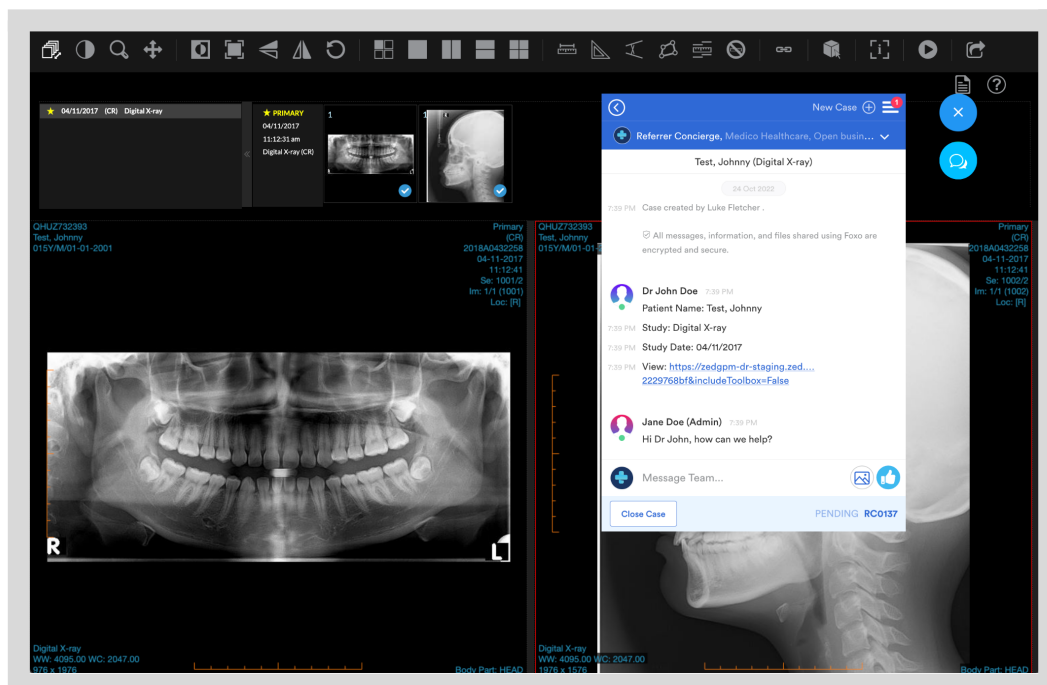


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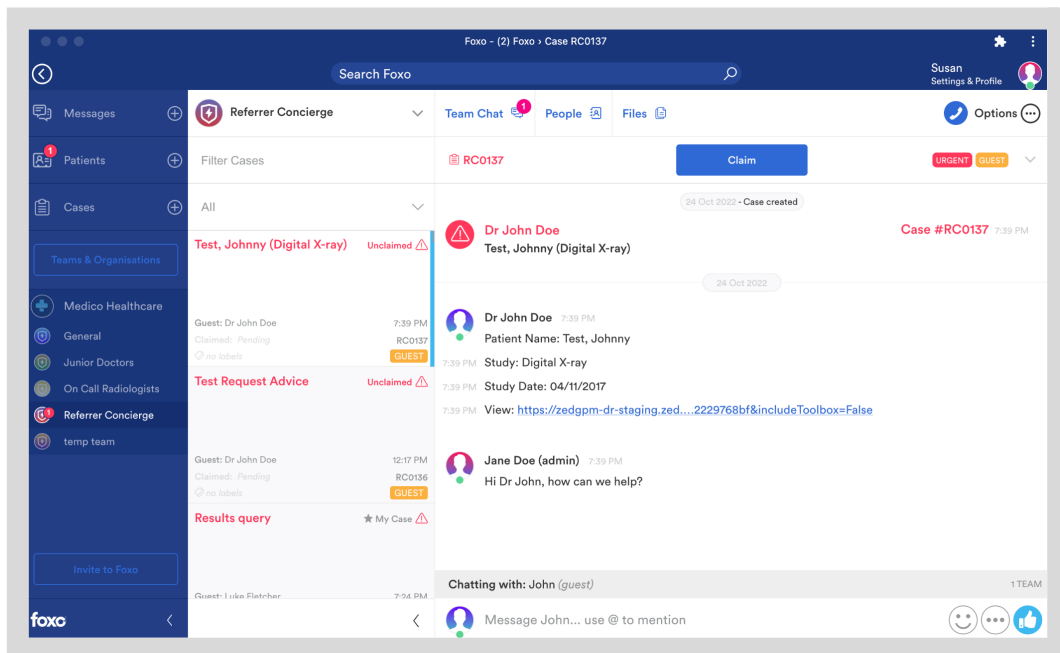
# Zed Technologies Integrates Foxo's Guest Chat to Deliver Direct Communication Between Referrers and Diagnostic Imaging Providers

**Brisbane, Australia Oct 2022** Zed Technologies (Zed), a market-leading innovator in medical image and report sharing, has integrated [Foxo's white-labelled Guest Chat](#) module into its browser-based diagnostic viewer to deliver a highly innovative path of direct communication to Radiology service providers, greatly improving the clinical referral experience.

With Foxo's Guest Chat now deployed, Zed's zero-footprint DICOM viewer provides seamless communication between primary care specialists and diagnostic imaging providers. The 'no-install' solution enables primary care physicians or administrators to engage directly with a diagnostic imaging provider's administrative team for escalation and triaging of clerical or clinical queries.



*The Referrer's View - Simple 1-click messaging with study information pre-populated*



*The Diagnostic Provider's View (clerical or clinical team) - 1-click launch of Zed's study, triaging to clinical teams, and rich media collaboration*

Foxo and Zed's collaboration delivers a simple-to-implement, secure and scalable innovation that addresses the limitations of legacy systems such as phone, fax and email. The integrated solution is designed to modernise, streamline, and remove friction from the clinical referral experience for all involved, and realise tangible benefits, as follows.

#### The Referrer's experience:

- One-click connection from the diagnostic report or viewer
- No installation, integration, or set-up required by primary care practitioners
- Removes the need for manual data entry
- Key study information pre-populated into the conversation for context
- Introduces read receipts
- Enables escalation to screen sharing, voice, and video calls

#### Common use cases:

- Clinical decision support
- Referral advice
- Status of scans and reports
- Lost passwords for clinical systems
- Clarifying patient details

#### Solution outcomes:

- Modern, secure, and scalable communication
- Alleviates phone queues and call centre demands
- Improves referral experience
- Rapid access to information

Guest Chat was built on Foxo's already comprehensively interoperable API which allows software vendors to quickly embed the module into any clinical system for internal or cross-organisational communication, resulting in improved patient outcomes, a positive clinical experience, and a more connected healthcare ecosystem.

On the collaboration between the two companies, Mr Ross Wright, CEO of Zed Technologies, said, *"We're always looking to collaborate with companies that improve the clinical experience. Foxo's Guest Chat was easy to implement and has added immediate additional value to users of our platform."*

Mr Luke Fletcher, CEO of Foxo, said *"Considering the current high demand for enhanced connectivity across our industry, partnering with customer focussed innovators like Zed Technologies means we can make a valuable impact where it's needed."*

*"Private Radiology businesses are looking for solutions to support their referral base more comprehensively. Our integration with Zed directly benefits Radiology businesses referral base by providing direct access to clinical and administrative support through online chat, and voice and video calling as required."* said Fletcher

He added, *"The integration of Foxo's Guest Chat within leading PACS solutions is a logical progression of our vision to securely connect healthcare in real-time"*.

## About Foxo

Foxo Technology is an Australian healthtech company modernising the way healthcare organisations connect and do business. Foxo's cloud-based enterprise platform can be deployed across any healthcare organisation in minutes. Integrations into leading healthcare systems can be configured to enable seamless information transfer beyond siloed systems.

To learn more about Foxo, visit [www.foxo.com](http://www.foxo.com) and follow Foxo on [LinkedIn](#) and [Twitter](#).

## About Zed Technologies

Founded in 2012, Zed Technologies is a market-leading innovator in medical image and report sharing. Zed develops software that enables doctors and patients to share medical imaging quickly and effectively.