

# THE AMI INSIDER

## A message from Dr. David Levi, CEO

Our mission at AMI is to provide innovative service and compassionate care that exceeds expectations. We have always been able to do this for our communities, through hard work, teamwork and thinking outside of the box. Never has this been more true than with our response to COVID-19. By February 2020, we realized how serious COVID-19 was and how we needed to be able to adjust to the needs of our patients. We formed an internal task force and began meeting daily to discuss how to keep our staff and patients safe. While the months of March and April were extremely challenging, we at AMI were able to use this time to make your experience better. Let me share with you a few examples.

- **Screening patients and staff:** each patient that comes to an AMI office is asked a series of questions at the time of scheduling and again upon check in at our front desk, to ensure your safety. Likewise, our staff needs to make sure they answer these questions each day. Both patients and staff also have their temperature checked upon arrival. This makes it safe for you to come to AMI for your imaging.
- **Minimizing unnecessary check in time:** we at AMI wanted to use this opportunity to make the check in process for our patients as easy as possible. The days of sitting at the office and filling out paperwork, needed to end. So we worked to create online forms that patients can fill out before they ever set foot in our offices. These forms are emailed to you in advance of your appointment, so that you can fill them out at your own leisure. The information in the forms is retained in your electronic file so that the next time you come in, you don't have to fill out information about your allergies or medications twice, unless that information has changed.

**Receiving images electronically:** if you have been to one of our offices for an exam, you are probably used to receiving a CD with your images, so that you can keep them in your own file or share them with your ordering provider. Now, thanks to our partnership with Powershare, you can get your images shared with your provider, or keep them for yourself, without ever having to set foot in an office or take home a CD.

These are just a few of the items that we have completed since COVID-19 began, that have made our offices safer and the patient experience better. We are obsessed with providing you with the best care and experience possible. I would like to hear from you what you think of these improvements, and what else you would like to see from us. Please email me at [dlevi@amini.com](mailto:dlevi@amini.com) and let me know what you think. Until then, stay safe and be well.



# News Update: COVID-19

## **We're Focused on Your Safety**

The health and well-being of our patients and staff continues to be our highest priorities. To best serve our community and minimize the risk of spreading COVID-19, we are following the recommendation of the Centers of Disease Control and Prevention (CDC) and New Jersey Department of Health (NJDOH) and making temporary changes to our business hours, policies and procedures.

## **Hours of Operation by Location**

All AMI offices are now open with expanded evening and weekend hours at most of our 14 locations. To find a listing of our hours and services by location, see [www.atlanticmedicalimaging.com/locations/](http://www.atlanticmedicalimaging.com/locations/).

## **What are we doing to make sure our patients and staff are safe**

### Screening Guidelines

- If you have a scheduled appointment and are experiencing a fever, new shortness of breath, new cough, flu-like symptoms, sore throat or recent loss of taste or smell, please call 609-568-9182 for further evaluation prior to your appointment.
- If you have no symptoms but have had close contact with someone suspected or known to have Coronavirus over the past 14 days, please contact your healthcare provider prior to scheduling your appointment.
- AMI will not perform procedures on patients known or suspected to have COVID-19.

### Temperature Checks

We will perform temperature checks on all patients, visitors and staff entering any of the AMI facilities.

### Installation of Sneeze Guards

We have installed sneeze guards at the front desk stations in each office to help maintain social distance and physical separation during the registration process.

### Face covering or mask to protect yourself and others

Please be aware that our staff will be wearing masks and we ask that you wear a face covering or mask as well. If you do not have a face covering or mask, we will provide one to you.

### Enhanced cleaning processes

Extra time and care is being taken between patients to ensure the cleanliness of all equipment and frequently touched surfaces. We are cleaning all surfaces and equipment with an EPA approved disinfectant.

### Hand hygiene protocol

Our staff continues to adhere to our hand hygiene protocol. We encourage you to wash/sanitize your hands before and after checking into your appointment. Alcohol-based hand sanitizer is available throughout all offices.

### Flexible waiting room options

We encourage you to practice social distancing, when possible. Patients have the option to check in at the front desk and then wait in their vehicle to be contacted when it's time for their appointment. We have removed chairs at some locations to minimize overcrowding.

### Visitor Policy

We ask all visitors accompanying patients to wait in their vehicle. If a visitor needs to accompany you into the office, there will be a limit of one visitor.

# Patient Ambassador Program

## Welcome to the AMI Patient Ambassador Program!

For over 50 years, AMI has been providing the most advanced diagnostic imaging services, combined with compassionate care. Our 52 board-certified, sub-specialty trained radiologists and our highly skilled staff remain committed to providing you clinical excellence, unmatched technology, diagnostic imaging expertise, along with the most accurate and timely results.

With our mission to provide innovative service and compassionate care to our patients, it's a great honor to make a difference in the lives of our patients. Our patients inspire our work every day -- they are why we do, what we do.

We pride ourselves on improving the health of our community, and with that pride we would like to share testimonials and stories from the patients we serve. We all know that people connect with stories, and we capture those stories through countless conversations with our patients. The more we hear, the more passionate we are to share these stories with those who need to hear them.

We're looking for patients to become part of our Patient Ambassador Program and share how their experience at AMI made a difference in their life. Whether it was an overall positive experience at one of our offices or your encounter with one of our staff members or radiologists that went above and beyond, we want to hear your story.

If you are interested in participating in our Patient Ambassador Program, please complete the form at [www.atlanticmedicalimaging.com/patient-perspective](http://www.atlanticmedicalimaging.com/patient-perspective) and our program coordinator will reach out to you soon.



# What's New at AMI

When COVID19 hit us in early 2020, our team had to take a step back and look at how we can provide the level of quality service and care while keeping you safe and healthy.

While we have always had safety and infection policies and protocols in place, we realized we had to enhance these measures to comply with the new CDC and DOH requirements related to COVID19.

One of the key areas of focus was the patient scheduling and registration process. We want to minimize the amount of time patients spend in our office filling out paperwork.

As part of our continued efforts to make your office visit safe, we have gone digital and streamlined our paperwork and registration process to minimize your time spent in our offices.

With our new paperless system, you can pre-register and submit the required paperwork in advance of your appointment.



**We've Gone Digital to Keep You Healthy and Safe!**



## **Our online platform features:**

- Real-time Online Appointment Scheduling - schedule when you want 24 hours a day/7 days a week
- Paperless Forms and Pre-registration - Easy to use, nothing to print and sent to you as you need them.
- Appointment Reminders - texts, emails and voice reminders.

We encourage you to do this as it saves you even more time in the office.

## **To schedule your appointment online you will need:**

- Your Insurance Card
- Prescription / Order
- Name of your referring physician
- A contact email address or cell phone number

Try our new digital platform by scheduling your next appointment online. Please visit: <https://ami.opendr.com/>