

This Quarter's Stories

Winter Storm Uri's Impact

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Find Out What Patients Are Saying

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Adding New Team Members

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Scheduling with Prime Imaging

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Managing Through Winter Storm Uri

Record Low Temperatures and Snow Fall

When record snowfall and low temperatures were predicted during Valentine's Day Weekend in Dallas, our team had prepared to take a snow day at the start of the week to allow our team to stay safe at home. Life in Texas does not typically include snowfall or ice storms, leaving most of the state, along with our team, unprepared for the hard-hitting snow storm we were gearing up to receive.



A very unfamiliar view in Texas!

Handling the Power Outages and Frozen Pipes

Complete power outages began to affect millions across the state, with most of our team being without power for days. Not only did the state work through power outages, but millions of Texans began to face frozen pipes, leaving them without access to clean water. Stacked with frozen water pipes or boil-water notices, the chaos seemed never-ending!

Strategizing to Stay Open

Our team anticipated a single-day closure on Monday, but after handling lengthy power outages, we had to re-strategize quickly. Patients in unaffected states were waiting for appointments and we needed to ensure they were taken care of.

Program director, Ali, worked on the fly to devise a plan with the team to set up for at-home operation yet again. Out of our team, only a handful of patient navigators had access to power and the ability to work from home. After a couple of quick hours spent strategizing, the team had a plan to open our scheduling line for Tuesday morning operation.

Working Through Cancellations and Facility Closures

With most of Texas unable to operate, we started to handle the inevitable avalanche of cancellation and rescheduling requests. Our skeleton crew tackled incoming phone calls, new appointment requests and scheduling appointments as fast as possible. The storm left the majority of our collaborating facilities in Texas and surrounding states closed until the weather condition improved.

Throughout the week, members of our team slowly began to regain power in their homes to jump onboard for scheduling appointments. By the end of the week, our team was back assisting patients and scheduling full-force through our backlog of appointment requests and we quickly bounced back.

Returning After the Impact

The Assist Health Group team was able to return back to the office the week following the storm. Our office building finally had power, running water and the icy roads had cleared up for safe travels. Unfortunately, many of our collaborating facilities were still closed due to the storm's aftermath and some appointments continued to be delayed, but have since largely reopened.



Unsafe road conditions caused vast closures

A Patient's Point of View

Check out with Sharon Severe had to say about her scheduling experience with ColonoscopyAssist.

Why was ColonoscopyAssist a good fit for your procedure?

"I belong to a health sharing program, so ColonoscopyAssist was great by helping me get an affordable cost for my procedure."

What were the other options available to you other than ColonoscopyAssist and why did you ultimately choose the program?

"Other options I found had been far more expensive. I was already paying up front for the procedure, so cost was a huge factor for me."

Any words to the physicians considering to participate in the program?

"Every physician should be a part of the program! It seems like one of the best decisions they could make and more patients could benefit from this service."

Any words to our readers that are on the fence about getting screened?

"Don't wait to get screened! Just because you may not be having any symptoms, you still need to get screened. A colonoscopy is a safe, quick and reliable procedure. It's your own health at risk if you decide to wait!"

"Don't wait to get screened!"

- Sharon Severe

Meet Our Newest Team Member

Growing Our Team

This quarter, our team has gained a new team member, Lina Monts. Lina is working with Assist Health Group as our provider liaison and obtaining new providers to join our growing list of collaborating providers. Our program's reach has already grown tremendously since the start of the new year with Lina on board!

What's Next for Assist Health Group?

Throughout the past few years, the Assist Health Group team has continued to grow in order to meet the developing needs of our patients and providers. In 2021, we're anticipating more additions to our flourishing team.



Assist Health Group Team Member, Lina Monts

Expanding Our Provider Reach

Our Nationwide Need for Providers

For over a decade, Assist Health Group has worked with providers nationwide to offer patients in thousands of communities with access to care. The providers that voluntarily participate with the program are truly our backbone and we would not have blossomed without the assistance of our providers.

In 2021, Assist Health Group is largely focusing our efforts to multiply the number of providers in our lineup. We are determined to lend support to patients in every community and greatly appreciate the contributions from our providers. If you are currently a provider collaborating with our program, we ask that you refer our program to any colleagues or fellow providers to help our goals!

See How Prime Imaging Solved Our Dilemma

This quarter, we interviewed Walter Garcia of Prime Diagnostic Imaging who worked with us to fill a need for same-day appointment scheduling. Check out how their solution benefitted our program.

Tell us a little about Prime Imaging and its locations and services?

"Prime Imaging is independently owned and is a non-hospital affiliated imaging center. We're DFW based and have locations all across DFW. Our locations offer extended hours, with late evening and weekend appointments to give patients the advantage of scheduling around their busy schedules. Our locations offer a variety of imaging technology from state-of-the-art CT scanners to 3T MRI machines as well as open bore MRI machines for claustrophobic patients."

What made your centers decide to collaborate with RadiologyAssist?

"We are proud to be a non-hospital affiliated imaging center that works with patients to provide more flexible rates for imaging studies. Our collaboration with RadiologyAssist was a no-brainer to help offer more assistance to self-pay patients and their imaging costs."

Prime helped our program fill a gap in same-day scheduling needs. Tell me a little about how you and your team helped us solve our dilemma?

"Ali came to me with the problem RadiologyAssist was facing of having a large amount of patients in need of same-day or for patients with specific needs. We understand the need for same-day appointments, which is why our centers offer open and flexible scheduling. We happily worked to set up a way for the RadiologyAssist team to call us and access same-day appointment scheduling at our Grand Prairie location on any day of the week!"

How did Prime Imaging make arrangements to provide this solution to our program?

"I set up one of our scheduling coordinators, Flor, to be the exclusive point of contact for RadiologyAssist's team. Flor now works closely with the RadiologyAssist team and communicates via phone or email to schedule appointments quickly for patients and meet their needs."

What ultimately made Prime willing to help RadiologyAssist with our scheduling needs?

"Mainly, we always want to be there for the wants and needs of patients. We really focus on accessibility and want to be able to be the go-to for urgent cases and same-day appointments. We heavily push the availability of extended hours so that we can offer these types of appointments to all patients."



Walter Garcia of Prime Diagnostic Imaging