

THINK OPEN

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The Results Are In!

We recently sent out a survey to a random sample of 100 physicians who have referred to MOI in the past asking for their feedback on our service. 75 surveys were returned and the results are summarized below. The overwhelming majority of responses were positive in rating Medford Open Imaging's quality, service and overall satisfaction. Thank you to all the physicians that responded to the survey. We appreciate your support and vote of confidence!

- 62 of 75 surveys (**82.7%**) rated **EXCELLENT** Medford Open Imaging's customer service with regard to scheduling, timely reports, front office staff, etc.
- 73 of 75 surveys (**97.3%**) rated **EXCELLENT** Medford Open Imaging's customer service regarding feedback from their patients.
- 58 of 75 surveys (**77.3%**) rated **EXCELLENT** Medford Open Imaging's image quality.
- 68 of 75 surveys (**90.7%**) rated **BETTER** Medford Open Imaging's customer service in comparison with other area facilities from which they have ordered MRI scans.
- 58 of 75 surveys (**77.3%**) rated **BETTER** Medford Open Imaging's image quality in comparison with other area facilities from which they have ordered MRI scans.
- 69 of 75 surveys (**92.0%**) rated **BETTER** Medford Open Imaging's patient feedback/satisfaction in comparison with other area facilities from which they have ordered MRI scans.

Below is a sample of some of the actual physician comments included on the returned surveys.

"My patients love the open scanner."

"I have had many good experiences with MOI."

"Always good about working in urgent studies."

"Good Service!"

*"You have made my patients very comfortable.
Thanks for your kindness."*

The results speak for themselves. If you have been using Medford Open Imaging for your MRI referrals, we appreciate your business. We hope that you will let us know if there is ever anything we can do to improve our service.

If you haven't referred to Medford Open Imaging before, why not give us a try and see what everyone's talking about? To schedule a scan or for more information, please call us at 541-857-8563.

