exam—everything from outbound reminder calls and patient education/preparation prior to the date of the exam, in order to increase patient compliance and exam completion rate. After the patient has completed the exam, our simplified billing process aims to achieve a high collection of payment for services delivered at your center while reducing overhead at your site.

Alliance RAD360 service professionals strive for best-in-class results—continuously focusing on process improvement, training and new technologies. Services are available as a stand-alone solution for your site or as a supplement to your existing team. Leverage our 30 years of expertise to improve your customer's overall experience and ease of doing business with your site.

¹ Represents an average abandoned call rate.

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

Email RAD360@AllianceRadiology-us.com or call 1.844.RAD.0360 (1.844.723.0360).
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