











PATIENT CARE

Lakeside MRI & Diagnostic Health wants to exceed your patient's expectations.

At Lakeside, we have taken the time to understand what matters most to your patients, and as a result, have created an environment in which everything we do is focused directly on meeting those needs. We recognize that exceeding a patient's expectations not only reflects well on us, but it **strengthens their relationship with their referring physician.**

Lakeside considers a job well done when a patient expresses an enthusiastic appreciation of the service and care we gave them, as an extension of our seamless partnership with you.

To achieve complete satisfaction, Lakeside has addressed your patient's needs by offering:

-  **Affordability** – In-Network Coverage for 70+ Insurance Carriers • Global Billing includes Radiologist Fee, Equaling Lower Co-Insurance • Affiliation-Based Discounts • Competitive Self-Pay Rates • Patient-Specific Payment Plans • Financing Options
-  **Convenient Location** – Located in Webster Medical Center • Freestanding Building with Direct Entrance and Unlimited Free Parking • Easy Access to Public Transportation
-  **Effective Communication** – Text and Email Appointment Reminders • Pre-Arrival and Pre-Procedure Instructions Email • Q&A Opportunities via E-mail and Phone • Active Social Media Interaction • Easy-to-Navigate Website with FAQs • “Engage” Station in Lobby with Patient-Focused Materials • Informed Staff • Rapid Doctor Notification of Results
-  **Access** – Same Day Appointments • STAT Appointments • Extended Hours & Weekend Availability Based on Patient Need • Walk-In Service
-  **Customer Service** – Bright, Spacious Lobby • Complementary Wi-Fi • Private Dressing Rooms • Lockers • Private Waiting Rooms • Private Consultation Spaces • “Connect” Workstation for Laptops and Charging • “Refresh” Specialty, Warm Drink Station • Complementary Snack Packs for Fasting Patients • “Review Us” Online Marketing Initiative
-  **Respect of Time** – Paperwork Completed Online Pre-Arrival • Self-Service iPad Check-in • Electronic Paperwork Confirmation at Reception • Pre-Service Prep for On-Time Appointment • Notification of Earlier Appointment Availability • Rapid Test Reads • Online Records for Rapid Results to Doctor
-  **Compassion and Care** – Calm, Clean, Newly-Remodeled Facility • Fresh Colors • Serene Wall and Ceiling Art • Bright Lighting • Oversized Seating • Warm Blankets • Headphones with Music • Sedation Services • Hand Holding • Kind and Patient Staff
-  **Trust** – Accredited Facility • Accredited Imaging Equipment • Registered Technologists

At Lakeside, we understand that you have entrusted us with your patients, and we are committed to exceeding their expectations.

Make Lakeside MRI & Diagnostic Health your imaging partner today!