



Success Story

How TeleRad Connect rolled out EMSOW as their solution to run their teleradiology business

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Meet TeleRad Connect

TeleRad Connect offers a boutique TeleRadiology experience with a focus on long term relationships and business growth for mobile and fixed site ultrasound companies.

Our goal is to help everyone win; imaging companies, the clinics they serve, and the physicians reading the reports.



Key Challenges TeleRad Connect was facing as an early stage radiology startup

1

Lack of software solutions to run the business

2

HIPAA Compliance

3

Cost-efficiency

4

Lack of technical support and implementation staff



Key Steps

TeleRad's digital transformation strategy

1

Provide a robust software solution that enables fast turnaround times.

2

Provide radiologists with an easy and reliable way to perform their work.

3

Automate routing studies from different clients to radiologists based on various conditions, such as locality and study type.

4

Create numerous custom report templates for each client and ensure their compatibility across the system.

5

Enable automatic report distribution.

6

Roll out an all-in-one solution that includes PACS, RIS, and technical support.

Overview | Fact Report

Digital transformation roadmap

Launch Date: 02/2018

Launched Configuration: PACS, RIS

Implemented solution:

- **DICOM storage**
- **Radiology Information System (RIS)**
- **Outsourcing tech implementation for TeleRad Connect clients:**
 - setting up equipment
 - configuring routing rules
 - testing workflow

- **Tech support:**
 - resolving technical issues
 - collecting feedback
 - processing template adjustment requests
- **Custom development:**
 - custom report templates creation
 - minor system adjustments

Overview | Key Achievements

Digital transformation strategy results

Expansion Over the Years

During their time with EMSOW the amount of monthly read studies shows more than tenfold increase.

Number of Clients

Since 2018 the service area has grown from a couple of states to nearly all states.

Average Reading Time

The average turnaround time is ~18 hours, which is well below industry average.

Consistent report quality

It's very rare when clients have to request addendums, and in case they do - it's an easy process.

Collaboration tested by years and fueled by positive feedback



Ryan Frank
CEO of TeleRad Connect

90
NPS¹

78%
CSAT²

“EMSOW is an invaluable asset in helping build and scale TeleRad Connect. With their variable cost pricing structure, I was able to continue being profitable even though a 60% drop in exam volume through the initial onslaught of the COVID-19 pandemic.

The team has always been receptive of feedback from our Radiologists and clients offering custom development as needed.

EMSOW has been a top choice for years offering more than just a PACS option, our clients can schedule patients, technologists shifts, and billing services more!”

1: Net Promoter Score - How likely are the clients to recommend EMSOW to their peers

2: Customer Satisfaction Score - How satisfied are the clients with their overall experience with EMSOW



Contacts

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