

QA Auditor

Client Background

Customer is one of the largest radiology service providers in USA. Customer runs multiple practices across multiple locations. Customer's outsources process of reading of radiology images and preparing reports. Such transcribed reports are then reviewed by Customer's in house radiologists and approved.

Client's Challenge

The entire process of outsourcing worked great in terms of increased productivity and reduced cost. However the challenge emerged in ensuring that the in house radiologists review the already transcribed reports thoroughly before approving them.

The Our Approach

We worked closely with the process owner's at customer's end and implemented following process flow to take care of this challenge

- A web based application was provided which integrated with customer's PACS system to get images to be transcribed
- Offshore users were allowed to log in to the system to view the images and transcribe the reports.
- The reports were then shown to the in house radiologists for final review and approval one by one.
- System would display some dummy images with wrong reports corresponding to those intermittently which the radiologist would obviously reject if they are reviewing the reports thoroughly
- In case an in house radiologist wrongly approves a dummy report, he would need to start his approval process from the last successfully identified dummy report or the beginning of the batch whatever is applicable.

Successful outcomes and results

- Ensuring that all the approved reports were thoroughly reviewed by in-house radiologists
- Increase in productivity of in-house radiologists thus reducing cost of processing a report

Technology used

- MSSQL 2008 R2
- ASP.Net 3.5, C#