

# Connecting patients and caregivers to complete follow-up care.

### RADIOLOGY REPORT

Patient Name: Niewind, Danielle E    Referring Physician: Smith, John  
Date of Birth: 04-Mar-1992    Phone: (123)456-7890  
Patient ID: NC1577    Fax: (098)765-4321  
Study Date: 24-Oct-2023 8:00 AM    Accession: 5897  
XR Chest, 2 View

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**Indications:** Cough and congestion

**Findings:**  
PA and lateral views of the chest revealed no evidence of active pleural or pulmonary parenchymal abnormality.  
There are diffusely increased interstitial lung markings consistent with chronic bronchitis. Underlying pulmonary fibrosis is not excluded.  
The cardiac silhouette is enlarged. The mediastinum and pulmonary vessels appear normal. Aorta appears tortuous.  
Degenerative changes are noted of the thoracic spine.

**Impressions:**

1. No evidence of acute pulmonary pathology.
2. Enlarged cardiac silhouette.
3. Tortuous aorta
4. Diffusely increased interstitial lung markings consistent with chronic bronchitis. Underlying pulmonary fibrosis is not excluded.
5. Consider follow-up with chest CT in 3 months if clinically warranted.

PATIENT TEXT

Hello John Smith, MD,

Danielle Niewind completed an imaging study at Exa Imaging Center on October 24, 2023. Our radiologist recommends the follow-up study listed below based on guidance from the American College of Radiology. Please respond to this fax at your earliest convenience using the following fax number:

(919) 336-4460

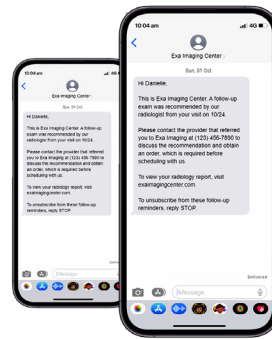
REFERRING PHYSICIAN  
ELECTRONIC FAX

Approximately 50% of recommended patient follow-ups contained in radiology reports, including incidental findings, are not acted upon and often result in missed or delayed diagnosis.<sup>1,2</sup> **Exa® Connect** automates this process and has been shown to increase patient follow-up adherence rates to greater than 70%<sup>3</sup>, which may improve patient outcomes and increase revenues.

Using artificial intelligence to efficiently identify patients at risk for critical missed follow-up care, Exa Connect utilizes digital messaging to communicate the recommended follow-up with the patient and their care team. Exa Connect is fully automated, so there is no need for staff to implement or manage this capability – it is simple and seamless to launch Exa Connect into existing clinical workflows.

## Multi-Channel Communication

Multi-channel communication allows Exa Connect to ensure that patients and care teams receive the right reminder and the right information at the right time. Direct communication contributes to completed follow-up exams.

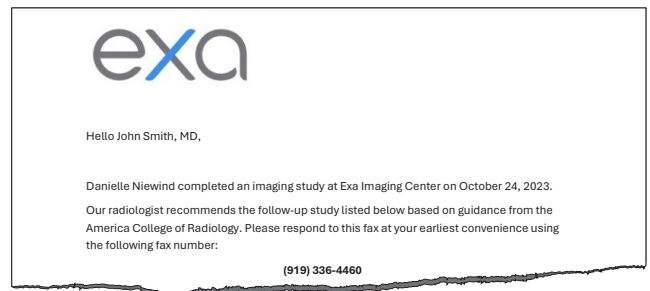


## Patients

Patient communication options include text message and email to ensure timely completion of follow-ups.

## Bi-Directional Chat

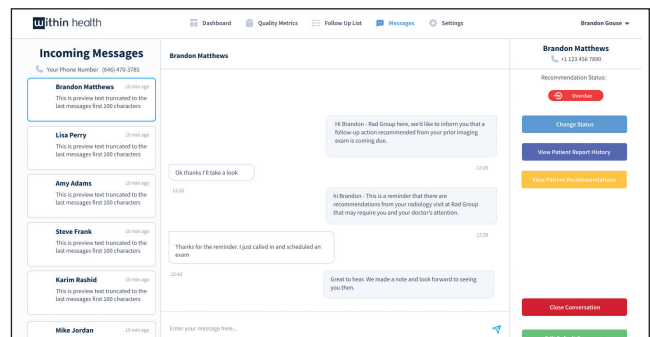
Care teams can interact with patients as needed. If a patient has a question or concern, a care team member can respond directly through the Exa Connect application. Additionally, automated responses can be configured to direct patients to the correct resources.



Faxed report includes information to place order

## Automated Follow-Up Identification and Tracking

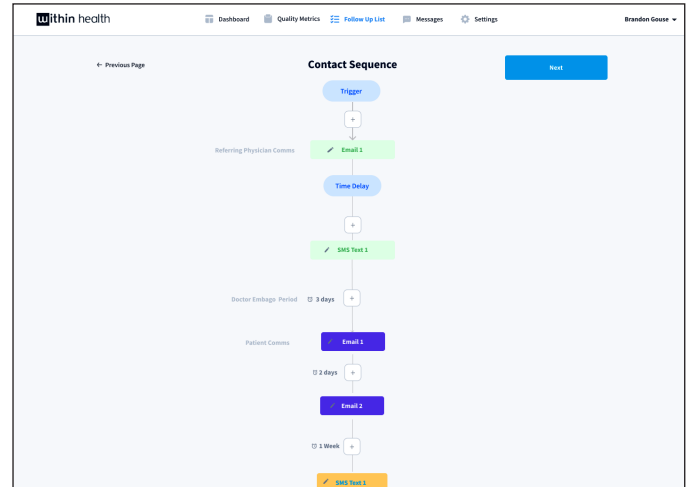
Using artificial intelligence (AI), recommendations in dictated reports are automatically flagged and tracked by the system, meaning your staff doesn't have to read through countless reports and radiologists don't need to change their workflows. All recommendations can be viewed and managed through the intuitive user interface.



Accession Number	Exam Date	Report Modality	Min Due Date	Max Due Date	Reco Anatomy	Reco Modality	Patient MRN	Status	Action Status
5897	2023-10-23	CR	2024-01-23	2024-02-22	CHEST	CT SCAN	NC1577	adherent	Change
RECOMMENDATION TIMELINE DETAILS									
EX14505	2023-09-18	US	2023-10-19	2023-11-18	ABDOMEN	CT SCAN	1004760	adherent	Change
EX14504	2023-09-06	US	2023-10-07	2023-11-06	ABDOMEN	CT SCAN	AndM1427	adherent	Change

## Flexible Communication Cadence

Communication sequences are customizable. Messaging content, timing, and calls to action can be created for different segments of your patient population. Messages can be sent, or not sent, based on criteria including referring physician, recommended timeframe, modality, anatomy and more.



Contact sequences can be easily customized and visualized. Add time delays, text messages, emails and exit criteria to any number of sequences you'd like to create.

## Automated Status Changes

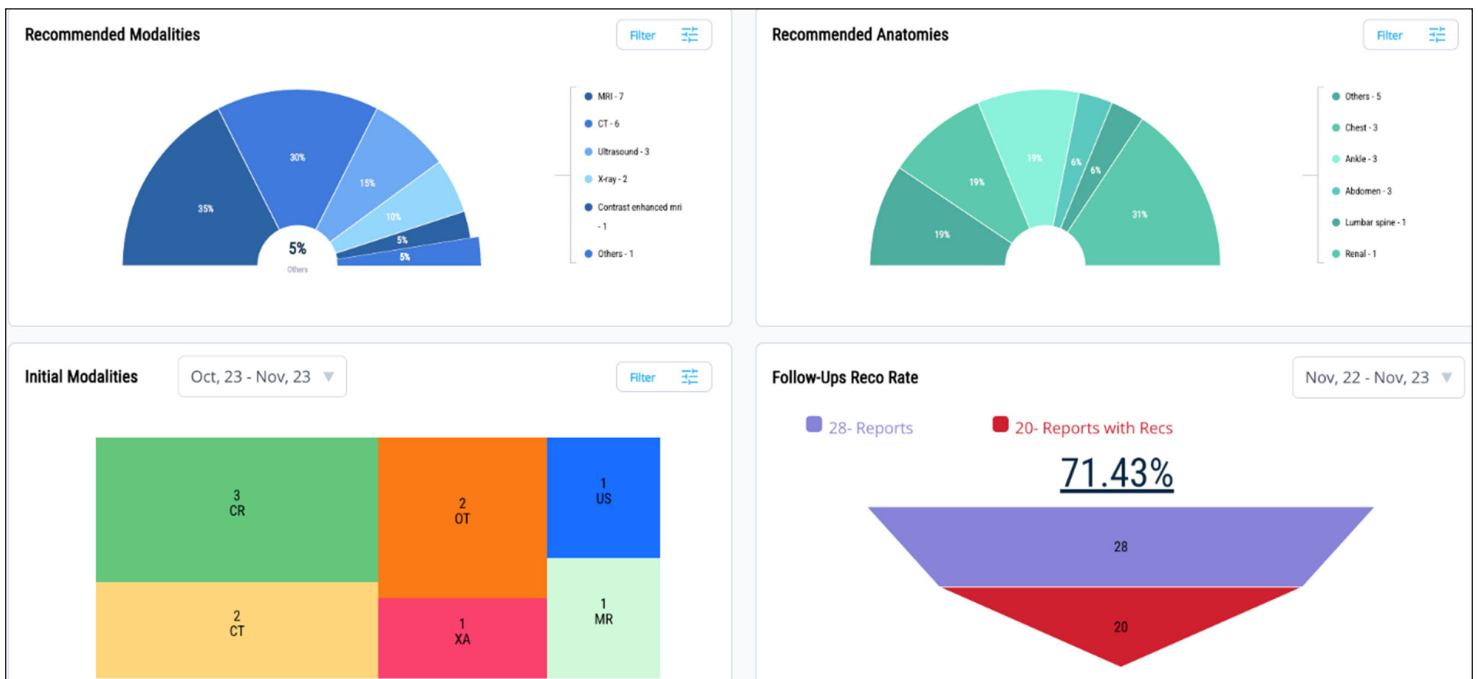
Exa Connect's AI will automatically close out cases when they are considered complete, taking this effort off your busy staff. If a patient follows the necessary steps and ultimately comes back to complete an exam for a follow-up recommendation, the system automatically recognizes this and marks the case as complete. The system can also update other statuses automatically, such as patients being overdue or non-compliant to their follow-ups.

Exam Date	Report Modality	Min Due Date	Max Due Date	Reco Anatomy	Reco Modality	Patient MRN	Status	Action Status
2023-10-23	CR	2024-01-23	2024-02-22	CHEST	CT SCAN	NC1577	adherent	Adherent, Acknowledged, Not Clinically Necessary
2023-10-25	OT	2023-11-25	2023-12-25	ANKLE	MRI	NC2047	adherent	Scheduled Followup, Scheduled on Compliance
2023-10-09	CR	2023-11-09	2023-12-09	ABDOMEN	CT SCAN	AndM1427	adherent	Patient Deceased, Incomplete
2023-08-07	MR	2023-11-06	2023-12-06	LUMBAR SPINE	MRI	1004760	adherent	Manager Closed, Needs PUA, Needs Reassignment
2023-09-18	US	2023-10-19	2023-11-18	ABDOMEN	CT SCAN	1004760	adherent	As Renewed

Statuses indicate the patient's current state and recommendation and can be automatically or manually assigned. These statuses tell staff whether patients have completed their follow-up or may need some additional help.

## Realtime Analytics

Analytics graphs are an easy way to visualize important information about your practice and patients. See important information such as recommendation rates, what modalities are most common in recommendations and how many recommendations are being completed at an aggregate level.



Our journey in imaging innovation started **150 years** ago, with a vision to see and do things differently. We innovate for the good of society and the world. That same purpose that kept us moving then, keeps us moving now.

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1. Kadom N, Venkatesh AK, Shugarman SA, Burlison JH, Moore CL, Seidenwurm D. Novel Quality Measure Set: Closing the Completion Loop on Radiology Follow-up Recommendations for Noncritical Actionable Incidental Findings. J Am Coll Radiol. 2022;19(7):881-890.
2. Closing the Results Loop Draft Measure Specifications. American College of Radiology. Updated January 6, 2022. Available at: <https://www.acr.org/-/media/ACR/Files/Quality-Programs/Moore-Fnd/CtL-Full-Set-May-28-2021.pdf>
3. Data on file at Konica Minolta Healthcare.

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