

CIVIE

Radflow: Revolutionizing radiology workflow

CIVIE | Company Name

MONTH 01, 2025



Agenda

Introduction

Your challenges

Our solution

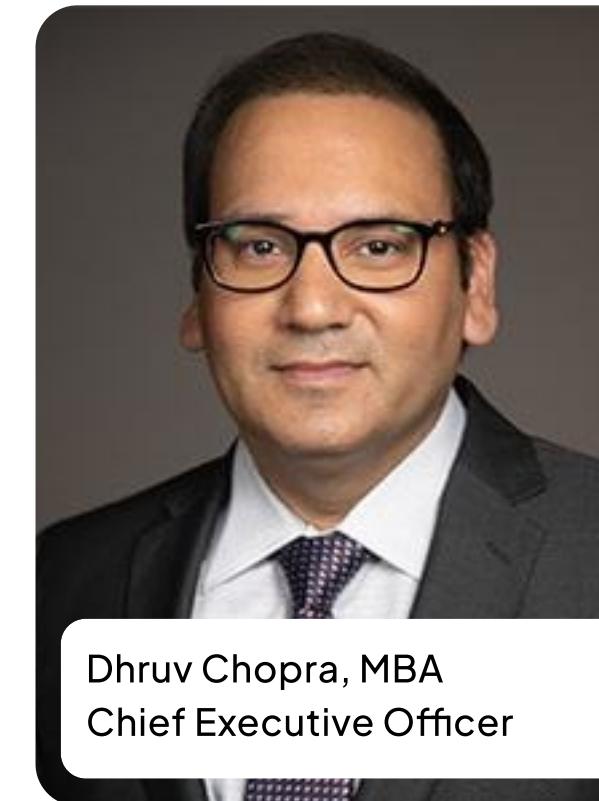
How we're different

Product features and benefits

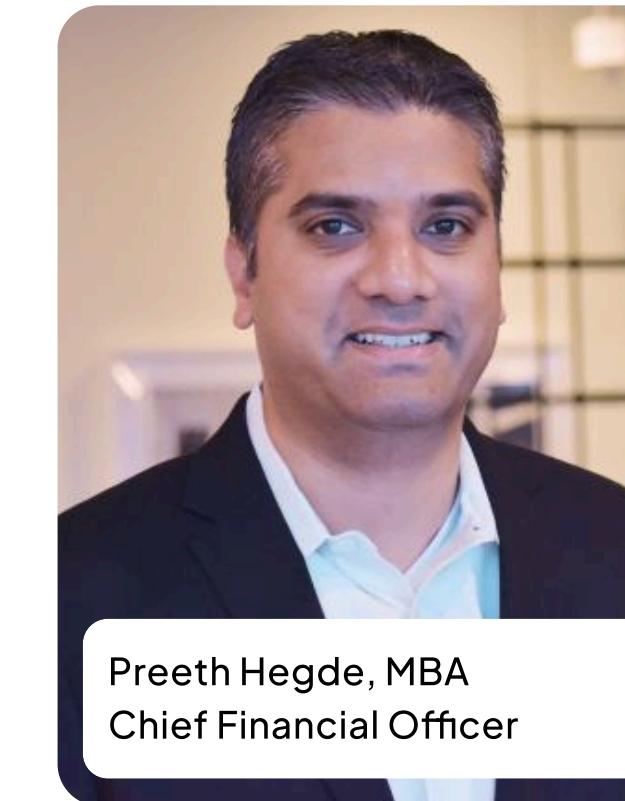
Discussion and Q&A

INTRODUCTION

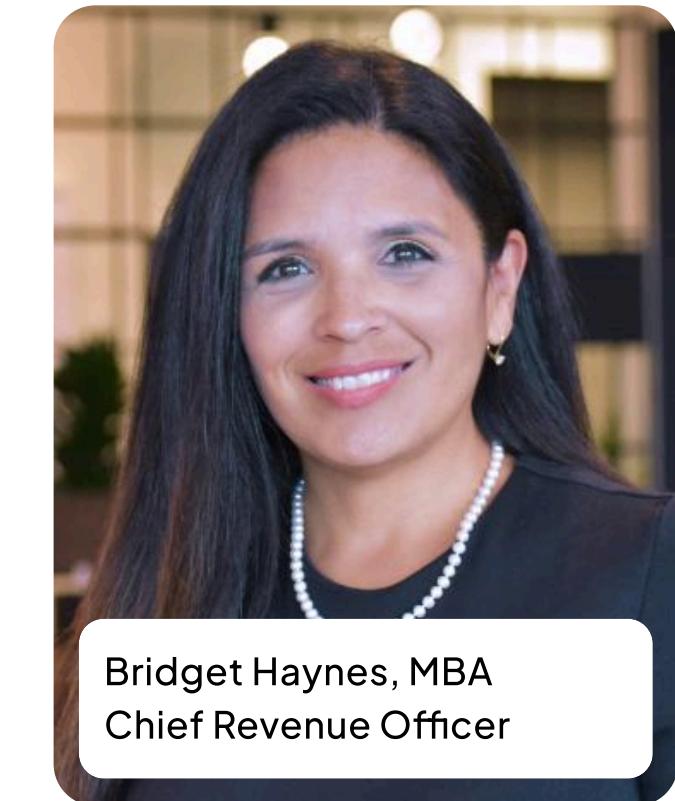
Meet the executive team



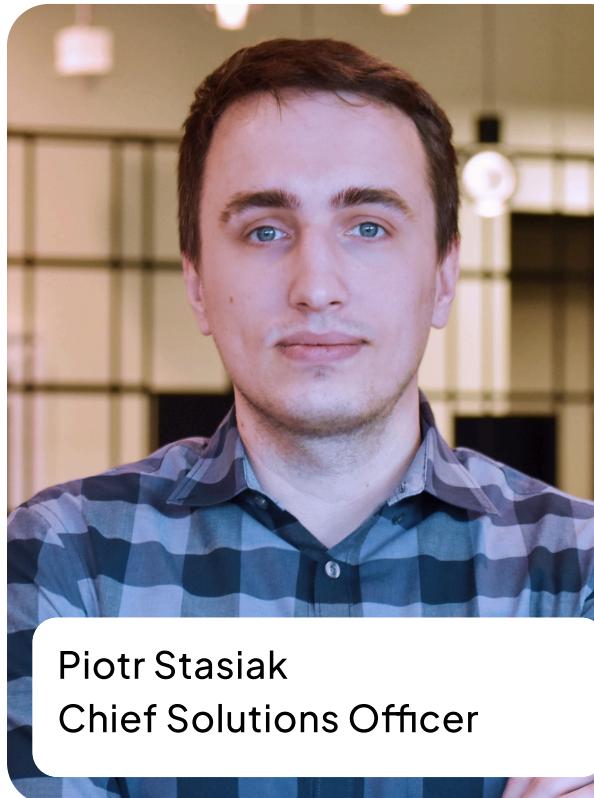
Dhruv Chopra, MBA
Chief Executive Officer



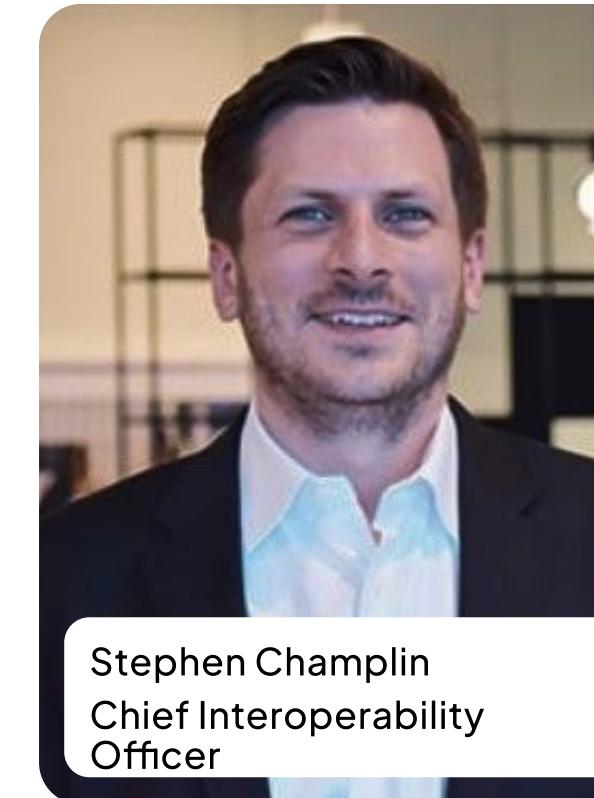
Preeth Hegde, MBA
Chief Financial Officer



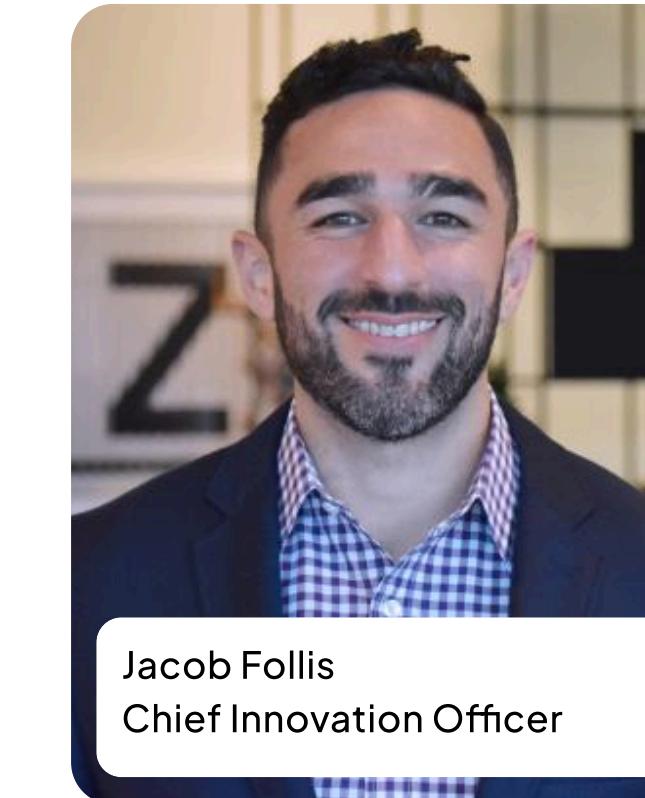
Bridget Haynes, MBA
Chief Revenue Officer



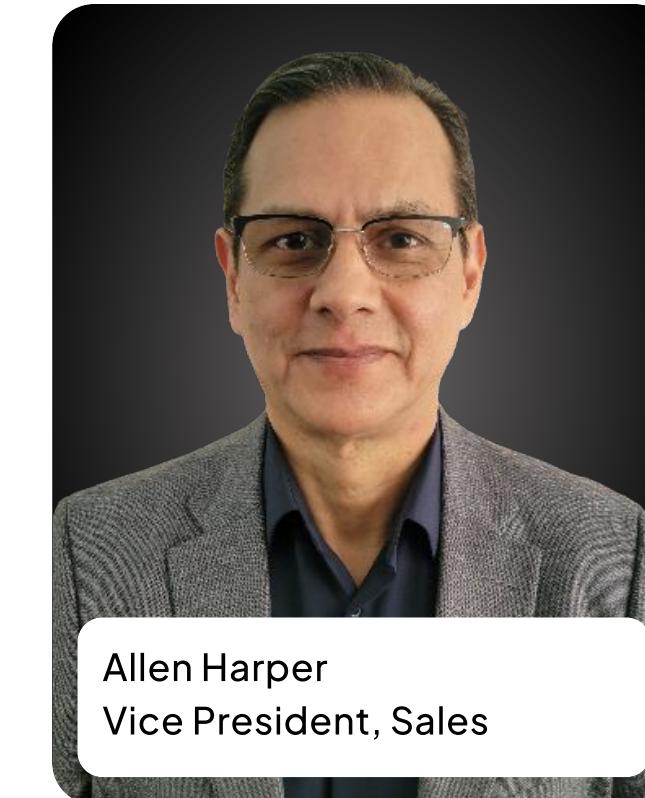
Piotr Stasiak
Chief Solutions Officer



Stephen Champlin
Chief Interoperability
Officer



Jacob Follis
Chief Innovation Officer



Allen Harper
Vice President, Sales

About the CI

Founded in April 2018

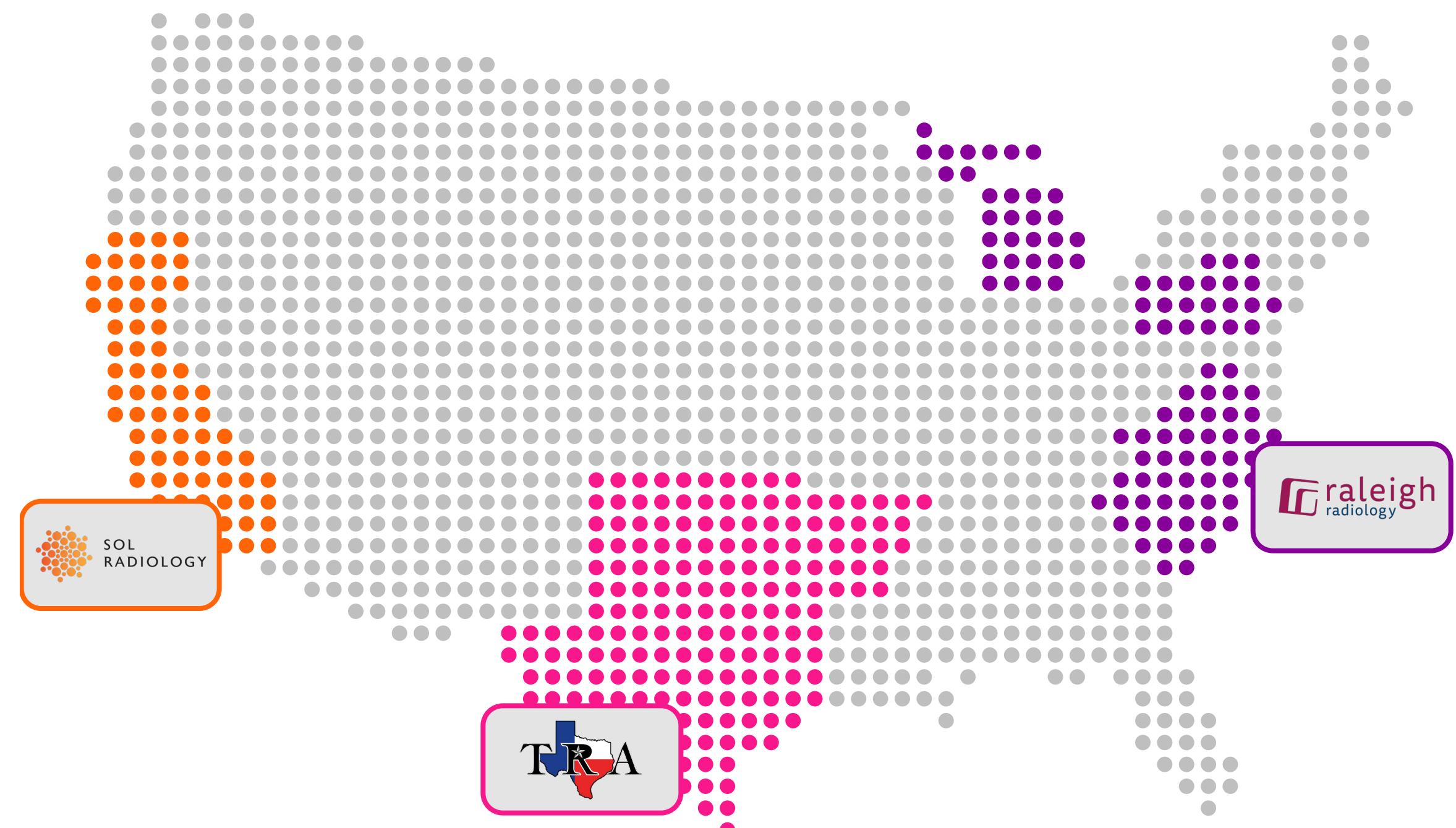
Established with the vision to revolutionize revenue cycle management through technology, we specialize in AI-driven solutions that streamline billing processes, enhance collections, and minimize operational burdens for healthcare providers.

Cost-effective practice management

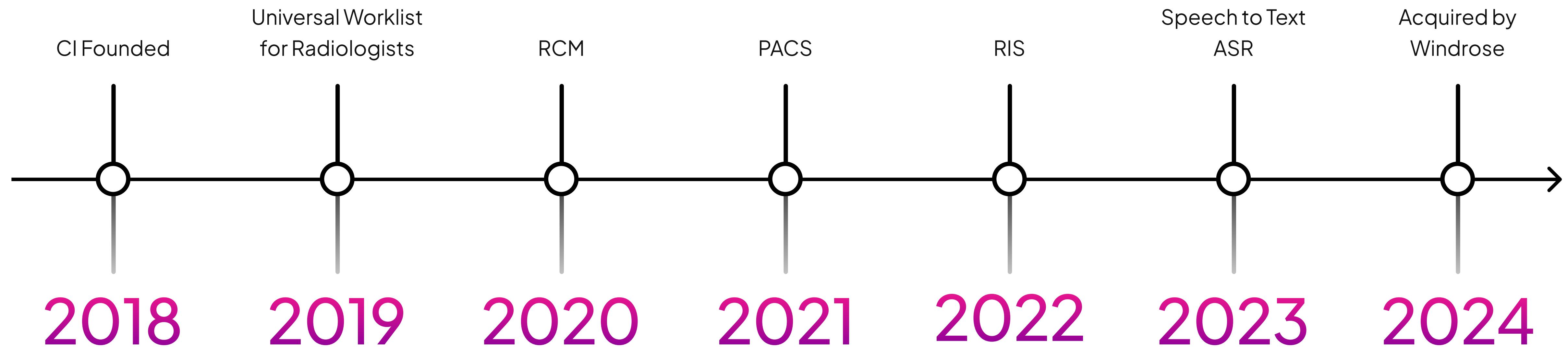
We offer comprehensive practice management services that reduce operational costs and focus resources on patient care. Our strategies are tailored to each practice, ensuring optimal financial and operational efficiency.

Commitment to industry innovation

Continuously advancing healthcare administration with cutting-edge research and development to keep our partners ahead. Our innovations are designed to adapt to the evolving healthcare landscape, ensuring sustainability and competitiveness.



Timeline



Discover the impact: Key facts and revenue milestones achieved by our company

Our impact in numbers

19M

Orders
Processed

16M

Images
Processed

13M

Reports
Coded

13M

Reports
Distributed

11M

Patient
Volume

\$400M

Payments
Processed

450+

Application
Integrations

6.5K

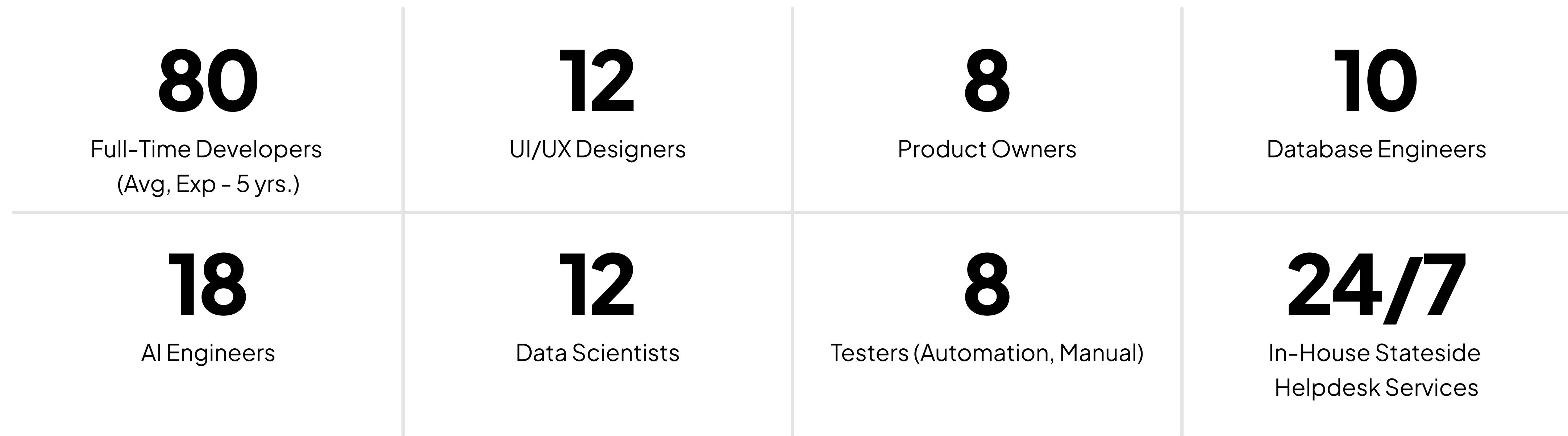
Referring
Physicians

60+

Applications
Deployed

Our largest client does
3M studies annually.
Our smallest does
6K studies annually.

Tech team – focused on disruptive innovation



40% of our tech team has more than 15 years of experience in the radiology industry, and

30% has more than 10 years.

YOUR CHALLENGES

Industry today



Fragmented Systems



Long Turnaround Times



Overwhelming Workload

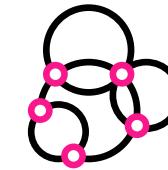


Physician Burnout



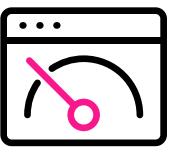
High Operational Costs

The challenge: Texas Radiology Associates



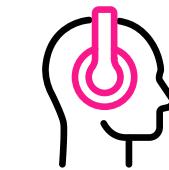
35 Disparate Systems

Texas Radiology Associates struggled with integrating multiple hospital systems. This fragmentation hindered efficiency and patient care.



Workflow Inefficiencies

Disjointed processes led to increased workload and potential for errors. Staff faced challenges in managing diverse protocols.



Limited Collaboration

Lack of unified system impeded communication between radiologists, technologists, and referring physicians. This affected care coordination.

OUR SOLUTION

Let's explore how
Radflow is solving
these challenges!

Addressing physician burnout



Streamlined Workflow Automation

RadFlow's automation of routine tasks significantly reduces administrative burdens, allowing physicians to dedicate more time to patient care, thereby enhancing job satisfaction and reducing burnout levels.



Intelligent Task Allocation

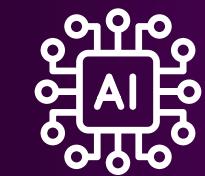
The system's intelligent routing algorithms ensure equitable distribution of workload among radiologists, minimizing stress and preventing individual overload, which is crucial for maintaining a healthy work-life balance.



Real-Time Collaboration Tools

RadFlow's real-time feedback mechanisms foster effective communication between technologists and radiologists, improving collaboration and ultimately leading to higher quality imaging studies and reduced physician stress.

The RadFlow solution



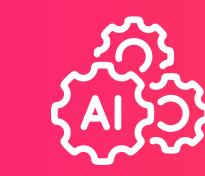
AI-Powered Integration

RadFlow unifies disparate systems using advanced AI algorithms. It creates a seamless, intuitive interface for all users.



Customized Workflow

Collaborative Imaging tailored RadFlow to TRA's specific needs. The system adapts to existing processes while optimizing efficiency.



Continuous Improvement

RadFlow's AI learns and evolves, constantly refining workflows. This ensures long-term efficiency gains and adaptability.

Impressive results

30%

Cost Reduction

Streamlined processes significantly cut operational expenses. This allows for reinvestment in advanced technologies and staff development.

99%

Enhanced Patient Care

Faster diagnoses and improved communication lead to better outcomes. Patients benefit from more accurate and timely treatments.

14%

Productivity Boost

Daytime efficiency skyrocketed, reducing backlogs and overtime. This improvement directly impacts work-life balance for radiologists.

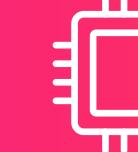
Quality improvement features



 **Encryption**

 **Comparison**

 **Access to Prior**

 **Rule Based Workload Distribution**

 **Instant Messaging**

 **One-Click Dialling**

 **PACS Integration**

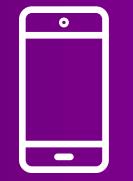
 **Vendor Neutral**

Accessibility and scalability



Down Payment

Access RadFlow from any device with internet connectivity. This ensures flexibility for remote work and consultations.



Native Mobile Apps

Dedicated applications for all stakeholders. This provides optimized experiences on smartphones and tablets.



Cloud-Hosted Infrastructure

Guaranteed uptime and seamless upgrades. This minimizes disruptions and ensures system reliability.



Scalable Architecture

Easily adapt to growing imaging needs. This future-proofs your radiology department's technological infrastructure.

Scalability and cloud hosting advantages

- RadFlow's scalability allows healthcare organizations to dynamically allocate resources based on real-time patient demand, ensuring that radiology departments can efficiently manage varying workloads without incurring unnecessary costs or delays.
- The cloud hosting model of RadFlow not only provides accessibility but also incorporates advanced security measures and compliance protocols, safeguarding sensitive patient data while ensuring that healthcare providers meet regulatory requirements effectively.

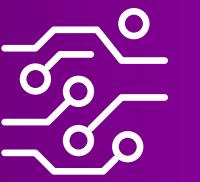


Accessibility and scalability



Load Balancing

AI ensures equitable distribution of work. This prevents burnout and maintains consistent quality across the team.



Intelligent Routing

Studies are assigned based on multiple criteria. This includes subspecialty, physician preference, and turnaround time requirements.



Proactive Notifications

Physicians are alerted when exams are ready. This eliminates idle time and keeps the workflow moving smoothly.



AI Prioritization

Exams are ranked using adaptive algorithms. This ensures critical cases receive immediate attention.

Worklist

Search and Worklist tab

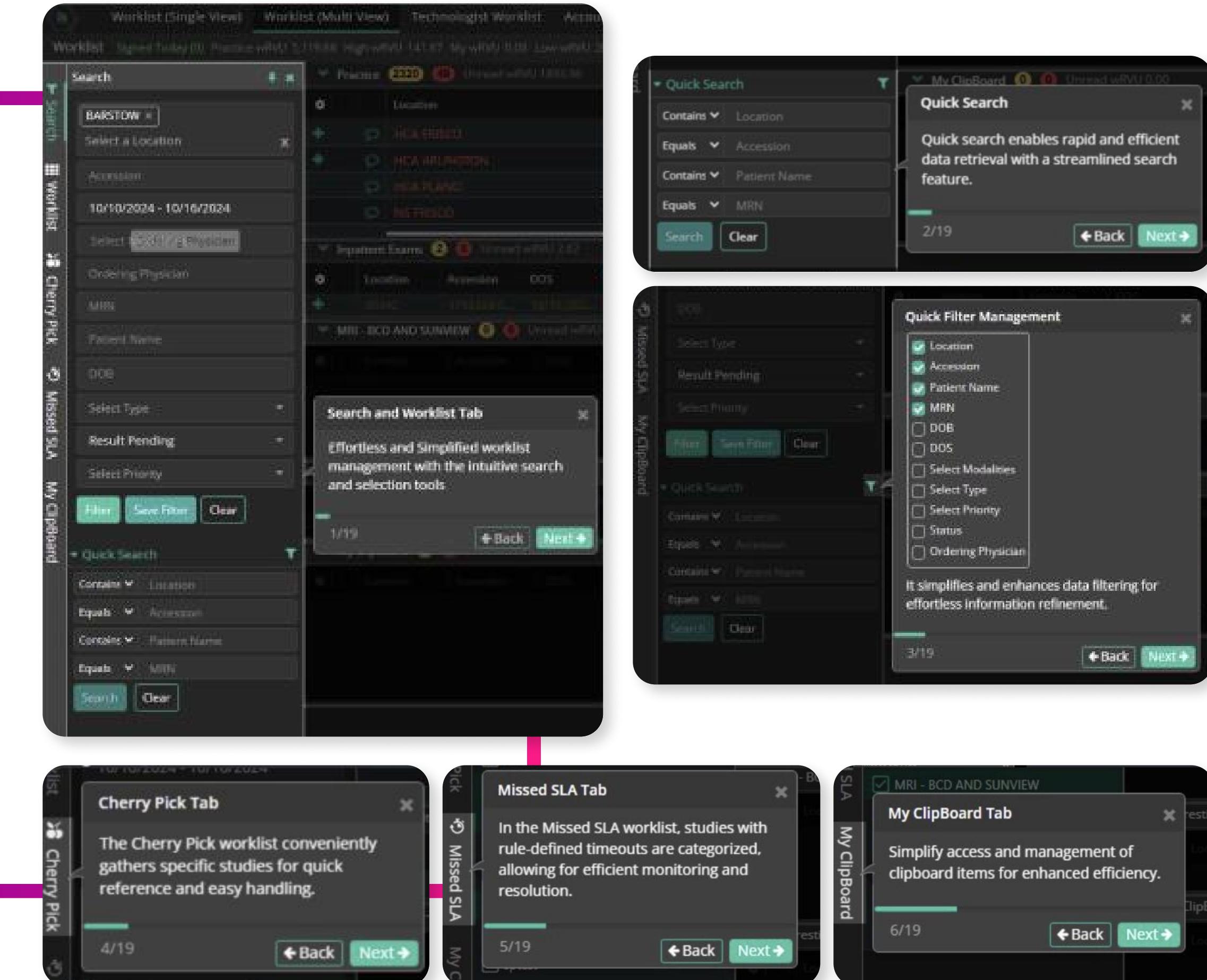
Effortless and simplified worklist management with the intuitive search and selection tools.

Quick Search

Quick search enables rapid and efficient data retrieval with a streamlined search feature.

Organization Worklist

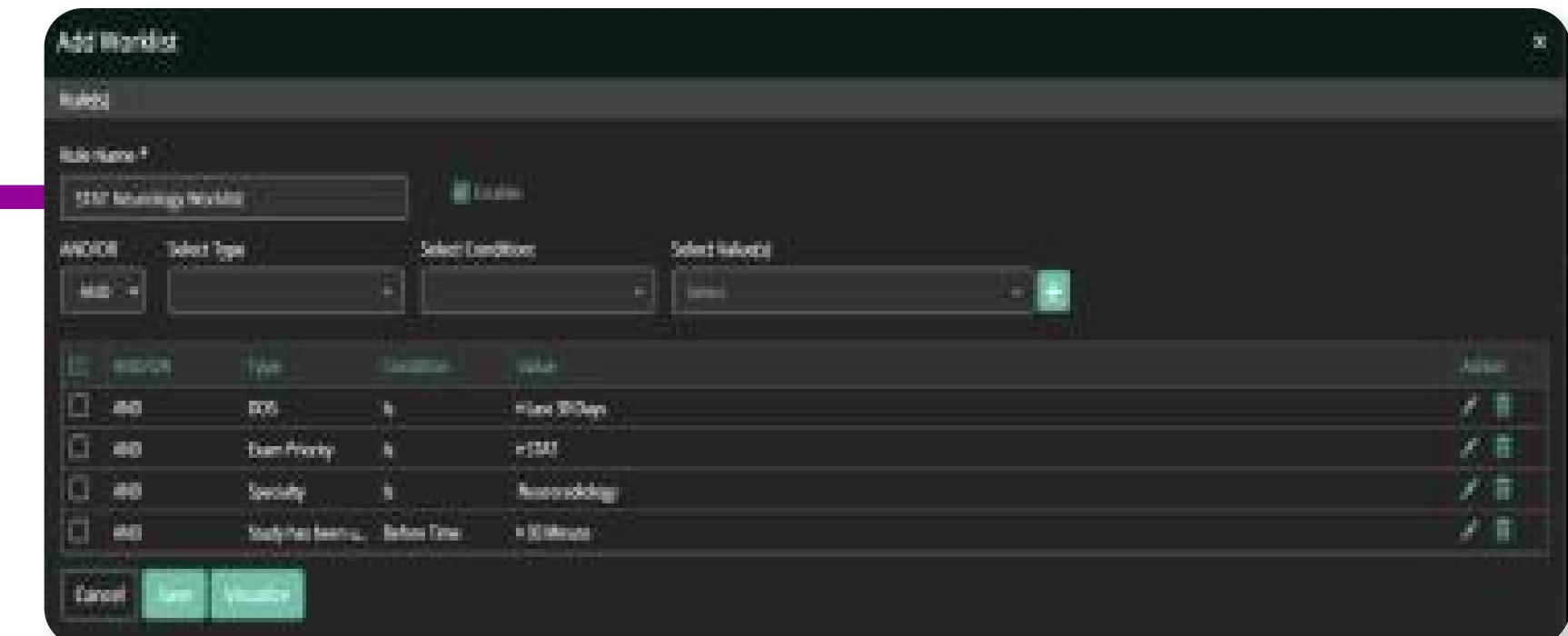
- Cherry Pick
- Missed SLA
- My Clipboard



Worklist

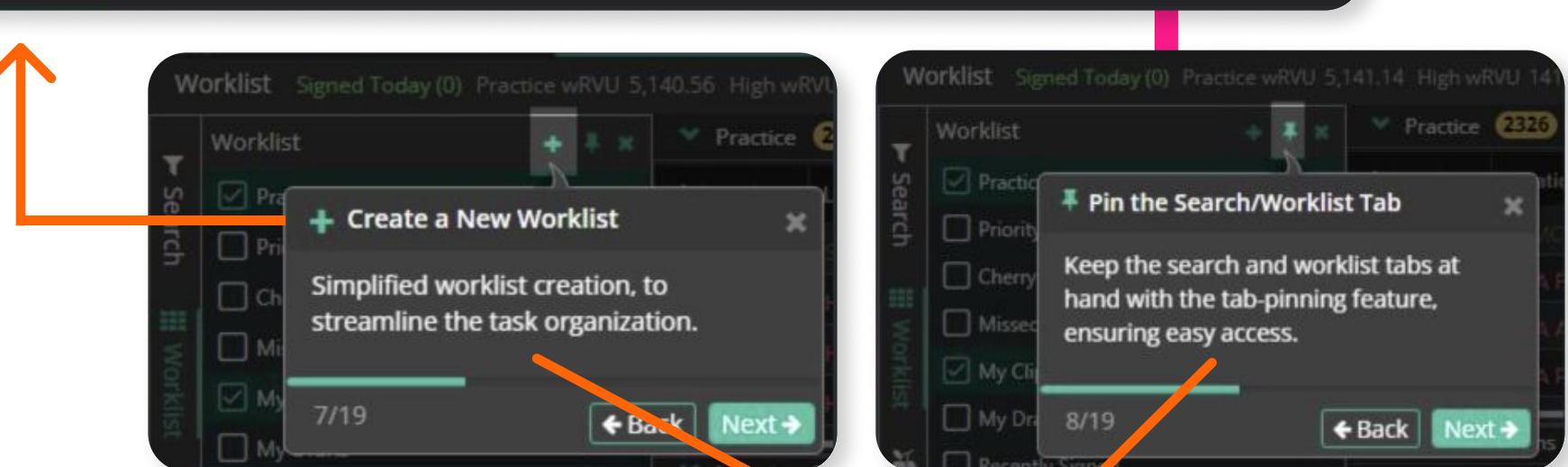
Create a New Worklist

Simplified worklist creation, to streamline the task organization.



Pin the Search/Worklist

Keep the search and worklist tabs at hand with the tab-pinning feature, ensuring easy access.



Select/Deselect Worklist

Streamline the worklist selection and deselection by utilizing the provided checkboxes for efficient management.



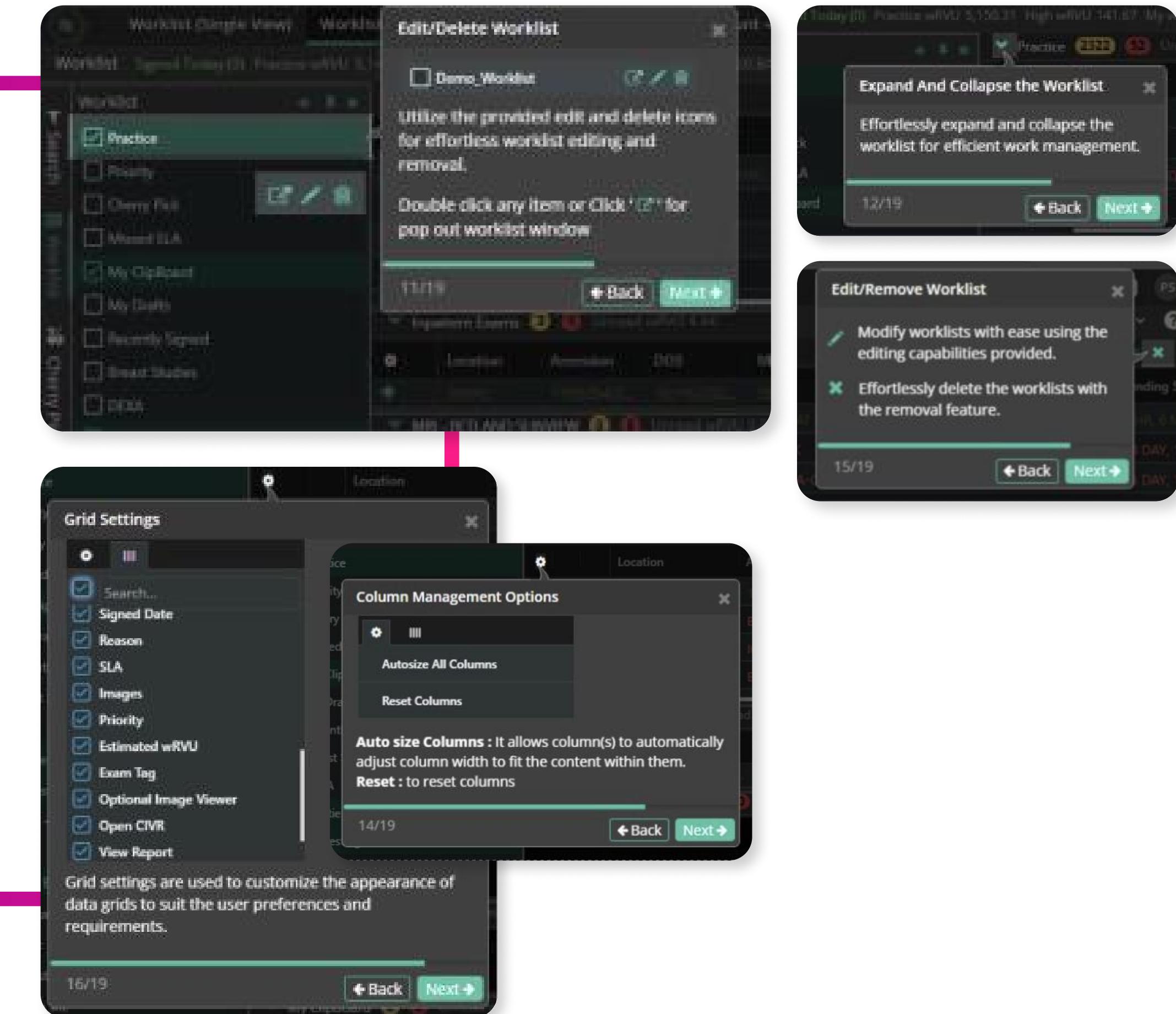
Worklist

Edit/Delete Worklist

- Utilize the provided edit and delete icons for effortless worklist editing and removal.
- Double click any item or Click '↗' for pop out worklist window.

Worklist Quick Access

- Effortlessly expand and collapse the worklist for efficient work management. Modify worklists with ease using the editing capabilities provided.
- Effortlessly delete the worklists with the removal feature.
- Grid settings are used to customize the appearance of data grids to suit the user preferences and requirements.



Worklist

Pending Count/STAT Count

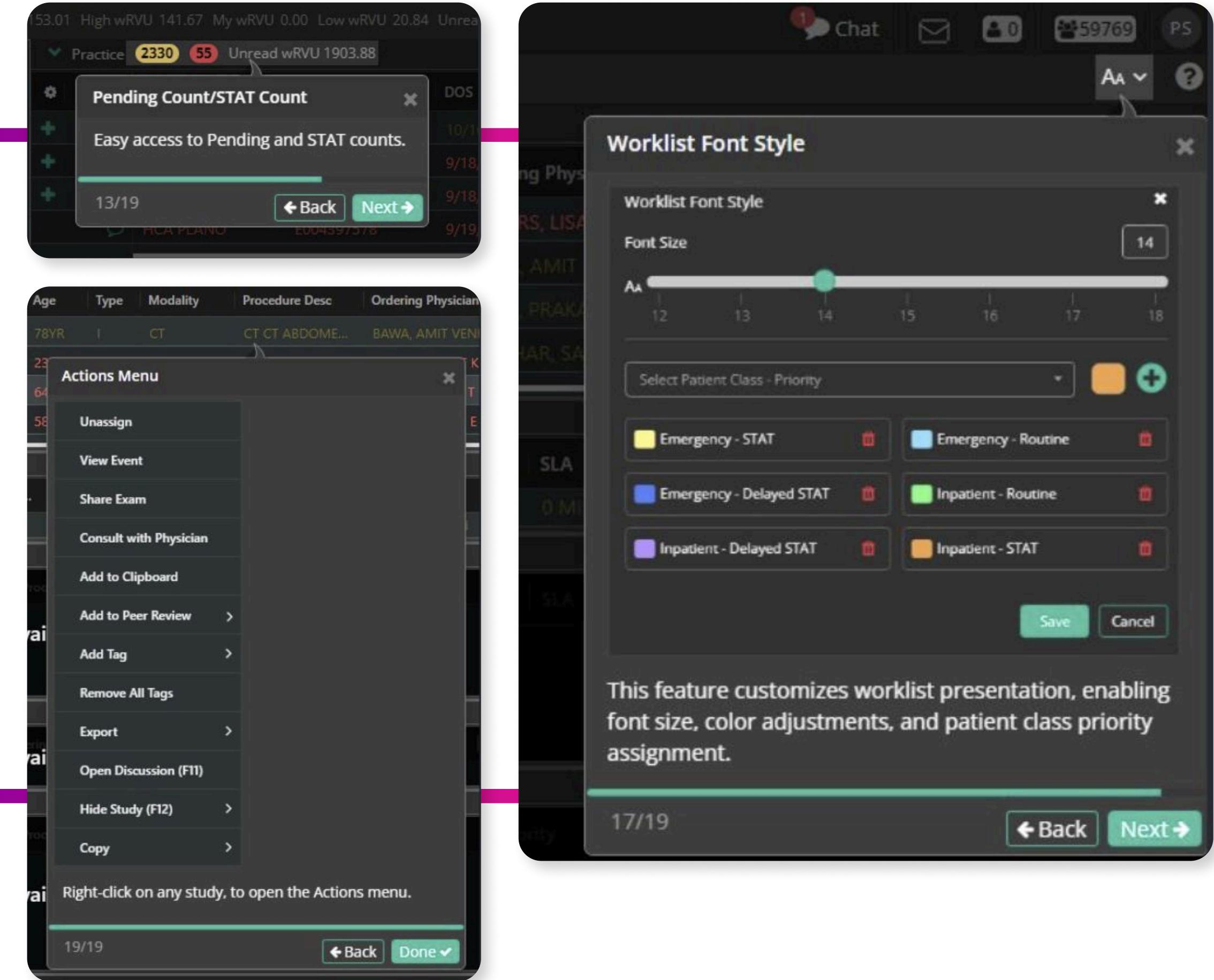
Easy access to Pending and STAT counts.

Worklist Font Style

This feature customizes worklist presentation, enabling font size, color adjustments, and patient class priority assignment.

Do more with Worklist

Right-click on any study, to open the Actions menu.



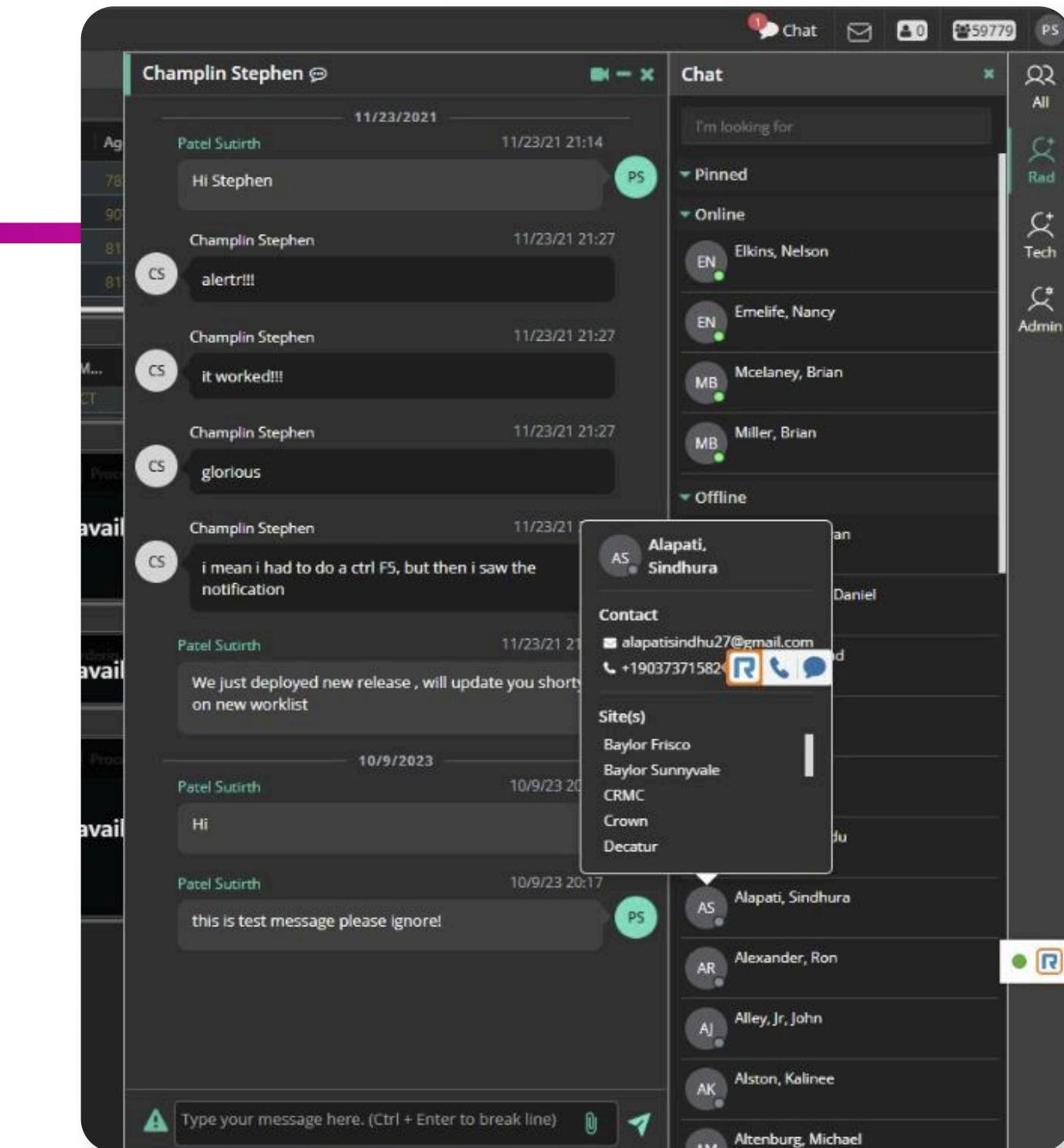
Worklist

Real-time communication chat

RadFlow's secure instant messaging system enables immediate communication between technologists and radiologists, enhancing collaboration and ensuring timely updates on exam statuses and critical information, which is vital for patient care.

One-click dialing

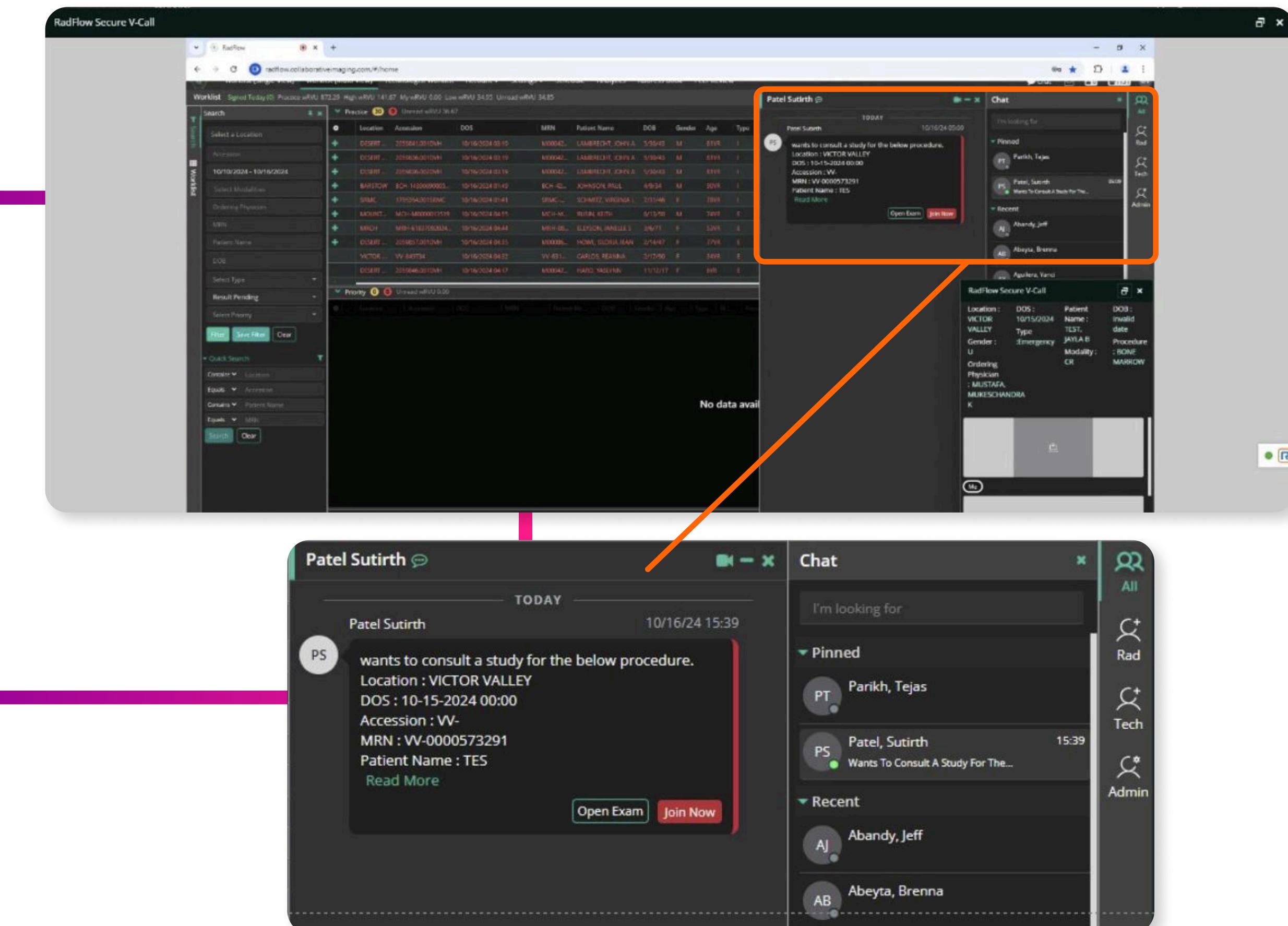
Easily reach out to ordering physicians, streamlining communication and enhancing care coordination through phone calls and video conferencing.



Practice 2358 60 Unread wRVU 1897.02															
#	Location	Accession	DOS ↑	Patient Name	MRN	DOB	Gender	Age	Type	Modality	Procedure Desc	Ordering Physician	Created Date	Estimated wRVU	Pending
1	HCA PLANO	E004397578	9/19/2024 06:04	VICTOR,	E12125...	9/18/66	M	58YR	P	CT ANGIO HEAD...	COHEN, SETH E E	9/19/2024 06...	1.75	27 DAY, 9	
2	NS FRISCO	R2055494	9/20/2024 18:07	ALEXANDER, SHAUN	NSDIN...	1/26/87	M	37YR	O	MR ARTHROGRA...	MYERS, KEVIN	9/27/2024 00...	1.62	19 DAY, 1	
3	HCA ARLINGTON	I003337475	9/24/2024 13:20	MOTA, ISAAC	I814615	3/6/18	M	6YR	P	DX	CHEST 1 VIEW P...	BEGGS, NOAH F	9/27/2024 13...	0.18	22 DAY, 2
4	HCA PLANO	E004400893	9/24/2024 21:02	TAGHREED, AWAD	A816993	1/7/68	F	56YR	E	DX	CHEST AP OR PA	LIU, PATRICK	BEGGS, NOAH F	Contact : 2147122439	21 DAY, 1

One-click dialing video conferencing

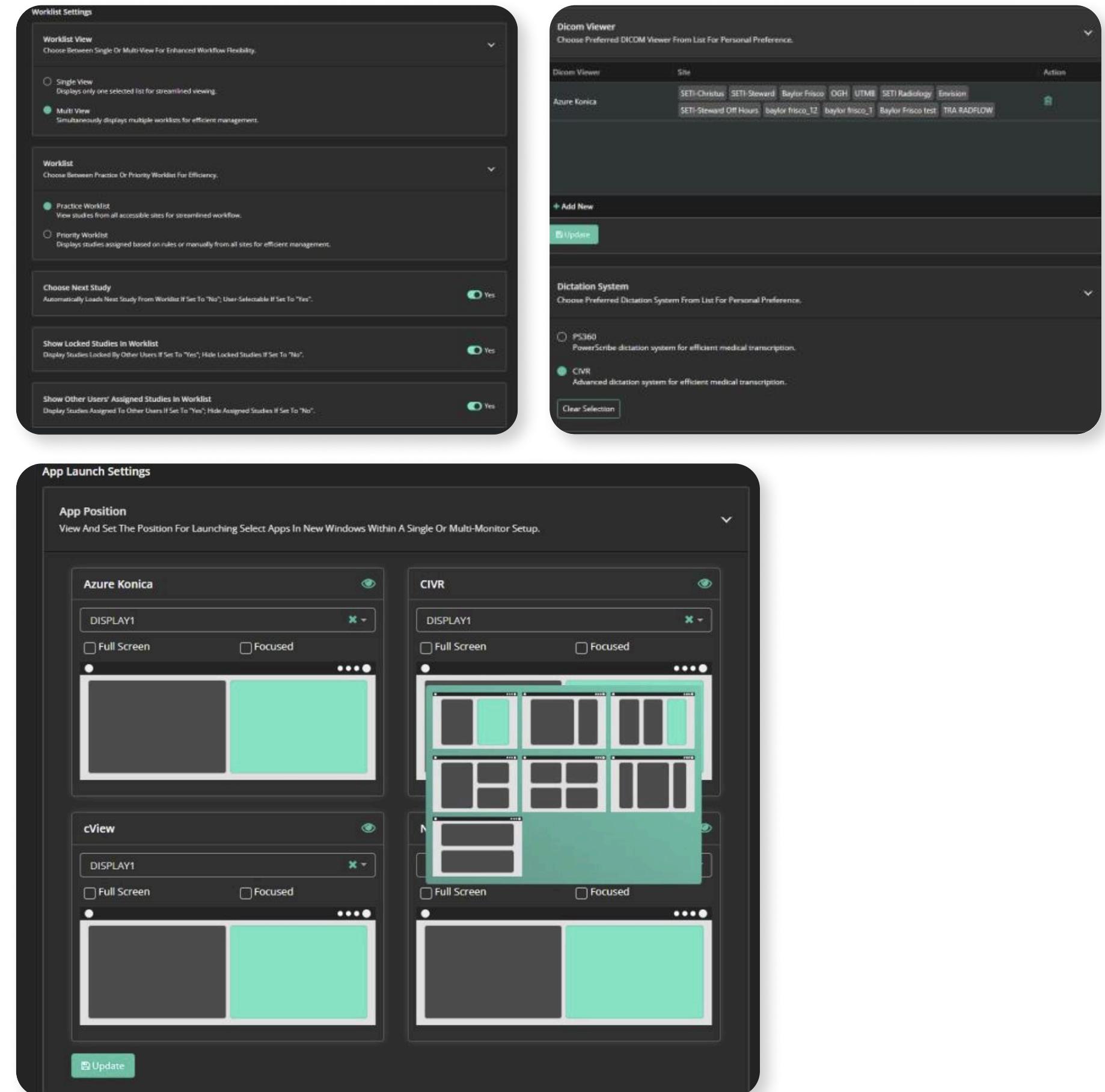
Easily reach out to ordering physicians, streamlining communication and enhancing care coordination through phone calls and video conferencing.



User Preference

Empower users to customize their RadFlow experience according to their daily routines by offering the following options:

- **Worklist Management:** Can choose between single or multiple view for enhanced workflow flexibility.
- **Next Study Selection:** Automatically loads next study from worklist.
- **Visibility Settings:** Display studies assigned or locked by other user.
- **DICOM Viewer Selection:** Can choose a preferred DICOM viewer from a provided list for personalized use.
- **App Launch Settings:** Configure the position and layout for launching selected applications in new windows, accommodating single or multi-monitor setups.

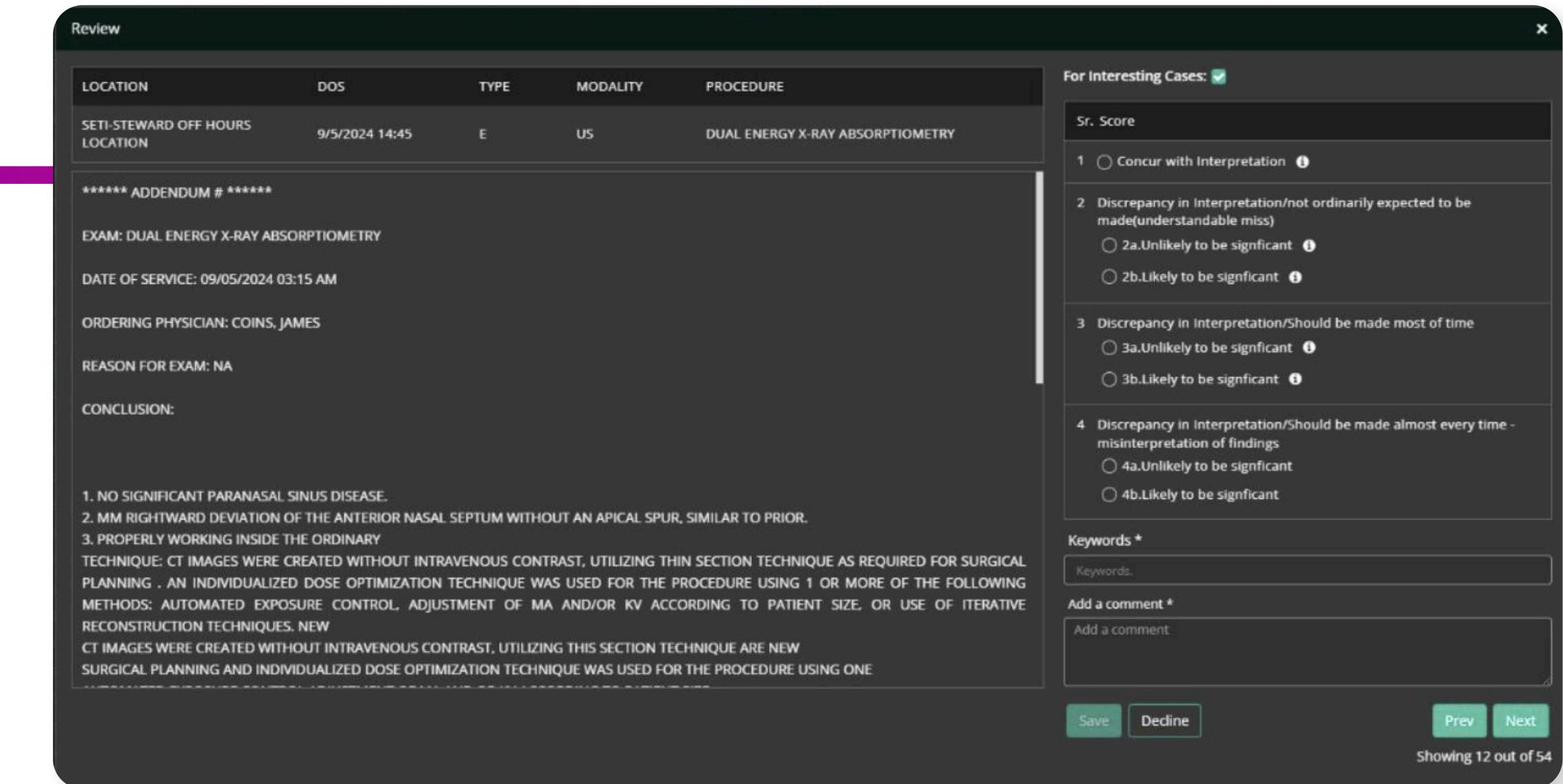


PRODUCT FEATURES AND BENEFITS

Peer Review

RadFlow features a rule-based peer review system, allowing organizations to conduct random reviews.

Radiology peer review is a quality assurance process where radiologists evaluate each other's diagnostic interpretations and reporting. This systematic review helps identify discrepancies, improve accuracy, enhance learning, and ensure adherence to clinical guidelines, ultimately aiming to elevate the overall quality of patient care in radiology.



The screenshot shows a 'Review' interface for a medical case. The case details are as follows:

- LOCATION: SETI-STEWARD OFF HOURS LOCATION
- DOS: 9/5/2024 14:45
- TYPE: E
- MODALITY: US
- PROCEDURE: DUAL ENERGY X-RAY ABSORPTIOMETRY

The case summary includes:

- EXAM: DUAL ENERGY X-RAY ABSORPTIOMETRY
- DATE OF SERVICE: 09/05/2024 03:15 AM
- ORDERING PHYSICIAN: COINS, JAMES
- REASON FOR EXAM: NA
- CONCLUSION:

Findings listed:

1. NO SIGNIFICANT PARANASAL SINUS DISEASE.
2. MM RIGHTWARD DEVIATION OF THE ANTERIOR NASAL SEPTUM WITHOUT AN APICAL SPUR, SIMILAR TO PRIOR.
3. PROPERLY WORKING INSIDE THE ORDINARY

TECHNIQUE: CT IMAGES WERE CREATED WITHOUT INTRAVENOUS CONTRAST, UTILIZING THIN SECTION TECHNIQUE AS REQUIRED FOR SURGICAL PLANNING . AN INDIVIDUALIZED DOSE OPTIMIZATION TECHNIQUE WAS USED FOR THE PROCEDURE USING 1 OR MORE OF THE FOLLOWING METHODS: AUTOMATED EXPOSURE CONTROL, ADJUSTMENT OF MA AND/OR KV ACCORDING TO PATIENT SIZE, OR USE OF ITERATIVE RECONSTRUCTION TECHNIQUES. NEW

Keywords:

For Interesting Cases:

Sr. Score

1 Concur with Interpretation ⓘ

2 Discrepancy in Interpretation/not ordinarily expected to be made(understandable miss)
2a.Unlikely to be significant ⓘ
2b.Likely to be significant ⓘ

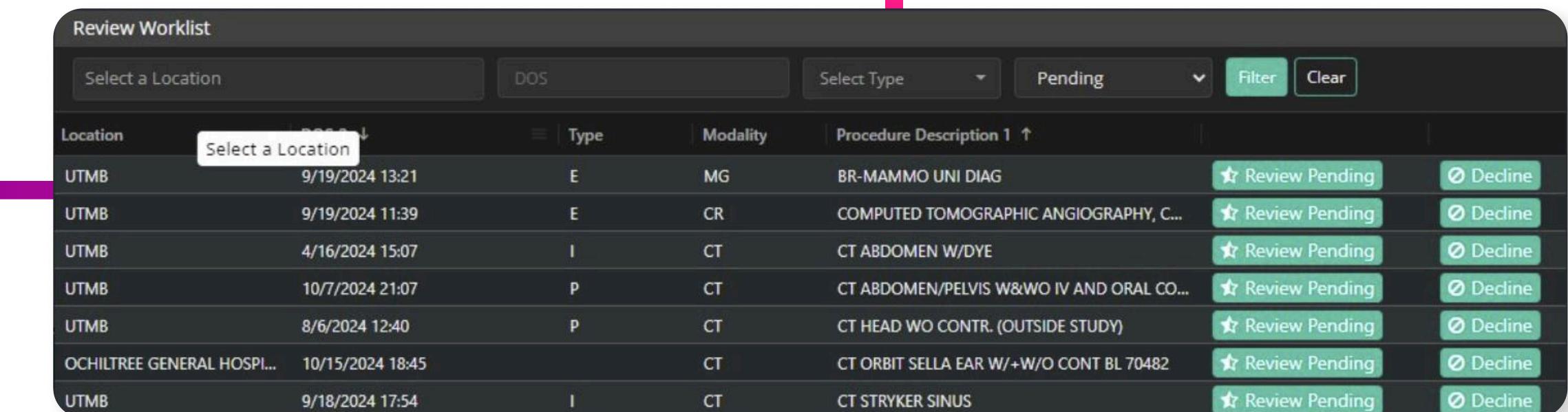
3 Discrepancy in Interpretation/Should be made most of time
3a.Unlikely to be significant ⓘ
3b.Likely to be significant ⓘ

4 Discrepancy in Interpretation/Should be made almost every time - misinterpretation of findings
4a.Unlikely to be significant ⓘ
4b.Likely to be significant ⓘ

Add a comment:

Save Decline Prev Next

Showing 12 out of 54



The screenshot shows a 'Review Worklist' table with the following columns:

Location	Date	Type	Modality	Procedure Description	Review Pending	Decline
UTMB	9/19/2024 13:21	E	MG	BR-MAMMO UNI DIAG	★ Review Pending	∅ Decline
UTMB	9/19/2024 11:39	E	CR	COMPUTED TOMOGRAPHIC ANGIOGRAPHY, C...	★ Review Pending	∅ Decline
UTMB	4/16/2024 15:07	I	CT	CT ABDOMEN W/DYE	★ Review Pending	∅ Decline
UTMB	10/7/2024 21:07	P	CT	CT ABDOMEN/PELVIS W&WO IV AND ORAL CO...	★ Review Pending	∅ Decline
UTMB	8/6/2024 12:40	P	CT	CT HEAD WO CONTR. (OUTSIDE STUDY)	★ Review Pending	∅ Decline
OCHILTREE GENERAL HOSPI...	10/15/2024 18:45		CT	CT ORBIT SELLA EAR W/+W/O CONT BL 70482	★ Review Pending	∅ Decline
UTMB	9/18/2024 17:54	I	CT	CT STRYKER SINUS	★ Review Pending	∅ Decline

PRODUCT FEATURES AND BENEFITS

Peer Review Reporting

A peer review report in radiology assesses diagnostic accuracy and includes feedback from physicians. It evaluates imaging findings for quality and ensures clarity and relevance to clinical needs, enhancing communication and improving patient care.

The image displays three separate windows of the CIVIE Peer Review Report software, each showing different types of reports:

- Tenant Overall Report:** Shows a summary of 88 total group reviews. The report includes a table of modality distribution across categories 1 through 4 and a 'Clinically Significant' column. The data shows a high percentage of CT scans (38%) and DX (34%).
- Individual Physician Report:** Focused on Physician Patel Radamatic, Sutirth. It shows a breakdown of reviews by modality (CT, DX, MG, MR, XR) and provides a note that Patel has reviewed 13 out of 88 total group reviews.
- Physician Reviewed Record Summary:** Shows a detailed table of reviews by radiologist (Jadav Admin, Chirag, Modi, Vishal, Official Mehta, Ishani, Parkhi, Tejas, Patel Radamatic, Sutirth, Radamatic, Snehal, Shah, Sharvi, TEST, Snehal, User, Test25) across various imaging modalities and categories.

PRODUCT FEATURES AND BENEFITS

Technologist Worklist: Empowering the front line

Real-time updates

Technologists can edit order information on-the-fly. This ensures accuracy and reduces delays in the diagnostic process.

Enhanced communication

Direct feedback channel between radiologists and technologists. This feature improves image quality and reduces repeat scans.

Flexible assignment

Studies can be assigned to specific doctors or pools. This optimizes workload distribution based on expertise and availability.

The image displays three main windows of the CIVIE software:

- Technologist Worklist:** A grid view of patient orders with columns for Location, Accession, DOS, MRN, Patient Name, Phone, DOB, Gender, Age, Type, Modality, Procedure, Ordering Physician, Images, and IsSTAT. Each row shows a study with its details and a series of icons for managing it.
- Edit Order:** A detailed form for modifying a specific order. It includes sections for Patient Information (MRN, DOB, Sex, Name, Phone, Email), Order Information (Location, Accession, DOS, Modality, Procedure Code, Procedure Desc, Contrast, Reason, Comment, Technique), and a file upload section.
- Patient Wallet Invitation:** An email message titled "Patient Wallet Invitation" from "Collaborative Imaging <noreply@collaborativeimaging.com>" to "Sudar Patel". The message informs the patient about their available exams and includes a QR code and a "Click Here" button.



(832) 924-0526

You're invited to view or share your recent radiology exams performed at Ochiltree General Hospital. Check your email inbox for more information.

RadFlow analytics module description

The RadFlow Reporting Module provides key insights into radiology operations through various metrics.

- **Radiologist TAT:** Tracks individual radiologist performance for accountability.
- **Volume Metrics:**
 - **By Priority:** Assesses study volumes based on urgency.
 - **By Modality:** Analyzes volumes by imaging type (e.g., MRI, CT).
 - **By Patient Class:** Evaluates study distribution across patient demographics.
- **Hidden Volume:** Reveals unaccounted studies by location.
- **TAT Analysis:** Monitors TAT, RVU sums, and study counts by hour and location.
- **Peer Review Volume:** Tracks peer reviews to ensure quality assurance.
- **Pending Peer Review:** Identifies studies awaiting evaluation for timely feedback.

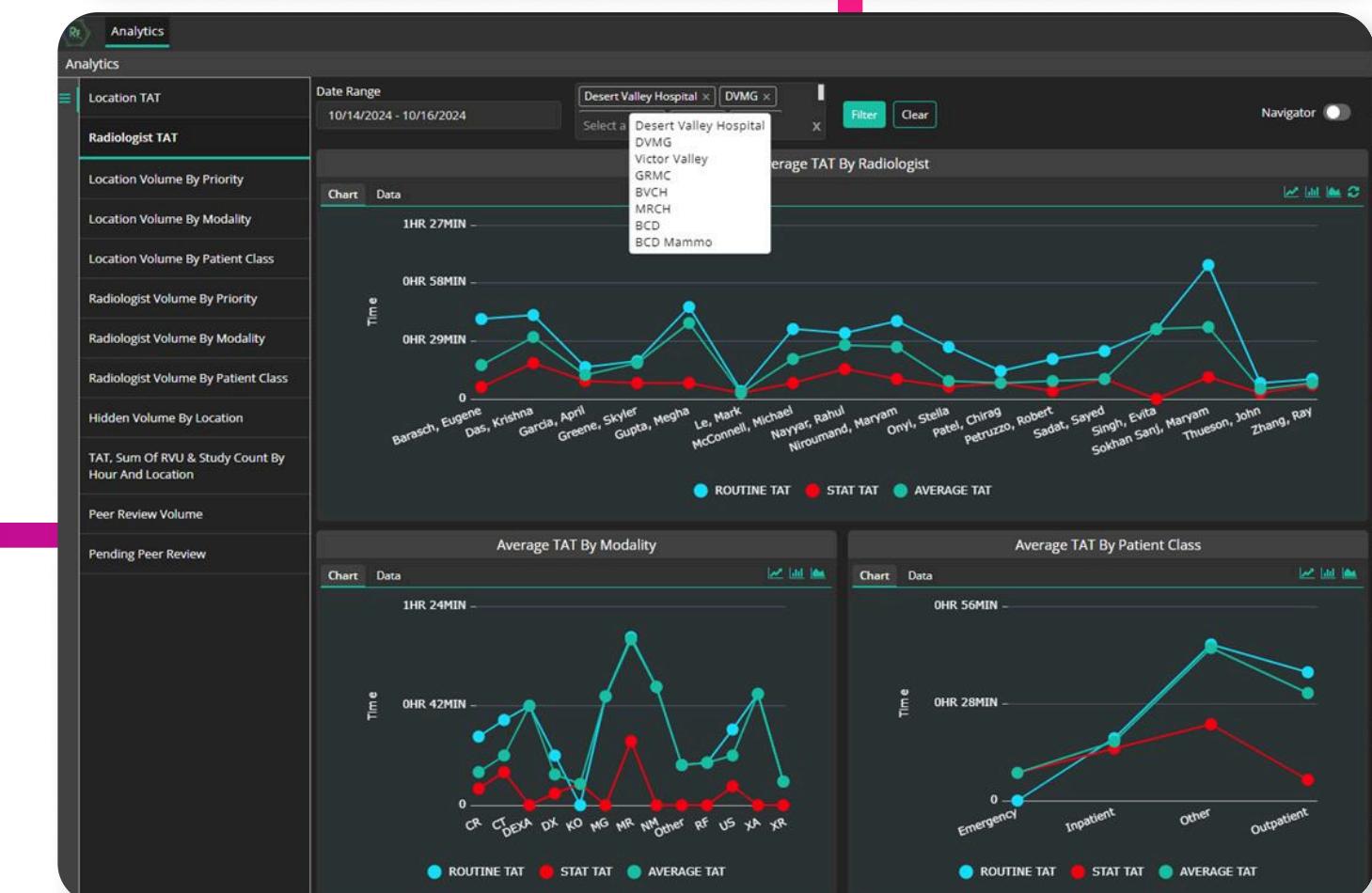
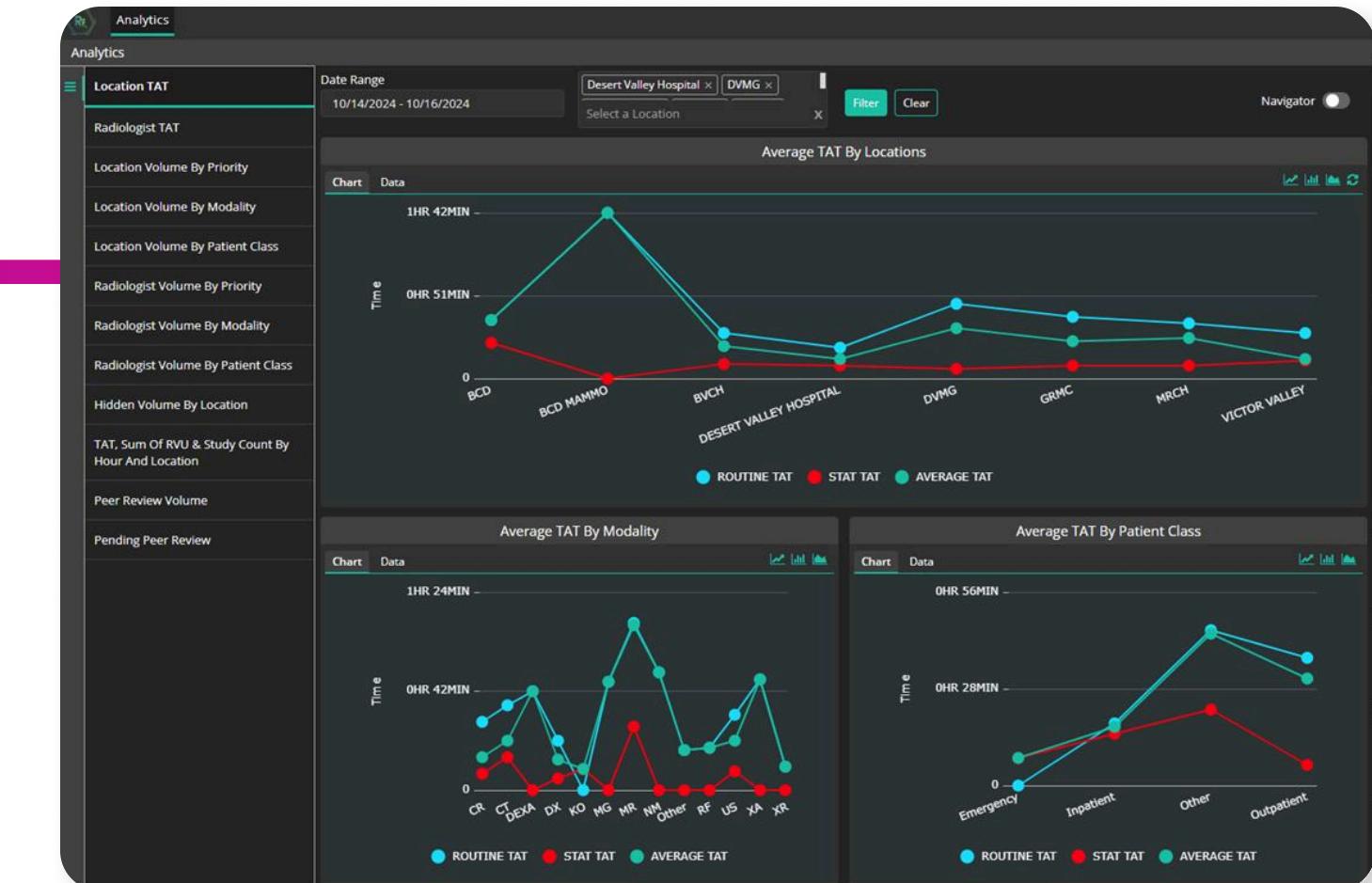
This module enhances efficiency, quality of care, and data-driven decision making in radiology departments.



Analytics

Empower users to customize their RadFlow experience according to their daily routines by offering the following options:

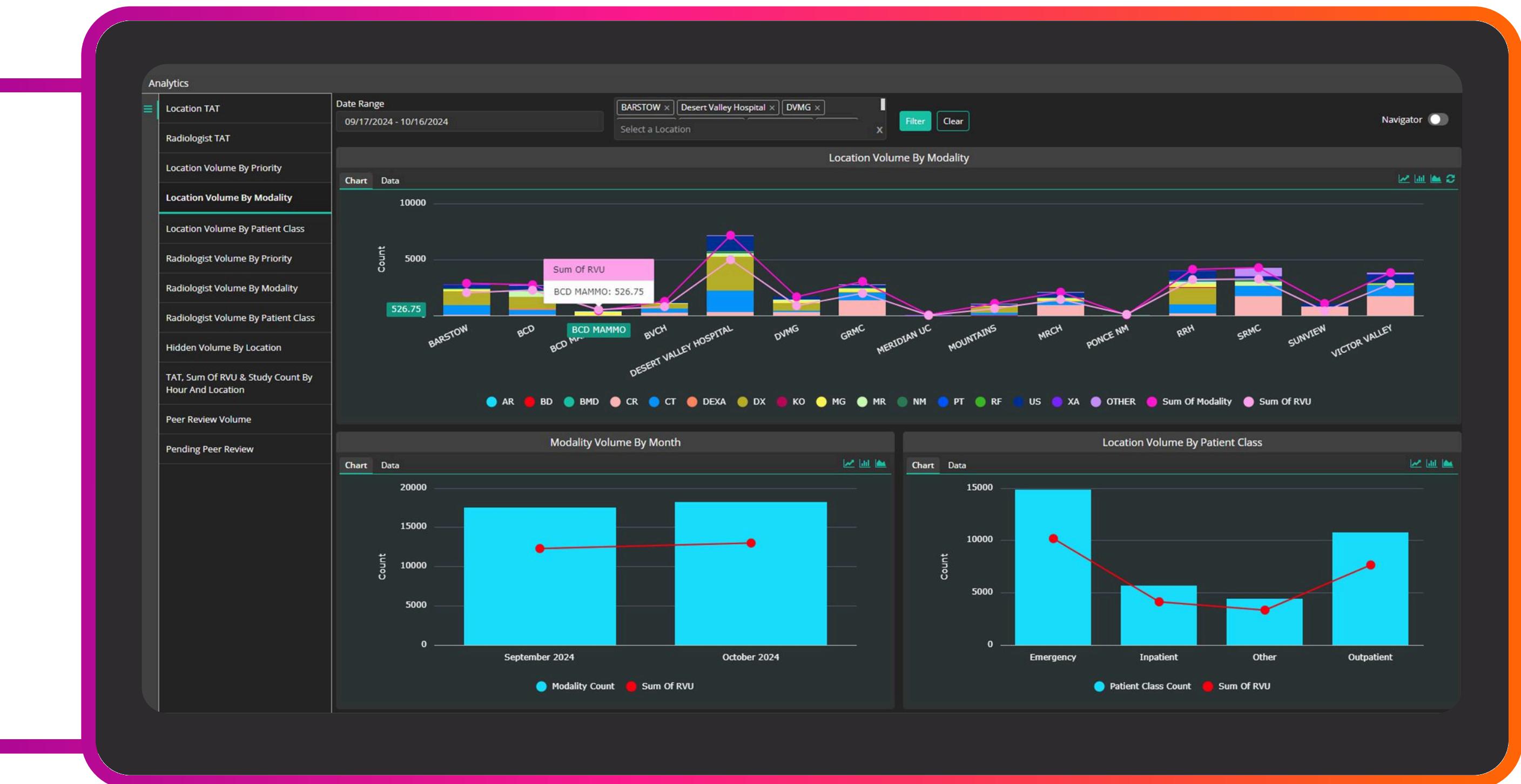
- **Location Turnaround Time (TAT):** Monitor the efficiency of imaging services by evaluating TAT across different locations, enabling quick identification of bottlenecks.
- **Radiologist TAT:** Assess the performance of individual radiologists by tracking their turnaround times, promoting accountability and improvement in reporting speed.



Analytics

Location

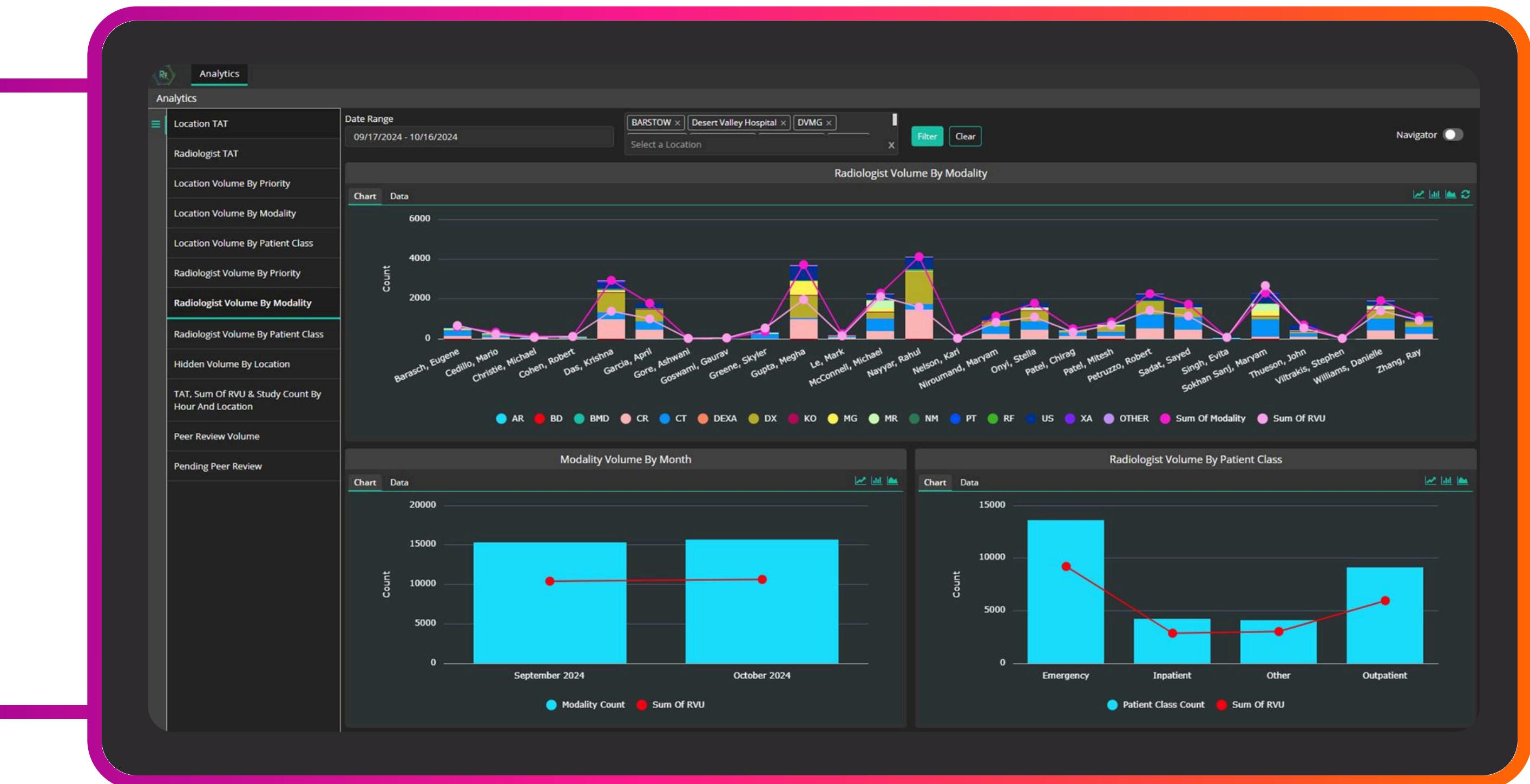
- **By Priority:** Analyze the volume of studies based on urgency, helping prioritize critical cases.
- **By Modality:** Examine the volume of imaging studies by modality (e.g., MRI, CT), facilitating resource allocation.
- **By Patient Class:** Assess radiologist engagement with various patient classes, informing staffing and training needs.



Analytics

Radiologist Volume Metrics

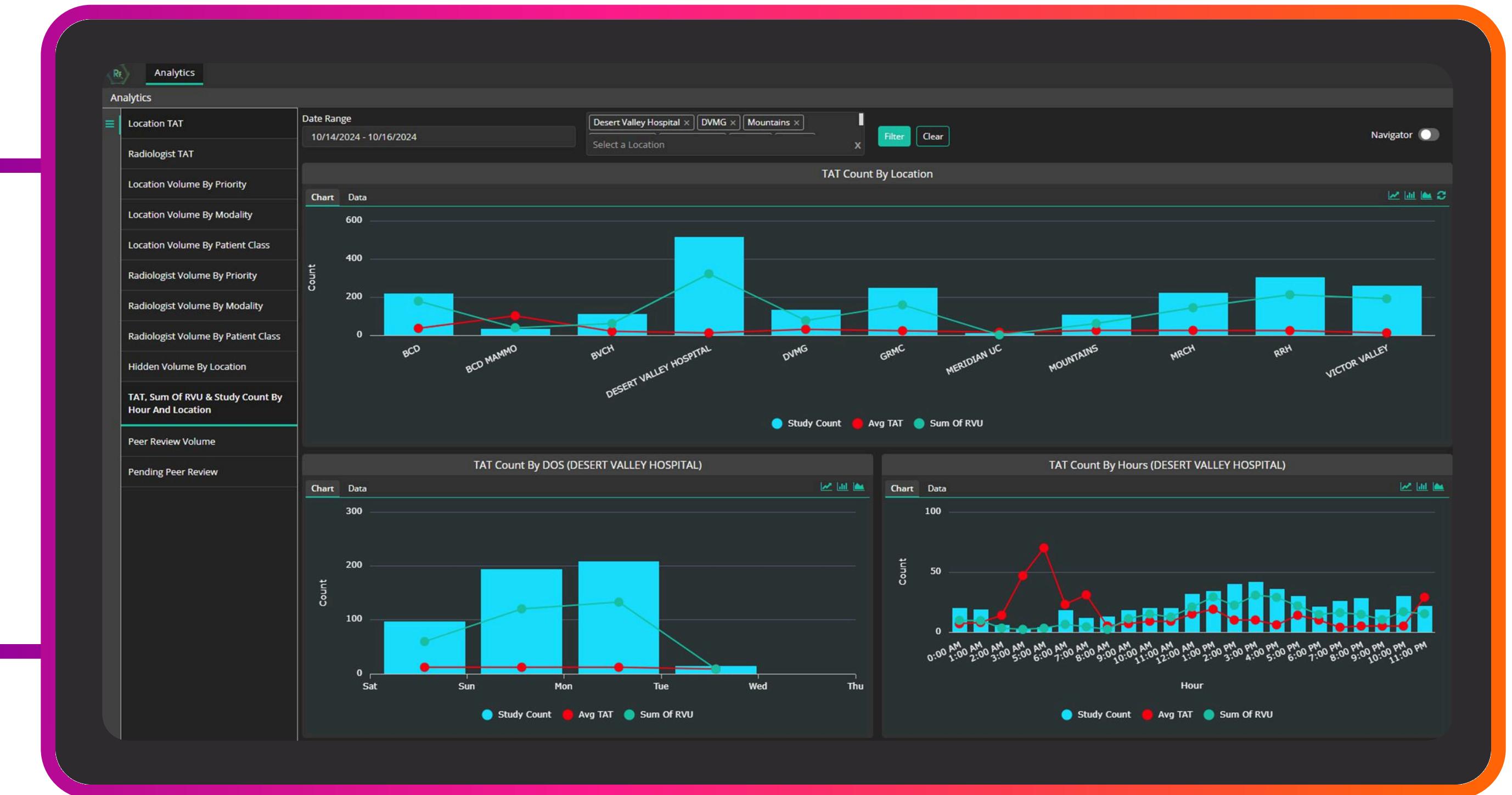
- **By Priority:** Evaluate the workload on radiologists based on the priority of cases.
- **By Modality:** Review radiologist performance in handling different imaging modalities.
- **By Patient Class:** Understand the distribution of studies by patient demographics, aiding in targeted service improvements.



TAT Analysis

Radiologist Volume Metrics

- Track TAT
- Sum of RVU
- Study counts by hour and location to optimize scheduling and workflow



Analytics

Peer Review

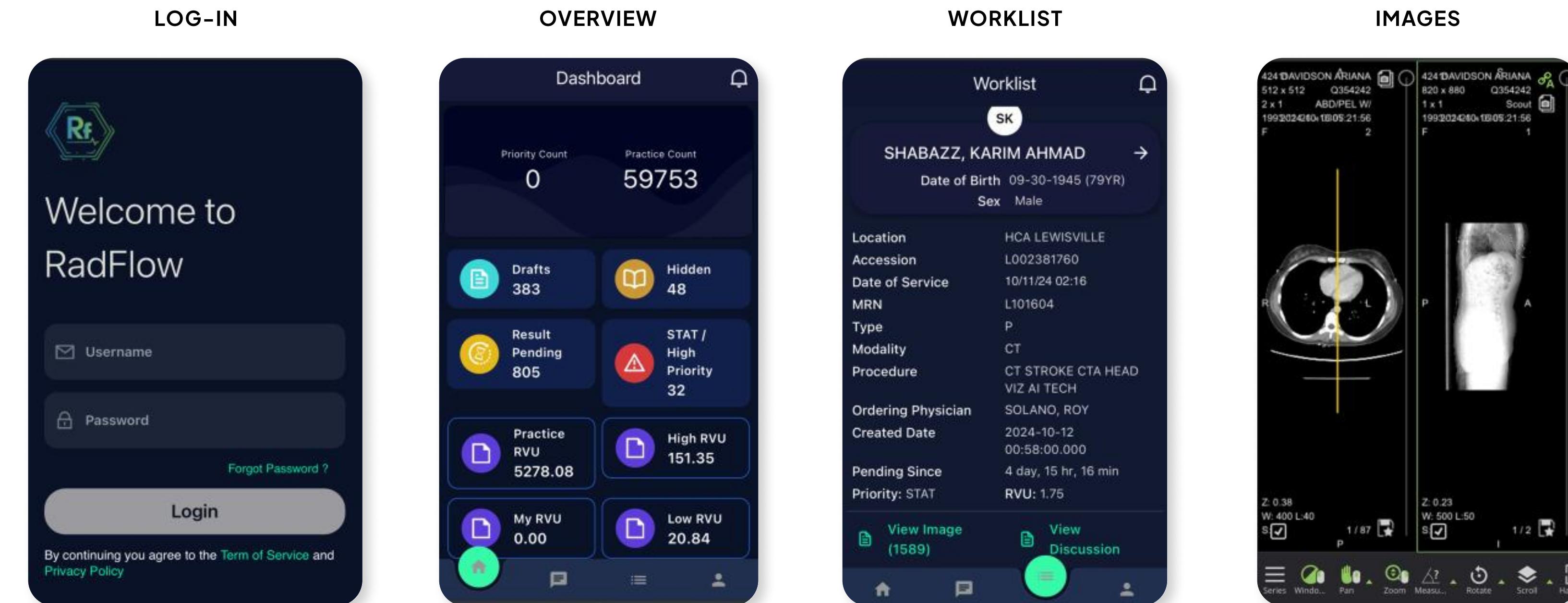
- **Peer Review Volume:** Monitor the volume of peer reviews conducted, promoting quality assurance and collaborative learning.
- **Pending Peer Review:** Keep track of studies awaiting peer review to ensure timely evaluation and feedback, enhancing overall reporting quality.



PRODUCT FEATURES AND BENEFITS

RadFlow mobile app

The RadFlow mobile app provides radiologists and technologists with on-the-go access to critical tools and information. Users can view worklists, manage studies, and communicate with team members seamlessly through secure messaging. The app enhances efficiency by enabling quick access to patient data and imaging results, all while ensuring data security and compliance. With an intuitive interface, the RadFlow mobile app streamlines workflow and improves collaboration in radiology.



Streamlined patient interactions

Patient empowerment tools

RadFlow provides patients with intuitive patient wallet options, allowing them to manage images and reports easily, which enhances their engagement in the healthcare process.

Real-time communication updates

The platform offers instant notifications about exam statuses and results, alleviating patient anxiety and fostering trust through timely and transparent communication.

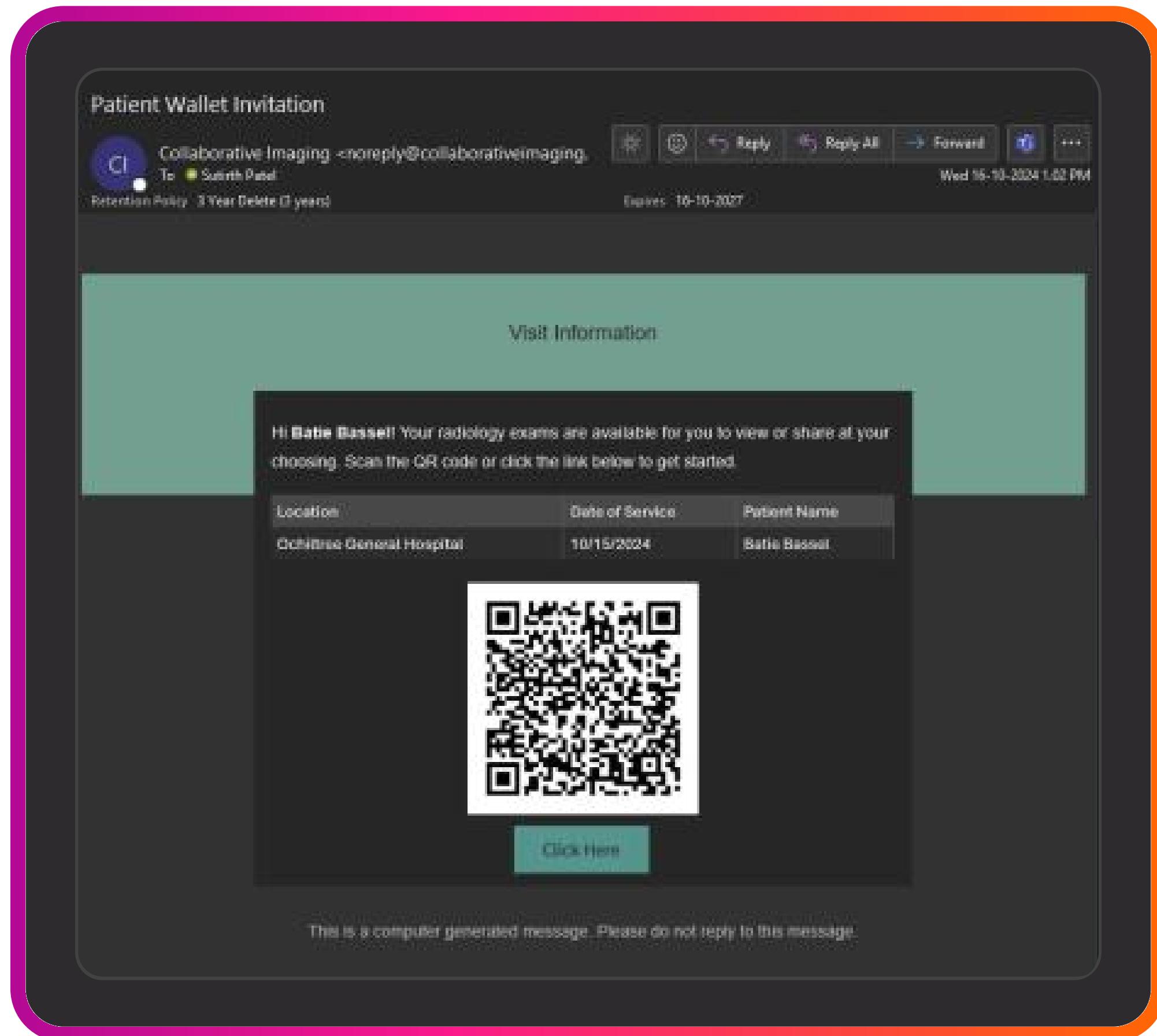
Secure access to results

Patients can securely access their imaging reports through a dedicated portal, promoting informed decision-making and encouraging active participation in their healthcare journey.



PRODUCT FEATURES AND BENEFITS

Patient Wallet: patient empowerment tools



The interface consists of three main sections: a "Login" screen, a "Share" screen, and a "Details" screen.

- Login:** A "Verify Date of Birth" step. It has a "Date Of Birth" field with a placeholder "MM/DD/YYYY" and a note "Date of Birth is required". Below it is a "Submit" button.
- Share:** A purple button labeled "Share" with a right-pointing arrow icon.
- Details:** A "First Name" field with "Sutirth" and a "Last Name" field with "Patel". Below these are "Send to E-mail" and "Send to Phone Number" fields, each containing "spatel@collaborativeimaging.com" and "(972) 474-8140" respectively. A "Submit" button is at the bottom.

Post-interpretation workflow

Abnormal finding workflow

Integrated system for managing critical results. This ensures prompt attention to urgent cases.

Incidental finding notifications

Automated alerts for unexpected discoveries. This improves patient care through comprehensive diagnostics.

Follow-up tracking

Real-time monitoring of patient progress. This enhances continuity of care and prevents missed follow-ups.

Critical finding communication

Direct notification to ordering physicians. This speeds up decisions and improves outcomes.





Thank You

We would be glad to answer any questions.