

# CIVIE

# Radiology Information System

CIVIE | Company Name

MONTH 01, 2025



# Agenda

Introduction

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Industry Challenges

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Our Solution: CIVIE

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Why CIVIE?

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Testimonials

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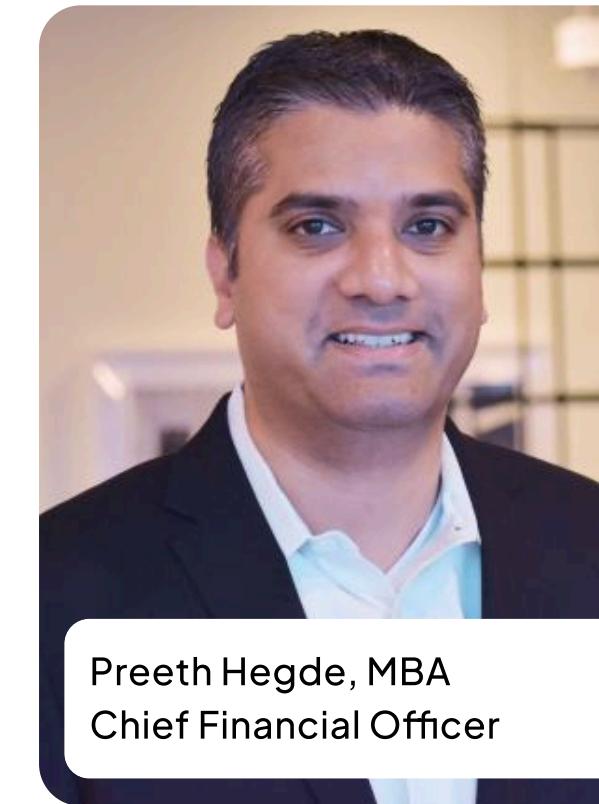
Q&A

## INTRODUCTION

# Meet the team



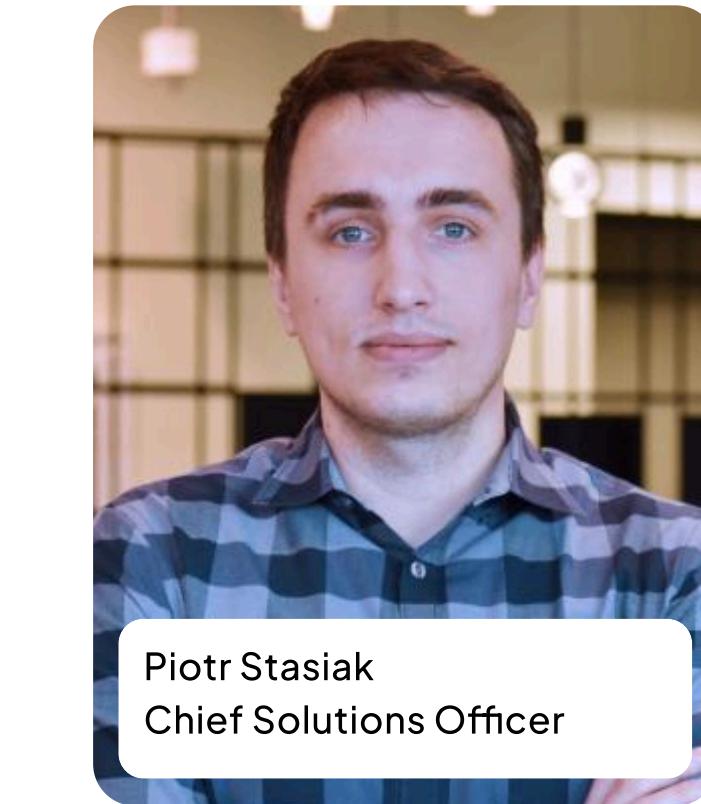
Dhruv Chopra, MBA  
Chief Executive Officer



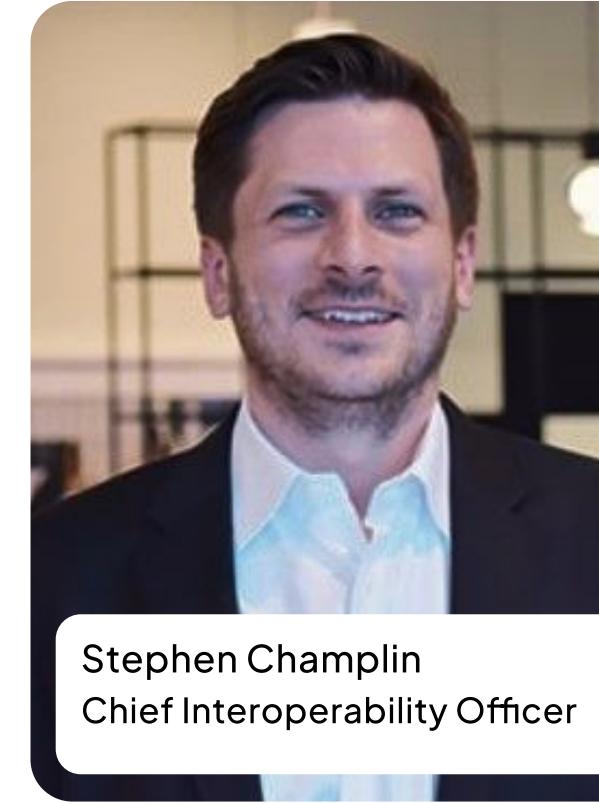
Preeth Hegde, MBA  
Chief Financial Officer



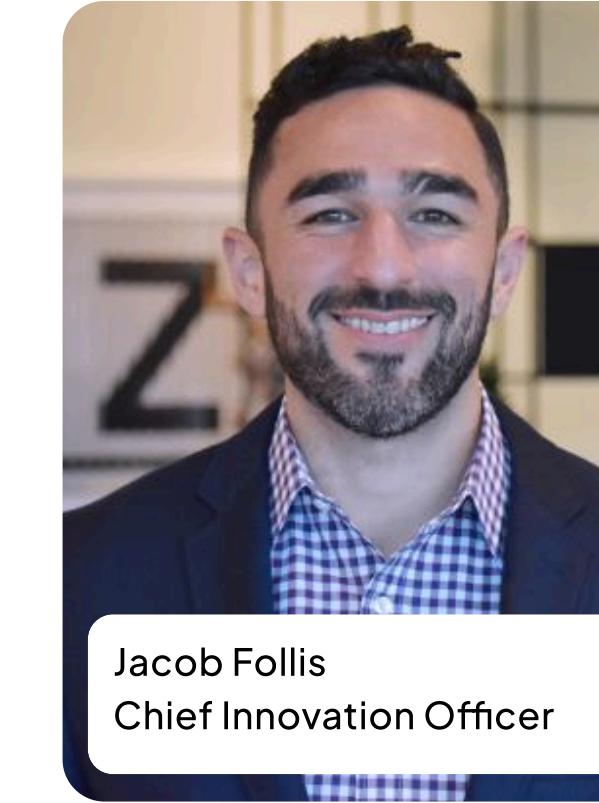
Bridget Haynes, MBA  
Chief Revenue Officer



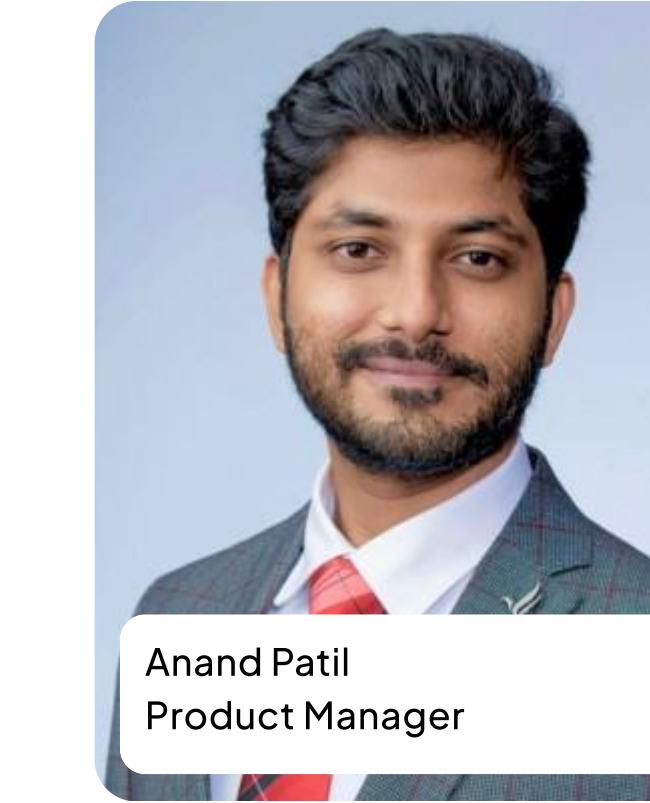
Piotr Stasiak  
Chief Solutions Officer



Stephen Champlin  
Chief Interoperability Officer



Jacob Follis  
Chief Innovation Officer



Anand Patil  
Product Manager

# About the CI

## Founded in April 2018

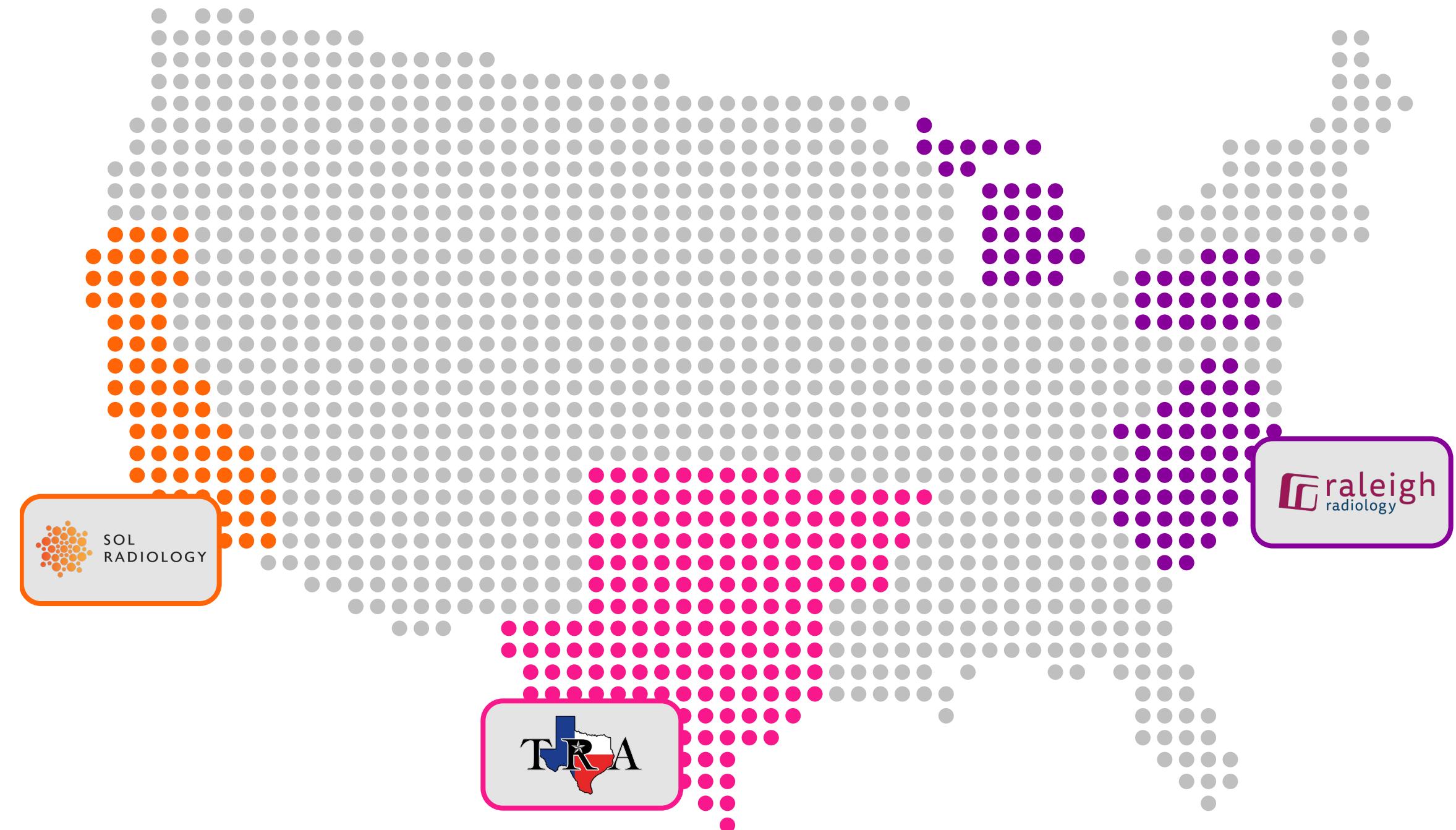
Established with the vision to revolutionize revenue cycle management through technology, we specialize in AI-driven solutions that streamline billing processes, enhance collections, and minimize operational burdens for healthcare providers.

## Cost-effective practice management

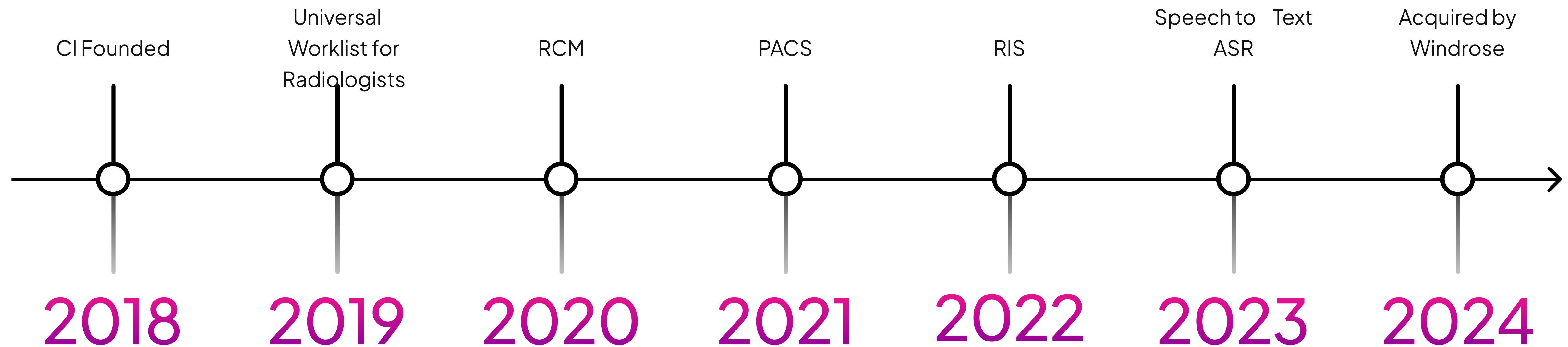
We offer comprehensive practice management services that reduce operational costs and focus resources on patient care. Our strategies are tailored to each practice, ensuring optimal financial and operational efficiency.

## 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**

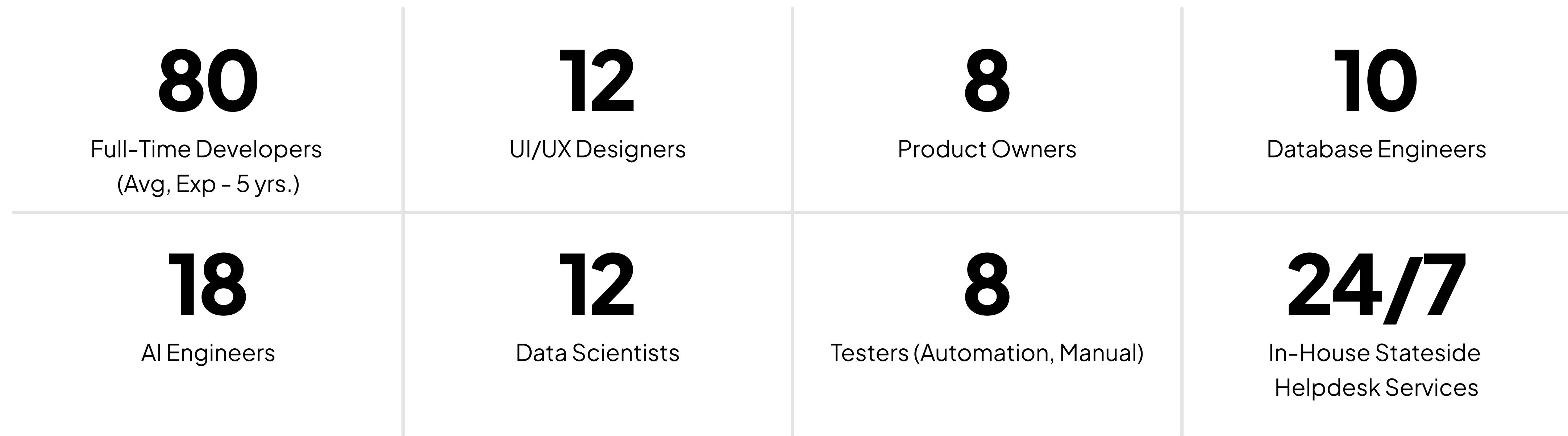
Referring  
Physicians

**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.

# Voices of satisfaction

**Here are some of the brands who already trust us with their business:**



CI fills a critical niche in the Radiology practice paradigm. It allows independent radiology groups to maintain autonomy and independence while recognizing the benefits of scale, all without compromising group culture. CI and Member Radiology groups maintain long term and short-term financial alignment which is critical to recruitment and retention of the best and brightest Radiologists.

Dr. Satish Mathan,  
Raleigh Radiology



Cambria Somerset Radiology teamed up with CI because with CI's technology, capital, and teamwork, we see a great synergy to help us maintain our group as a fiercely independent, successful radiology practice far into the future.

Cambria Somerset Group



Despite our exponential growth from two hospitals to 64 hospitals/clinics over 25 years, being a premier radiology group now requires more than exceptional services, quality and relationships. CI is providing us the disruptive technology, workflow enhancements and improved revenue to provide exceptional patient care, provide additional value to our hospitals/clinic/referring physician partners, and at the same time, improve our daily work life. I'm excited to practice radiology again.

Texas Radiology Associates



# Industry today



## Increased Costs

Tech advances and increased operational expenses have led to price hikes.



## Low Reimbursements

Due to insurance policies, value-based care models, and regulatory changes.



## No RCM Integration

Lack of financial efficiency in billing, claims, payment plans, denials, and more.



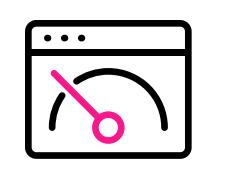
## Inefficient Scheduling

Wasted resource hours and technologist utilization.



## Lack of Patient First Experience

Inability to transform platform for personalized care.



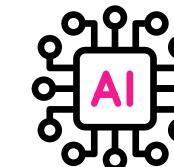
## Subpar UX

Unclear design and excessive clicking.

## OUR SOLUTION

Let's explore how  
CIVIE RIS is solving  
these challenges

# What CIVIE offers



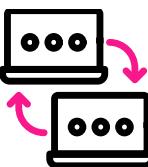
## AI Powered

CIVIE empowers users to make informed decisions in real-time by analyzing data and identifying patterns effectively.



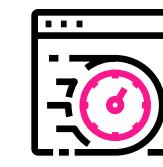
## Cloud Based

Enhanced accessibility, reduced IT costs, automatic updates, and improved collaboration among user base.



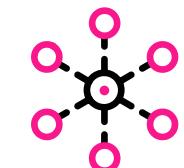
## Seamless Integration

Ensures data accuracy, streamlines workflows, enhances collaboration to improve patient care and maintain compliance.



## Real-time Reporting

Gain real-time insights with comprehensive reporting and analytics to drive informed decision making.



## Data Security & Compliance

Protects PHI and adheres to HIPAA regulations, ensuring reliable patient care and protecting sensitive health information.



## 24x7 Support

Ensures constant access to patient data and imaging results, improving care delivery and enabling timely decision-making.

# 5-step order journey through CIVIE



Incoming requisitions are typically received via:



**Incoming Faxes**



**Ref. Physician  
Portal**



**EMR System**



**Patient Self  
Scheduling**

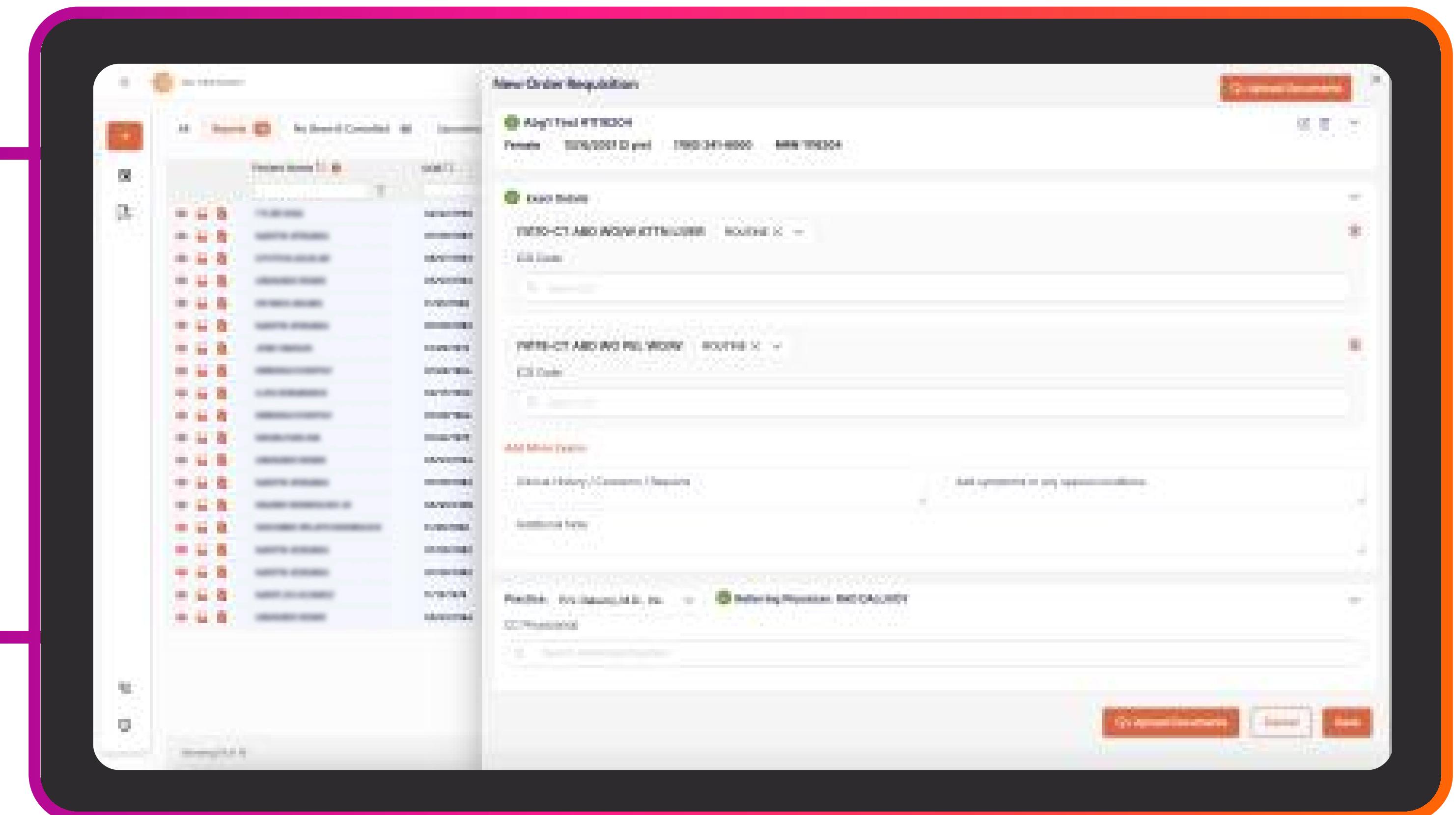
# Incoming documents module to process fax orders

- AI powered technology
- Multipurpose fax module
- In-house management of order entry
- Real-time monitoring of incoming faxes
- Native incoming document module



Physicians and staff place order, read reports, and view images via the physician portal

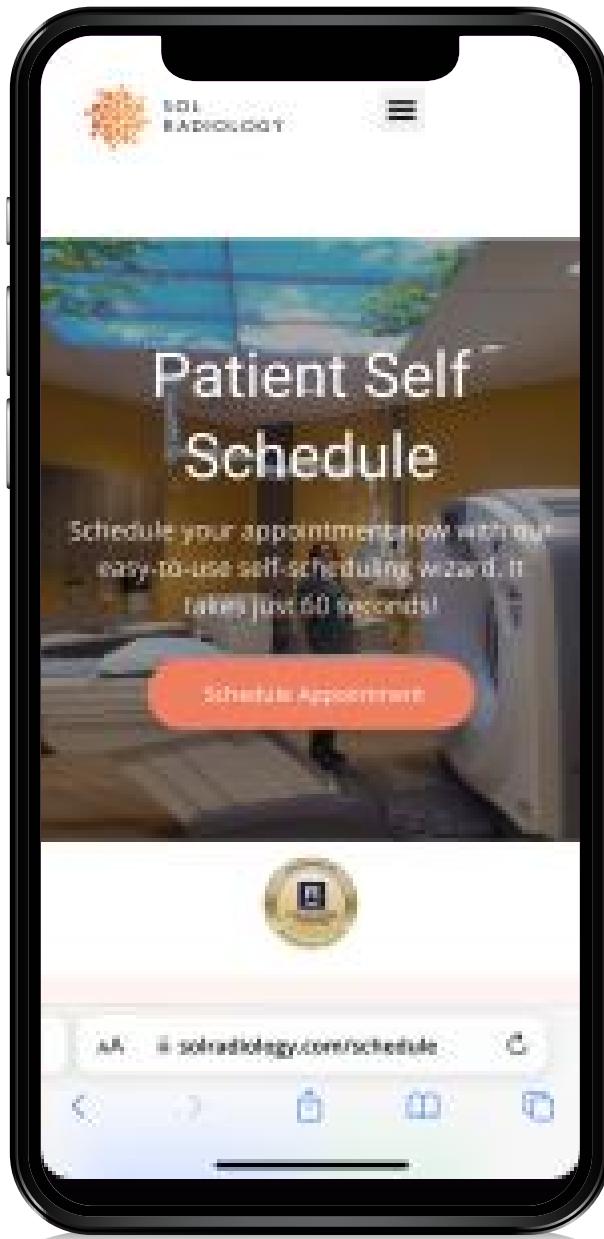
- Streamlined and easy order creation
- Single login for multiple facility access
- Quick intuitive links for the most popularly ordered exams
- Appropriate use criteria to establish medical necessity



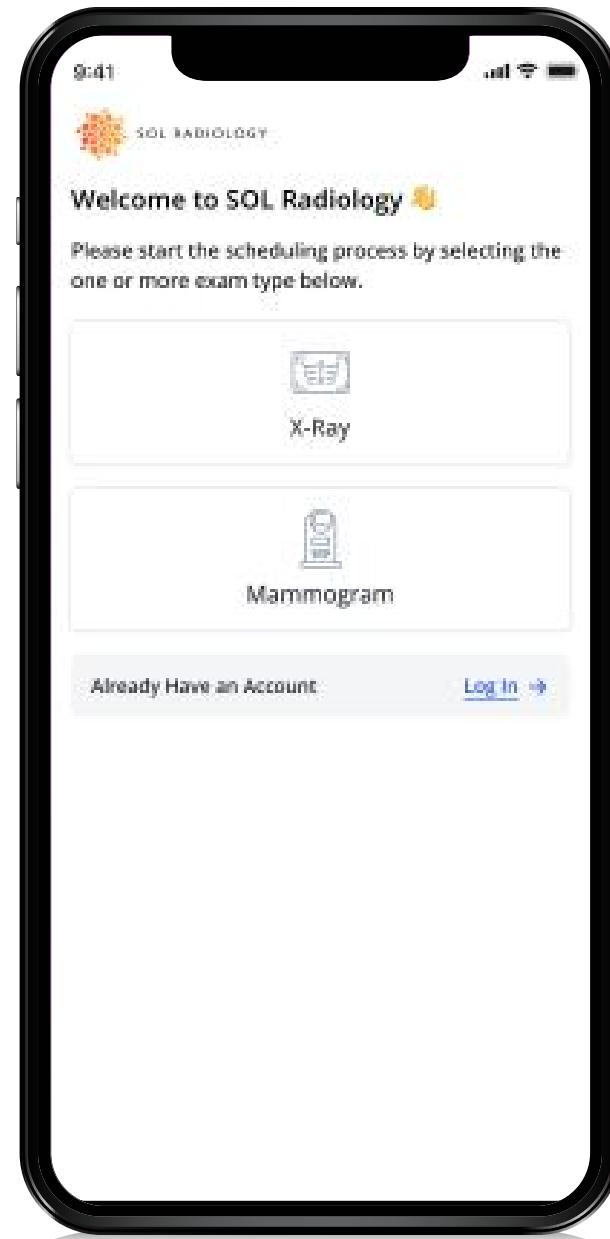
# Patients schedule their appointments through our self-scheduling portal or client webpage in less than 30 sec

- Webpage optimized for desktop and mobile devices
- Gathers valuable data on patient preferences
- Collection of card info helps avoid spam and rogue actors
- Exams can be scheduled in non-business hours

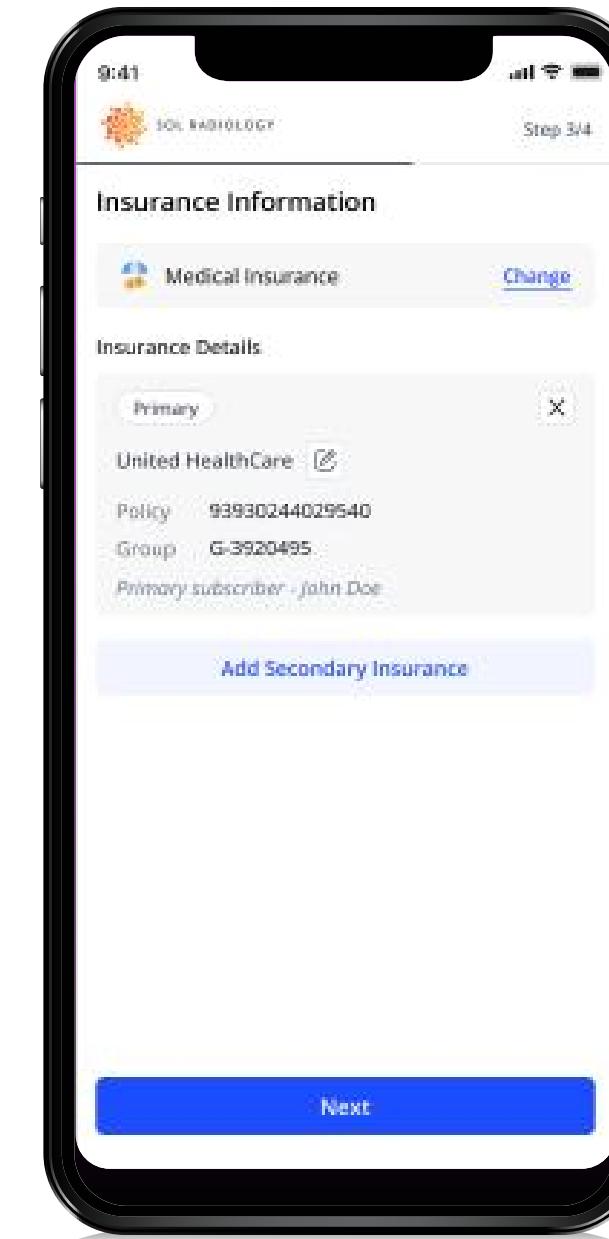
CLIENT WEBSITE



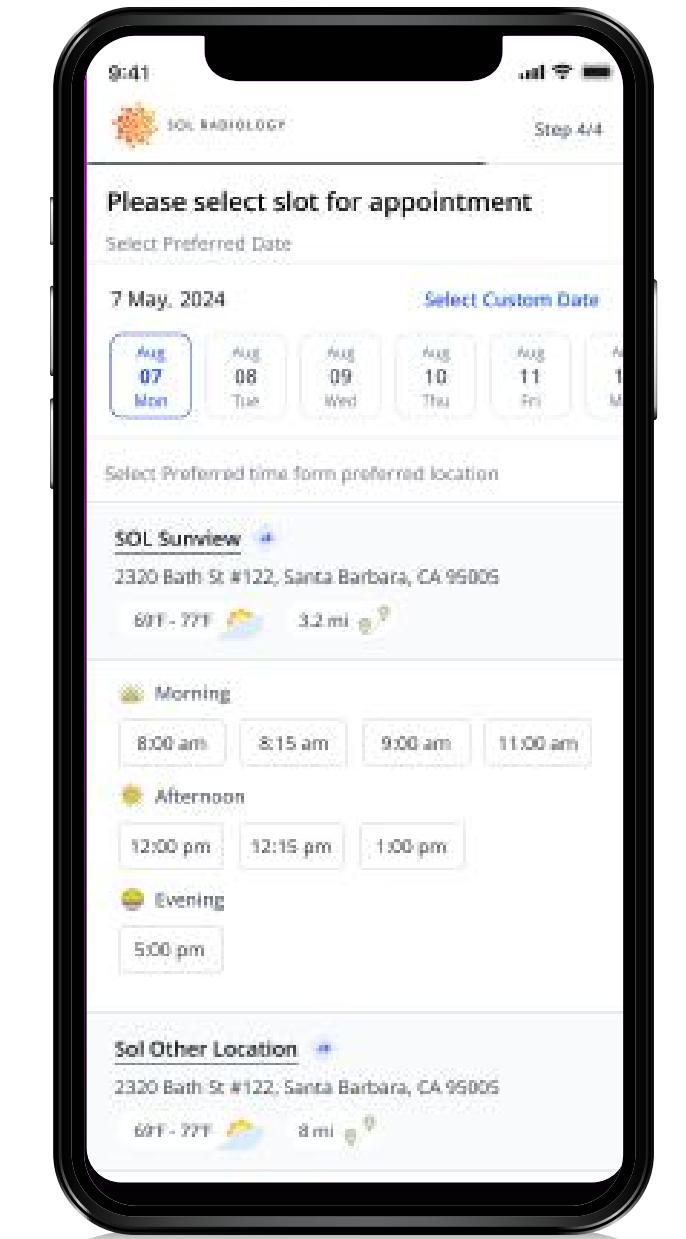
SELECT DESIRED EXAMS



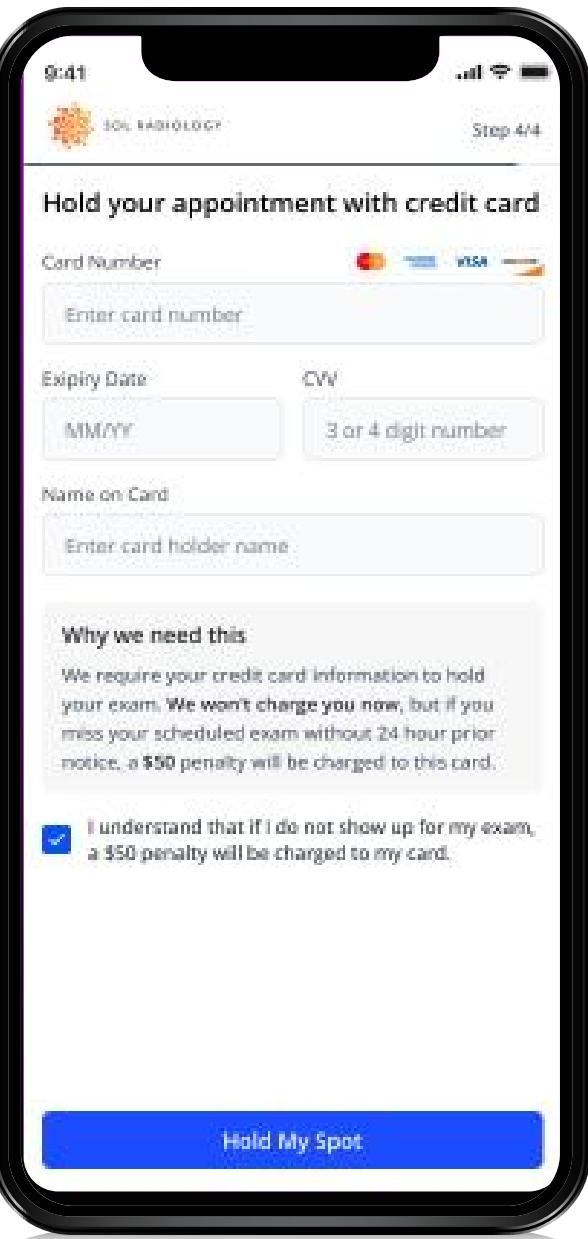
ADD INSURANCE



SELECT PREFERRED SLOT

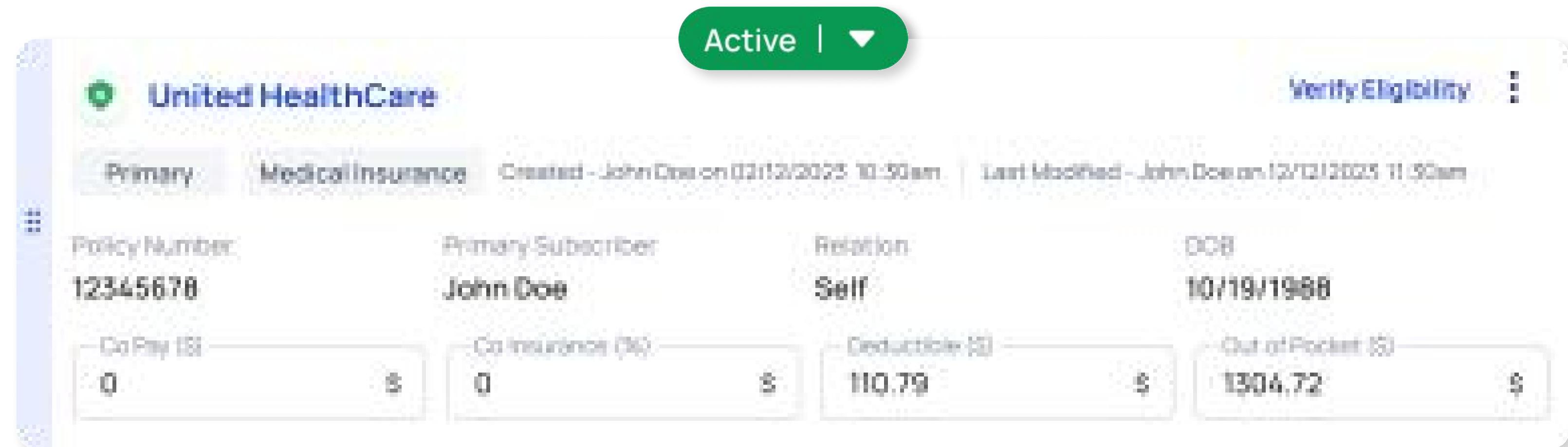


CARD INFO



# Real-time validation

**Validation of insurance eligibility and deductibles integrated with contract management to determine accurate and real-time amounts to be collected**



Active | ▾

United HealthCare

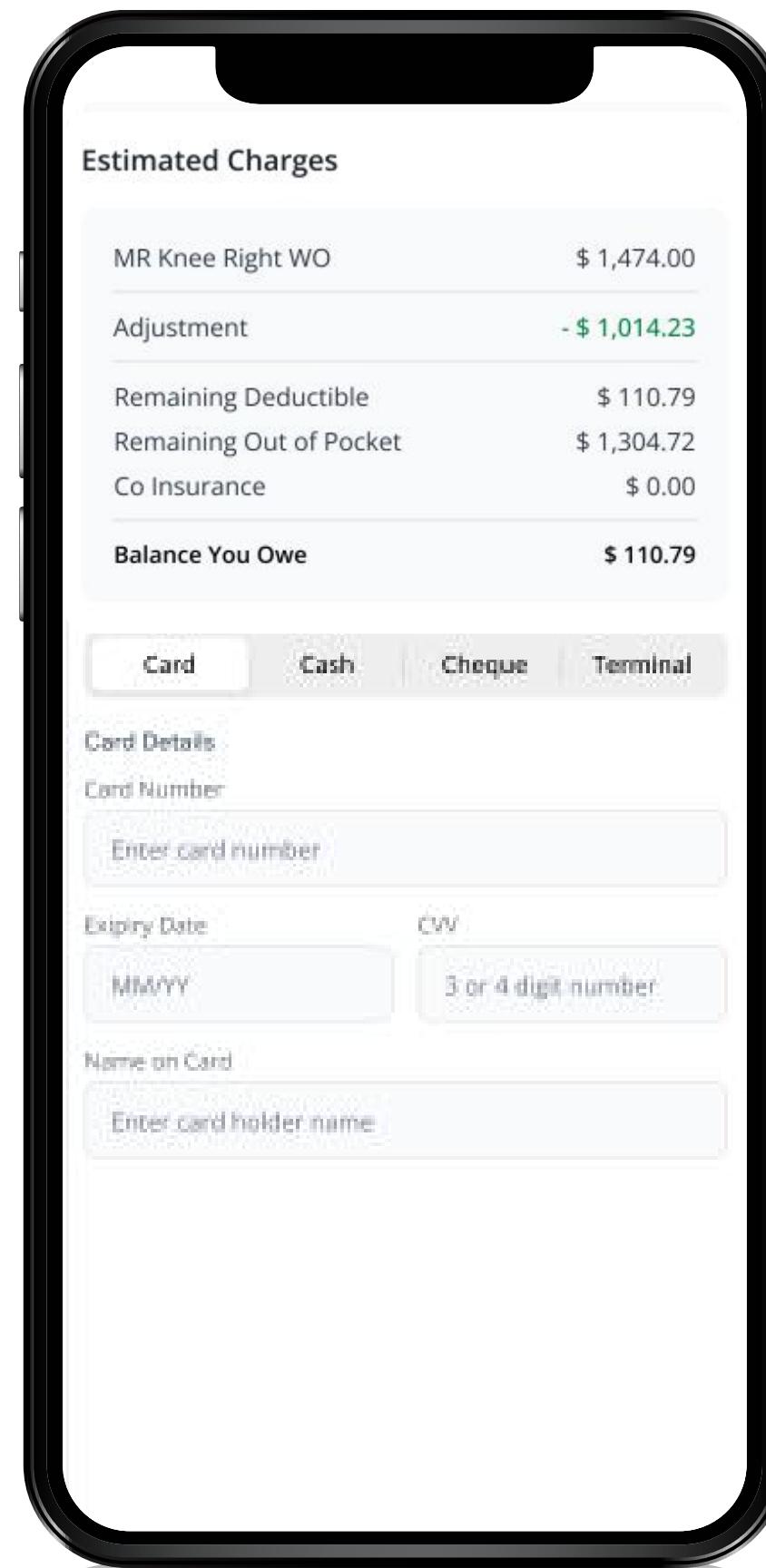
Primary Medical Insurance

Created - John Doe on 02/12/2023 10:30am | Last Modified - John Doe on 02/12/2023 11:30am

Policy Number: 12345678 Primary Subscriber: John Doe Relation: Self DOB: 10/19/1988

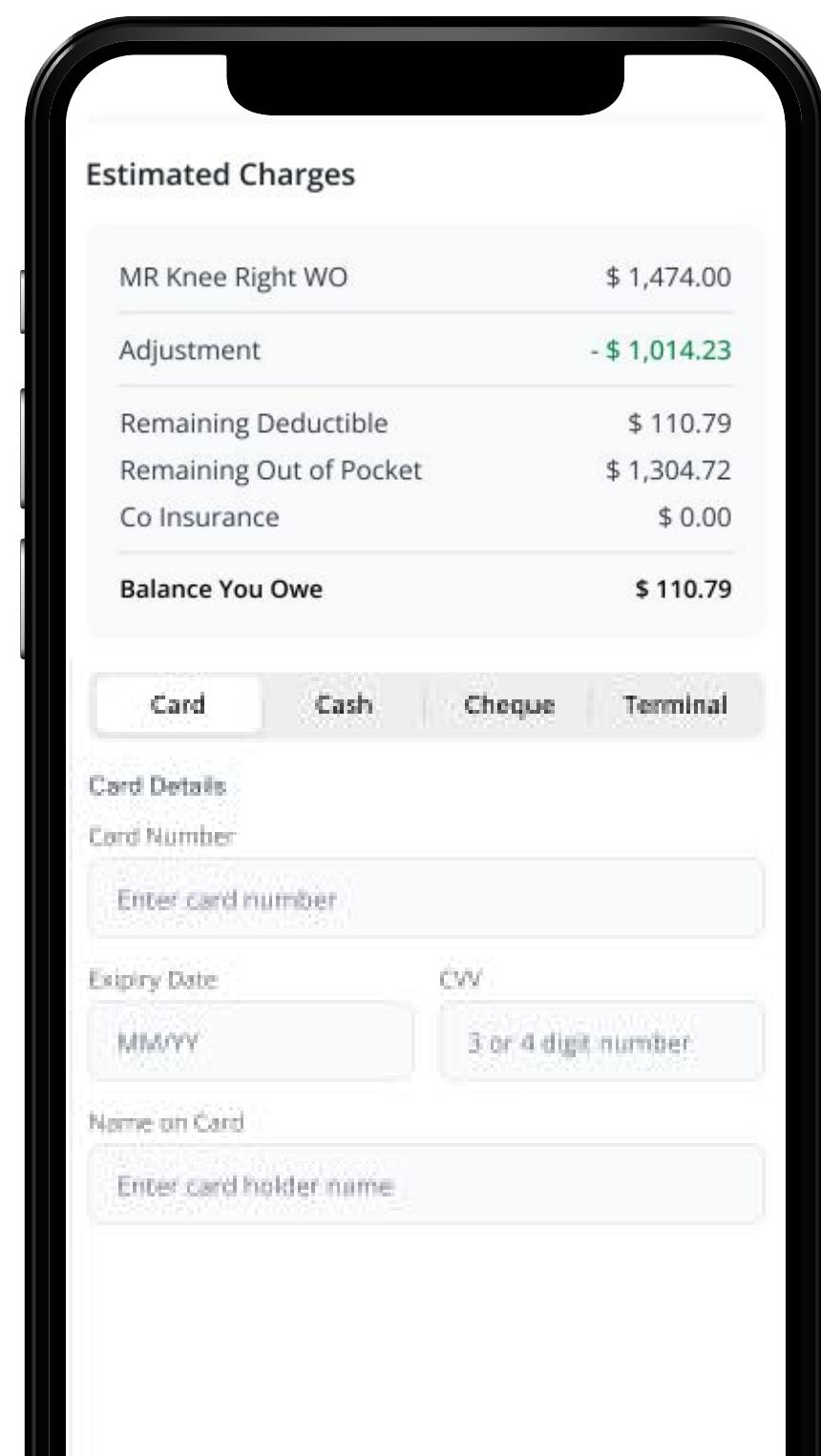
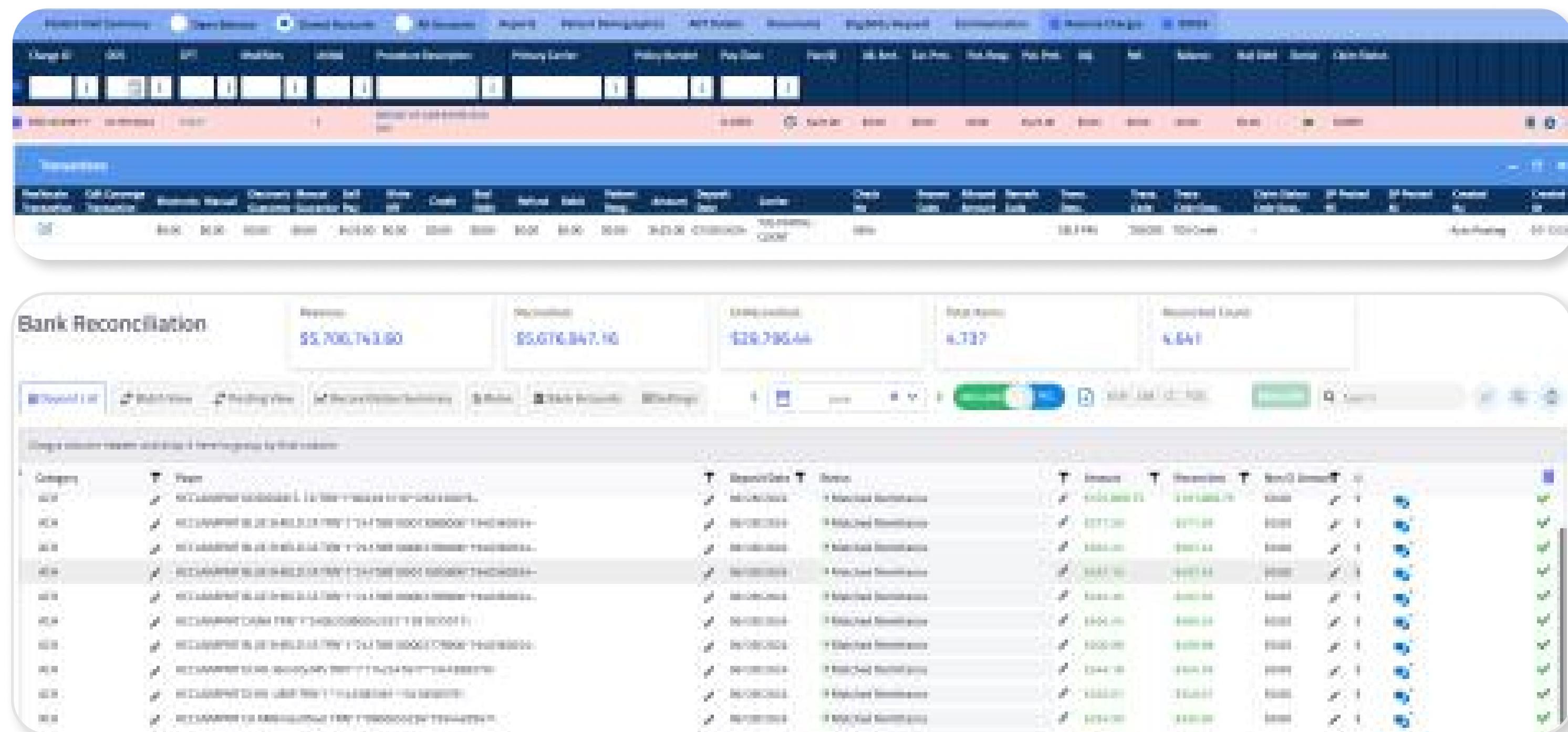
Deductible (\$): 110.79 Out of Pocket (\$): 1304.72

A quick eligibility check provides us with patient insurance information, enabling us to collect payments at the time of service. This is especially beneficial for walk-in patients, as it allows us to obtain the information in real-time. Additionally native time of service portal to run credit cards establish payment plans offer various methods of payments: card, terminal, etc.



# Real-time TOS posting and reconciliation

Payments and charges are posted automatically in real-time, reducing delays and improving the accuracy of financial records. The integration enables immediate reconciliation between payments, claims, and services rendered, enhancing transparency and reducing discrepancies.



# Identify bad debt to improve center's financial health

Tracks and analyzes accounts receivable, highlighting bad debt by identifying unpaid invoices and outstanding balances, enabling better financial management and collection strategies.

WS William Smith ⋮

Male | 05/15/1986 (35y) | MRN 109201291

williamsmith@gmail.com  
3456 Communications Pkwy Apt 924 Plano 10000

Total Amount Due **\$85.09**

Total Patient Res. Due **\$60.00**

Total Bad Debt **\$10.00**

**Total Amount Due** **\$ 0.00**

**Total Patient Res. Due** **\$ 0.00**

**Total Bad Debt** **\$ 85.09**

Invoice #1456783257 Order PR13457844 Version (03/12/2024) ⋮

[View Invoice](#) [Make Payment](#)

Exam	Exam Charge	Adjustment	Allowed Amount	Insurance Payment	Patient Res.	Patient Payments	Bad Debt	Amount Due
73552 CR FEMUR RIGHT	\$40.61	\$0.00	\$40.61	\$0.00	\$40.61	\$0.00	<b>\$40.61</b>	\$0.00
73502 CR HIP RIGHT 2-3 VIEW	\$54.48	\$10.00	\$44.48	\$0.00	\$44.48	\$0.00	<b>\$44.48</b>	\$0.00
<b>Total</b>	<b>\$95.09</b>	<b>\$10.00</b>	<b>\$85.09</b>	<b>\$0.00</b>	<b>\$85.09</b>	<b>\$0.00</b>	<b><b>\$85.09</b></b>	<b>\$0.00</b>
Billing Type <span>Medical Insurance</span>							Total charges <b>\$95.09</b>	
							Adjustments <b>-\$10.00</b>	
Blue Shield California Primary <span>⋮</span>							<b>Total Cost</b> <b>\$85.09</b>	
Co-Insurance N/A							Insurance Payment Due <b>\$0.00</b>	
Copay N/A							Total patient Res. Due <b>\$0.00</b>	
Remaining Out of Pocket N/A							Total Bad Debt <b>\$85.09</b>	
Remaining Deductible \$1000.00							<b>Total Due amount</b> <b>\$0.00</b>	

**Flags patients with outstanding debts**

William Smith 9:40 Collection  
WHOLE BODY CT SCAN  
#109201291 • 05/15/1986 • Male

# Access to financial data and documentation

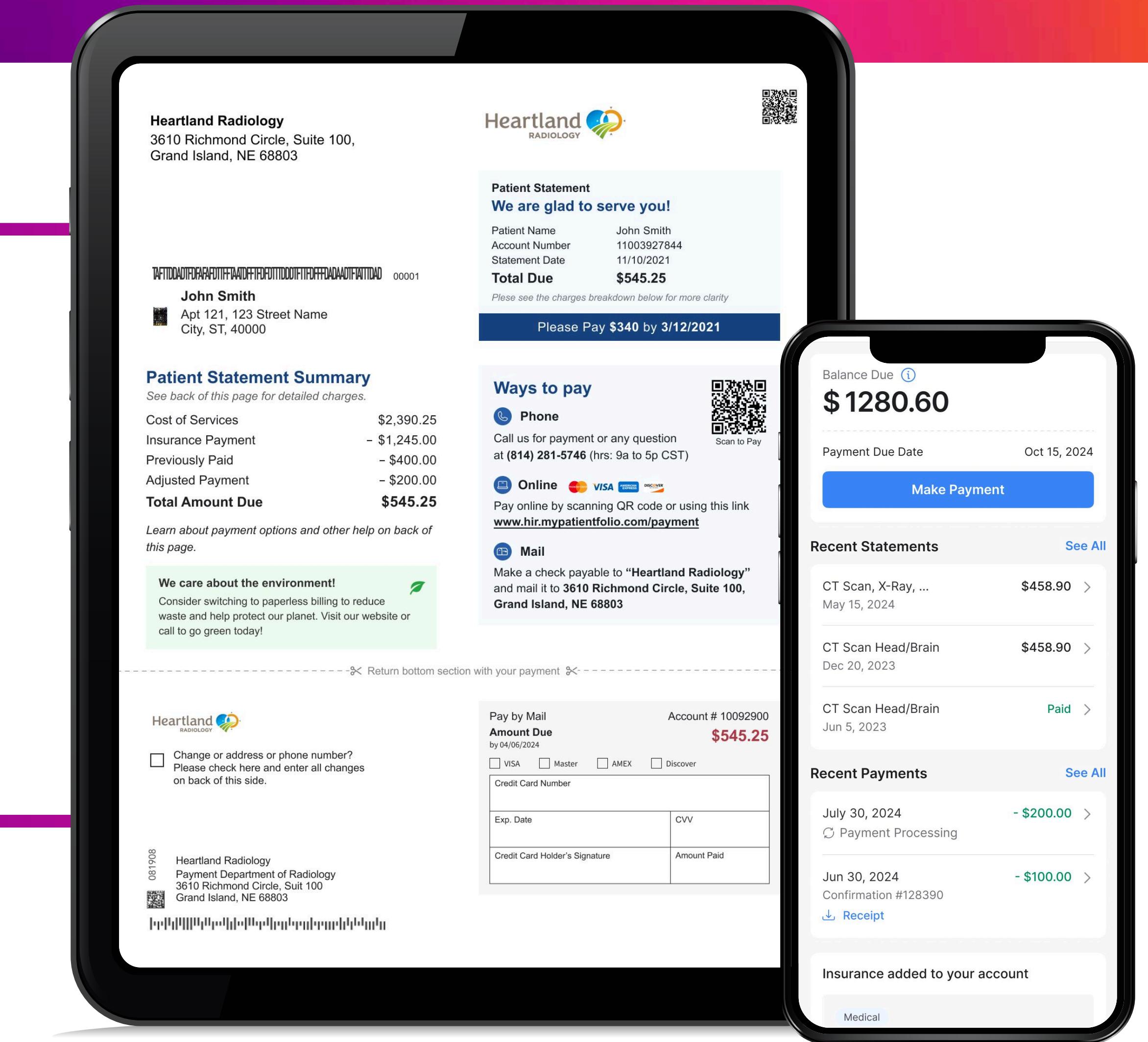
- Easy and integrated access to charges, payments, and supporting documentation reduces back-and-forth between departments, speeding up financial processes and boosting efficiency.
- Integration allows real-time access to charges, payments, and supporting documentation (e.g., EOBs), providing a full financial overview at any time.

The screenshot shows a software interface for managing patient financial data. The top half of the screen displays a summary of charges, payments, and supporting documentation for a patient. The summary includes fields for Patient Name, Patient Account Number, Date of Birth, and various financial metrics such as Total Amount, Payment Amount, and Amount Due. The bottom half of the screen shows a detailed list of medical services with columns for Service, Date, Provider, Description, and Amount.

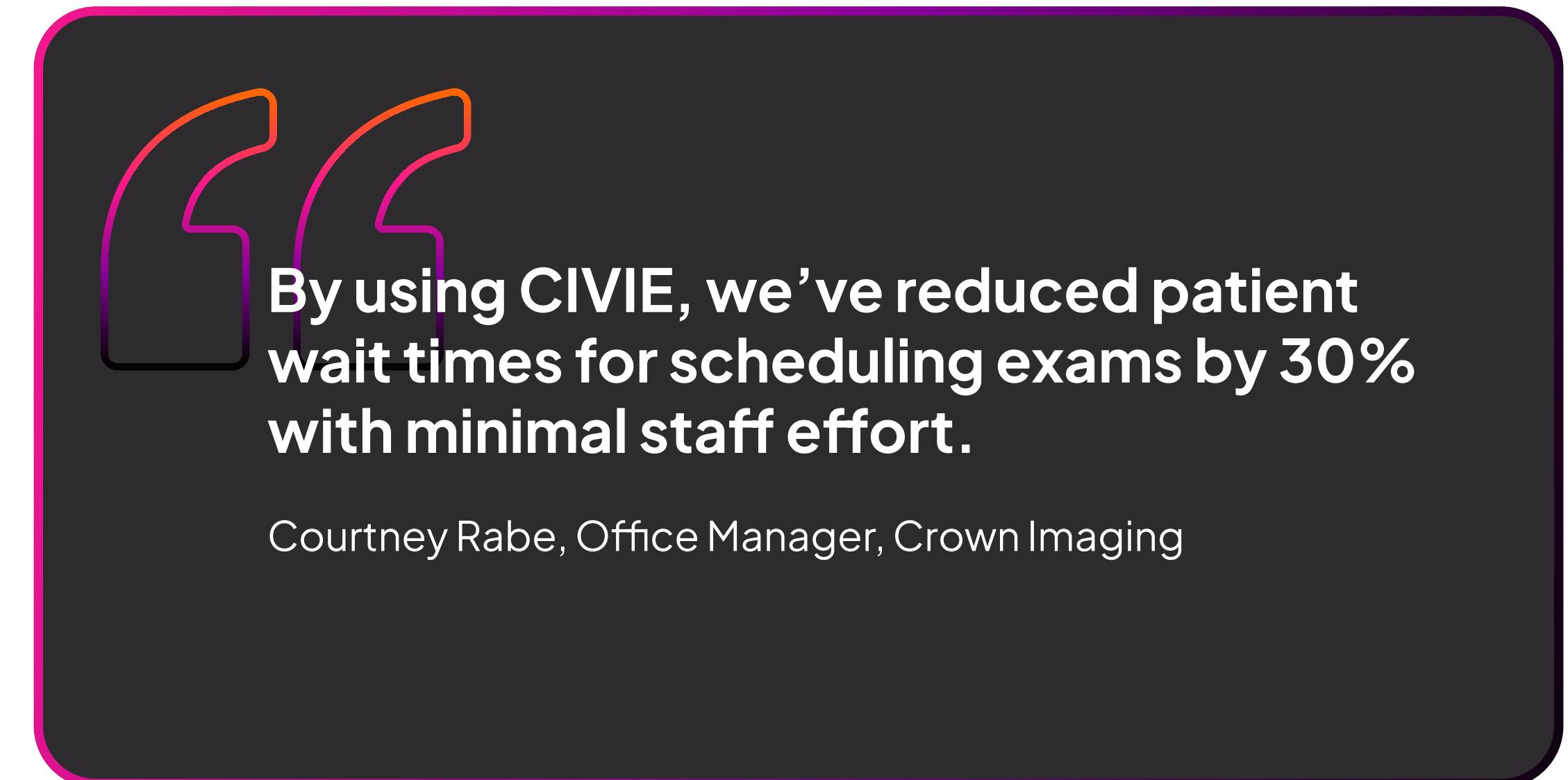
Service	Date	Provider	Description	Amount
Service 1	Date 1	Provider 1	Description 1	Amount 1
Service 2	Date 2	Provider 2	Description 2	Amount 2
Service 3	Date 3	Provider 3	Description 3	Amount 3
Service 4	Date 4	Provider 4	Description 4	Amount 4
Service 5	Date 5	Provider 5	Description 5	Amount 5
Service 6	Date 6	Provider 6	Description 6	Amount 6
Service 7	Date 7	Provider 7	Description 7	Amount 7
Service 8	Date 8	Provider 8	Description 8	Amount 8
Service 9	Date 9	Provider 9	Description 9	Amount 9
Service 10	Date 10	Provider 10	Description 10	Amount 10

# Unified patient experience

- Patients can view their statements, unpaid balances, and payment history all in one place, providing a seamless user experience.
- Patients have instant access to their up-to-date billing information, helping them understand their financial responsibility without delays. Clear and accessible billing information reduces patient confusion, leading to fewer billing inquiries and disputes for staff to manage.
- Staff can easily monitor payment statuses, view pending balances, and track outstanding collections, improving overall financial management.



# 5-Step Order Journey through CIVIE



## As soon as an order is created into CIVIE, patient outreach begins



Automated texts, emails, and calls are made to the patient to schedule their appointments via the patient portal or scheduling number.

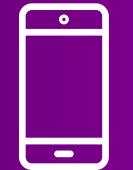


Orders are added to our outbound follow-up campaign for a human outreach.  
(backed by flexible & powerful rule engine)

Patients can schedule their appointments via:



**Phone Call**



**Self Scheduling  
Link**



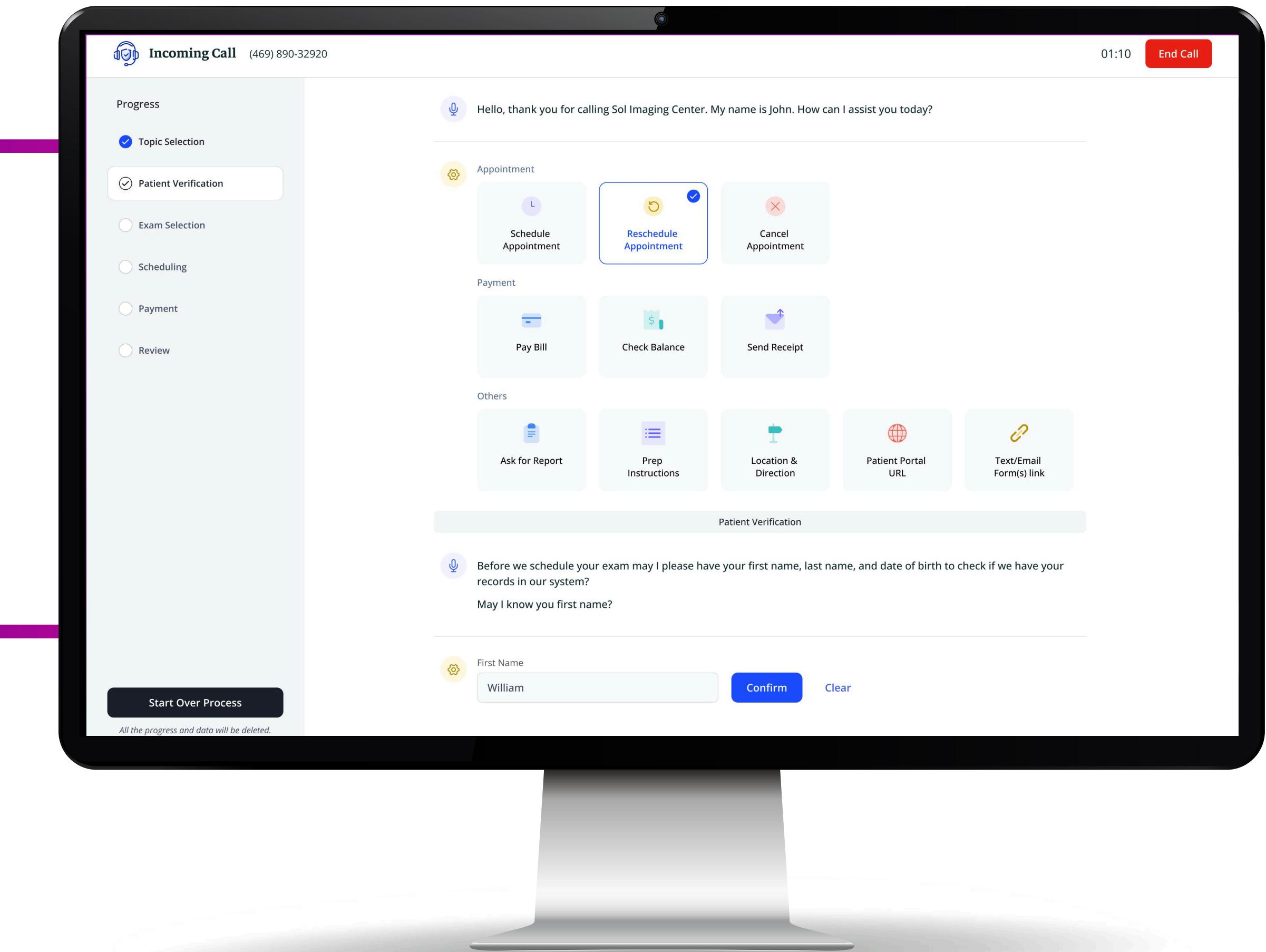
**Walk-In**



**Chat Bot**

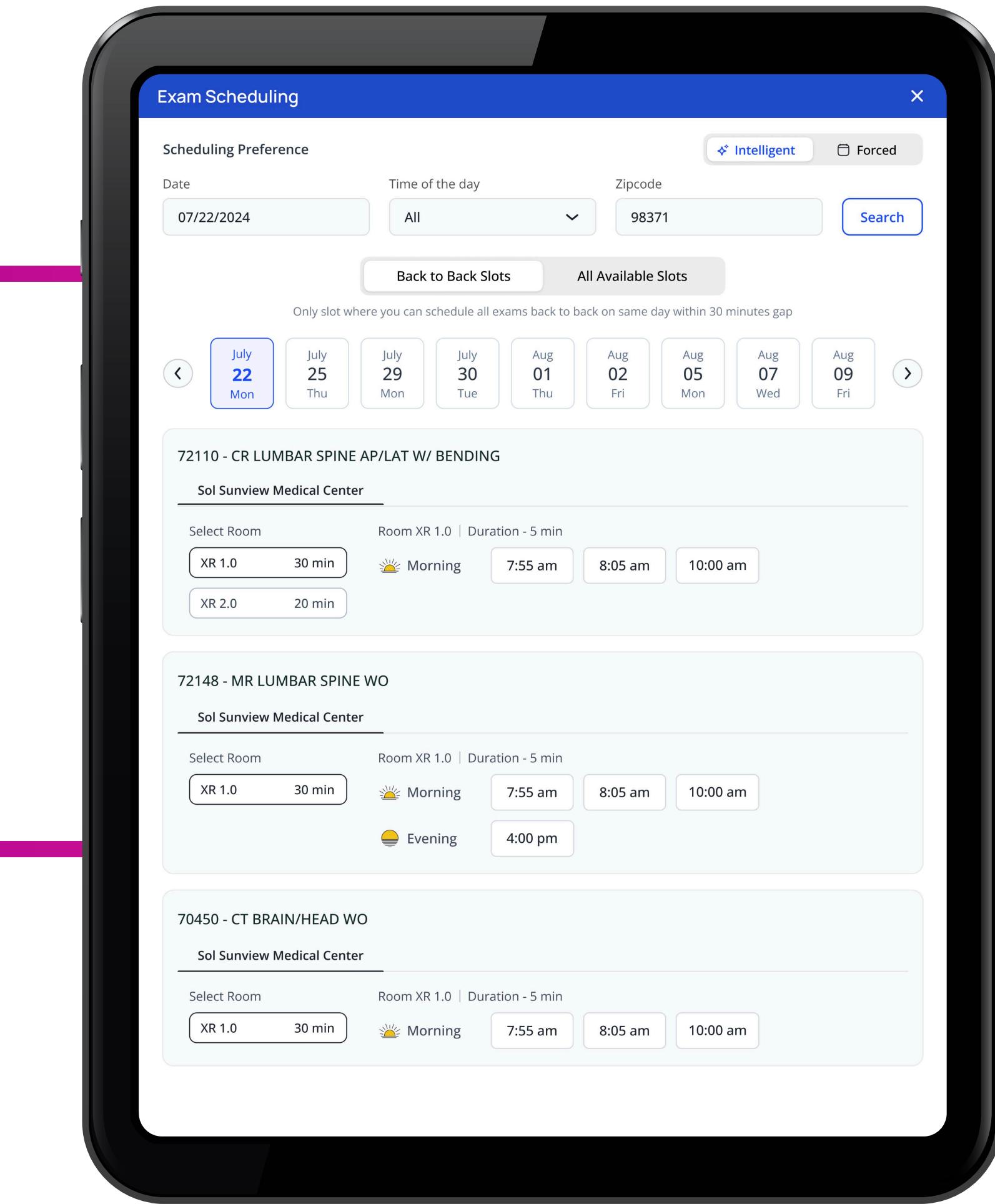
# Introducing our in-house call center application

- Reduced operational costs through our portable call application
- Minimal training required for call agents, reducing concerns about attrition
- Loosely coupled scripting enables a comprehensive range of patient interactions

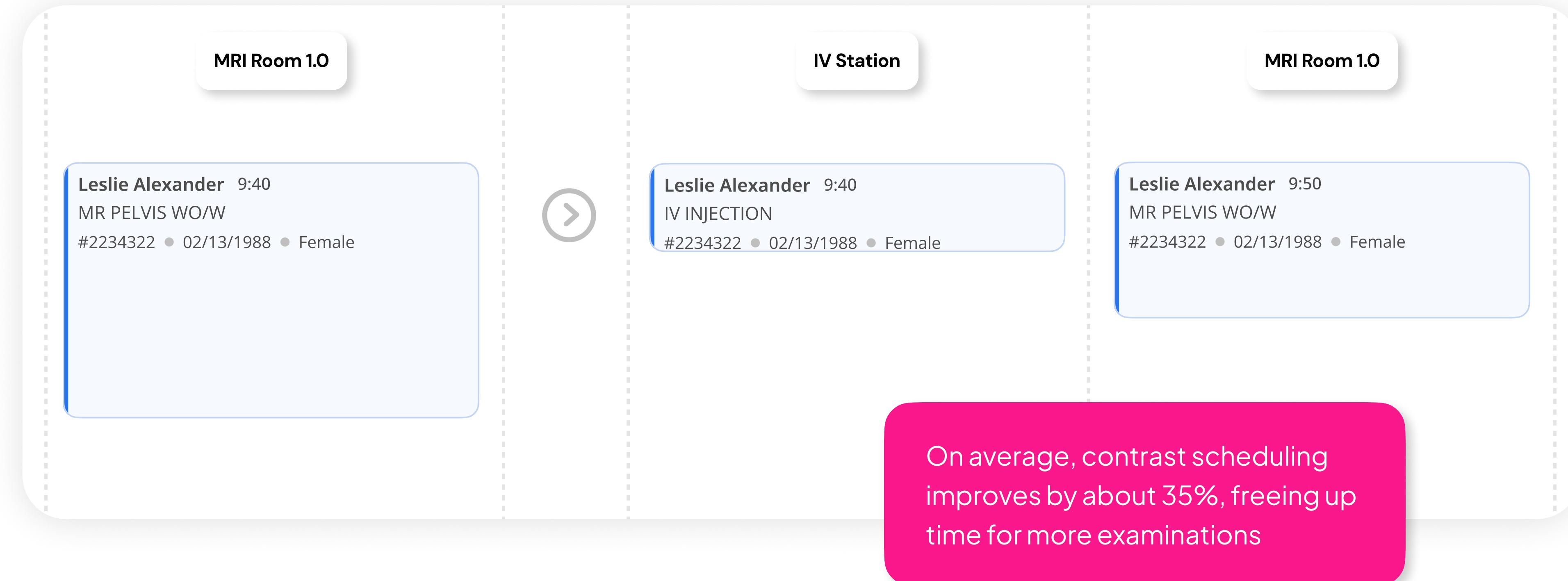


# Intelligent scheduling ensures optimal utilization of each resource

- Removes human biases by using data-driven algorithms to prioritize appointments based on patient needs and resource availability
- Consolidates the schedule by efficiently coordinating appointments and resources to minimize gaps and overlaps
- Reduces the administrative burden on staff, allowing them to focus more on patient care rather than managing schedules

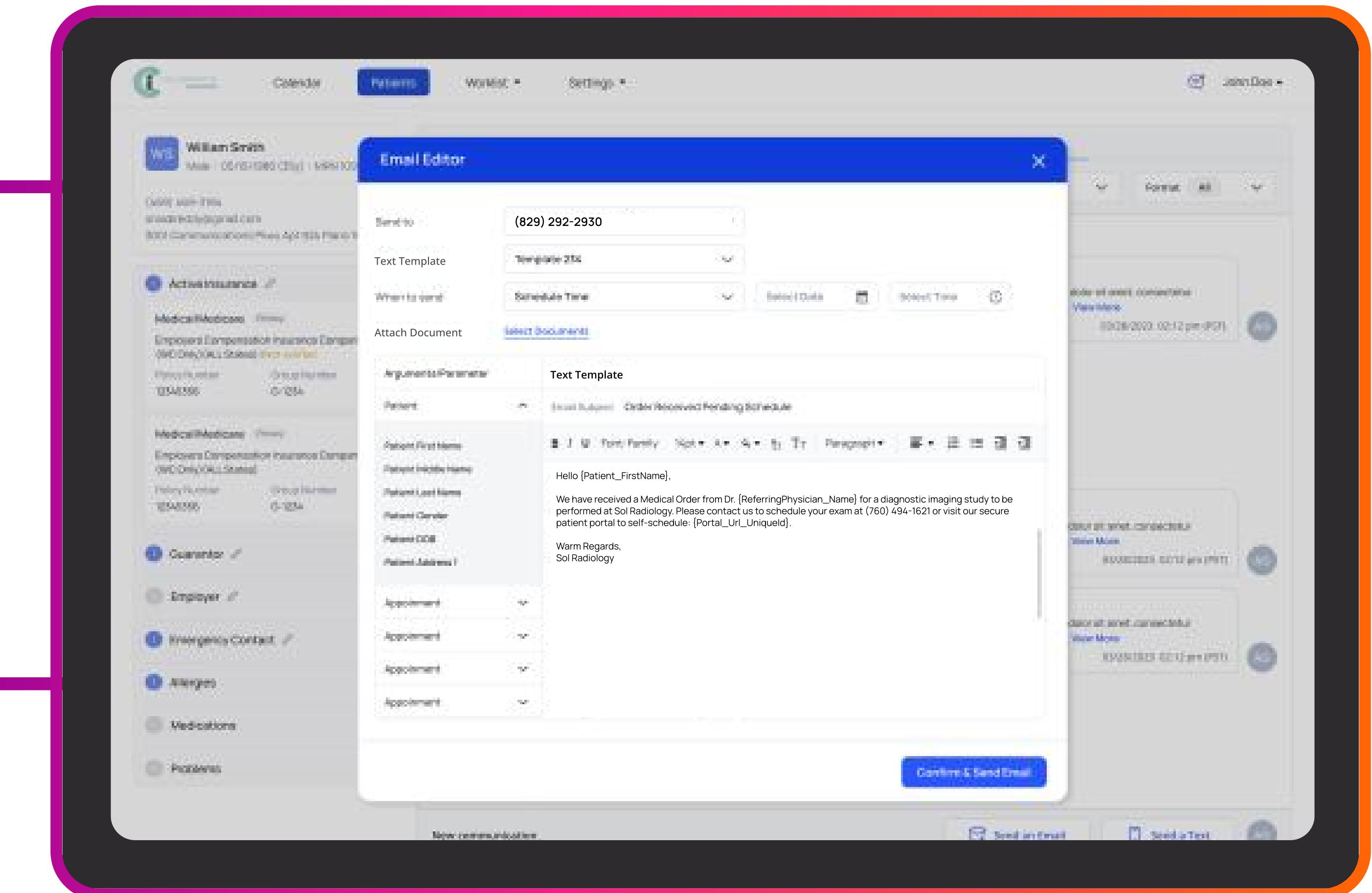


## How CIVIE's contrast scheduling enables resource optimization



# Streamlining care and improving patient experience through seamless messaging

- Promotes real-time patient communication, fostering active participation in care and appointment awareness
- Automated texting reduces staff time on calls and paperwork, boosting operational efficiency
- Ensures patient privacy and compliance with healthcare regulations through secure protocols

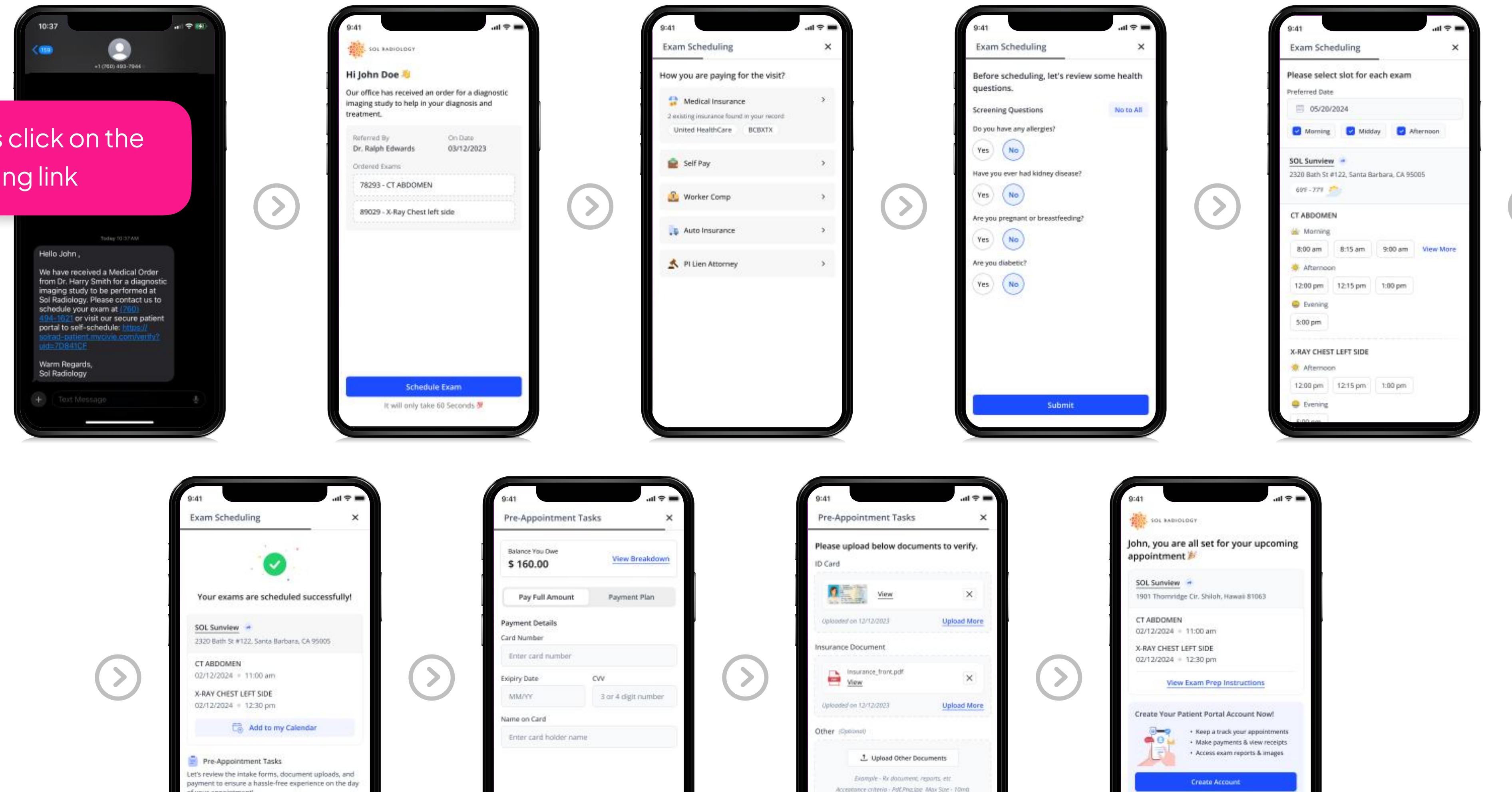


# Outbound call queue for patient outreach

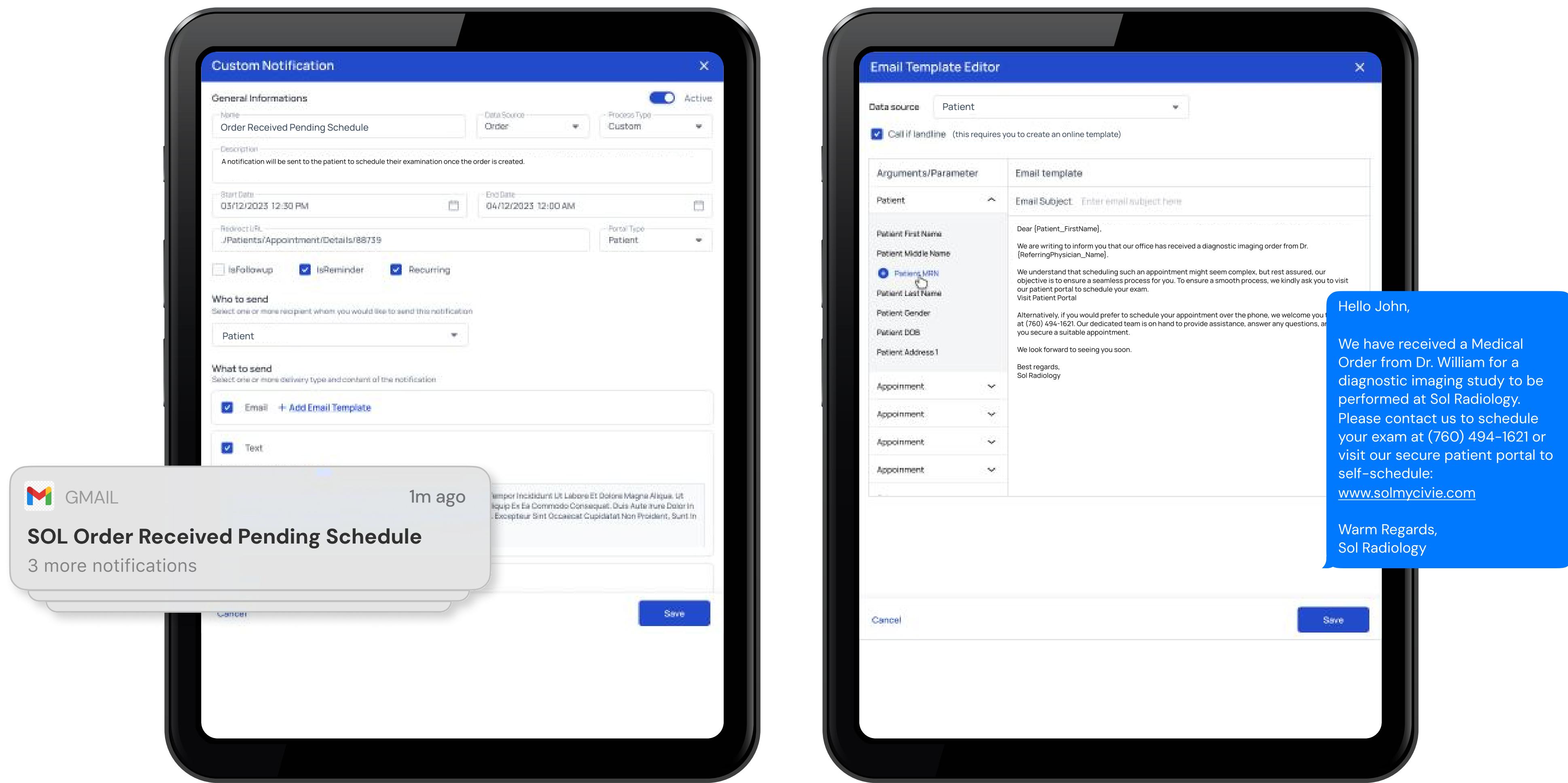
- Dynamic scripting
- Multilayered use cases
- Metric assessment
- Customized rule engine
- Monitor your staff performance

# Patients schedule their appointments in under 60 seconds

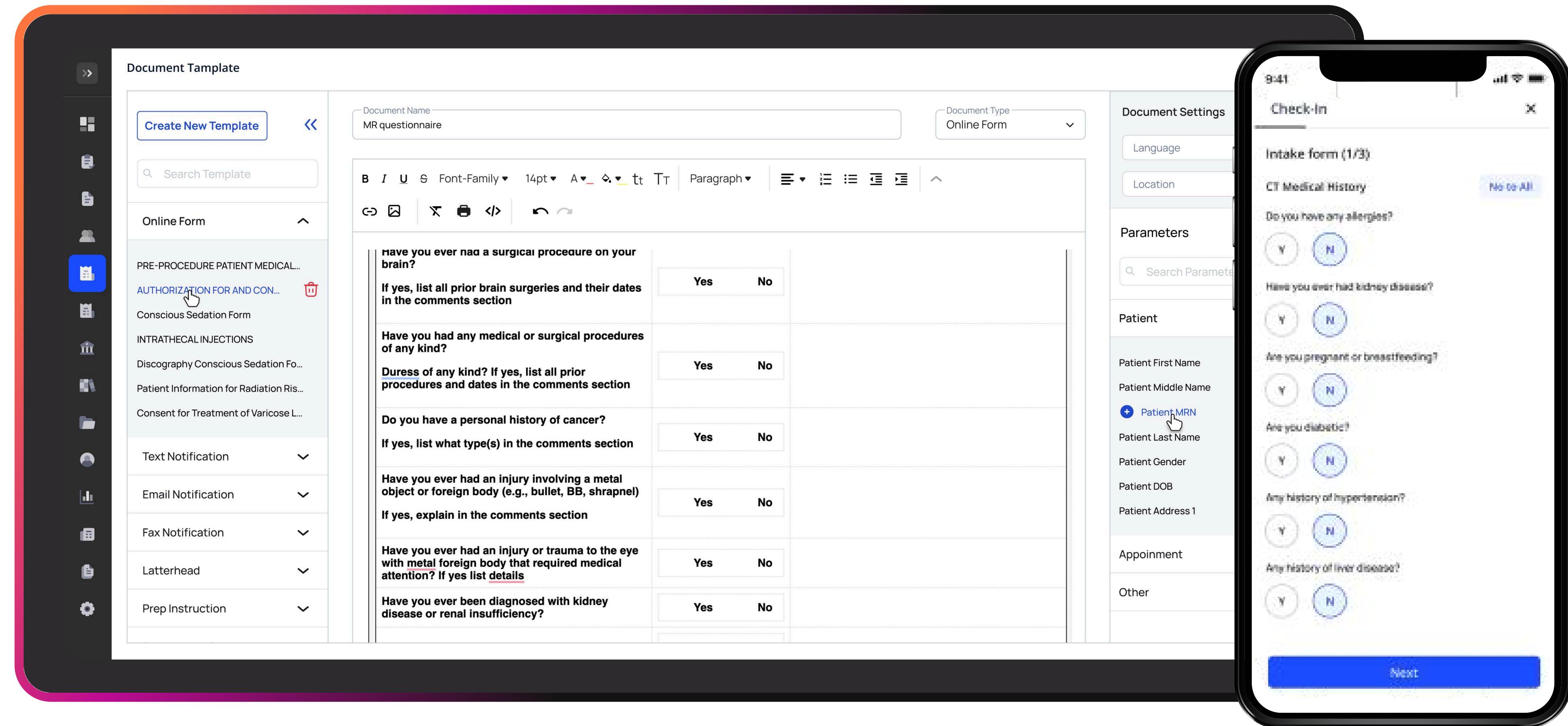
68% patients click on the self-scheduling link



# Capability to configure customizable user notifications



# Capability to create dynamic forms



The image shows a desktop application for document creation on the left and a mobile application for patient check-in on the right.

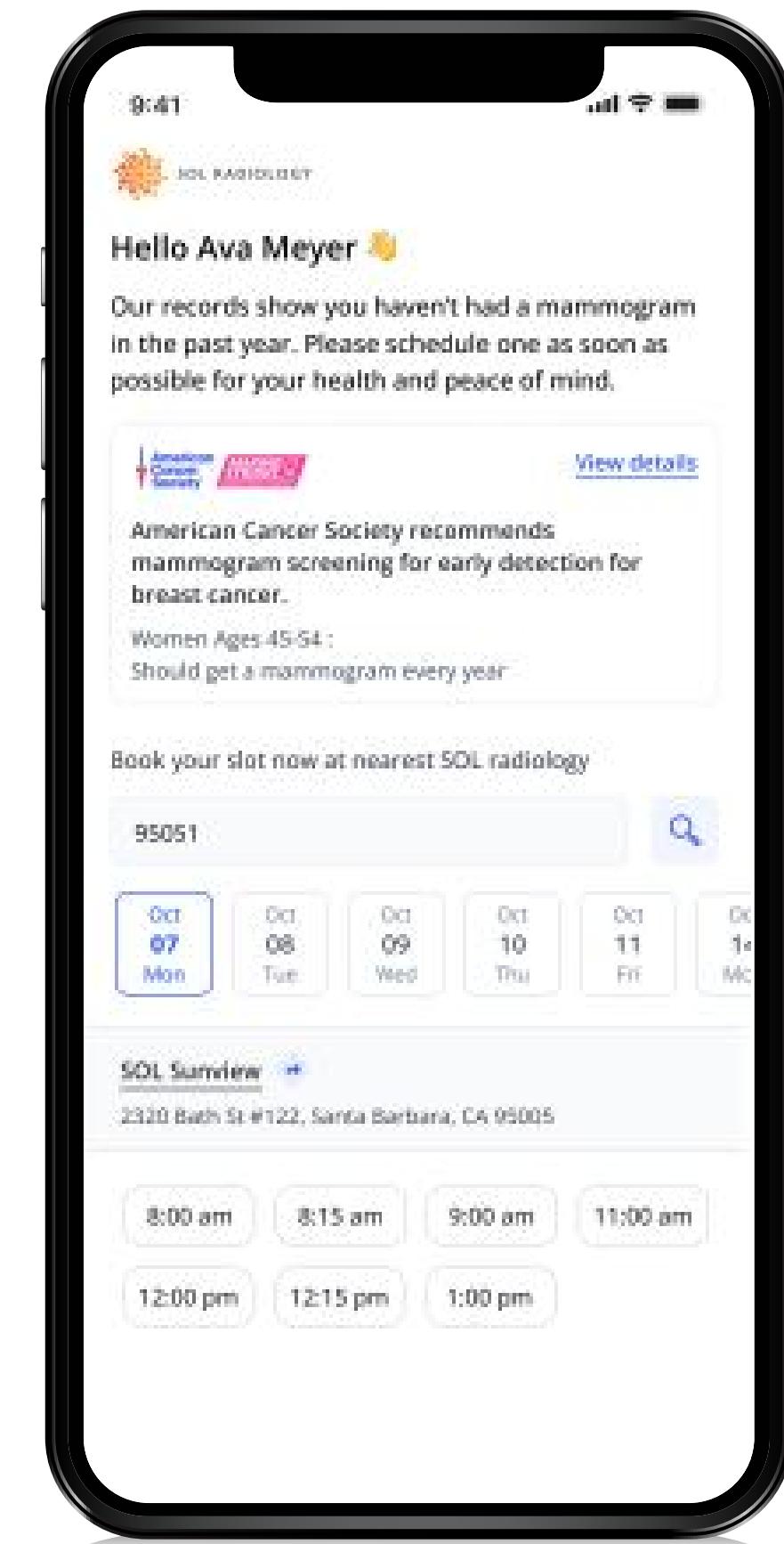
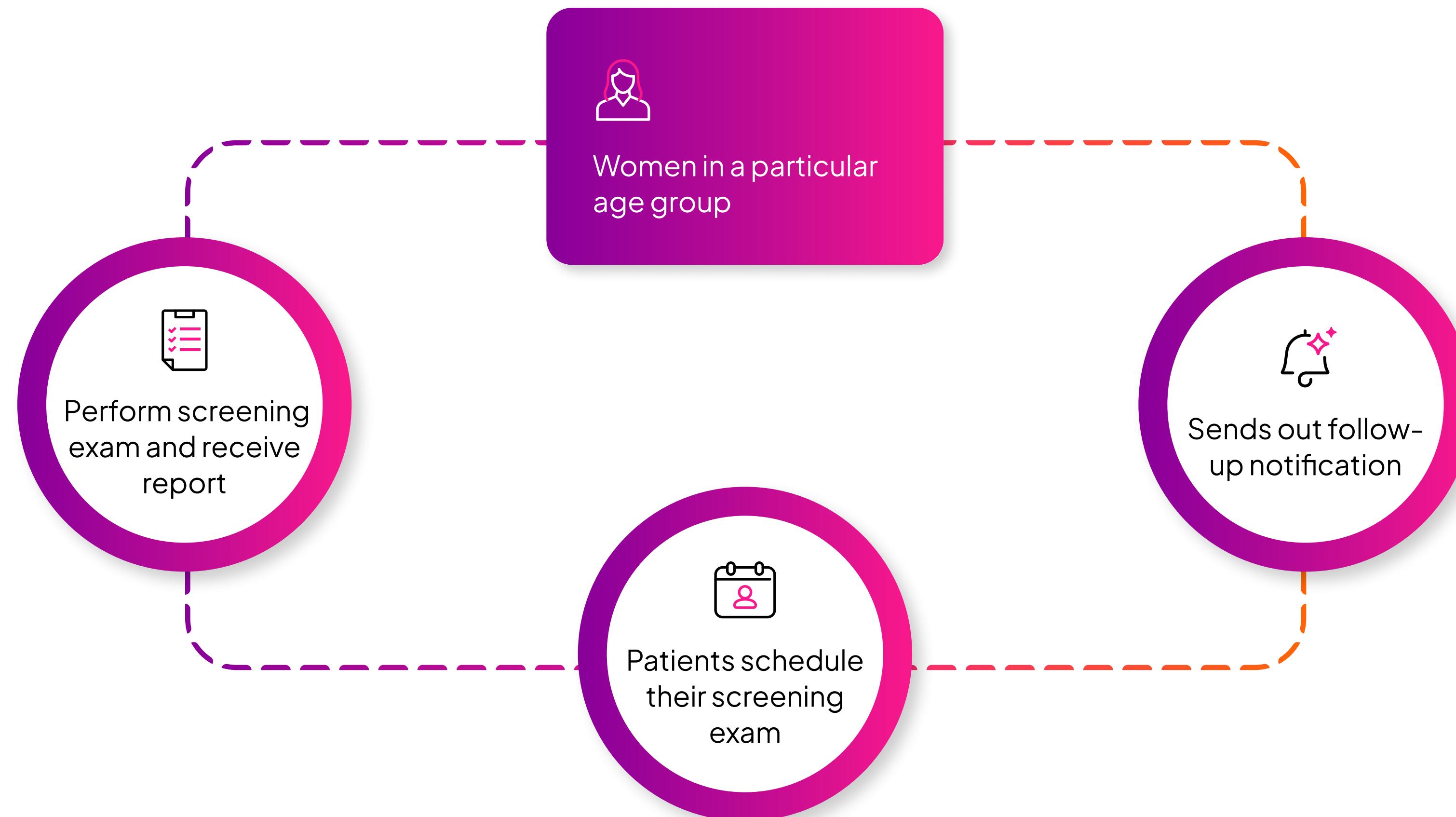
**Document Template (Desktop):**

- Header:** Document Name: MR questionnaire, Document Type: Online Form.
- Left Sidebar:** Navigation icons for Home, Templates, Patients, Forms, Notifications, and Settings. The 'Forms' icon is highlighted.
- Content Area:** A WYSIWYG editor with toolbar buttons for font, alignment, and other document settings.
- Form Content:** A series of questions with 'Yes' and 'No' radio buttons. The first question is: "Have you ever had a surgical procedure on your brain? If yes, list all prior brain surgeries and their dates in the comments section".

**Check-in (Mobile):**

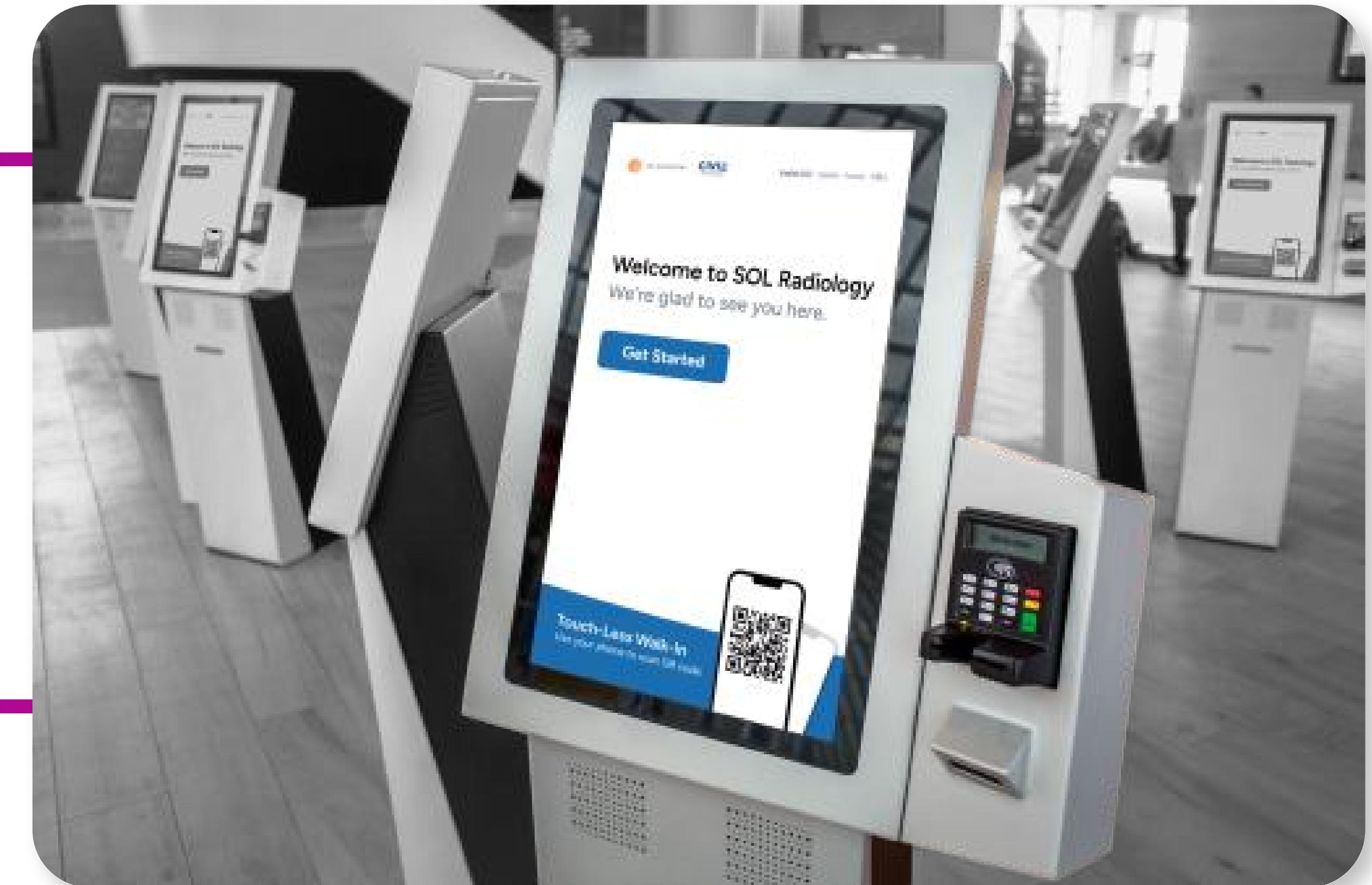
- Header:** 9:41, Check-in, Intake form (1/3).
- Left Sidebar:** Document Settings (Language, Location), Parameters (Search Parameter).
- Content Area:** A list of questions with 'Y' (Yes) and 'N' (No) radio buttons. The first question is: "Do you have any allergies?". Other questions include: "Have you ever had kidney disease?", "Are you pregnant or breastfeeding?", "Are you diabetic?", "Any history of hypertension?", and "Any history of liver disease?".
- Bottom:** A blue 'Next' button.

# Automated scheduling of recommended studies



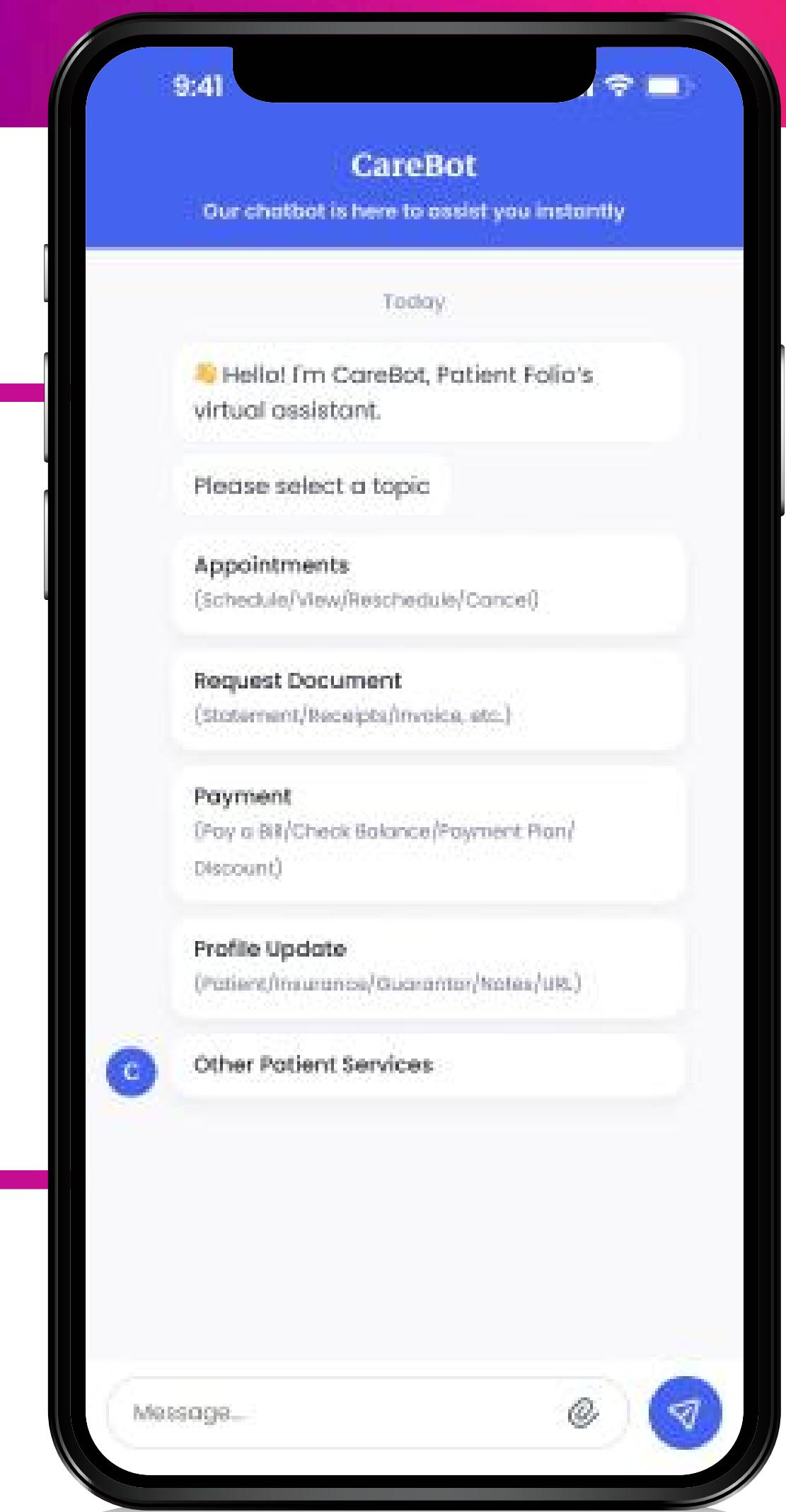
Our kiosk enables walk-in patients to schedule their appointments in under 5 minutes

- Shortens patient wait times by enabling quick check-ins, optimizing the registration process
- Cuts costs by removing the need for extra personnel to aid walk-in patients, allowing staff to focus on patient care over administrative tasks
- Offers patients immediate updates on exam wait times and required documentation



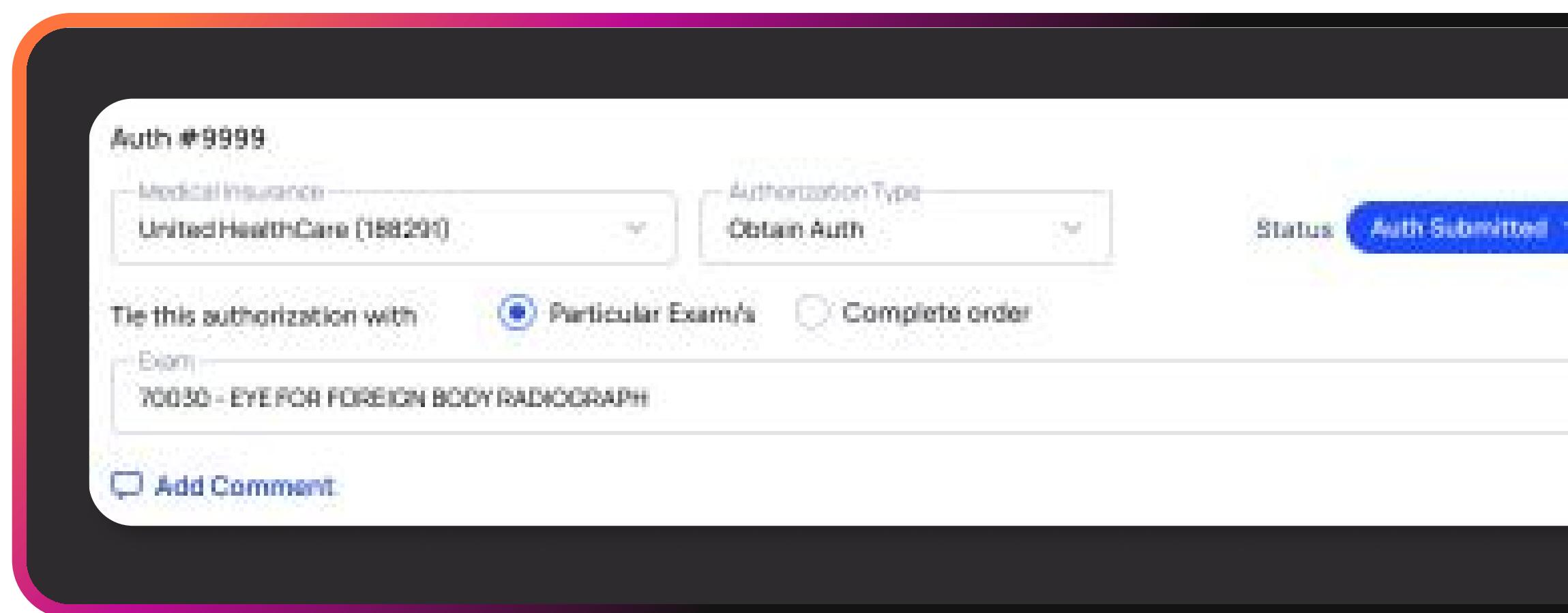
## Enhanced patient experience through Carebot

- Offers instant replies to common questions about appointments, procedures, and results, reducing wait times and enhancing patient satisfaction
- Streamlines the scheduling process by guiding patients through available options, scheduling and confirming appointments, and sending reminders
- Seamlessly transitions between different topics and user intents, maintaining coherence and relevance in the conversation



On receipt of an order, we obtain the insurance authorization from the carrier

- Robotic process automation
- Electronic data interchange
- Manual data collection



Auth #9999

Medical Insurance: United HealthCare (188291)

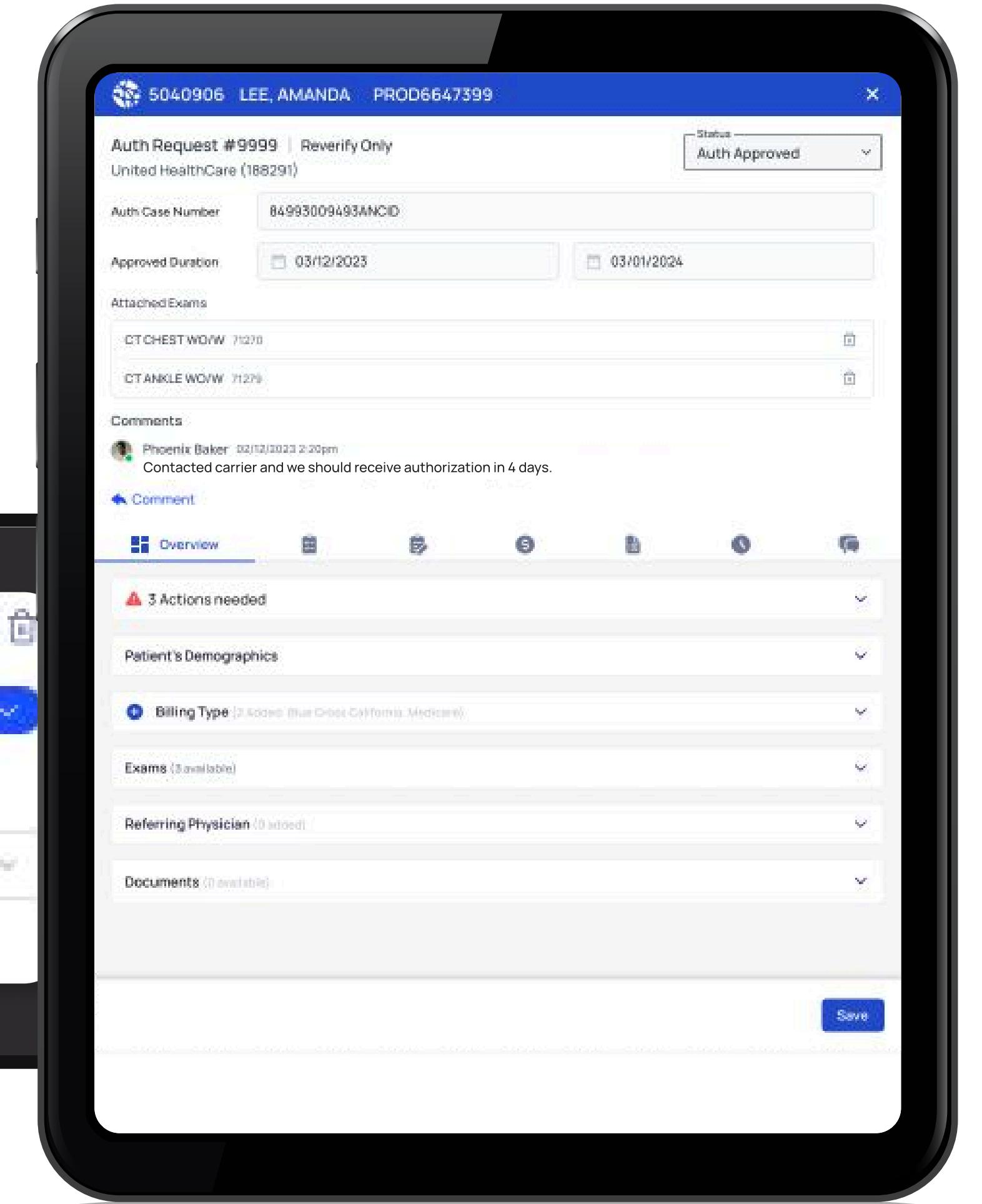
Authorization Type: Obtain Auth

Tie this authorization with:

Particular Exam/s  Complete order

Exam: 70050 - EYE FOR FOREIGN BODY RADIOGRAPH

Add Comment:



Auth Request #9999 | Reverify Only  
United HealthCare (188291)

Status: Auth Approved

Auth Case Number: 84993009493MCID

Approved Duration: 03/12/2023 - 03/01/2024

Attached Exams:

- CT CHEST TWO/W 71270
- CT ANKLE WO/W 71279

Comments:

Phoenix Baker 02/12/2023 2:20pm  
Contacted carrier and we should receive authorization in 4 days.

Comment:

Overview

3 Actions needed

Patient's Demographics

Billing Type (2 items: Blue Cross California, Medicare)

Exams (0 available)

Referring Physician (0 added)

Documents (0 available)

# 5-Step Order Journey through CIVIE



# After scheduling, our goal is to ensure a seamless exam day experience



A reminder text/email is sent 3 days prior to the appointment.

(Assists patient in completing tasks smoothly on exam day)



The front desk confirms the appointment through the admin portal calendar.

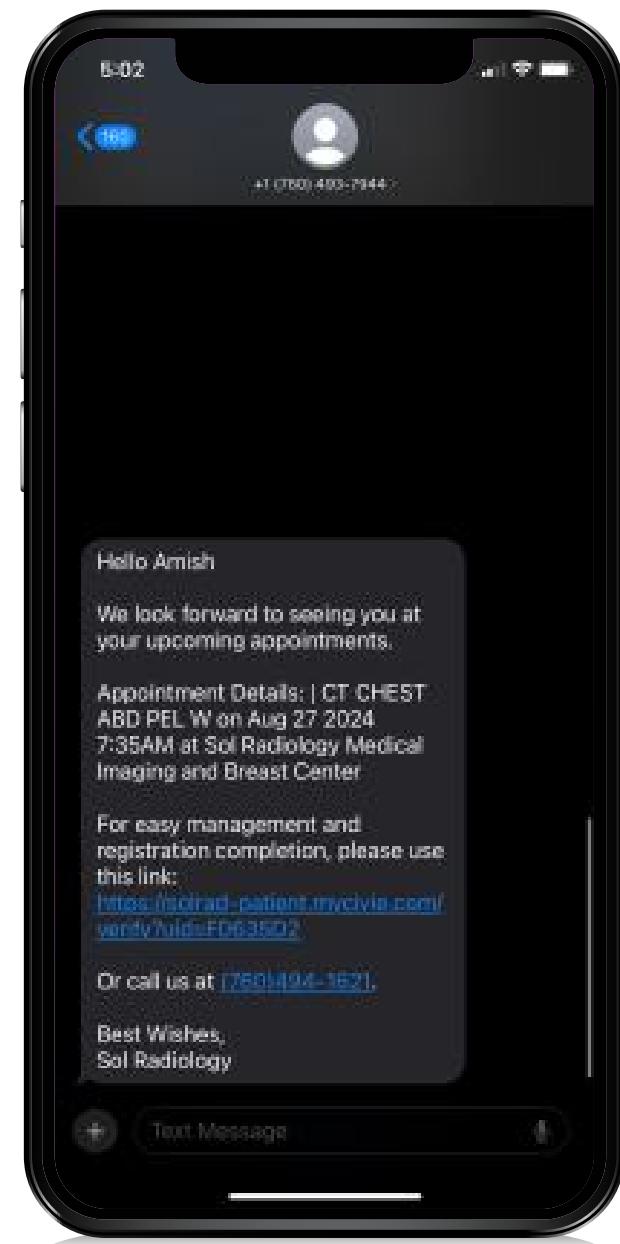


Technologist utilize the admin portal worklist to conduct the examination and maintain logs.

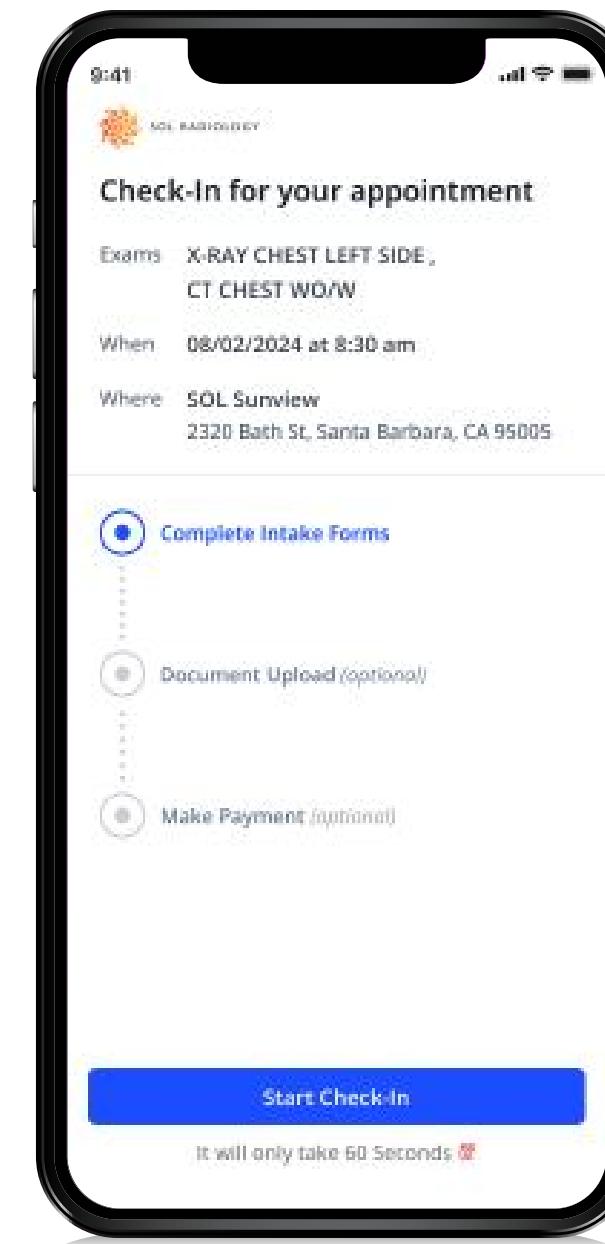
# Experience effortless patient check-in with streamlined, hassle-free processes

This process guarantees a smooth and efficient experience on exam day.

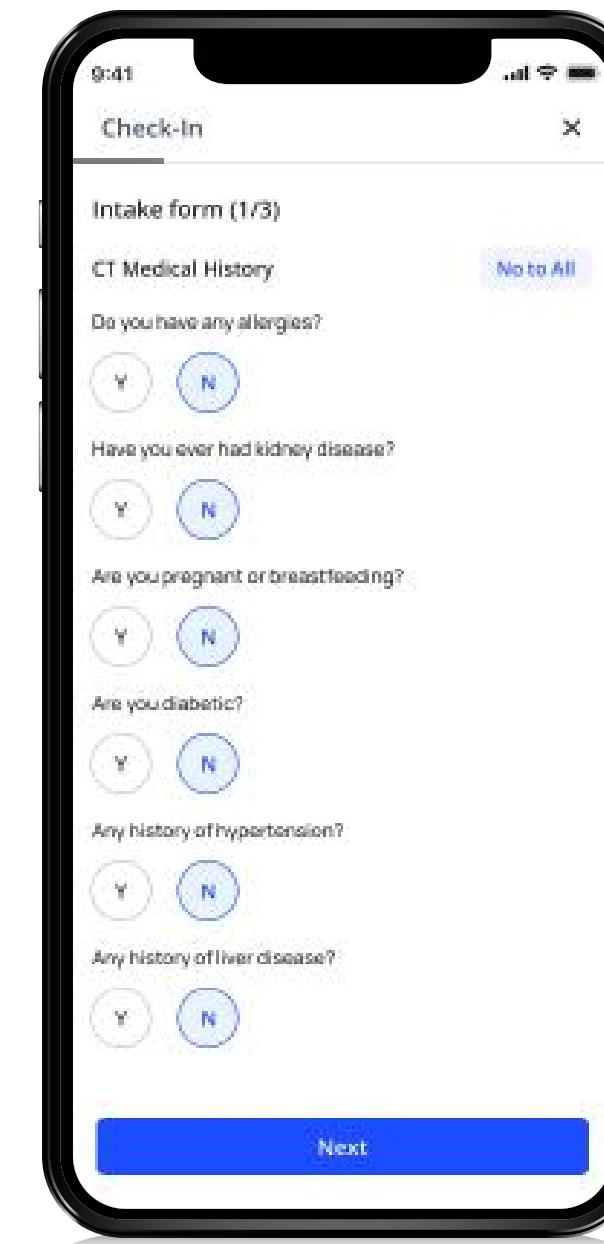
RECEIVES CHECK-IN TEXT



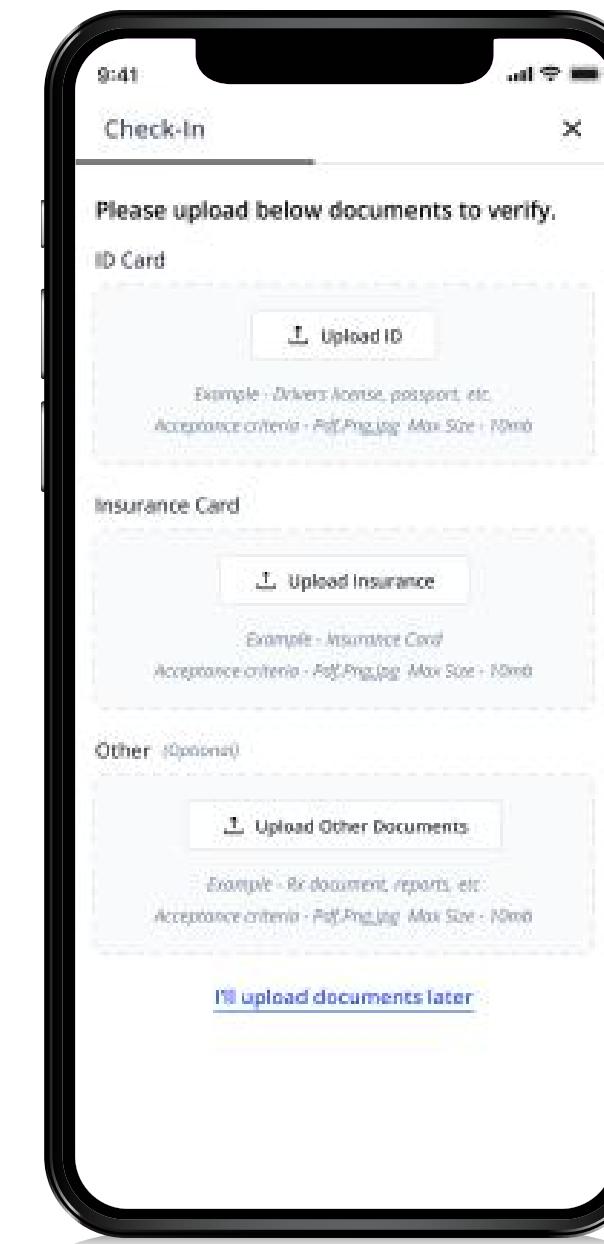
REVIEW & START



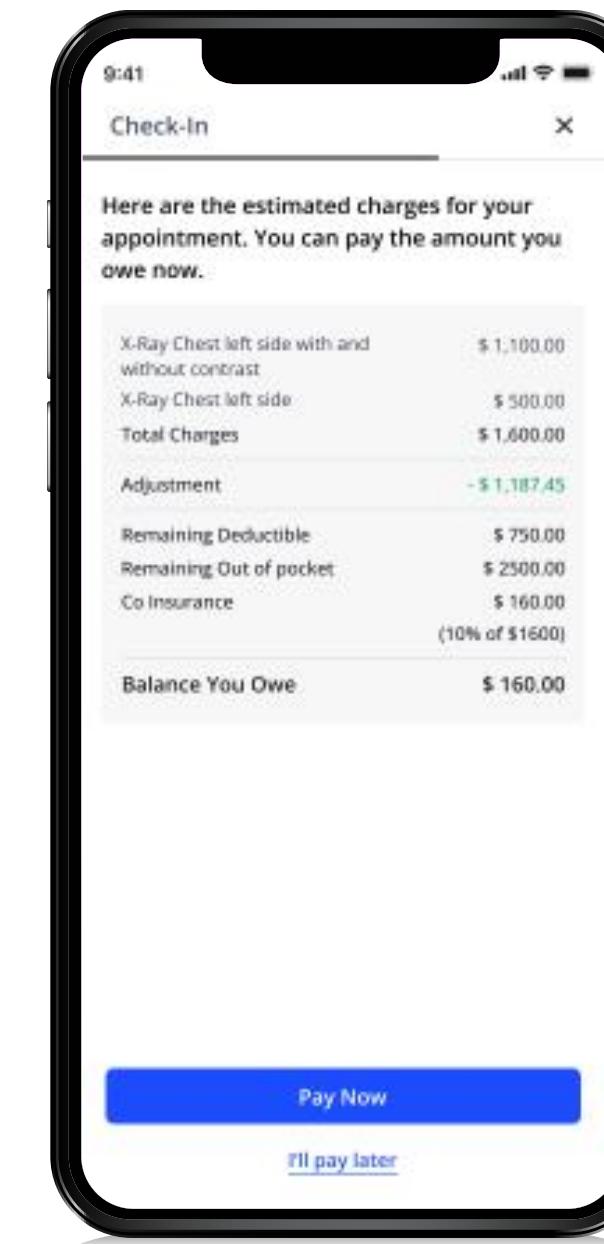
COMPLETE PENDING FORMS



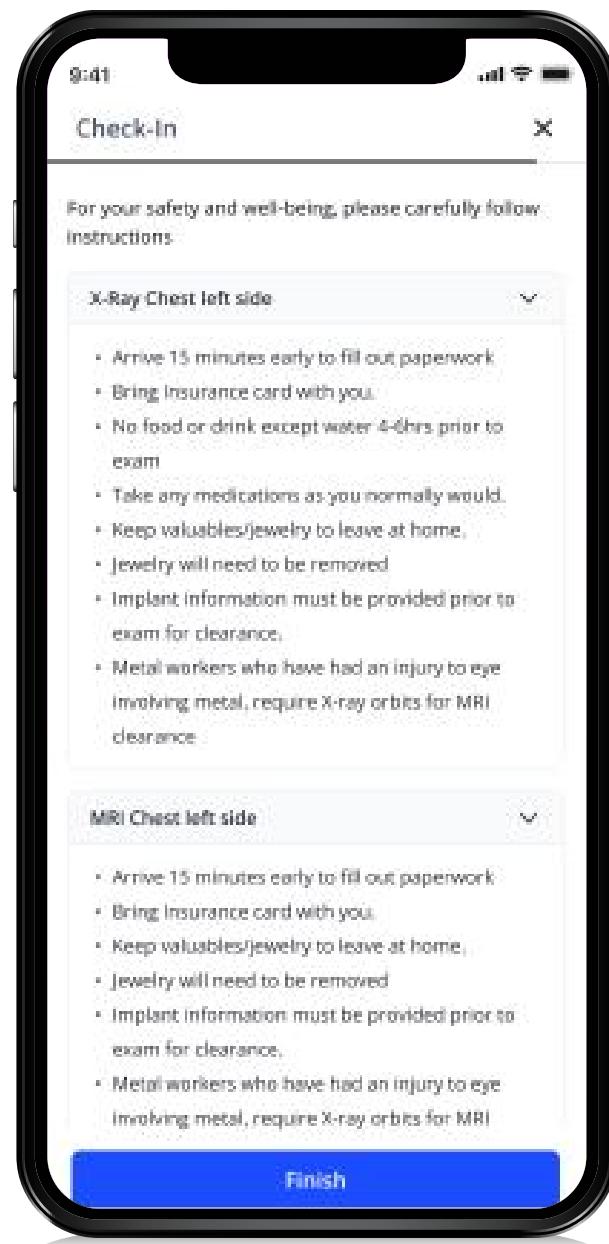
UPLOAD DOCUMENTS



MAKE PAYMENT

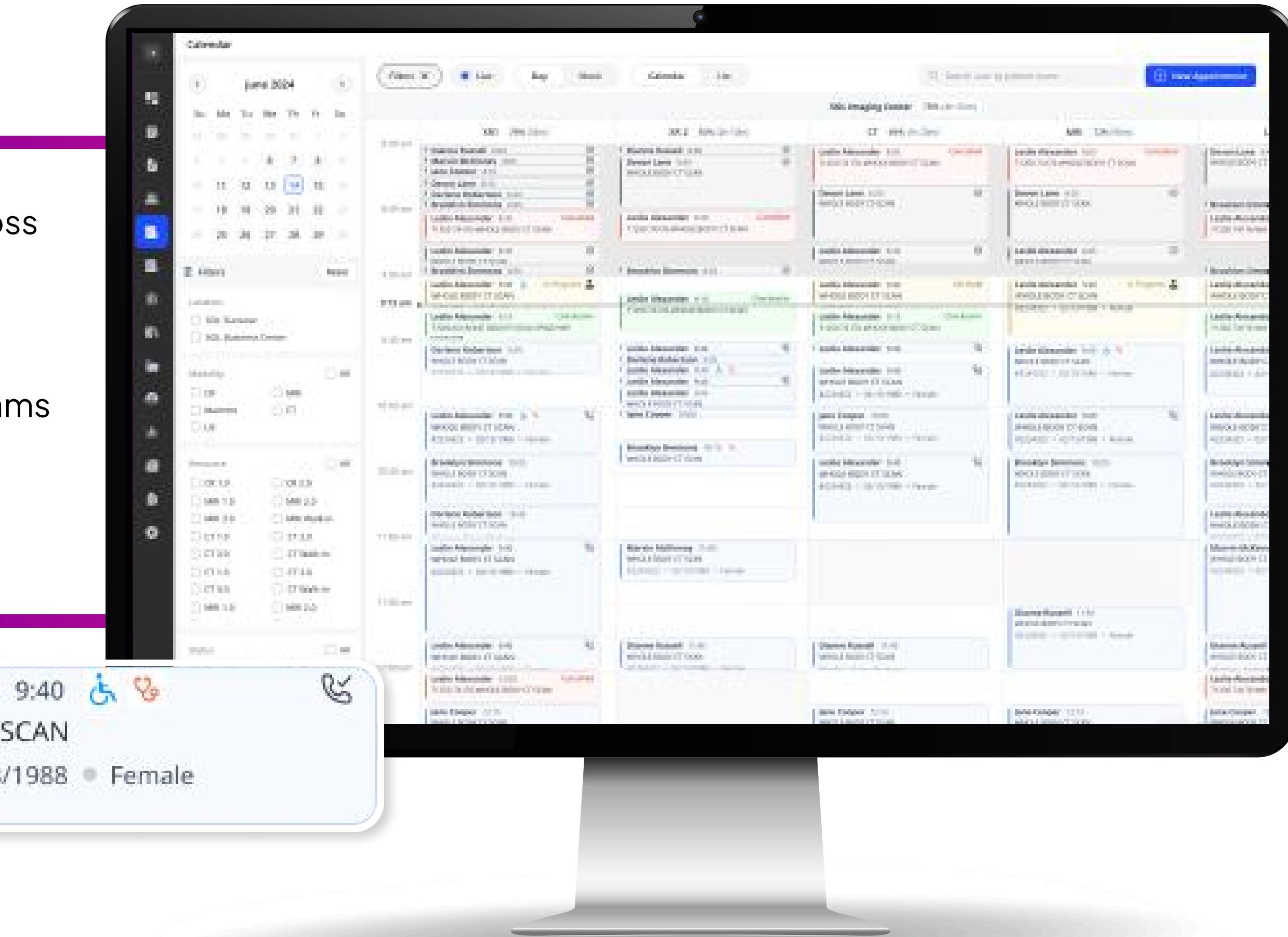


REVIEW INSTRUCTIONS



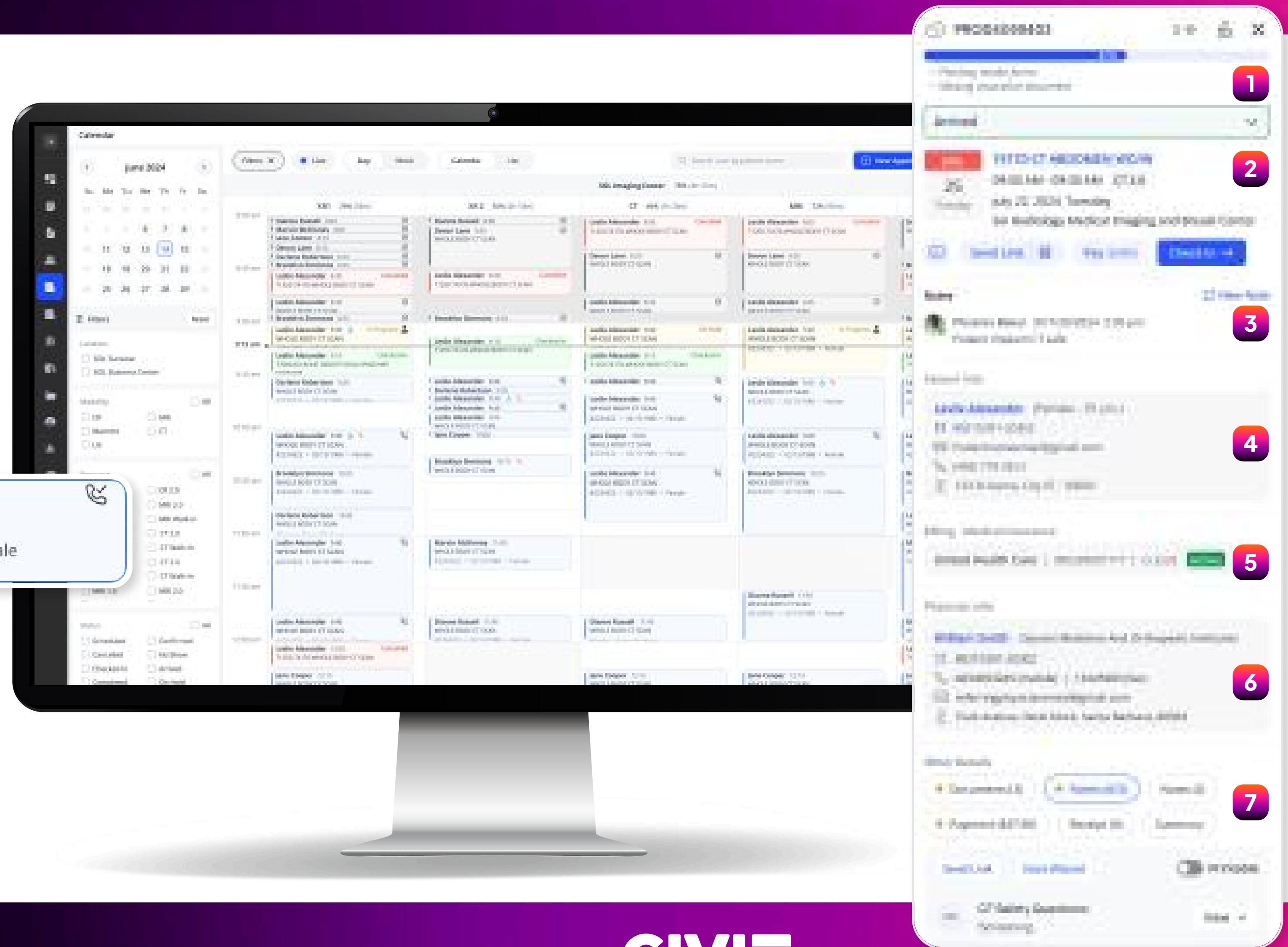
# The front desk manages the exam day schedule through the calendar

- Gain an overview of daily appointments across various locations
- Accommodate patient needs, such as wheelchairs, ensuring additional time for exams
- Easily access imaging center resources and utilization



# A quick glance at the patient appointment booking details

Once the front desk checks-in the patient

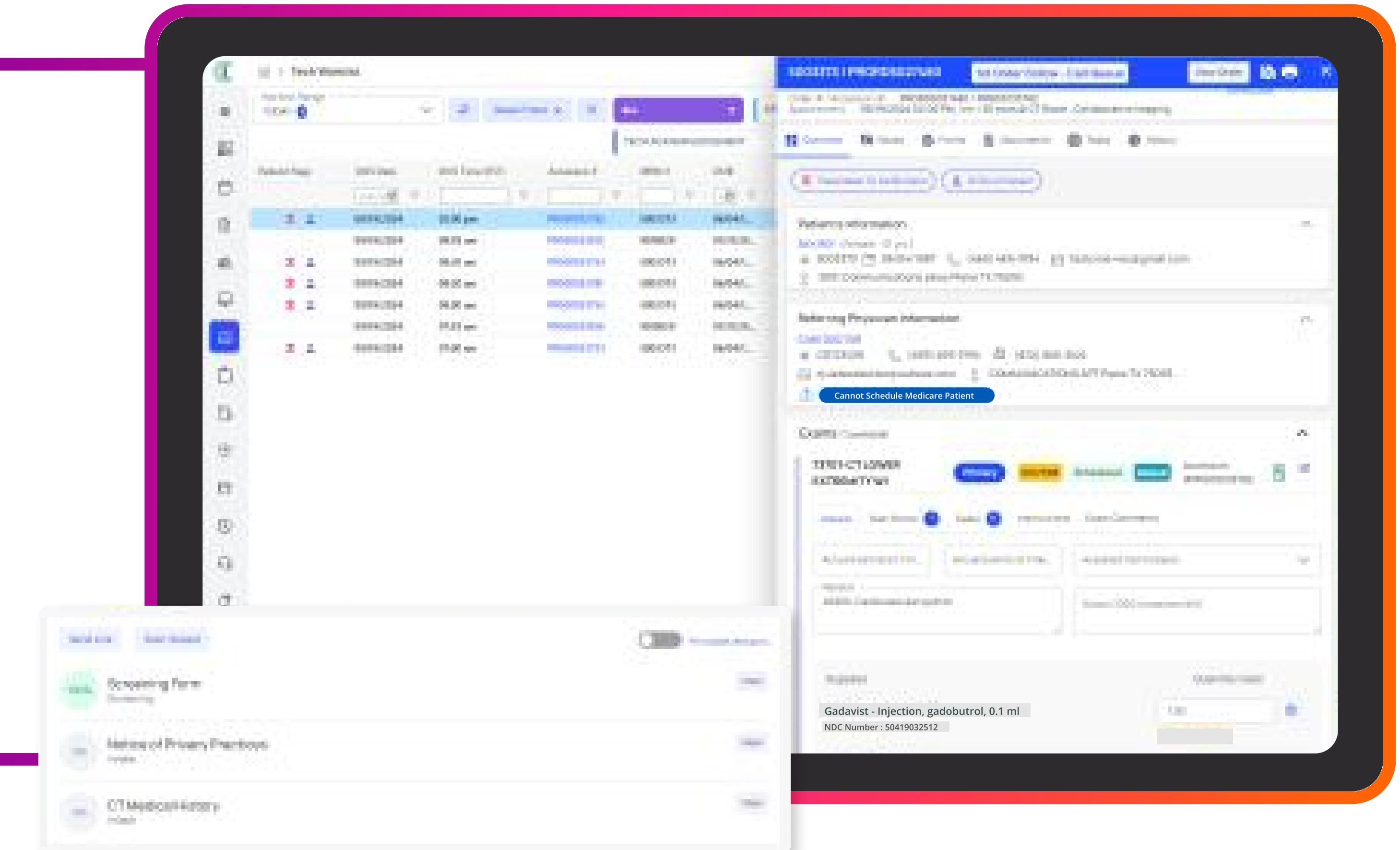


An all-in-one view for the front desk to successfully navigate patient appointments

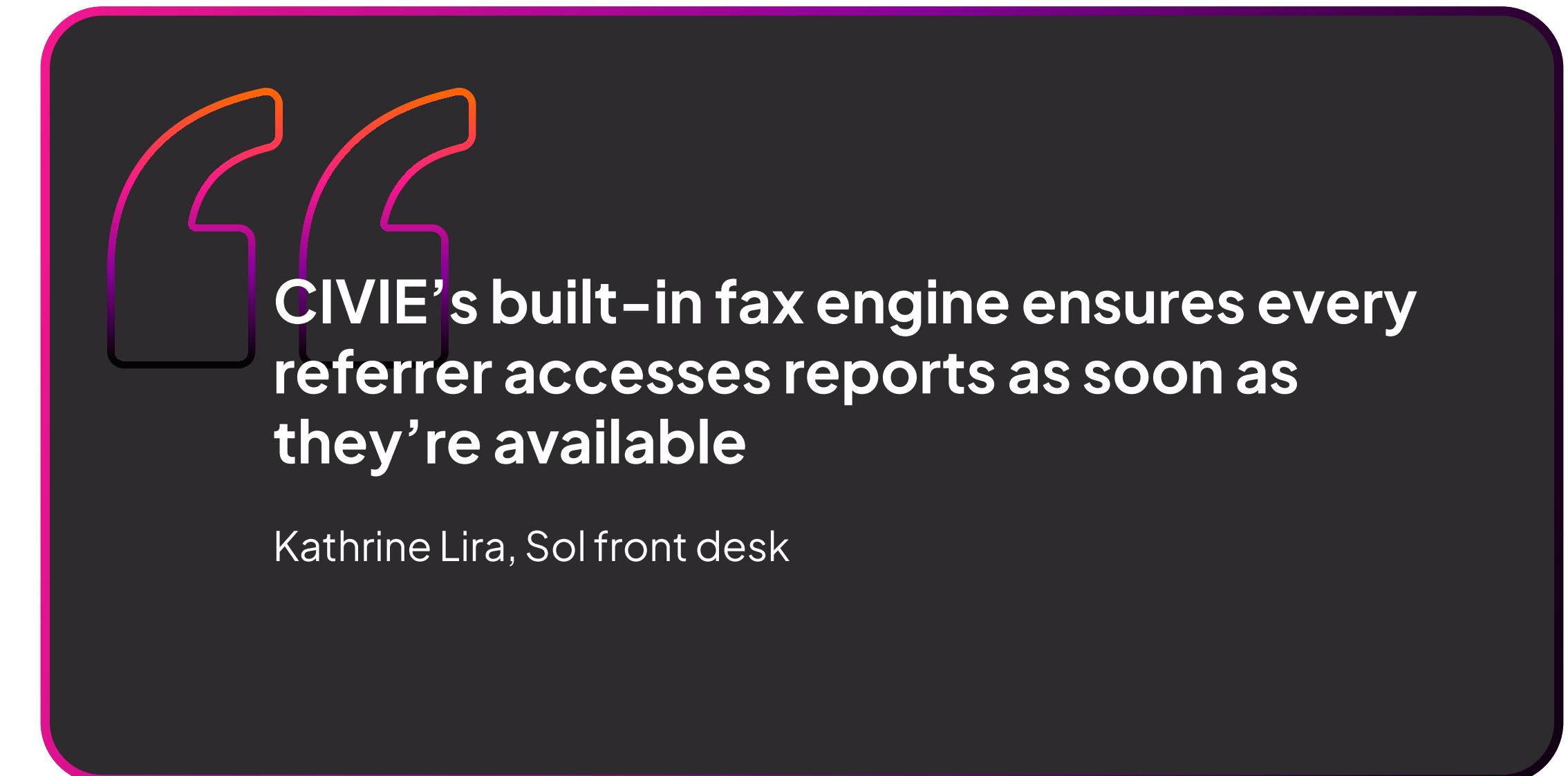
- 1 Order progress & pending items
- 2 Appointment overview & actions
- 3 Comments on the order
- 4 Patient info overview
- 5 Selected insurance
- 6 Referring physician details
- 7 Other order related info

# Technologists use the tech worklist to manage examinations

- The worklist helps technologists prioritize tasks efficiently based on urgency or scheduling needs
- Reduces errors by organizing appointment details (forms, authorizations, etc.), patient responses, and required procedures
- Clear appointment visibility aids technologists in preparing for patient interactions, improving the overall patient experience
- Enables tracking of completed and pending tasks for performance assessment and resource management



## 5-Step Order Journey through CIVIE



When reports are available, we promptly distribute them to physicians via their preferred mode of communication (fax, email, text)

**CIVIE Admin Portal**

**RADIOLOGY REPORT AVAILABLE NOTIFY PHYSICIAN**  
Delivered to - referringjohn doe@gmail.com @11:50 PM

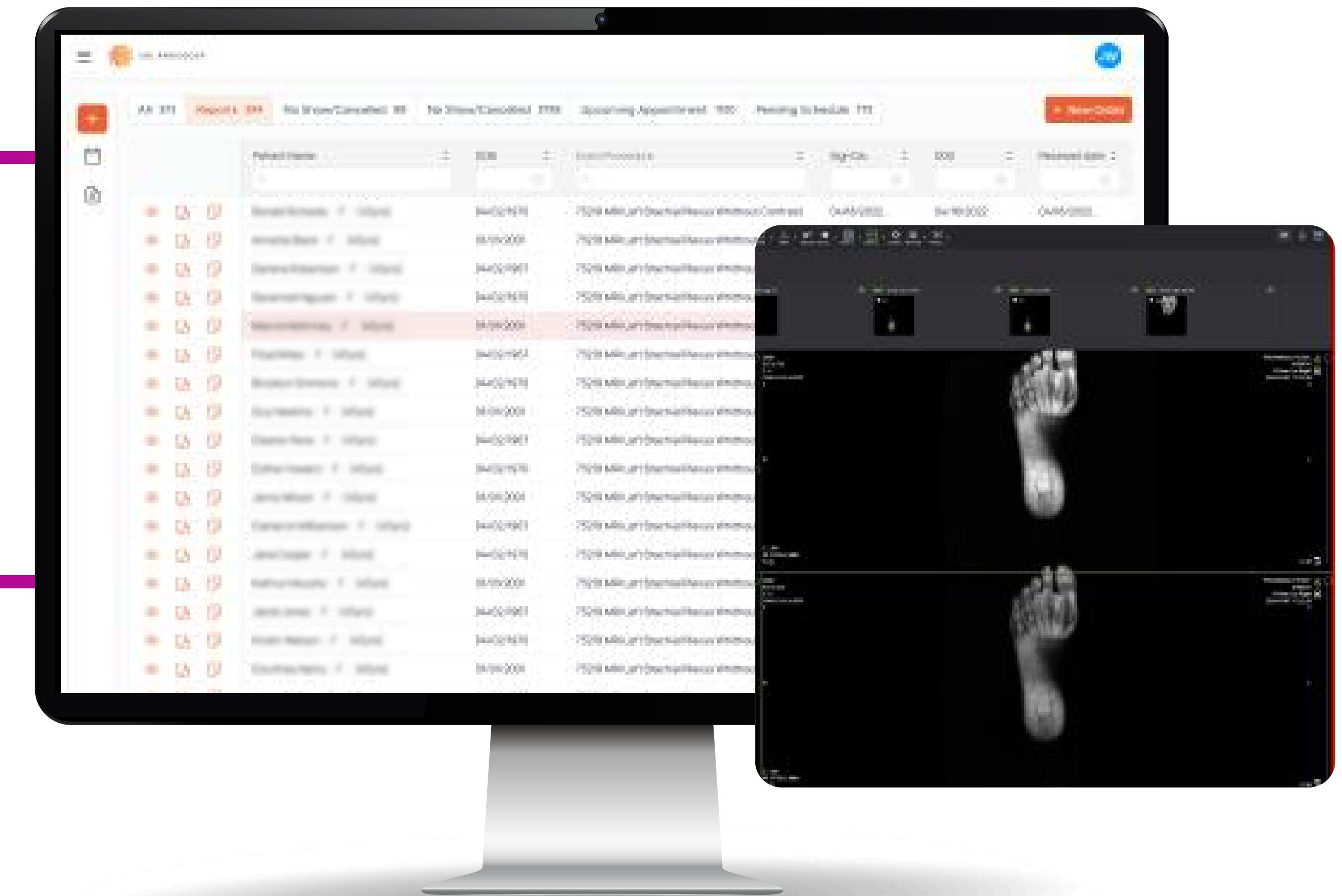
**NOTIFICATION TRIGGERED TO PHYSICIAN**

**11:56**  
July 6, Wednesday

**GMAIL**  
Radiology Report Available  
3 more notifications

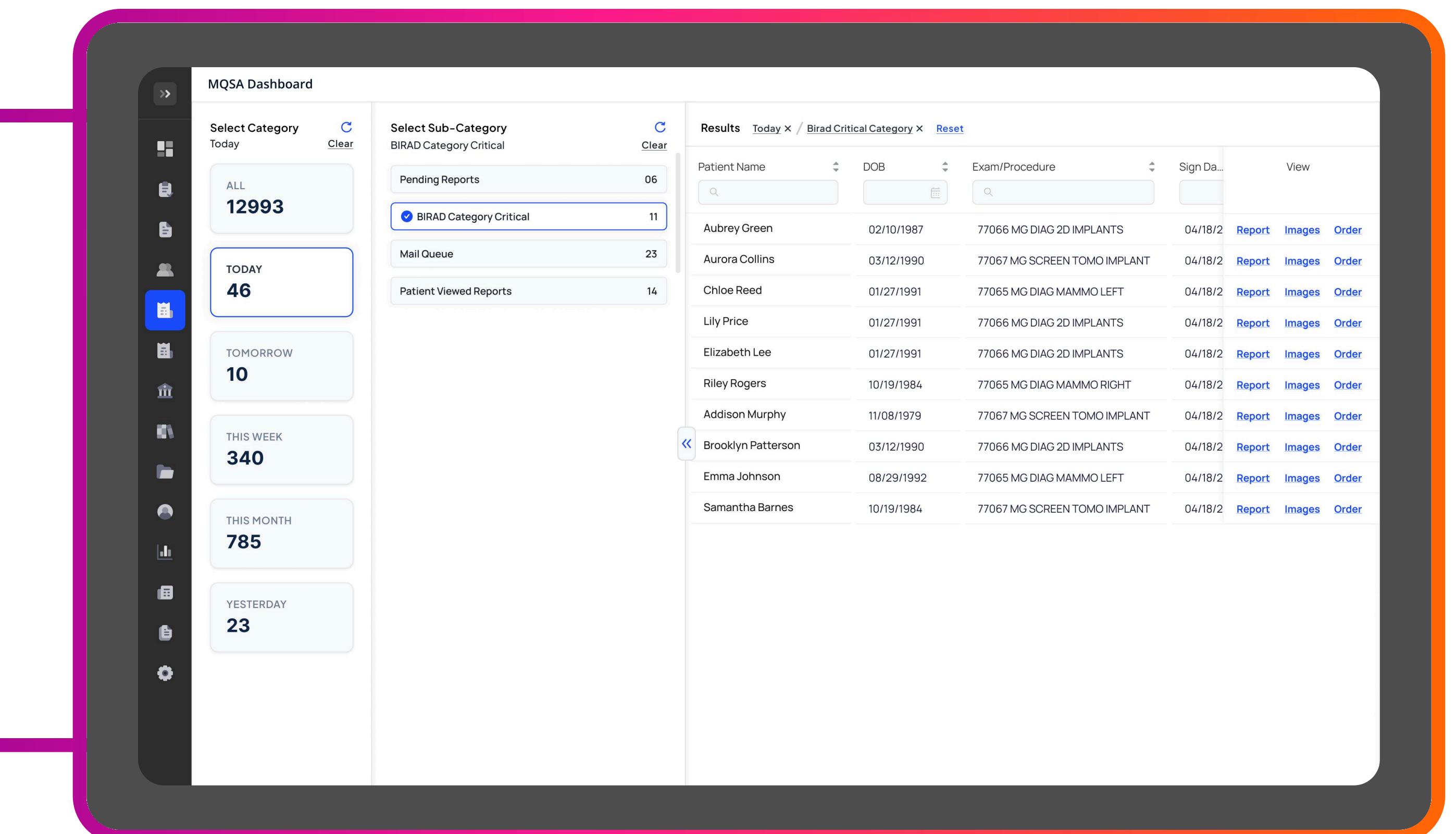
# Physicians and patients can view images and read reports through their individual portals

- Physicians can access images just minutes after the examination, eliminating the need to wait for the radiology report
- Patients can access their medical history, make payments, and schedule appointments, all in one place through the patient portal



# Our women's health solution (MQSA) guarantees high-quality mammography services

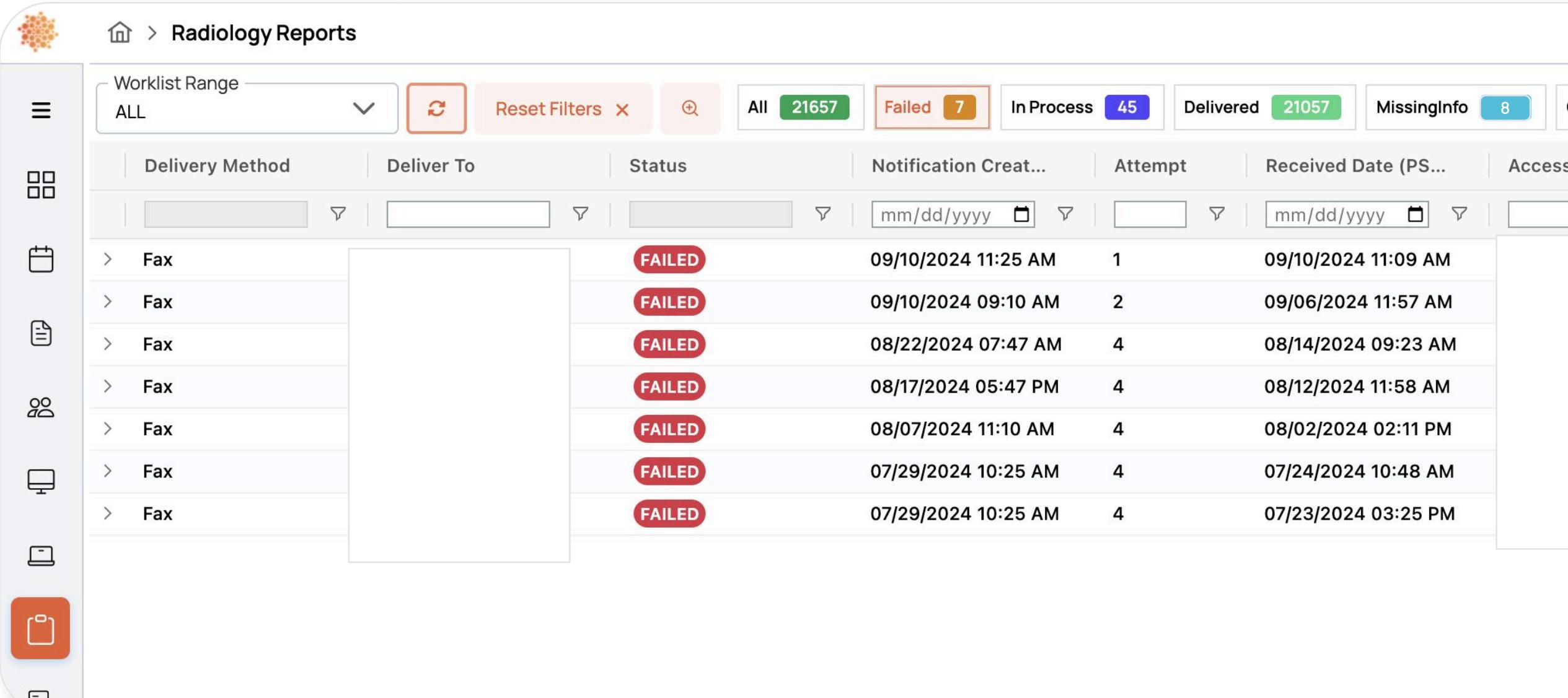
- Compliant with MQSA and FDA standards for the highest level of patient safety and quality care in mammography
- Extract BiRads codes, follow-up recommendations, and breast density data from radiology reports for compliance and follow-up efficiency
- Timely distribution of lay letters via the texts, patient portal and traditional mail services



The screenshot displays the MQSA Dashboard interface. On the left, a sidebar lists various icons for navigation. The main dashboard area has two sections: 'Select Category' and 'Select Sub-Category'. Under 'Select Category', the 'Today' section shows 'ALL 12993' and 'TODAY 46'. Under 'Select Sub-Category', the 'BIRAD Category Critical' section shows 'Pending Reports 06', 'BIRAD Category Critical 11' (with a checked checkbox), 'Mail Queue 23', and 'Patient Viewed Reports 14'. To the right, a table titled 'Results' shows patient data for 'Today' and 'Birad Critical Category'. The table includes columns for Patient Name, DOB, Exam/Procedure, and Sign Date, with links for Report, Images, and Order. The data in the table is as follows:

Patient Name	DOB	Exam/Procedure	Sign Date	View
Aubrey Green	02/10/1987	77066 MG DIAG 2D IMPLANTS	04/18/2	Report Images Order
Aurora Collins	03/12/1990	77067 MG SCREEN TOMO IMPLANT	04/18/2	Report Images Order
Chloe Reed	01/27/1991	77065 MG DIAG MAMMO LEFT	04/18/2	Report Images Order
Lily Price	01/27/1991	77066 MG DIAG 2D IMPLANTS	04/18/2	Report Images Order
Elizabeth Lee	01/27/1991	77066 MG DIAG 2D IMPLANTS	04/18/2	Report Images Order
Riley Rogers	10/19/1984	77065 MG DIAG MAMMO RIGHT	04/18/2	Report Images Order
Addison Murphy	11/08/1979	77067 MG SCREEN TOMO IMPLANT	04/18/2	Report Images Order
Brooklyn Patterson	03/12/1990	77066 MG DIAG 2D IMPLANTS	04/18/2	Report Images Order
Emma Johnson	08/29/1992	77065 MG DIAG MAMMO LEFT	04/18/2	Report Images Order
Samantha Barnes	10/19/1984	77067 MG SCREEN TOMO IMPLANT	04/18/2	Report Images Order

Our integrated fax engine tracks unsuccessful fax deliveries to ensure that each referral receives the report



The screenshot shows a software interface titled 'Radiology Reports'. On the left is a vertical toolbar with icons for home, search, filters, and other functions. The main area is a table titled 'Worklist Range' with a dropdown set to 'ALL'. The table has columns for 'Delivery Method' (showing 'Fax' repeated), 'Deliver To' (empty), 'Status' (all 'FAILED'), 'Notification Create...', 'Attempt' (ranging from 1 to 4), 'Received Date (PS...)', 'Accession #', 'Patient Name', and 'MRN'. A summary bar at the top of the table shows 'Failed' with a count of 7. A callout box on the right highlights the following features:

- System queues unsuccessful faxes at varied intervals to improve delivery success
- Provides real-time monitoring of failed faxes, with notifications sent via email and text
- The module allows staff to send reports to multiple physicians upon request

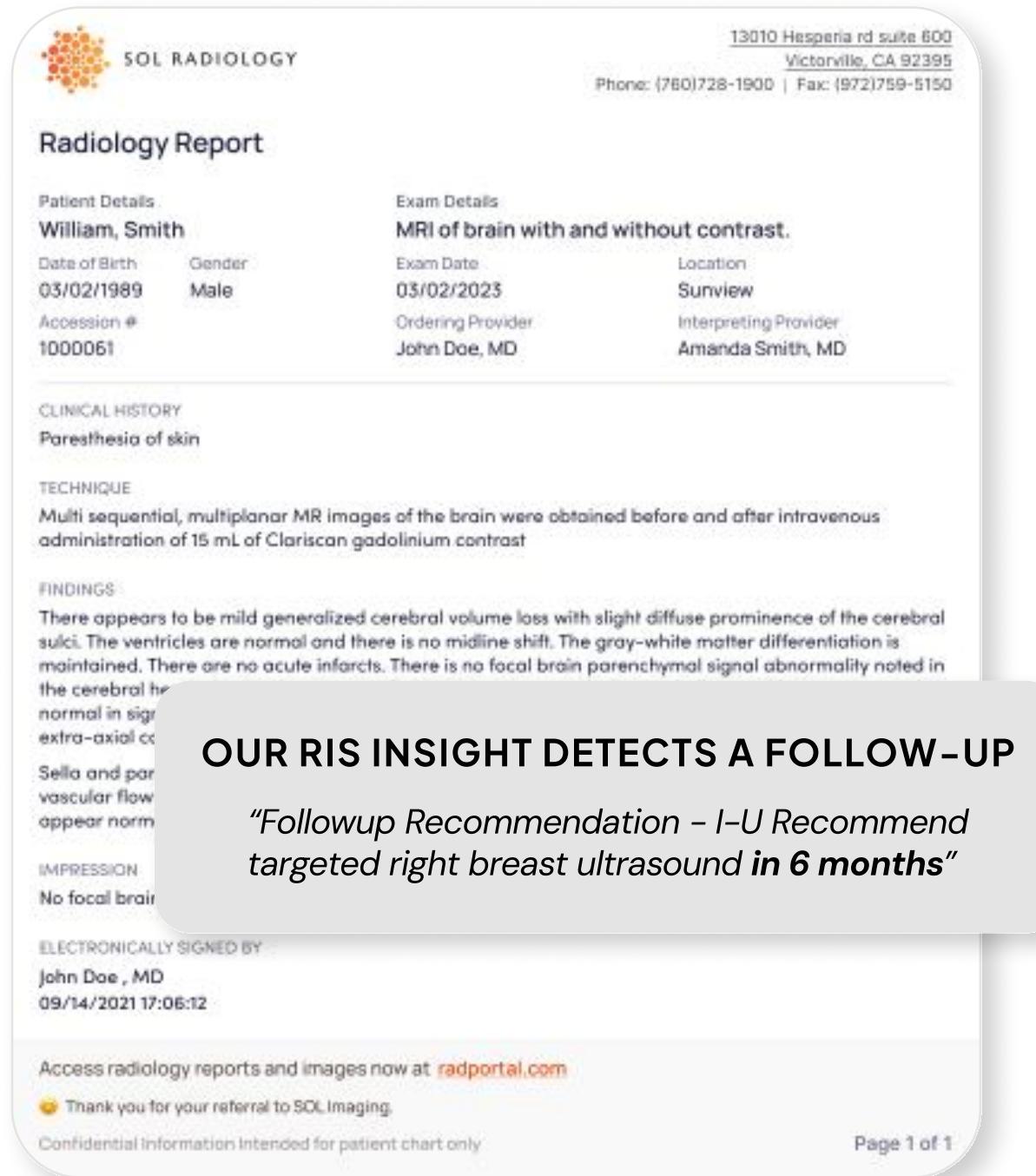
# Our RIS Insight AI System helps prevents patient leakage



Studies show that on an average ~20–30% patient leakage across the industry



Our RIS Insight AI System helps prevents patient leakages by creating follow-up appointments based on the reports



**GET ACKNOWLEDGMENT FROM PHYSICIAN**

New Order Requisition

Female | Exam Date: 03/02/2023 | Location: Sunview | Interpreting Provider: Amanda Smith, MD

Exam Details: 76642-US BREAST LIMITED, RIGHT | ROUTINE | ICD Code: Search ICD

Add More Exams: Clinical History / Concerns / Reasons, Add symptoms or any special conditions, Additional Note

Practice: Choice Medical Group- QI/ UM/ CM | Referring Physician: CIVIE FINAL TEST | CC Physician(s): Search Referring Physician

**Acknowledge Order**

**CREATE & QUEUE ORDER ON ADMIN PORTAL WITH DATE**

Followup Due Date: 03/12/2025

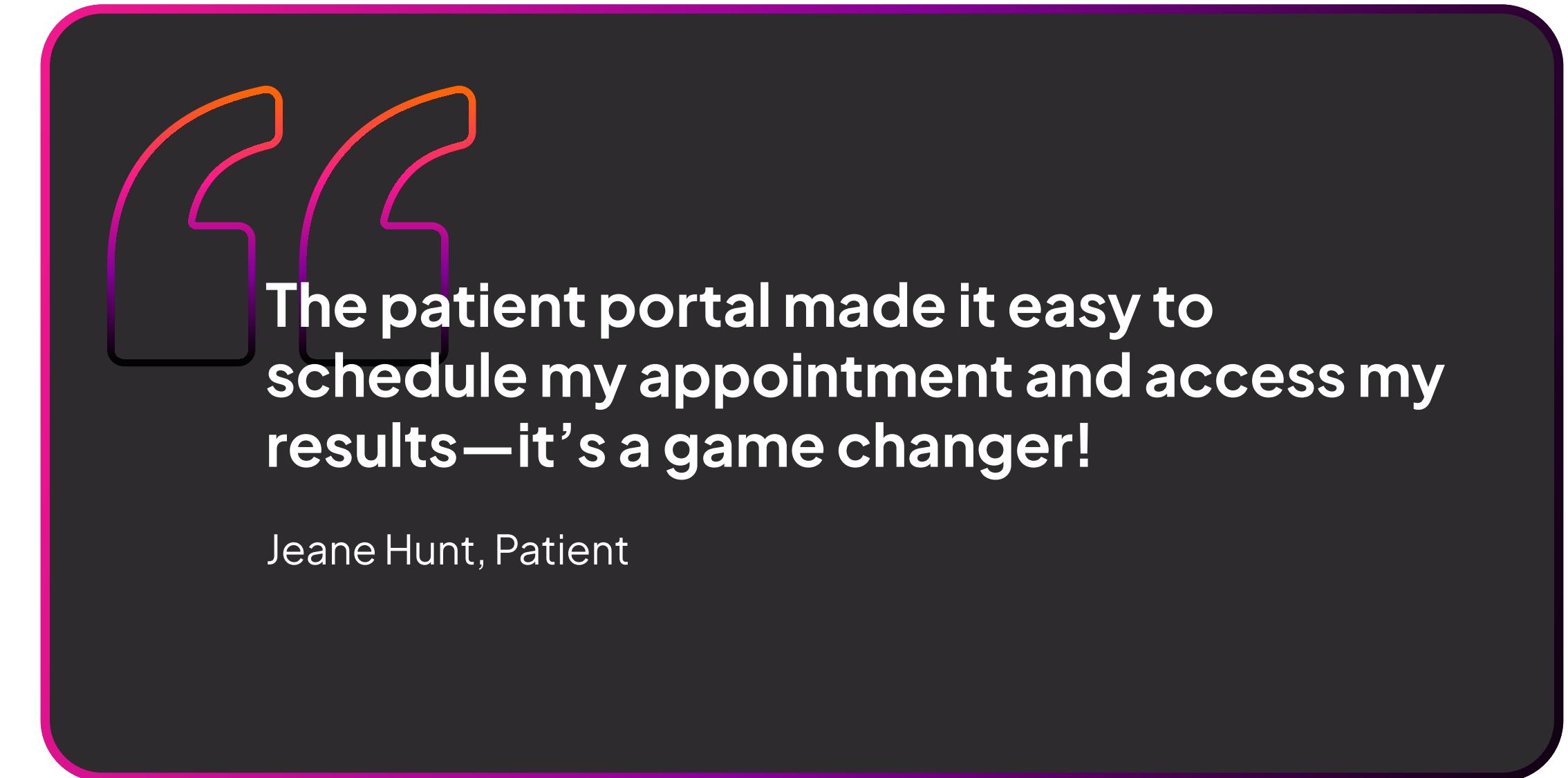
Exams: Followup Due Date (if available): 03/12/2025

76642 - US BREAST LIMITED, RIGHT | Accession #: 554637819PR | Appointment - July 11, 2023 Tuesday 10:30 am to 12:00 pm | Location - Sol Radiology, Sunview Center

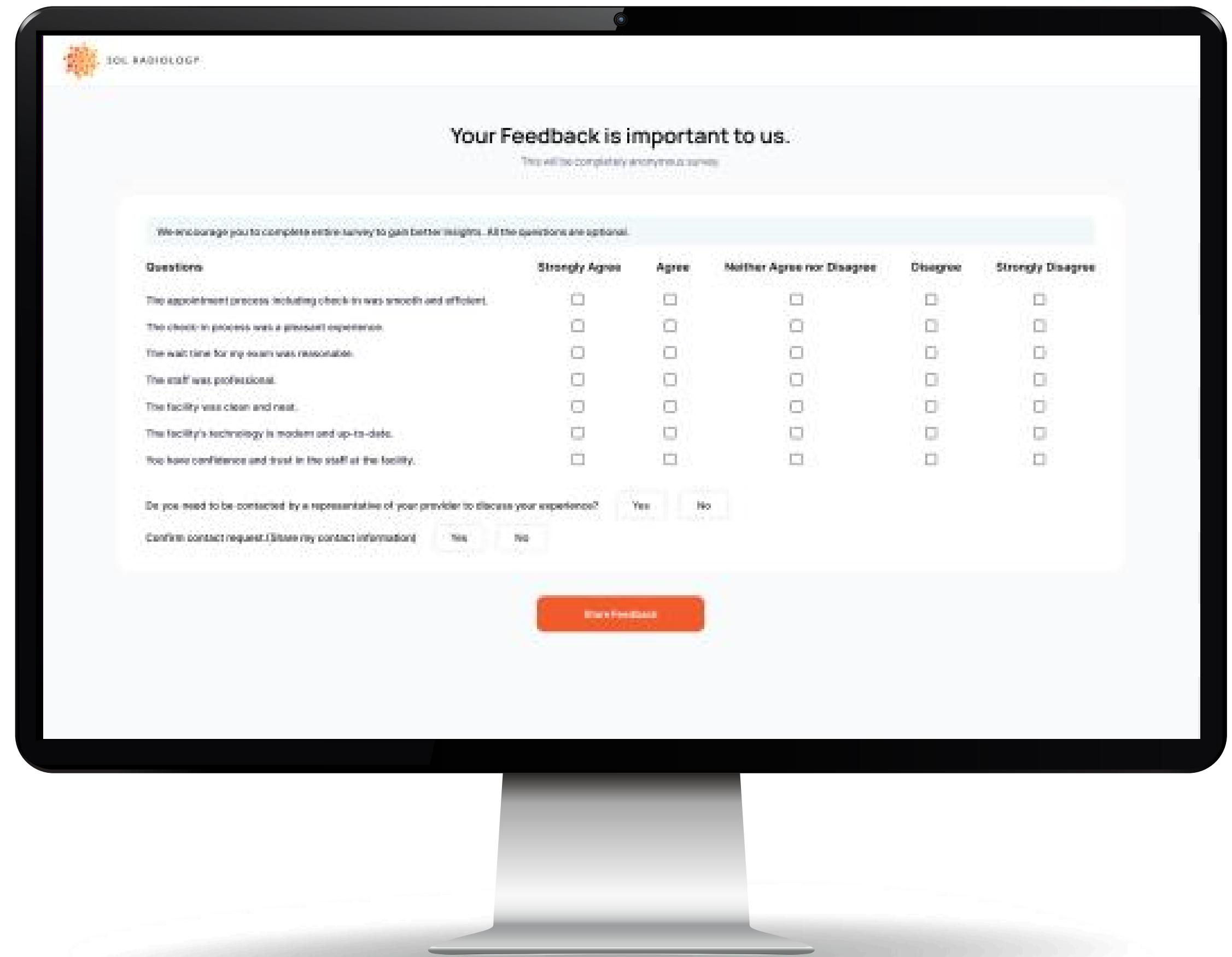
Instructions, Comments, Tasks, History

Reasons, Symptoms, Notes

# 5-Step Order Journey through CIVIE



We prioritize our customers, making their feedback crucial for continuous system enhancement



## Patient portal KPIs

**46%**

Scheduled via patient portal

**95%**

Positive patient approval

**25%**

Reduced call center volumes



I loved how I could quickly find available times that worked for my busy schedule, which was a huge relief. Having all my appointment details in one place was a plus.

Patient



I received timely notifications about my examination, which made planning so easy. Completing the pre-procedure forms at home was convenient and made the process so much simpler.

Patient



The registration process for my exam on the portal was incredibly smooth and user-friendly. All my information was pre-filled, and all I had to do was schedule my exam.

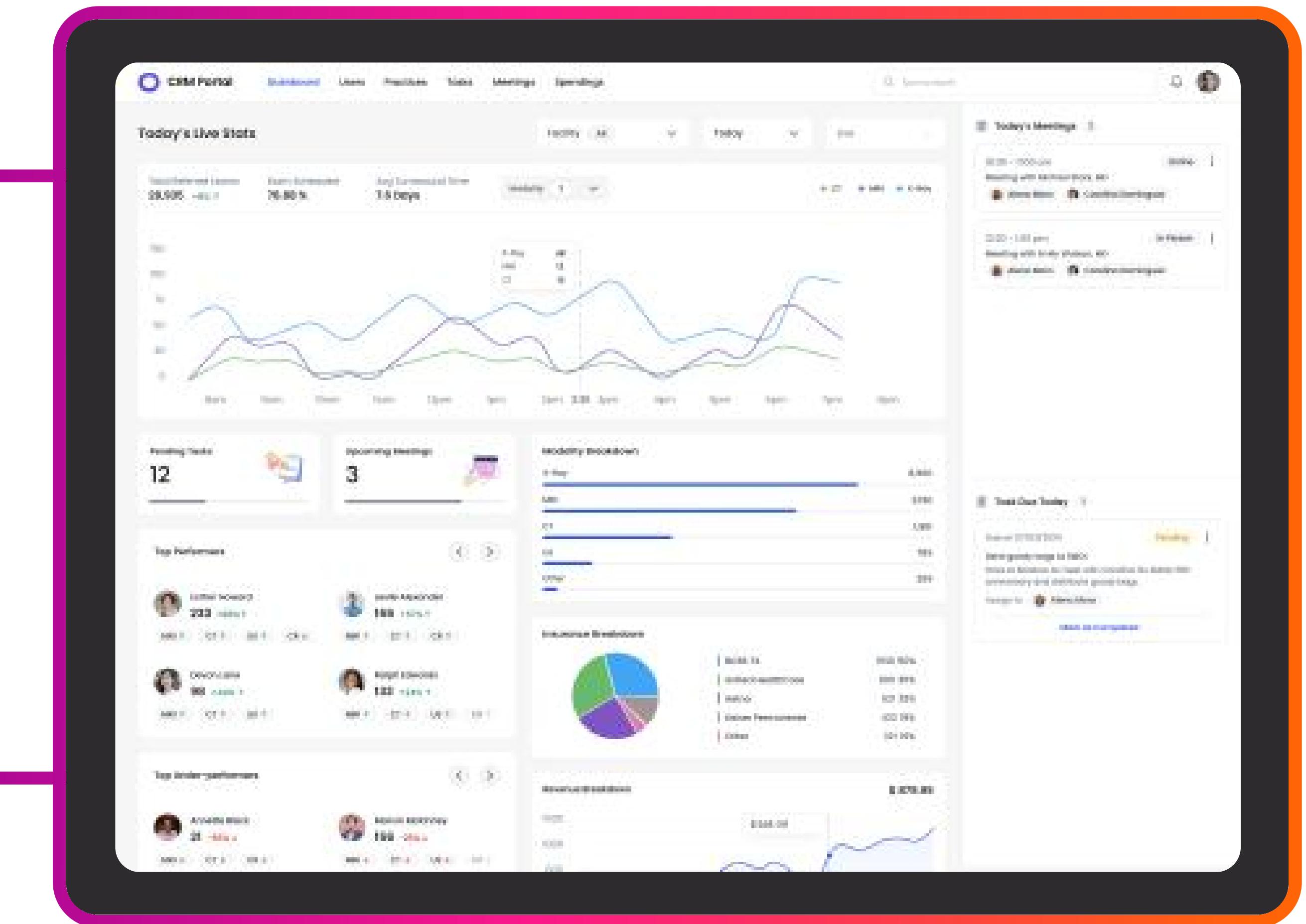
Patient

## CRM PORTAL

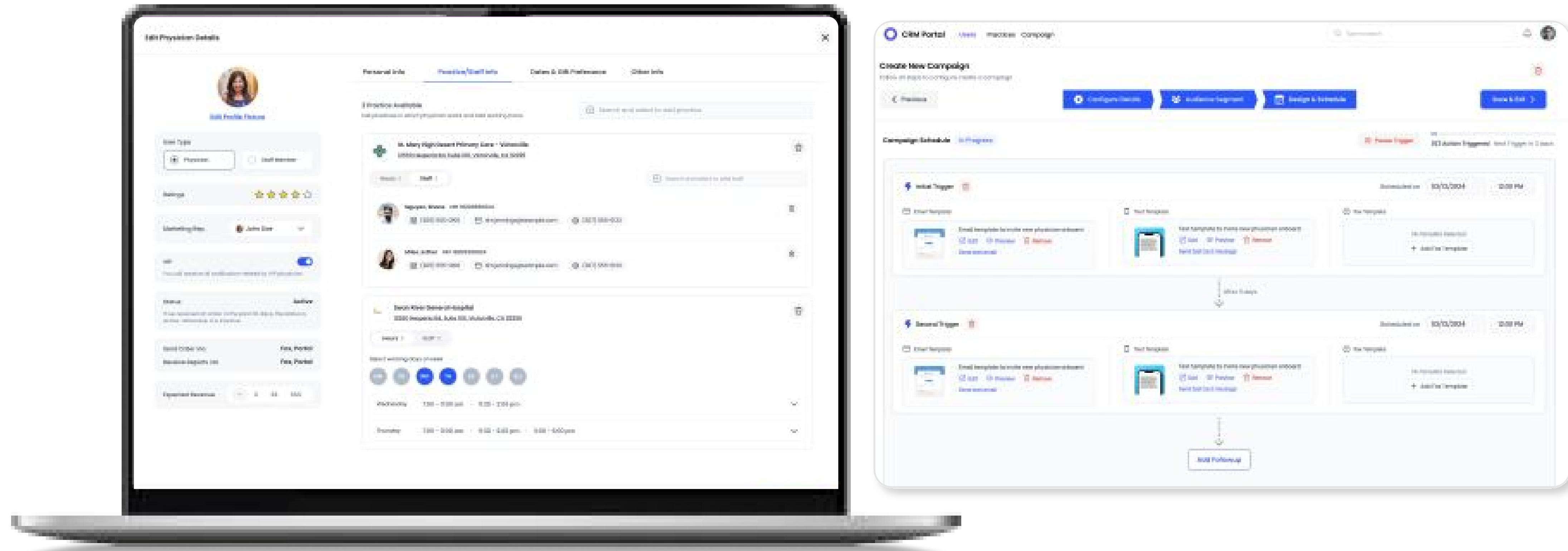
Our innovative, next-generation CRM portal ensures marketers stay ahead of the game

# A deep dive into the referral source patterns

- Tracks marketing success through engagement, referral growth, and conversion metrics for informed decision-making
- Enables segmentation of physicians based on specialty, referral volume, etc., for targeted campaigns
- Centralizes physician contact info, referral data, and communication history for easy access and updates



# CRM Physician and Campaign Management



### Edit Physician Details

Personal Info Position/Staff Info Custom & Skill Preferences Other Info

**Recent Activity**  
Recent physician visits and recent shadowing visits.

**Recent Appointments**  
Recent physician visits and recent shadowing visits.

**Recent Physician Visits**

**Recent Appointments**

### Create New Campaign

Create an email campaign to invite new physician shadow

**Initial Trigger**

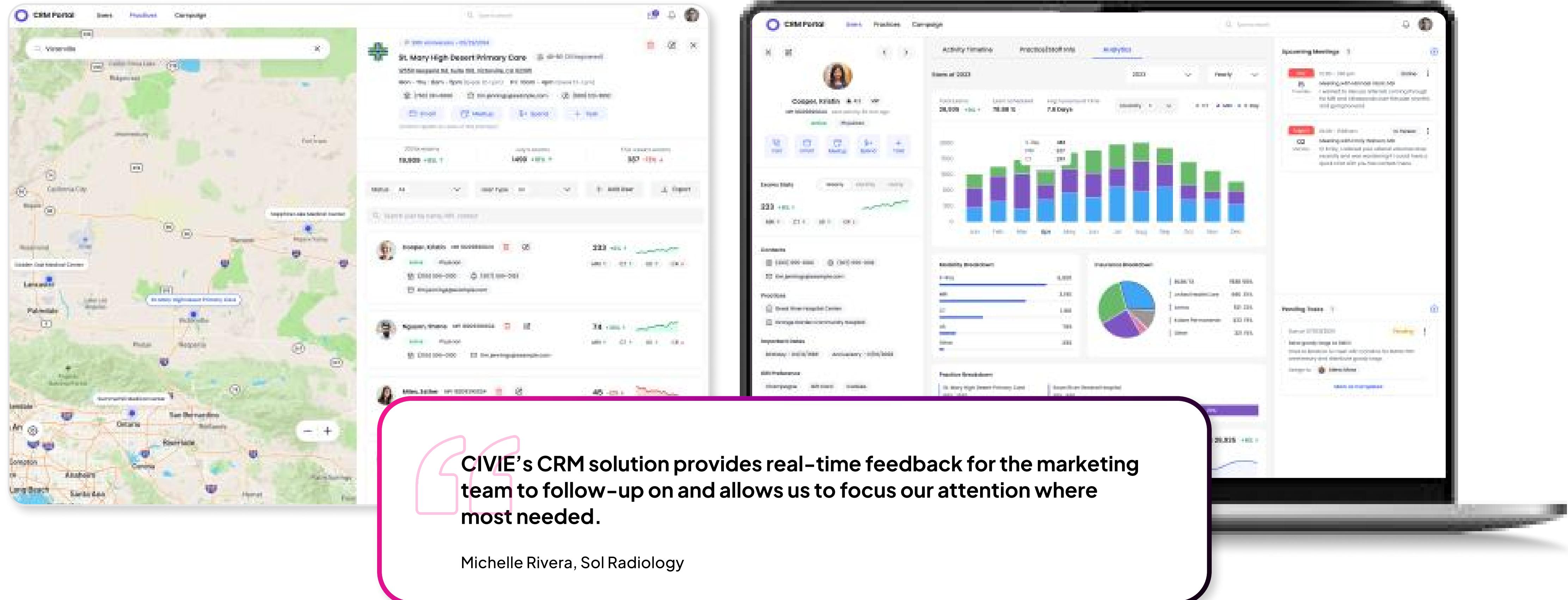
**Next Response**

**Initial Trigger**

**Next Response**

**Add Response**

# CRM Physician and Campaign Management



**G**CIVIE's CRM solution provides real-time feedback for the marketing team to follow-up on and allows us to focus our attention where most needed.

Michelle Rivera, Sol Radiology

# Radiology transformed with seamless remote integration

- Remote access improves workflow, scheduling, and collaboration with radiologists, boosting efficiency and patient flow
- Can easily scale operations to meet increasing radiology service demands without major infrastructure changes
- Centralized monitoring enhances oversight of procedures and protocols, improving quality assurance and regulatory compliance



CIVIE INSIGHTS

Our reporting portal  
provides decision-makers  
with instant access to all  
the KPIs they need

# Insights hub: Real-time reporting dashboard



## Drilled down view for specific charts



CIVIE SETUP

Minimal setup  
required for you to  
be up and running

# Add locations & resources to CIVIE

The image displays the CIVIE software interface for managing locations and resources. It features a central modal window for 'Akumin Imaging Center' with tabs for Location Details, Business Hours, Special Hours, Resources, and Staff. The Business Hours tab is active, showing a grid of days (Saturday to Sunday) with checkboxes for 'Closed' or 'Open' status and time inputs for 'Start time' and 'End time'. The Special Hours tab is also active, showing a form to add 'Extra Break hours' with fields for 'Title', 'Location', and 'Date & Hours'. The Resources tab shows a list of medical equipment with columns for 'Active', 'Resource Name', 'Modality', and 'Operational Days'. The Staff tab shows a list of staff members with columns for 'Active', 'Name', 'Role', and 'Email'. A large smartphone on the left is displaying the 'Location Details' tab of the same interface. Callout bubbles with labels point to each tab: 'ADD LOCATION DETAILS' (top left), 'BUSINESS HOURS' (top center), 'SPECIAL HOURS' (center), 'RESOURCES' (right), and 'LOCATION STAFF' (bottom right). A 'Save' button is visible in the bottom right corner of the main window.

# Add/Import exam procedures and exam supplies

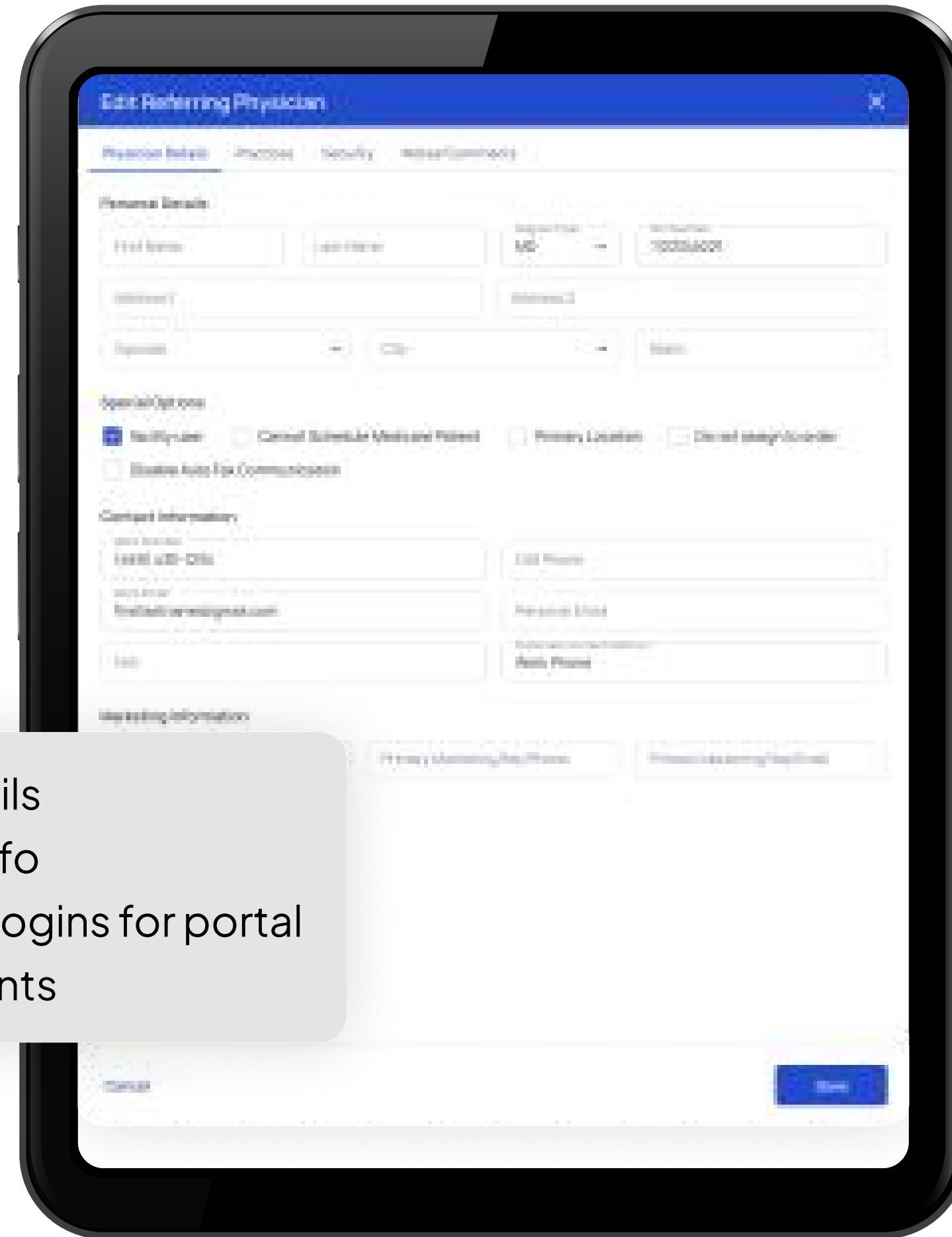
**ADD EXAM DETAILS**

**ASSIGN EXAM/S TO RESOURCE & SPECIFY HOURS**

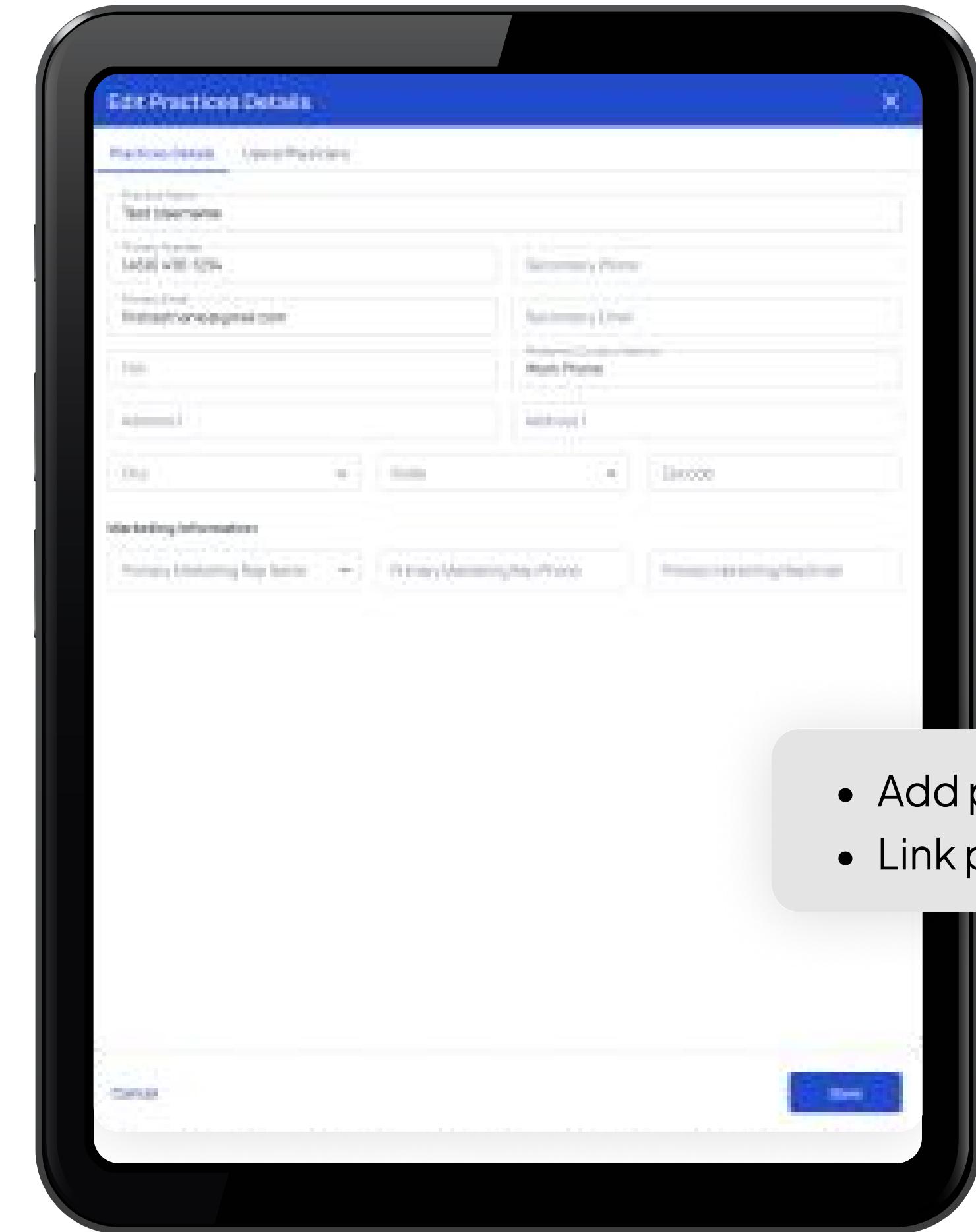
**EXAM SUPPLIES**

**SPECIAL HOURS RELATED TO EXAM**

# Add referring physician and associate facilities



- Add basic details
- Link practice info
- Reset security logins for portal
- Notes/comments



- Add practice details
- Link physician info

“

**CIVIE has truly transformed our operations. The efficiency it brings to our workflows and the clarity of patient data management have exceeded our expectations. It's not just a tool; it's a vital part of how we provide exceptional care.**

Dr. Krishna Das, Sol Radiology

**30%**

Cost reduction

**3 min**

Time taken for  
patient self  
schedule

**22%**

Optimized  
scheduling



# Thank You

We would be glad to answer any questions.