

RADIOLOGY CONCIERGE SERVICE DESK

An outsourced call center for supporting radiologists in the many communication and administrative tasks that impact their workflow



SAMPLE CLIENT RESULTS

(PRIVATE RADIOLOGY PRACTICE
WITH 70 RADS READING
1 MILLION ANNUAL EXAMS)

1

• PHONE # FOR EVERY DOC & LOCATION

2.3%

• EFFICIENCY GAIN FOR RADIOLOGISTS FROM PHONE CALLS ALONE

**24
7
365**

• PHONE COVERAGE

• TOTAL ANNUAL CALLS HANDLED BY PROFESSIONAL RADIOLOGY ASSISTANTS

57,400

2:24 • AVERAGE CALL TIME
MINUTES

• TOTAL TIME ANNUALLY PROFESSIONAL RADIOLOGY ASSISTANTS SPENT HANDLING CALLS

128,756
MINUTES

98%
in 6.5
SECONDS

• CALL ANSWERED BY A PROFESSIONAL RADIOLOGY ASSISTANT

• RADIOLOGISTS POSITION(S) SAVED WITH RADIOLOGY CONCIERGE DESK

1.125



**results may vary depending on size of practice and number of radiologists*