

Committed to clinical excellence and service quality in remote radiology reporting.

Whether you need to clear a backlog, address out of normal hours reporting systems or just wish to improve cost efficiency, Imaging Partners Online can help. We provide high quality services for all imaging modalities:

- UK-based and registered FRCR radiologists report from purpose-designed facilities in their 'waking hours' only
- Overflow or backlog reporting
- Out of normal hours reporting
- Normal hours reporting in periods of staffing shortages
- Turnaround times from one hour upwards
- Senior radiologists available for consultation at any time
- Uncompromising quality assurance
- Flexible, seamless and hassle free service

Working from purpose-designed facilities in London, IPO's highly skilled team of UK-registered radiologists provide hospital trusts and other care providers with reliable, quality-assured radiology reporting, as and when it is needed, to RCR standards.

Using tried, tested and proven technology, IPO's engineers have experience of delivering remote radiology reporting seamlessly

and securely for over 70 hospitals and clinics, including NHS sites, reporting back directly to any HL-7 compliant RIS system, by secure web interface or even fax, depending on your requirements.

IPO is fully committed to data protection compliance and information governance standards. Its strict policies and procedures have been approved by the DoH.

Introducing Imaging Partners Online

What is Imaging Partners Online?

Imaging Partners Online (IPO) is a remote radiology reporting service provider, providing a safe, efficient, 24/7 radiology reporting to hospitals and other care providers in the UK and Australia.

Where does IPO report from?

IPO's radiologists only ever report from purpose-designed reporting centres in London, Sydney and Melbourne, never from home. The reporting centres provide our radiologists with state-of-the-art electronic reporting technology and a support team which includes a quality assurance manager and medical typists. Our reporting centres have high capacity, robust and fully supported IT infrastructure for prompt image transfer which guarantees seamless service.

Who are IPO's radiologists? How can we be sure that they meet our hospital's standards?

IPO currently has a core team of ten radiologists working in the UK for UK clients. All are registered with the GMC and are Fellows of the Royal College of Radiologists. The majority have trained in UK. IPO undertake strict credentialing process on every radiologist we appoint, to include a rigorous exam, and also undertake 100% double reads of all cases reported by any new radiologist, during their first two sessions, regardless of their reputation.

Why does IPO report from Melbourne and Sydney for UK hospitals and care providers?

Up until 11pm, all reporting is undertaken in London. Our UK-registered FRCR radiologists reporting from London provide the reporting overnight between 11:00pm and 08:00am. The sole purpose for reporting from Australia is to maximise quality, while minimising medico-legal risks to our clients by ensuring that our radiologists are reporting in their 'awake' hours, and from a professional, appropriately equipped and staffed

reporting centre. All our radiologists, in the UK and Australia are available for consultation with clients by phone. No data is allowed to leave the UK for reporting in Australia without expressed permission from the client.

What IT requirements does my hospital require?

Even if a hospital does not yet have PACS, we can send directly from its modalities to an IPO server, which we install in the hospital at our cost. This would store and forward images securely to IPO's reporting centres. Reporting back depends on what system the hospital has. IPO provides HL-7 inbound reports, but if your systems are not capable of this, then we can provide a secure web interface where you can access reports and transfer them into your local RIS.

Do we have to plan volumes by modality to send over to IPO?

Ideally yes, for good planning. But many hospitals simply don't know how much volume they will need to send over, so we manage on the 'best guess'. Our aim is to partner client hospitals, such that they have complete control as to how and when they send images. Our goal is to complement a hospital's radiology service in achieving patient waiting times... not take over!

Can the hospital and/or referring clinician consult with the reporting radiologist?

Yes. An 0800 number (0800 358 0090) is available to facilitate such discussion, wherever the radiologist is working from.

What avenues are available for feedback on any aspect of IPO's service?

IPO UK's Clinical Director is available at any time to talk with clinicians regarding any clinical aspect of our service. Quarterly reports are also sent to all clients seeking feedback on specific aspects of IPO's services, based on agreed reporting measures.



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O N L I N E

What quality assurance processes does IPO follow?

IPO's radiologists are required to strictly adhere to the company's quality assurance regime. This includes:

- Meeting IPO credentialing requirements
- Current GMC specialist registration for clinical radiology
- Following the standard format of reports
- Participating in peer review (10% double reporting of all cases)
- Provision of monthly / quarterly reports to clients detailing report turnaround times by patient
- Undertaking of a report discrepancy program involving identification categorising and management of reporting discrepancies
- Mandatory involvement in six-weekly clinical governance meetings
- Joint clinical audits and meetings with client hospitals as required and practical

What differentiates IPO from other remote radiology reporting services?

- Reporting takes place only at purpose-designed and appropriately equipped and staffed reporting centres in London, Sydney and Melbourne
- Radiologists report only during their 'awake hours'
- Provision of typed reports, 24/7, 365 days a year
- Our uncompromising approach to quality assurance

How long does it take IPO to turnaround a report?

IPO will provide a typed report according to the client's requirements. Commonly, IPO are asked to deliver reports for urgent cases within one hour and for non-urgent cases within 24 hours. Turnaround times are measured from when the images arrive

on the IPO system. Where requested, for clinical reasons or at the request of the referring clinician, verbal reports can be given in advance of a written report.

IPO is proud that its service levels over the last two years for one hour deliveries is over 99%, with 40% of reports being completed within 30 minutes.

How does IPO address information governance and data protection requirements?

IPO is fully committed to delivering excellent, secure and robust IM&T services. Since its inception IPO invested significantly in its IT infrastructure, incorporating industry-leading technologies including a 'Tier 4' Information Governance Statement of Compliance (IGSoC) compliant data centre, high speed connections, state-of-the-art diagnostic systems.

Having achieved the NHS IGSoC for its UK-based operation and overseas support, IPO now has approval from the Department of Health for secure overseas reporting. In addition, it will formally achieve ISO27001 compliance in December 2009.

IPO is fully committed to strict information governance standards and ensuring that it adheres rigidly to data protection obligations. All data is securely received, stored, transmitted and ultimately destroyed following good industry practice, recognised by the NHS and Department of Health in awarding the IGSoC.

IM&T is at the centre of IPO's business and is integral to its commitment in providing a quality of service equal to the clinical excellence it achieves in its reporting.

For further information and to ask about our **FREE** trial, please call or email Darryl Maytom on 020 8334 8008 or dmaytom@imagingpartners.co.uk.