Radiology, Inc. is a leader in professional radiological services and the largest radiology physician group in West Virginia. Radiology, Inc. is consistently improving their workflow and uses the Clario Smart Worklist to read about 600,000 per year, with hopes of increasing that number in 2017.

Before purchasing Clario's Smart Worklist, what improvements was Rad Inc. hoping to make?
Our primary goal in this purchase was to begin the process of improving operational workflow for the physicians across multiple facilities while improving efficiency. We wanted a central work list of studies to work from so that we could load balance the facilities more evenly when staff had available time. We also wanted the ability to have a standard workflow across different PACS systems for the Physicians when working with our Nuance PS360 platform.

Why did Rad Inc. decide to go with Clario?
We felt that aligning with Clario would allow us to be more nimble in the pursuit of achieving higher efficiencies of our Radiologist. The company itself is smaller in size and we like to partner with smaller companies when possible because they are more in-tune with customer's needs. Clario is also very willing and open to enhancements or changes we have made over the many years we have used the product.

How many radiologist users do you currently have using the Clario Smart Worklist?
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At how many facilities is the Clario Smart Worklist deployed?
We are leveraging the Clario work list to streamline the workflow of around 600,000 studies per year across 32 facilities.

What improvements have you seen since implementing Clario's worklist?
Faster turnaround time, work load distributed evenly, and more efficient Radiologists

Does Rad Inc. have a favorite feature that is in the Clario Smart Worklist? If so, what feature is it?
I think the thing that stands out the most is the ability of the product to be so flexible. We have had many unique requests and workflows accomplished due the flexibility of the platform. We have yet to find a use case that we could not accomplish with the Clario work list.

How was the implementation process? Do you feel that Clario was available to assist you when you needed?

Our timeline for implementation was very drawn out due to the number of facilities we brought online. We brought a facility online every three to nine months for the course of two years which brings us to present day. We have been stable with no new large facilities for around twelve months now. The implementation process was handled very well. We had an assigned engineer who has been instrumental in this relationship. We still have status calls with him weekly. Even if we have nothing major or minor to talk through with him, we all still check in. This is one of the aspects that set Clario apart from all the other products on the market.

How has Rad Inc benefited as a practice with implementing Clario?

We, like every other practice, has to deal with the loss of Radiologists from time to time. With the addition of Clario to our technology suite, we have been able to deal with the loss of a radiologist in the standard staffing pattern just due to the efficiency gains we achieved with the work list platform. It has also greatly improved our ability to on-board new radiologists as they are joining our group due to retirements and attrition. Though it is a contentious topic, the platform has allowed a group of our size to save at least one radiologist. However, due to these efficiencies, we stayed at the same staffing level and added a significant amount of volume and diluted it across all radiologists. Instead of saving money on a radiologist, we turned the efficiency gain into more volume which meant more revenue.

Overall, what is your favorite part about working with Clario's team?

Everyone that we have worked with at Clario to date has been very professional and knowledgeable about the product they are supporting. The ability to have a dedicated contact for support is also very key to our success to date. We feel that the way the Clario team has helped us through this process has set this product out far ahead of all other solutions we have looked at and try to stay current with. With every group, there are always individuals that want to change and we have reviewed other solutions a few times since we initially began the process of rolling out Clario. Due to the way Clario has organized its support and engineering teams, we do not feel like we would get the same level of attention and service from any other vendor on the market. I think the flexibility of the solution and the staff Clario has supporting it make it the market leader in our eyes.