

# Prioritize and optimize call requests

Timely and accurate communication for radiology practices is vital to accelerating patient care, combatting burnout, and improving outcomes.

No two radiology departments operate the same way. Communicating with clerical staff, technologists, and referring physicians can be challenging, especially when different sections follow their own unique processes for collaboration.

Getting the right person on the phone at the right time with the right information takes time, often causing significant delays that distract radiologists from their primary responsibilities—image interpretation and report creation. As imaging volumes continue to increase and radiology teams face staffing shortages, the need for prompt, efficient communication has never been greater.

## **Flexibly manage inbound and outbound communication**

PowerConnect Call Manager (Call Manager) delivers an in-context method to facilitate requests from the radiologist to the call desk, providing the support team with a manageable worklist of requests. As the call desk connects back with the radiologist, the radiologist can quickly access the related exam associated with the call request. This solution frees radiology teams from engaging in inefficient, highly manual methods of tracking down and connecting with the right people. This simple and effective process ensures call requests are easily prioritized and worked to completion and important information is communicated between departments—helping to avoid any downstream delays in diagnosis or treatment decisions.

## **Seamlessly align the right resources**

Whether a radiologist needs to discuss critical results with a referring physician, have a technologist load priors, communicate non-critical results, or request external priors, Call Manager can quickly initiate the request and communicate it based on each user's preferences.

With Call Manager, call desk staff can relieve radiologists from much of the administrative work that interrupts their focus and distracts from reading exams. By relaying messages on behalf of the radiologist, call desk staff can easily share in-context case information or quickly connect the radiologist with the requested resource once available.

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## **KEY BENEFITS**

- **Increase efficiencies** by streamlining call requests and enabling prompt, effective communication.
  - **Promote collaboration** with a purpose-built workflow to support communication and consultations within and outside of the department.
  - **Optimize communication** by initiating call requests based on type of request, priority, and preference.
  - **Improve quality** by enabling a simple, in-workflow process for communication.
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## Effortlessly retain and build new business

Whether radiology teams communicate their findings to referring physicians via the call desk staff or have a direct conversation with a physician, Call Manager offers users the flexibility to communicate in a way that addresses every individual's particular needs.

Each referring physician may request specific imaging protocols and/or have different communication preferences. Call Manager provides the ability to save these preferences, associate them with the active exam, and make them available to the relevant user—increasing value and satisfaction downstream.

“[Call Manager] has significantly streamlined my workflow to the point where I do not need to be on the phone all the time. I can concentrate on what my job really is, which is looking at the images and reading the exams.”

— Jonathan Messinger, MD, Medical Director of Imaging Informatics, Baptist Health South Florida and Chief of Radiology, South Miami Hospital

## LEARN MORE

Contact us at 1-877-805-5902 or visit [nuance.com/healthcare](https://nuance.com/healthcare).

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## KEY FEATURES

- **Simplified findings communication** and documentation increase satisfaction downstream and satisfy regulatory requirements.
  - **Streamlined requests** for prior studies and follow-up with referring physicians, other clinical teams, and techs.
  - **Save and notify communication and protocol preferences** by ordering physicians to increase collaboration, enhance care delivery, and increase referrals.
  - **Customizable worklists** and tracking boards help increase transparency and operational efficiency.
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## About Nuance Communications, Inc.

[Nuance Communications](https://nuance.com) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.