

Customer Spotlight – [Clinical Radiologists](#)

Clinical Radiologists, S.C., has more than 75 radiologists covering all radiology sub-specialties, which places them on the Top 100 Radiology Practices in the 12th position. With a 24/7 in-house radiology group, it is no surprise that managing shift-based exam distribution is a critical part to their continued success. Clario is proud that Clinical Radiologists chose the Clario Worklist to assist them in the everyday challenge of making sure their radiologists are reading the right exams at the right time.

Below, Kirk Pavolka, Chief of Technical Operations, explains how Clinical Radiologists has achieved its shift management goals using the Clario Worklist.

Why did Clinical choose to go with Clario?

We are a large radiology practice with more than 75 radiologists covering all radiology subspecialties. We read exams from 31 hospitals and 40 clinics throughout southern and central Illinois, metro St. Louis, and parts of Iowa and Missouri. Clario's product allows us to streamline workflow from each of our locations to improve efficiency and to route exams by physician subspecialty, availability and credentialing.

Please describe how your group uses Clario's Shift Management?

We have a complex scheduling system and round the clock radiologist staffing. We create the schedule and import it into the Clario Worklist. In the Clario Worklist, we have included both credentialing information and subspecialty information. Based on this we now have the ability to auto route exams to radiologists based on the shift they are working, their sub-specialty, and whether or not they are credentialed at that given site. This has turned a once manual process into an automated process.

How has your practice changed as a business since deploying the shift based worklist?

Our workflow processes have changed significantly since deploying the shift based worklist. This process, once labor intensive, allowed for human error. Defining and automating rules has removed human error and provided for more efficient workflow.

How has your radiologist's workflow changed since deploying shift based workflow?

Radiologist workflow has not changed since deploying shift based workflow. While the physician logs into a different system now, workflow has remained the same. One of our goals was to limit disruption to workflow when we implemented the Clario product. The changes to workflow have happened behind the scenes. Prior to the Clario Worklist, all work was manually assigned. The rules built into Clario's worklist now assign cases based on credentials and subspecialty. By doing this, we have increased both efficiency and accuracy.

What performance improvements have you seen since using shift-based workflow?

By building the rules in the Clario Worklist, we are able to get the right study to the right radiologist who is working. By having the radiologist who is most qualified to interpret a given exam you are undoubtedly going to see an increase in efficiency and accuracy.