

2008 Provider Survey

Thank you to all clinicians and staff who participated in our 2008 Provider Survey. The survey was distributed to all offices in the area and posted on our website. We received nearly 200 completed surveys from offices in Bremerton, Silverdale, Port Orchard, Poulsbo, Bainbridge Island and Belfair.

The purpose of the survey was to determine what services are important for area practices and their patients. The feedback gained is invaluable to Olympic Radiology as we strive to maintain the highest level of technology and service.

While responses varied, quick report turnaround was ranked as the most important factor when

referring patients to a diagnostic radiology facility. We will be speaking with clinicians and office staff to determine ways to expedite report delivery and what type of delivery would work best for each practice.

As Olympic Radiology is committed to providing the best experience for patients, clinicians and staff, we will be examining other areas of opportunity identified in the survey. Look for updates in the near future.

For more information, or to discuss the survey, please contact Allyson Metters at 479-6555 or allyson@olympicradiology.com

See page 2 for survey drawing winners

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Nearly 200 surveys were received from area clinicians and their staffs

“What do you find important when referring to a facility?” Top 10 responses

Staff Responses

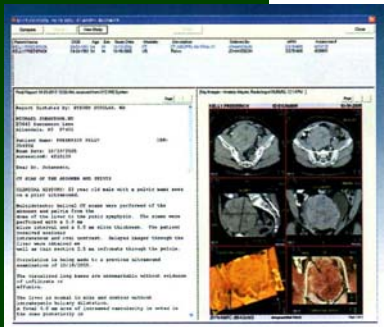
1. Quick report turnaround
2. Scheduling ease
3. Appointment availability
4. Location
5. Equipment technology
6. Image Quality
7. Staff Quality
8. Radiologist qualifications
9. PACS
10. Patient environment

Clinicians Responses

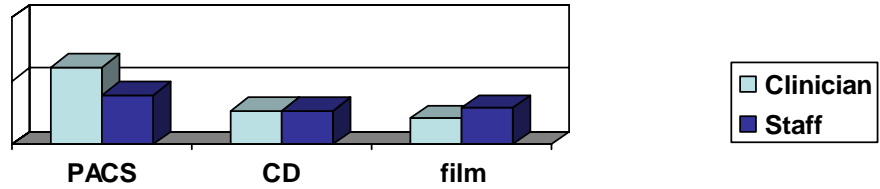
1. Quick report turnaround
2. Appointment Availability
3. Location
4. Radiologist qualifications
5. Equipment technology
6. Staff Quality
7. Scheduling ease
8. Image quality
9. Patient Environment
10. Patient Choice

The fast-track for reports and images

How do you like to receive patient images?



Digital reports and images deliver results immediately—wherever you are



Data from 2008 provider survey

When we asked clinicians and staff how they like to receive patient images, the majority selected online (PACS). With PACS, images and reports are stored digitally as soon as they are completed and available to access from any PC, anytime.

The applications is very easy to use. Please contact us to learn more, or see www.olympicradiology.com/pacs.html

Survey drawing winners



Each provider survey we received was entered into a drawing.

Out of the nearly 200 surveys, 10 winners were drawn at random and received a gift basket.

Congratulations to the following:

- Angela McLeod—Dr. Lynn Staker’s office
- Carl Ehresman, D.C.
- Heidi—The Doctors Clinic Orthopedics
- Jason Cheung, M.D.
- Jill Hockett—Olympic Internal Medicine
- Kathy—Occupational Medicine/CK Urgent Care
- Kathy—Olympia Arthritis Clinic
- Katie—Dr. Gordon Cromwell’s office
- Lori—Thoracic and Vascular Center
- Patti—Dr. Donald George’s office

“I’ve seen you as a patient and worked with you as a nurse. Very positive experience! You guys are great!”
- Lynn SeEVERS, RN
The Doctors Clinic

A Letter from the Radiologist



**Bradley Brown,
MD**

**Olympic
Radiology**

Your patients may be eligible for a free one-time Abdominal Aortic Aneurysm (AAA) screening as part of their Welcome to Medicare physical.

Medicare provides a one-time, free screening to qualified seniors as part of its Welcome to Medicare Physical. This physical must be conducted within the first six months of enrollment in Medicare.

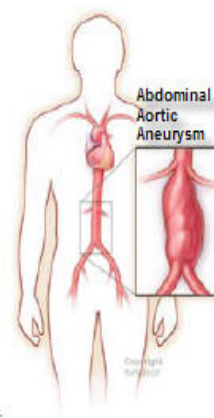
Qualified seniors must have **one** of the following risk factors:

- A family history of abdominal aortic aneurysm
- Male, age 65 to 75 who has smoked at least 100 cigarettes in his lifetime

AAA is an enlargement or bulge that develops in a weakened area within the largest artery in the abdomen. If the AAA remains undetected, the aortic wall continues to weaken and the aneurysm becomes so large, and its wall so weak, that rupture occurs. When this happens there is massive internal bleeding, a situation that is usually fatal. The only way to break this cycle is to detect the AAA before it ruptures.

Cases may be severe enough to cause death if not treated. This Medicare screening benefit is expected to save thousands of lives.

Olympic Radiology can provide this Abdominal Aortic Aneurysm Screening. If you would like further information for your practice or patients, please contact us.



The Medicare AAA screening benefit became a law on February 8, 2006, as the Screening Abdominal Aortic Aneurysms Very Efficiently (SAAAVE) Act, a provision of S.1932, Deficit Reduction Act of 2005, also known as Budget Reconciliation. The law became effective January 1, 2007.

“Qualified seniors are eligible for a one-time Abdominal Aortic Aneurysm ultrasound screening as part of their Welcome to Medicare physical”

Written referrals produce fast, accurate results

Referral forms provide schedulers, technologists, and radiologists with valuable information about your patient and the exam requested. Knowing the reason for the request, the provisional diagnosis or symptoms, or if there are prior exams for comparison eliminates the need for additional clarification calls to your office. The patient experience is improved without any delays that may be created by the need to resolve conflicting information, and reduces the need for additional or repeat exams.

This information does not need to be on Olympic Radiology’s form—we will gladly accept a referral sent from your own EMR system. We are working on an on-line option that will be available on olympicradiology.com with which you could send forms directly.

Working together, we can create the best experience for your patients. We encourage your feedback—tell us your thoughts about referral forms. Please let us know what works for you. Send suggestions to allyson@olympicradiology.com



Complete, accurate information on a referral improves the patient experience

OLYMPIC RADIOLOGY

2700 Clare Avenue
Bremerton, WA 98310

Questions? Contact Allyson Metters
(360) 479-6555
allyson@olympicradiology.com

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in the West Puget Sound

Visit us at www.OlympicRadiology.com

Olympic Radiology's American Board of Radiology Certified Physicians



Steven Bell, MD

Vascular & Interventional Fellowship

Serving Kitsap County for 12 years

Specialties:

Musculoskeletal
Body Imaging
Angiography and Interventional Radiology

Education:

Doctor of Medicine

University of Wisconsin

Internship

UC Irvine Med. Center, General Surgery

Residency

Loma Linda University Medical Center,
Diagnostic Radiology

Fellowship

Loma Linda University Medical Center,
Angiography and Interventional Radiology



Bradley Brown, MD

Body Imaging & Ultrasound Fellowship

Serving Kitsap County for 12 years

Specialties:

Ultrasound
Body Imaging
Musculoskeletal

Education:

Doctor of Medicine

University of South Carolina

Internship

LDS Hospital, Utah, Transitional

Residency

UC Davis Medical Center,
Diagnostic Radiology

Fellowship

UC Davis Medical Center,
Ultrasound with Intervention



James Rohlfing, MD

Neuroradiology Fellowship

Serving Kitsap County for 16 years

Specialties:

Neuroradiology (Subspecialty Certification American
Board of Radiology)
Body Imaging
Musculoskeletal

Education:

Doctor of Medicine

University of Washington

Internship

University of Utah, Internal Medicine

Residency

University of Utah,
Diagnostic Radiology

Fellowship

University of Washington,
Neuroradiology