

Case study

SHORTENING WAITING TIMES FOR RADIOLOGY PATIENTS

Soodia AB • Radiology

The problem

Soodia is a healthcare company aiming to reduce the waiting time for diagnostic radiology examinations in Sweden. Previously, when a patient was referred to Soodia, it was not always clear whether the patient spoke the language, or had brought a relative or interpreter to their previous visit. Problems arose when a patient came for the appointment, did not speak the language and no interpreter had been booked.

To solve this, the staff started trying to get telephone interpreters, but it was difficult on such short notice. And using tools like Google Translate was not an option due to the high of a risk for mistranslations. These situations became especially problematic in regions with long queues and limited time for each patient.

"It is not only important for the patient to get their examination, but also for the entire region and other patients. If you miss a booked appointment, that time cannot be used to examine someone else," says founder and CEO Christian Lind.

How they use the app

Soodia staff mainly use the app with patients who have had an examination with them before and are back for a return visit. They use the app to ask important control questions before examination, but also for communicating after examination. For example, to inform patients that the examination is complete and when the patient will receive the results. In some cases, the app is also used during examinations to communicate that the patient must lie still, breathe in, hold their breath, etc.

"I want to highlight the importance of a patient actually being allowed to do an examination, which they otherwise would not have been allowed to do. If the app can enable a single patient to have their examination, that's reason enough to use the app," says Christian.

The result

According to Christian, the app is signalling that they have taken a few extra steps to communicate with the patient. They now have a tool to use if a patient comes in urgently or they did not know that a patient needed an interpreter. It makes the patients feel seen and heard and makes them feel better before starting the examination.

It also makes the job easier for employees as they don't have to spend time and energy trying to find translators.

"My employees think that the app is great! For me, it's a no-brainer," says Christian, referring to the fact that more healthcare organizations should implement this solution.

**Read the whole
case study here**

