Radiology Use Cases
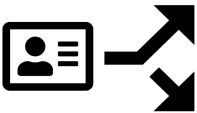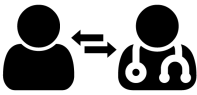
Enabled Workflows

Rapid Protocoling

Launched from the RIS or PACS, Foxo facilitates smooth communication among radiologists, technicians, and booking teams ensuring prompt determination of the most suitable patient study protocols. For instance, it enables a direct communication workflow for cases requiring radiologist clarification pre-booking, reducing dependence on disruptive methods such as phone calls, emails, or walk-in queries.

Telereporting / On-Call reporting

Foxo seamlessly integrates external radiologists into the workflow across different RIS and PACS systems, fostering collaboration with technician teams in various external public or private hospital sites. Clinical and clerical teams can engage in synchronous or asynchronous contextual discussions for rapid diagnostic reporting, triage clinical and clerical issues, in a secure, real-time collective team format. Within the Foxo environment, radiologists can selectively mute notifications during off-duty hours, while also accessing a comprehensive record of the responsible party for each workload, ensuring enhanced visibility and traceability.

Workload Shifting / Concierge

Foxo empowers radiologists to efficiently delegate tasks to administrative or technician teams, thereby optimising reporting time. For instance, if a radiologist encounters an issue with an order, such as patient billing information or images, they can seamlessly transfer the task (Case) to a Foxo administration team directly from the RIS or PACS. Similarly, when a radiologist needs to contact a referrer, Foxo facilitates task delegation to an admin team to manage the call ahead and then transfer it to the radiologist.

Moreover, in cases where additional images or a missing worksheet is required, Foxo enables the seamless transfer of requests to the relevant modality team for action, without disrupting the workflow.

Integrated Collaboration and MDT

Functioning as both a standalone and a Microsoft Teams-integrated media-rich MDM application, Foxo facilitates the submission of cases/studies directly from the RIS or PACS to a designated team prior to an MDM (Multidisciplinary Meeting). Within the MDM, team members can assign notes, act as a scribe, and use the '@' mention feature to engage other participants for necessary actions. Foxo's calling feature enables seamless real-time video collaboration for rapid discussion on diagnostic imaging, information sharing, or decision support, connecting users from any organization. Additionally, Foxo allows users to seamlessly view current environments (Cases/Patient Cards) within MS Teams and consolidate MDT functionality, thereby enhancing collaboration and information sharing. Users can also share Case or Patient Cards from the RIS directly to an MDM team.

Share Significant Findings

Foxo facilitates the sharing of learning opportunities and collaboration among colleagues, effectively breaking down the barriers of a dispersed workforce. Radiologists can discuss unusual cases or seek second opinions using Foxo's powerful Patient Cards and Case Management workflows within their network. Importantly, Foxo ensures that all privacy compliance requirements are met when collaborating on patient information, safeguarding sensitive data and maintaining confidentiality.

Patient Connect

Patient Connect offers patients a secure chat platform providing them with an alternative communication channel to email and phone. Patients can easily contact the business via 1-click or QR code to coordinate bookings, share images and documents. The synchronous and asynchronous communication flow allows patients to communicate in either real-time with your team or leave messages at their convenience. Patient Connect also features secure file upload capabilities, enabling patients to quickly share their referral documents by taking a photo and securely sharing it via the chat. Notifications and read-receipts ensure effective communication throughout the patient engagement process.

Foxo's Patient Connect can be shared directly with patients as a link or embedded on marketing assets such as your website or referrals. Additionally, its seamless integration with MS Teams allows you to invite patients into the MS Teams environment without the need for a Foxo or MS Teams account, ensuring a hassle-free experience for all parties involved.

Referrer Connect

Foxo offers a dedicated inbound communication channel for your referrers and external network for decision support, to request information on reports, scans, results, or other tech support without the need to install an app or create an account. This service helps reduce missed calls from referrers, enhances the referrer experience, and alleviates phone queues for patients. Notifications and read-receipts ensure the efficient and comprehensive clinical information exchange and management.

By simply embedding an encrypted Foxo URL in outgoing report templates or DICOM viewers recipients such as GPs and specialists can initiate discussions directly from the report. They can discuss clinical cases, seek guidance on booking tests, or request diagnostic images and reports. This message thread can be directed to a clerical team or a triaged to clinicians as needed. Importantly, all communication is securely saved for later access, ensuring a complete record of interactions.

Outbound Notification to Externals (Critical Results, Significant Findings etc)

Foxo enables the outbound transmission of links via SMS or email to notify external referrers, allowing them to engage seamlessly and securely without requiring a full Foxo account. This functionality empowers doctors and administrators to efficiently notify external recipients of results, engage in dialog about those results, seamlessly share files, and video call when necessary. The communication is initiated from within the organisation bringing externals into a secure chat thread, where they receive a designated Case for future reference. This feature supports synchronous or asynchronous dialog, file sharing, and provides read receipts and an audit history for efficient tracking and later access. Prompt email or text notifications ensure rapid access to the Cases for swift resolution and efficient clinical information exchange.

Use Cases per Cohort

Radiologist	- Seamless 1-click patient contextual messaging direct from the Worklist - Remove door knocks, interruptions through protocolling, chasing missing worksheets - Communication with Administrators - Interventional Radiology communication - Local MDT's with Case lists and patient information (runs with Foxo video, screen share, PACS links) - Significant finding/Critical Result communication - Learning/interesting cases - Second opinions - Overflow/Telereporting communication

Technicians	- Protocolling scans - Providing missing or other elements - Modality Teams approach enabling visibility of who is answering, case logged - Liaison with administrators
Administrators	- Referrer communication - Internal communication - Radiologist/Doctor support - Booking workflows and follow ups - Communication with Primary Care/Specialists/Hospitals - Liaison with Allied, insurers, etc in different systems
Referrers	- Inbound comms via Reports/Viewer direct from PMS - Liaison comms with Radiologist teams for Interventional - Referral inquiry and CDS - Following up with patient presents and report not yet available - Booking in scans for high needs patients - Discussion around urgent findings / critical results with governance
Patients	- Conversion and booking of e-referral link in SMS - highly valuable reduction in referral leakage - Foxo's Patient Connect link powers the provider.chat booking workflow - Providing pre-prep forms, particularly for MRI etc - Change in booking times, running late etc - Questions on procedures, fasting - Secure upload of referrals etc. via photos - Receiving follow up instructions post procedures, and 2-way feedback
Provider ↔ Hospitals	- Ward communication - VMO line of communication - In-patient referral path and communication - Handovers - MDT's