



Radiology Concierge Experience

Every health system aims to deliver the best care experiences to their patients to ensure satisfaction and retention for the life of each patient. In order to improve the healthcare experience, the system must provide optimal care and timely follow-up. InternU's Healthcare Managed Services concentrate on enhancing efficiencies to support healthcare systems in delivering the care demanded and needed by patients, thereby aiding in their overall success.

One of the key areas in which internU has been able to assist healthcare systems is in Radiology departments. Radiology is an area that has seen a large increase in services recently but has not seen an increase in healthcare professionals to support such increase in care. internU's Radiology Concierge Services alleviate the strain by providing the following services:

- **Incidental Findings Services**
- **Imaging Library Services**
- **Reading Room Assistants**
- **Recommendation Follow-Up Management**
- **Scheduling**
- **MR Safe Screening Calls**
- **Appointment Reminders**
- **Pre-Certs**
- **Radiology Tech Assistants**
- **Patient Transport**

Incidental Findings Services

The groundbreaking advancements in imaging technology have more and more ordering physicians receiving findings unrelated to the original order. With these advancements, a huge challenge has been presented to our worldwide health system; if incidental findings are not communicated to the patients by the ordering physicians, treatable ailments could result in fatal outcomes. To escalate the urgency of this challenge, governments are putting requirements on healthcare professionals/organizations to communicate such incidental findings to the patients.

Prior to 2020, health systems were working to address the need to better manage and communicate incidental findings while also continuing to perform services related to the primary reason in the patient engagement. However, with the mass exodus of health care workers since then, finding and keeping professionals to manage and coordinate necessary follow-up to referring physicians has been challenging. This is where internU's Radiology Concierge Services can supplement a health system's limited resources and assist in a variety of ways to improve the patient experience while also reducing imaging interpretation errors and increasing report turnaround times. As an added plus, with the utilization of Radiology Concierge Service offerings, a health system can see an increase in revenue.





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internU's Radiology Concierge Services can be performed onsite or remotely, helping address space limitations and/or ability to reach personnel outside your organization's direct community. To date, we have been successful in collaborating with our higher education partners in this endeavor and even developed locations on or near university campuses that are HIPAA compliant to provide remote Radiology Concierge Services.

Our Approach

internU helps healthcare professionals/organizations, by providing intelligent and willing personnel who will be the future healthcare professionals of our communities. We harness the excitement and interest of young professionals seeking allied health careers to offer our Radiology Concierge Services. We optimize the education of our young professionals by building their professional and personal experiences through practical opportunities with our client partners with seasoned healthcare professionals to gain insight on their career path and professionalism.



Deployment

As part of engaging our healthcare services, we will provide a needs assessment with your team to be utilized in developing a handbook to align the services with your protocols to train our team. Along with the role specific training, we work with your organization to train the team on your patient database, such as EPIC or Cerner, and any other systems, telecom or security training required by your health system. We take care of the headaches:

- **Recruiting**
- **Hiring**
- **Scheduling**
- **Data management**

In summary, the goal of internU's Radiology Concierge Services is to produce a thriving healthcare community focused on positive outcomes; providing the patient with the best care, the health system with efficient support to retain patients, and young professionals with the experience and professional development to build successful futures in healthcare.

Contact Us

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