

January 2005—Centralized Scheduling brings efficiency, convenience :

RIA has inaugurated centralized scheduling for its southern Maryland-based practice locations. Centralized scheduling is designed to help front desk staff at the imaging centers focus entirely on patients arriving for examination appointments, leaving advanced appointment scheduling in the hands of a cadre of experienced staff in one central location.

The benefits of centralized scheduling include:

1. One call for physician's office.
2. Faster, more efficient appointment selection.
3. Better coordination of multiple procedure visits.
4. Ability to efficiently handle high volume of calls.
5. Improved resource utilization and management.

Requests for scheduling are channeled the same way as before...by calling individual RIA sites, although a new automated telephone prompting system quickly guides callers to a scheduling hotline (dialing #3 on a touchtone pad). For same-day add-on requests, physician offices may opt to speak directly with the center staff instead by dialing # 5.

Our supervisor, Terry Rasnake, can be reached at 301-856-6718 X-623 should you have any questions or concerns regarding centralized scheduling.