

A Partnership Built on Trust and Transparency



Case Study: Summit Radiology

Zotec recently earned the business of Summit Radiology, a diagnostic radiology group based in Fort Wayne, Indiana, by proving that each and every member of the Zotec team is invested in their growth and success.

Establishing Trust

Summit's revenue cycle has historically been managed in-house, but according to Howard Pingston (Regional Vice President of Business Development - Radiology), they realized that was no longer a viable path if they wished to remain competitive. Howard and other members of the CSM team persisted, convincing Summit's leaders that partnering with Zotec was the right decision.

Providing Value

Once we won Summit's trust, our Implementations team made sure that we continued to impress. Because Summit managed their revenue cycle in-house for so many years, loosening their grip on that responsibility was a significant pain point. However, with patience, transparency, and next-level service, the Implementations team, led by Callie Cavanaugh (Vice President of Implementations) and Jason Nephew (Implementation Manager), made Summit's onboarding a reassuring and seamless experience.

Throughout onboarding, Zotec was able to provide real-time updates in **CZAR**, our Comprehensive Zotec Analysis and Reporting technology. By offering high levels of data transparency, we were able to meet Summit's need for clear, timely, productivity monitoring. Callie and Jason report that Summit's leaders were most excited about the visibility of our reporting and the power of our technology solutions to create efficiencies for their business. By the end of the process, any hesitation on the part of Summit's leaders was entirely replaced with confidence in their decision to partner with Zotec. When the first of Summit's data was loaded into CZAR, their COO, Ian Gass, expressed his complete satisfaction with how Zotec delivered on our promises:



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I feel like a kid in a candy store... Just makes me realize how much we've likely been leaving on the table for all these years. We're so excited to be onboarded, and we're looking forward to a successful RCM partnership for many years to come!

Ian Gass,
Summit Radiology COO

We were able to establish a relationship based on trust and professionalism that will help us extend our solutions and support to other radiology providers in our home state of Indiana.

Howard Pingston,
Regional VP of Business Development

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We Care About Our Clients

Zotec's new partnership with Summit Radiology proves our team puts tremendous effort and care into our new partnerships, from demonstrating our value at the onset, to onboarding, implementation, and beyond.

To learn more about the value Zotec Partners can bring to your radiology practice contact us today.

Fast Facts

Client:	Summit Radiology
HQ:	Fort Wayne, IN
Number of Doctors:	44
Annual Encounters:	750,000
Sites / Hospital Affiliations:	37

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