CASE STUDY:

Qscan Radiology Clinics

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About Qscan

Qscan Radiology Clinics is a comprehensive Diagnostic Medical Imaging & Intervention practice with over 70 clinics, 80 hospital contracts, and thousands of General Practice referrers across the country.

Problem

Radiologists wasting time on administrative tasks.

Referral leakage from GP and specialist clinics.

Clinics, Staff, Contractors (TeleRad), and remote workers disconnected from information, systems and processes. High email traffic

Antiquated asynchronous systems for on call and overflow reporting communication with hospital contracts.

Solution

Foxo launched across the organisation to unify staff, contractors, and referrers on one secure, interoperable communication platform.

Created a "Radiology Concierge" service to shift administrative tasks from Radiologists to Admin teams.

Embedded seamless workflows from referring clinics (GP/Specialists) to Qscan's Bookings team

Integrations were built into the business' RIS, web bookings system, and various administrative processes to capture and funnel information and processes in one central platform for communication, task management and collaboration.

Key influencers and teams have been on-boarded across the organisation via online workshops, online learning modules, and face to face sessions. This resulted in organic growth across the organisation.

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Key Outcomes

Increased Referring Business

✓ 1-click test requests (bookings) from the doctor's office to Qscan's bookings team.

Improving referral rates, built lasting positive relationships, and improved patient experience.

Cost saving of $9335 per week / $485k pa

✓ Eliminated radiologist time on administrative tasks with 1-click workload shift
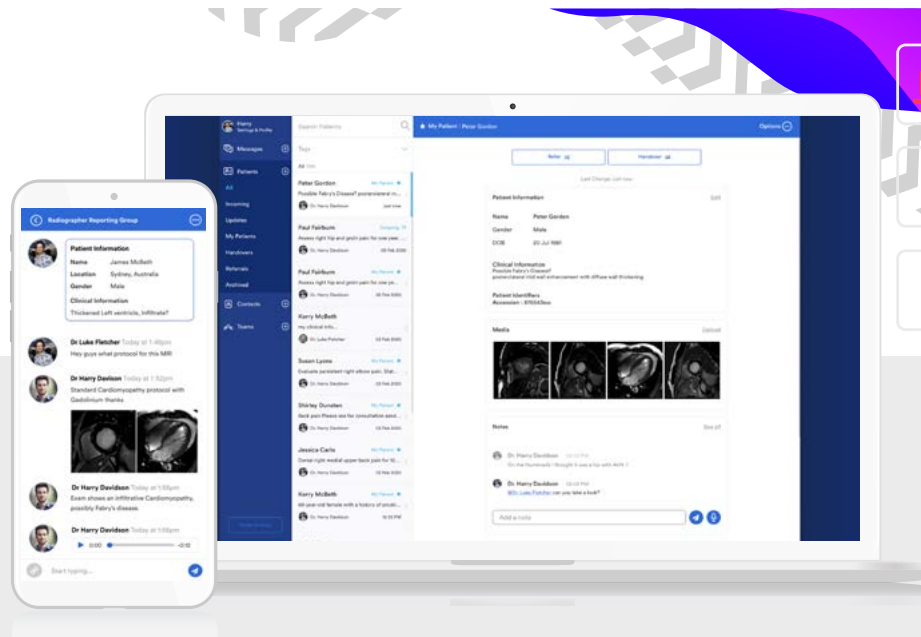   equating to cost saving of $9,335 per week ($485,406 pa)

Improved Efficiencies & Accuracies

✓ Significantly improved Radiologist reporting volumes and service delivery.

✓ Increased clinical focus resulting in better patient outcomes

Accelerated Communications

✓ Connected and unified a centralised and remote workforce for real-time communication and collaboration

✓ Embedded contracting radiologists and remote hospital departments into the reporting work flow

✓ Enabled 1-click referrals from GP and specialist clinics to Qscan's bookings team

✓ Reduced daily email traffic by eliminating administration notifications, group-wide emails, and IT alerts

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Much more than secure messaging.

Powerful
Optimise referral relationships, integrate with booking processes, enable organisational efficincies and embed commercial relationships.

Interoperable
Easing the friction between clinical systems is critical. Foxo is integrated with leading clinical software.

Fluid Workflow
Simple yet powerful workflows which enable rapid and real-time clinical collaboration.

Compliant
Non-compliant and basic messaging tools such as SMS and WhatsApp may be convenient, but they lack critical features and tools required for professional clinical healthcare.

Mobile & Desktop Ready
Our tools help you connect from anywhere to anyone, at any time using our iPhone, Android or desktop app.

Private and Secure
Information is protected by enterprise-grade encryption and standards to meet the strictest security policies.

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