

Automating Imaging Follow-up Management and Care Coordination Saves Time and Reduces Risk

Healthcare leaders face mounting pressure to ensure timely and comprehensive closed-loop tracking of medical imaging follow-up recommendations. Delays or missed follow-ups can compromise patient outcomes, increase medicolegal liability, and lead to lost revenue. Yale New Haven Health System's Radiology Communication Center (RCC) tackled this challenge by implementing Agamon Health's Coordinate Platform to automate imaging follow-up management. The result: Automated workflows that save time, reduce risk, and support continuity of care across one of the nation's leading academic medical systems.

YaleNewHavenHealth

Centralized But Manual Follow-up Tracking

Established in 2021, Yale New Haven's RCC was designed to enhance the communication of critical imaging results between radiology and referring providers, ensure appropriate follow-up imaging when needed, and centralize outreach to both internal and external referring physicians.

Before adopting Agamon, the follow-up process required several manual steps. After the radiologist signed their report and flagged cases needing follow-up using standardized comments, reports were manually routed to the RCC team, which reviewed each report, extracted follow-up details, and manually entered relevant patient data into Epic.



Agamon Health has enabled our radiology team to automate many of our communications involving tracking patient follow-ups. We have seen up to a 30% increase in productivity for the staff who do this work daily. In addition, we feel that this tool has added ease into understanding if follow-up imaging was performed.



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Their Epic EHR tracked follow-up status, but the monitoring and communication workflows were performed manually. RCC staff managed lists of patients who hadn't scheduled or completed follow-up imaging, contacting referring physicians via Epic In Basket, phone, or fax—often repeatedly. If no update was received from a referring provider, the RCC team contacted the patient directly. This process was resource-intensive and time-consuming.

Workflows Transformed via Automation

Now, relevant follow-up data from the radiologist's report is automatically pulled, captured, and tracked by Agamon Health. The RCC team now has access to information that makes it easier for them to make decisions and take appropriate follow-up actions.

For internal referring physicians, Agamon continuously tracks each patient's follow-up exam status—whether it's scheduled, ordered, missed, or canceled, as well as any reasons for a follow-up exam not being performed. This information is used to generate Epic inbox messages to the referring physician.

For external referring physicians, Agamon automatically delivers secure fax and email notifications when a patient's follow-up imaging is overdue. Referring physicians can provide updates and, if appropriate, explain why the recommended follow-up imaging was not performed. If no reply is received, Agamon can escalate communication by reaching out to the patient through Epic's MyChart portal or directly via email. This is especially important if a patient lacks a primary care provider or if the initial imaging was performed during an emergency department visit.

Significant Time Savings

The RCC processes roughly **3,600 follow-up recommendations each month**, with **22%** requiring additional outreach to referring physicians and **10%** needing direct patient contact. Agamon has significantly improved RCC staff efficiency by eliminating redundant manual data entry and communication tasks, such as phone calls and faxes. Yale New Haven's RCC has seen measurable improvements in both productivity and communication efficiency. With Agamon, the team has achieved:

- **32% time savings in initial follow-up ticket generation.**
- **61% time savings in physician and patient communication processes.**
- **Approximately 125 hours saved monthly.**

Overall Benefits Include:

- Saving RCC staff time by automatically capturing relevant information from reports of patients who require follow-up.
- Eliminating redundant, time-consuming communications with referring physicians.
- Processing referring physician feedback to eliminate manual tracking.
- Automating documentation of follow-up communications with referring physicians and patients.

Reduced Risk Through Documentation

Automatically tracking and documenting every follow-up recommendation enables Yale New Haven to verify critical communications to referring physicians and their patients. This comprehensive documentation reduces malpractice exposure and reinforces the organization's commitment to patient safety and clinical quality.

Agamon's Automation Provides:

- Documented communication between radiology, referring physicians, and patients.
- Confirmation of adherence to a follow-up recommendation, and if not, why.
- Direct escalation to patients when referring provider communication fails.

Measurable Outcomes, Scalable Impact

Yale New Haven's success demonstrates that comprehensive follow-up automation can address one of radiology's most persistent challenges: tracking and documenting follow-up recommendations. For hospitals, imaging centers, and cancer centers striving to modernize their radiology follow-up communication workflows and eliminate concerns about patient adherence to those recommendations, Yale New Haven Health System's experience provides a clear blueprint. Intelligent automation with EHR integration eliminates time-consuming manual tasks, enhances documentation, and ensures no patient falls through the cracks.