

# Tremendous time savings, Improved work processes, stronger referrer loyalty

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## RADIOLOGY WORKFLOW SOLUTIONS



## Case Study RADIOLOGY HOHELUF, Hamburg, Germany

# 70% online bookings after a short time

RADIOLOGY HOHELUF T is a modern MVZ with 3 specialists for radiology and nuclear medicine.

“Since February 2021, we have been using the booking4med solution for online appointment booking in addition to medavis RIS, which has been in use since 2009.” After less than a month, the practice already records a very high ratio of bookings through the new system. The ratio was already 70% booked online appointments to 30% manual allocation shortly after the introduction.

„By using booking4med, we are experiencing huge time savings for our staff, which has allowed more areas of responsibility to be delegated to the registration team,“ said Dennis Davidson, practice manager and Senior Radiographer.

Mr. Davidson sees the biggest benefits in radiology in minimizing phone hours, better internal time management and receiving relevant information from patients before they even visit the practice. „Implementing the system didn’t require much



**Dennis Davidson**  
Practice manager and Senior Radiographer

effort on our part because the master data from RIS synchronized automatically with the appointment booking system.

Only the time slots of the different examinations had to be transferred to the booking4med manually. The integration and linking of the system with our website was quick and smooth. We organized the test run via employee bookings and were pleased that everything worked smoothly right away,“ reports Mr. Davidson about the first test run.

As a result, the benefits to patients and RADIOLOGY HOHELUF T were quickly apparent.

„Compared to our previous provider, we now no longer have to manually transfer appointment bookings into RIS, which previously not only meant work, but also always led to errors. The deep integration and synchronization with our medavis RIS is a noticeable improvement in work processes,“ says the practice manager.

The advantages for the patients of RADIOLOGY HOHELUF T are, in addition to the significantly reduced waiting times on the phone, the convenient and, above all, secure booking at any time on any day. „The fact that patient data is not stored on the Internet and is deleted from the system’s server immediately after booking is an important component for us,“ explains the practice manager. „Without exception, patient data is only stored securely in RIS in our radiology department.

Patients receive a booking confirmation and a reminder of the appointment. This circumstance leads to a huge reduction in missed appointments.“

„We place great emphasis on close collaboration with our referring or treating colleagues in order to provide optimal diagnosis and therapy for our mutual patients.“

Because of this, Mr. Davidson sees many advantages in the ability for referring physicians to book appointments directly and easily for their patients at the radiology: „With booking4med and the option for referring physicians to book appointments directly with us, we strengthen the referral relationship, provide a good service, and build trust. It also minimizes additional phone time.“

In our conversation with Mr. Davidson, we also wanted to know, whether his expectations regarding the development progress of the solution and the current features are fulfilled and whether he can recommend booking4med to other RIS users.

The Senior Radiographer has a clear opinion on this: „I am satisfied with the current developments of the system and can unreservedly recommend the use of online appointment booking from medavis to all RIS users.“



Imaging Center  
25 RIS-Workstations

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