

Direct Access to Radiologists



Services Tailored to Your Needs



Quick Turnaround Time



NightWatch Web-based Management Tool



# SALEM RADIOLOGY CONSULTANTS

## OREGON

### About Salem Radiology Consultants

Established in 1973, Salem Radiology Consultants (SRC) is solely owned by a group of radiologist physicians who operate an outpatient imaging facility in Salem, Oregon as well as contract with other organizations to provide radiology professional and management services. It is the largest radiology group in the region and offers a depth of specialization that is more characteristic of radiology departments at major academic medical centers than in the private practice setting. SRC also provides expert radiologist services to the Salem Hospital, Salem Clinic, Urgent Care Center, and West Valley Hospital. Services include:

- CT Scan (CT 64 Scan)
- MRI (3T)
- Nuclear Medicine
- PET
- Interventional Radiology
- Ultrasound
- Mammography
- X-Ray
- Bone Density

### CHALLENGE

After staffing nights with its own full-time radiologists for decades, SRC decided it was time to explore partnering with a reputable teleradiology provider. There were several factors for this move, primarily the ability to offer a better work environment for radiologists while improving recruitment and retention as Reduce staffing costs for night coverage was also a key component. SRC initially evaluated a large, well-known national provider that relied upon overseas resources for coverage, which was a major concern for the group's malpractice insurers. After a nationwide search, SRC ultimately partnered with NightShift Radiology based on the direct access to U.S.-based radiologists, stellar reputation for quality and a business model that works with radiology groups rather than competing against them.

### SOLUTION

In 2003, NightShift signed on as SRC's teleradiology provider and made the implementation process effortless for SRC. Upon engagement, NightShift obtained all relevant contact information from SRC to work directly with the affiliated hospitals to manage credentialing for their radiologists through the medical staff office. They also worked with the hospital's IT department to ensure secure transfer of images to NightShift's experts. Every step of the way, NightShift was there to do the heavy lifting making it virtually a "plug and play" experience.

## RESULTS

NightShift focused on SRC's primary area of need—overnights in the hectic ER. Typically, NightShift manages a substantial amount of reads. Because of SRC's pace and volume of work, NightShift's reliable turnaround time of 20-30 minutes helps avoid backlogs and keeps the patient care process running smoothly. After NightShift's preliminary interpretation, SRC's radiologists conduct a final read the following morning to conclude each case. For additional peace-of-mind, NightShift's quality assurance program monitors discrepancy levels which are consistently low.

To maintain a seamless workflow, SRC enjoys direct access to NightShift's radiologists via phone so they can consult on cases on an individual basis in real-time. On occasion, NightShift will even accommodate SRC outside of their normal nightly coverage scope to help them avoid staff shortfalls.

"The responsiveness and flexibility that NightShift consistently demonstrates is second to none," said Dr. Rick Collins, an SRC radiologist and Group President. "Their willingness to go above and beyond to meet our unique needs is the mark of a true partner and the reason that our relationship has flourished over the years."

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Dr. Rick Collins  
SRC radiologist and Group President

Most importantly, NightShift has remained true to its core values of providing quality interpretations using U.S.-based radiologists who serve as an extension of the SRC team. They have held firm in their non-compete commitment, so SRC can rest assured that their business interests are aligned and not threatened. NightShift's loyalty speaks volumes and SRC's decision makers have emphasized that they would highly recommend them to any radiology group looking for a teleradiology partner.

"We appreciate the fact that NightShift is a partner and not a predator," said Collins. "Their performance has been superior, and we see no need for a change. NightShift has an exceptional group of personnel and reliable technology in place. We have forged a great relationship, which makes them unique in our eyes. We highly recommend their services."

## ABOUT NIGHTSHIFT RADIOLOGY

Founded in 2001 by Dr. Eric Trefelner and Dr. Michael Myers, NightShift Radiology is a unique teleradiology provider supporting clients with U.S.-based radiologists, employed full-time by the company. NightShift delivers JCAHO-accredited services through sophisticated, secure and reliable technology backed by meticulous quality assurance and quality improvement processes. All radiologists are directly accessible and the company delivers accurate reports in 20 minutes or less, on average. More than 3 million cases have been read since the company's inception. For more information, visit: [www.nightshiftradiology.com](http://www.nightshiftradiology.com).