



VETTING A TELERADIOLOGY COMPANY

The goal should always be to find a teleradiology company that aligns with your group or facilities values and capabilities to ensure a long-term mutually beneficial relationship.

The process taken to vet a teleradiology company is normally to get references and then call those references. While this does provide some insight, it often overlooks key aspects pertaining to the service you can expect to receive.

Rather than being provided contacts, TeleradDirect.com believes a better approach would be provided a short list of customers of similar size, location, needs, your needs and randomly call personnel within that organization. Most of their customers will have a website that lists the personnel you need to reach. While this requires a little more leg work, the upfront work will pay off in long run.

The three most critical questions to ask:

- 1) How many radiologists do you currently have in the state/states your facilities are located?
- 2) Can you provide Turnaround Times (TAT), number of exams read, and your quality assurance standards for the past quarter?
- 3) Can you provide your exit strategy should you sell, close, or merge with another radiology group or teleradiology company. Most Radiologist-owned companies have something in place. On the other hand, Aris Radiology (an investor-owned group) closed in March 2020. They gave their customers a 10-day notice. Obviously, you do not want to be caught in that situation.

Below are other key areas TeleradDirect.com focuses on when vetting every teleradiology company:

Reputation

While the current state of any teleradiology company has variance, we believe the leadership of the teleradiology company is critical. Telerad Direct rates all teleradiology companies on the basis of reputation from feedback received from interviews with former customers, current customers, former staff/radiologists, current staff/radiologists, and competition.

While we are aware the best run teleradiology companies can receive criticism, we believe the overwhelming feedback on a well-run teleradiology company will remain mostly positive. There are companies that are notorious for having long delays in providing interpretations during the summer and holiday months (months that staff takes vacation). Telerad Direct can anticipate these delays from a handful of companies.

Financial Health

We utilize resources that assist in evaluating the financial status of every teleradiology company we recommend. While most teleradiology companies are privately held, we believe our resources provide due diligence in identifying those companies where an apparent risk exists.

Operational Strength

Each teleradiology company has strengths and limitations. It is the goal of Telerad Direct to identify those strengths and limitations to ensure the ideal “fit” that will translate into a long-term mutually beneficial relationship with our customers.

Size & Location

Telerad Direct believes that teleradiology companies fit best with customers of similar relative size. Smaller teleradiology companies are more flexible and work better with smaller customer and larger teleradiology companies have the resources to better fulfill the needs of larger customers in larger states.

One aspect that is sometimes overlooked is the value you provide to the teleradiology provider. Are you just one of many? Or are you a vital customer to the teleradiology provider?

Additionally, state licensing can be lengthy process. We provide assurance that the teleradiology company is already practicing within the state/states that mirrors those of the customer (taking into consideration the average length of licensing as it compares to the credentialing process of your facility or facilities).

Capacity

While no teleradiology company has radiologists just sitting idle, they do have radiologists working at, near, or over-capacity. The long-term retention of radiologists is evaluated.

The ability to increase capacity through successful hiring practices is also evaluated with each teleradiology company. This is a critical piece of the vetting process as it has implications on the number of radiologists needed to credential at each customer facility.

Company Structure

We have seen ethics compromised with many teleradiology companies that do not have Radiologist ownership and leadership. It is for this reason that we only work with teleradiology companies with significant Radiologist ownership and leadership.

Joint Commission Accreditation

Telerad Direct believes this is often a over emphasized part of the vetting process. There are quality telerad companies that have not dedicated the resources to maintain the paperwork requirements to be Joint Commission Accredited. There are telerad providers that can meet requirements of the Joint Commission yet provide inconsistent service to their customers.

<https://www.teleraddirect.com>

Schedule a time to speak:

<https://toddmoritz.org/schedule-call>

Get started:

<https://teleraddirect.com/get-started/>