

# Department of Veterans Affairs Medical Center, Cleveland, OH

## Teleradiology Services



### Contract Description:

The contractor, Riverside Radiology and Interventional Associates, Inc (RRIA) furnishes all personnel to provide services necessary to perform teleradiology Physician Services to eligible beneficiaries of the Department of Veterans Affairs Medical Center, Cleveland.

RRIA provides a wide array of board-certified Radiologists for specialty and subspecialty interpretations of Diagnostic Imaging procedures as a 24/7/365 service, to include 24/7/365 in house IT support.

### Services Rating:

#### Quality: Exceptional

*RRIA have met all contractual requirements in an exceptional manner. RRIA provides exemplary radiologic care, outstanding service, and great communication.*

#### Schedule: Exceptional

*Coordination and execution of the contract in terms of timeliness and performance is complete and of high quality. The contractor provides timely interpretations on all exams. Turn-around times are defined by the exam type and begins at the time of transmission of the case from the VAMC to the contractor for interpretation.*

#### Management: Exceptional

*The contractor continues to work with key personnel at the VA. Veterans benefited significantly from this contractor and their work to expedite elements of the contract. All invoices were prepared accurately according to the schedule with no errors in recording or delays in submittal for payment processing.*

#### Regulatory Compliance: Exceptional

*All applicable regulations, clauses, and reporting requirements were met as set forth in the contract terms and conditions. The contractor exceeded our expectations. The contractor met and exceeded the needs and demands of the service in providing quality work per designated terms and conditions. The contractor responded timely to the needs of the Medical Center to ensure the highest level of patient care.*

#### Additional/Other:

*Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.*