

# Radiology & Imaging Specialists

www.risimaging.com Lakeland, Florida

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**Radiology & Imaging Specialists has provided radiology and imaging services throughout central Florida for more than 30 years. Currently, Radiology & Imaging Specialists has approximately 20 physicians and 4 imaging centers and are affiliated with Lakeland Regional Medical Center, Winter Haven Hospital, Bartow Regional Medical Center, Bert Fish Medical Center and the Bond Clinic.**

## Customer Challenges

After modernizing their workflow with a RIS, PACS and Practice Management System (PMS), Radiology & Imaging Specialists discovered an inefficiency that needed to be improved – Billing. Face sheets were printed only after tickets had been collected by a courier, delivered to the billing office, and manually sorted. The process was completely manual, labor and time-intensive, and required a number of FTE's dedicated to data entry and manual charge-entry. Considering their volume of business, Radiology & Imaging Specialists knew there had to be a more efficient way to do business.

To improve the process with their largest referring hospital and perform electronic charge-capture, a custom point-to-point interface was purchased through the PMS vendor. That custom interface proved to be extremely costly and took a considerable amount of time to complete.

To avoid a repeat of the significant time and costs associated with building custom point-to-point interfaces to each referring customer, they decided to implement an interface engine. Overall, Radiology & Imaging Specialists wanted to implement an integration solution that could save time and money while providing greater workflow control and vendor independence.

## Radiology & Imaging Specialists Insights

David Marichal, Assistant Executive Officer, R.T. (R) (CT) (MR), CIIP, discusses his experiences with Corepoint Health:

### Workflow

*“I’m blessed to have very talented and extremely smart team working for me. After some research on finding a better way to perform electronic charge-capture, we concluded an HL7 Interface engine would provide the best combination of needed workflow performance and cost savings considering the number of hospitals we work with. We considered many interface engine vendors, but it was Corepoint Health that really stood out to my team.”*

## Customer Solution

Corepoint Integration Engine was selected by Radiology & Imaging Specialist among several competitive solutions for its robust, intuitive and feature rich platform. They were able to perform needed electronic charge-capture and outsource billing resulting in far greater workflow efficiency. Other results include dramatically reduced cycle times, as well as overall cost and time savings for configuring and deploying new interfaces.

Radiology & Imaging Specialists have interfaced several systems with their hospital and multi-specialty clinic partners using Corepoint Integration Engine, including:

- NextGen EMR
- McKesson
- MEDITECH
- GE ImageCast / IDX
- Amicas

## CUSTOMER SUCCESS

*“Initially, we had our billing in house. The beautiful part of having control of the HL7 messages is that we have been able to seamlessly change billing vendors to best suit our business needs. Now, we can match incoming or outgoing data and messages to any system necessary. It’s liberating, and so much easier than dealing with custom point-to-point interfaces through vendors. The only vendor involvement now is fulfilling our up front, one time request to open a bi-directional feed. With Corepoint Integration Engine, we are able to do all the ‘heavy lifting’ ourselves.”*

### Features

*“With Corepoint Integration Engine’s monitoring tools, we can proactively make sure every connection is running exactly to specification. With proactive alerts, we can address any problems before the message queue builds up. Now we fix any error because of an alert from the integration engine rather than a phone call from a customer.*

*Billing was our initial purpose for implementing Corepoint Integration Engine. However, one of our customers, a multi-specialty clinic who rents our RIS and PACS, implemented the NextGen EMR. So now we are dealing with real-time ADTs and ORUs, and monitoring and alerting are even more critical with the real-time messages associated with EMR interfaces. The last thing we want to happen is for the message queue to get back-logged with thousands of messages and then flood the system, lowering performance. Thanks to Corepoint Integration Engine’s robust monitoring and alerting tools, we can identify issues on either side of our connections and resolve them before any significant interruption of service occurs.”*

### Training and Support

*“The HL7 training offered by Corepoint Health is tremendously effective. After attending Corepoint Health’s HL7 training classes, our team member was able to train others who have now become HL7 certified.”*

*“The Corepoint Health support team is excellent. We prefer to handle the creation and maintenance of our interfaces internally as much as we possibly can. On the occasions when assistance is needed, however, the Corepoint Health support team responds immediately and is fantastic to work with. It’s one thing to call support when we are stumped and need help. Every vendor does that. But actively working to empower customers is very different, and that is the kind of knowledge transfer and support Corepoint Health provides.”*

### Thoughts on Integration

*“Radiology practices relying on vendors to create interfaces are actually cheating themselves out of considerable time and money. Building and managing interfaces is not nearly as resource-intensive as people might think, especially with Corepoint Integration Engine. The money, time and ‘grief’ we save by being able to manage our own interfaces, monitor performance and get immediate support when needed, is immeasurable.”*

*“The only way to accomplish growing a radiology business and making it more efficient is to be able to build and manage interfaces internally. To do that, you need an integration vendor with a strong, robust platform, deep training resources, and responsive support. We chose Corepoint Health and couldn’t be happier with our selection.”*

## About Corepoint Health

Corepoint Health has the healthcare IT experience and strength to deliver a dramatically simplified approach to internal and external data integration and health information exchange for hospitals, radiology centers, laboratories, and clinics. Our next generation software solutions are transformational and will streamline your IT environment, provide a fast track to achieving your interoperability goals, and create operational leverage within your organization. Corepoint Health’s solutions achieve a needed balance of being both intuitive and sophisticated while delivering solid functionality and performance.

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