

## Customer Spotlight -- [Columbus Radiology](#)

How practices and hospitals manage their critical results have become increasingly important. In an August 2015 Aunt Minnie article titled, [Managing critical results without pulling out your hair](#), Dr. David Hirschorn lays out some ideas of why and how to manage critical results so nothing slips through the cracks.

Top Tier radiology practice, Columbus Radiology, is a leader in defining how to manage their Results Communications Center (RCC). Carla Bidwell, Results Communications Manager, was kind enough to give us some time to explain how Columbus Radiology is so effective in managing an area where others struggle.

### **What is your process for results communication tracking?**

The Results Communications Center (RCC) utilizes a separate folder in the Clario Worklist that has all exams that need to be communicated to the ordering physician. We communicate all exams that are ordered as a Stat and any routine exam that the radiologist identifies for us as being abnormal or as a finding that we hope doesn't end up in a patient's chart. Paths of communication urgency are selected by the reading radiologists via dropdown selections. We capture names and titles of who we speak with for accurate record keeping.

### **What percent of the time does the ordering physician actually need to talk with the radiologist?**

The percentage of ordering physicians needing to speak with radiologists is quite low compared to the number of reports being generated. The RCC is able to handle a significant portion by confirmed impressions for the physicians or confirming the time in which an exam should be dictated.

### **How are your customers responding to your reports?**

Are customers are very happy with our reports. As the industry moves more towards an integrated EMR, I believe that the need for these report delivery and confirmations will lessen, as technology should allow us a view into answering our own question as to whether a clinician has seen the findings.

### **How does Clario's software help you?**

The Clario Worklist assists us in keeping track of exams, reports that need to be signed, addendums that need to be addressed, etc. Having multiple staff members at various locations, the alert and notification features are also very helpful in disseminating information in an efficient manner.